

Smile More When You Save More!



Dental Care

Fast • Simple • Convenient

- Covered for **Consultation, Scaling and Polishing annually**
- Clinics and Specialist centers all **over Malaysia**
- Online Appointment** - you can schedule your appointment anytime anywhere.



Exclusively Distributed by:

Program Manager:



Why Scaling & Polishing

Stop hiding your teeth. With proper oral care starting with Scaling and Polishing, you can now show off that bright smile and leave a lasting impression on everyone you meet. Oral hygiene is your first step to maintaining a good and healthy lifestyle.

TREATMENTS	Individual Yearly Program	Twin 2 Yearly Program
Oral Consultation and Emergency *Please coordinate all appointments and follow up treatments via the mobile application		
Periodic dental visit main member	Covered (per annum)	Covered (per annum)
Periodic dental visit for main member's name dependent	Not Applicable	
Emergency treatment of dental pain and minor procedure	Co-Payment Applies	Co-Payment Applies
Oral Hygiene, Care and Surgical *Please coordinate all appointments and follow up treatments via the mobile application		
Prophylaxis / Scaling and Polishing - adult or children	Covered (per annum)	Covered (per annum)
Prophylaxis / Scaling and Polishing - main member's name dependent	Not Applicable	
Application of fluoride (excluding cleaning) adult or children	Co-Payment Applies	Extra Co-Payment Applies
Scaling and root planning - 4 or more teeth per quadrant		
Posterior / anterior or lateral skull and facial bone survey film		
Each additional x-ray / bitewing		
Panoramic x-ray		
Include or Restoration after Fillings , 1-2 surfaces, permanent (Fillings)		
Include or Restoration after Fillings , 3-5 surfaces, permanent (Fillings)		
Root canal, 1 canal (x-ray included, periapical)		
Root canal, 2 canals (x-ray included, periapical)		
Root canal, 3 canals (x-ray included, periapical)		
External bleaching - per arch - performed in office		
Crown, porcelain fused to metal		
Crown, porcelain fused to noble metal		
Crown, porcelain ceramic substrate		
Simple extraction - erupted tooth or exposed root		
Complicated extraction, tooth or root, partially bony		
Surgical removal or impacted, completely bony tooth (including local anaesthesia, suturing & postoperative care)		
Surgical placement of implant body endosteal implant (complete)		
MEMBERSHIP FEE	 RM 68 (Yearly)	 RM 188 (2 Yearly)

Important Notice:

For the avoidance of doubts, members are entitled to the savings offered under the eSmileSavers program administered by Inova Care Sdn Bhd (formerly known as Cynergy Care Sdn Bhd). To ensure compliance, all clinics adhere to the guidelines issued by the relevant governing bodies.

For more information, please contact your advisor.

Exclusively Distributed by: Program Manager:



FREQUENTLY ASKED QUESTIONS

Who is Inova Care?

Inova Care is a subsidiary of Inova International, a global healthcare service provider headquartered in the United States of America with offices worldwide supporting global partners such as insurance companies, re-insurance companies, insurance brokers, multinational companies and affinity partners. Inova International and its subsidiaries manages over 5 million claims in Asia Pacific region since 2010. For more information, please logon to www.inovainternational.com Inova Care (formerly known as Cynergy Care) was established in 2010 and registered as Managed Care Organization with the Ministry of Health Malaysia since 2011.

What is this program about?

The eSmileSavers program is designed to promote the importance of oral healthcare among Malaysians. Members enjoy benefits such as hygiene, emergency, basic and complex treatments supported by a simple and easy to use Mobile Application with Digital Appointment. The Mobile Application allows members to select the preferred time, date and location of the clinics for consultation and treatment.

What are the coverage or benefits provided and key terms and conditions that I should be aware of?

Hygiene such as Consultation, Scaling and Polishing – Covered but limited to one time (1) annually.

Any follow up consultation, scaling and polishing will be on co-payment basis.

Emergency, Basic and Complex Treatment – on co-payment basis with unlimited treatments. Please refer to the above plan for the breakdown of each treatment.

The program and its benefits are not transferable. Only the registered member will be entitled to the coverage of the plan.

Unless renewed, the benefits will cease on the expiry date and MXM International and Inova Care shall not be held liable for any expenses that take place after the expiry date. The membership fees is not a representation of the treatment fees when you seek treatment at the clinic

What is the duration of the plan?

Individual (Yearly Program) is a single member annual renewable plan.

Twin (2-year program) is a twin member two-year renewable plan.

Can I cancel my membership plan?

Yes, subject to a cooling off period of ten (10) working days from the date of receipt of the application ("the Cooling Off Period"). Member shall be entitled to a refund of the Membership Fee provided that the benefits are not utilised during the "Cooling Off Period". For cancellation after "Cooling Off Period", Membership Fee is strictly non-refundable.

Can I walk into a clinic without making any appointments?

NO. All dental appointments are made directly through eSmileSavers mobile app. Alternatively, you may contact our customer service via email: cs@mxm.com.my

Where can I get further information on the eSmileSavers program?

Please contact your servicing advisor or our customer service via email: cs@mxm.com.my . Alternatively, you may contact Inova Care customer service hotline at 03-2027 4788 every Monday to Friday from 9.00am to 5.00pm (except Public Holidays) or email at malaysia@inovacare.com

Online Dental appointment and follow up treatment

All dental appointments must be made online via the MediSavers mobile app or via appointment link in eSmileSavers registration email. eSmileSavers members are also requested to coordinate their follow up treatments via the MediSavers mobile app.

Disclaimer

In the event of any dispute in the translation of terms in Bahasa, the English version shall apply.

Dental Care
Fast • Simple • Convenient

