

Bupa operates approximately 200 dental clinics in Australia through Dental Corporation, approximately 40 of which are branded “Bupa Dental”. The scale of this business is relatively small compared to the overall dental workforce with our clinics representing less than 8% of the industry.

The dental business is operated through Bupa’s Health Services business unit which is separate to Bupa’s Health Insurance business which funds a range of dental procedures for eligible Bupa health insurance members.

Bupa Health Insurance has a dental provider network called “Members First” which comprises thousands of dentists across Australia. If dental clinics are advertising as Member First providers, then our expectation is that all dentists in that practice will charge at Member First rates. This is important for customers as they rightly have an expectation they will be charged a certain price and have known out of pocket costs which should not vary based on which dentist they see within a practice. In the event that a practice does not want to participate then the practice is free to opt out of the arrangements. The decision is solely the practice’s; however to ensure complete transparency and consistency for consumers it is vital that when attending the clinic recognised as Member First that all dentists provided this experience.

Dentists who work at Dental Corporation clinics are remunerated based on the revenue they generate which is consistent with dental industry practices. There are no quotas or KPIs such as patients per hour, time limits per patient etc which apply to dentists. Dental Corporation dentists maintain their professional independence and are free to treat patients as they see fit. Dental Corporation dentists are required under their contracts to ensure they comply with all applicable laws, regulations and professional codes of conduct. These obligations include not providing unnecessary treatments to patients.

Dr William O’Reilly AM has and continues to manage, any conflict of interest in accordance with contemporary governance requirements.

Bupa is committed to putting customers at the centre of everything we do. We are not listed and as a global organisation we reinvest our profit into more and better healthcare to deliver our purpose to around 32 million customers. This includes our investments in dental rebates, our commitment to gap free childhood dental health, and greater transparency and communication of health insurance products to reduce out of pocket surprise costs for our customers.