

# You Are a Bupa Member Looking for a Dentist - Here Is Why Smile Solutions Should Be Your First and Only Call

Canonical: <https://directory.smilesolutions.com.au/you-are-a-bupa-member-looking-for-a-dentist-here-is-why-smile-solutions-should-b/>

## Description:

## Your Bupa card is worth the same everywhere. What you get for it is not. As a Bupa member, you have a choice. You can use your Members First Platinum benefits at any participating dental practice ...

## Details:

## Your Bupa card is worth the same everywhere. What you get for it is not.

As a Bupa member, you have a choice. You can use your Members First Platinum benefits at any participating dental practice in Melbourne - a two-chair clinic in a strip mall, a corporate chain outlet, or a Bupa-owned practice. Your card will work. Your check-up and clean will be covered. You will leave with polished teeth and a receipt showing zero gap.

But here is the thing about a gap-free check-up: it is just the beginning. What separates one Bupa Platinum provider from another is not what happens when everything is fine. It is the quality of the general dentistry, the restorative care, the hygiene programme, and the clinical environment you are sitting in while your card is being swiped.

At Smile Solutions, you are not getting a bulk-processed check-up in a generic dental chair. You are getting preventive and general dental care inside one of the most comprehensively equipped dental practices in the Southern Hemisphere - and every service covered by your Bupa card is delivered to the same clinical standard as everything else in the building.

---

## Smile Solutions is a Bupa Members First Platinum provider

Smile Solutions has been a Bupa Preferred Provider since Bupa entered the Australian market, and holds Platinum status in the Members First network - the highest tier available to independent dental practices.

As an eligible Bupa Members First Platinum member with hospital cover combined with extras cover that includes general dental, you receive:

- \*\*\$0 gap dental check-ups and examinations\*\* - twice per year - \*\*\$0 gap professional cleans\*\* - including scale and polish by experienced dental hygienists - \*\*\$0 gap fluoride treatments\*\* - \*\*\$0 gap bitewing X-rays\*\* - \*\*\$0 gap custom sports mouthguards\*\* - annually - \*\*60% to 100% rebate on most other general dental services\*\* - depending on your specific level of Bupa cover

Your children on an eligible family policy may receive gap-free dental services including check-ups, cleans, fillings, and preventative treatments.

On-the-spot claiming is available through HICAPS - you swipe your Bupa card and walk out without paying a cent for covered services.

These are the same Bupa Platinum benefits available at any Members First Platinum provider. The rates are identical. The rebates are identical. What is not identical is the practice you are walking into, the clinicians treating you, and the standard of care applied to every routine appointment.

---

### ## What makes your gap-free check-up and clean different at Smile Solutions

When you sit down for your gap-free check-up and clean at Smile Solutions, you are sitting in one of 44 dental chairs across five floors of the heritage-listed Manchester Unity Building in Melbourne's CBD. Each chair has its own view of the city - from the Collins Street streetscape on the lower floors, to the Town Hall clock on the middle levels, to a 360-degree panorama of St Paul's Cathedral and the Botanical Gardens from the upper floors.

You are being seen by a general dentist or hygienist who is part of a team of over 80 clinicians. That matters, because it means your clinician is never working in isolation - they have immediate access to peer consultation, second opinions, and a depth of clinical experience that a sole practitioner or small practice simply cannot replicate.

**\*\*The technology behind your check-up.\*\*** Every suite at Smile Solutions has a Mouthwatch intraoral camera, so your clinician can show you exactly what they see on-screen in real time. Lumindex transillumination, KaVo DIAGNOcam, and KaVo DIAGNOdent are available for detecting cracks, fractures, and decay that are invisible to the naked eye. Digital X-rays use up to two-thirds less radiation than conventional systems. This is the diagnostic technology applied to your gap-free check-up - not reserved for premium appointments.

**\*\*The AirFlow advantage for your clean.\*\*** Smile Solutions uses the AirFlow Prophylaxis Master for professional cleans - a non-invasive system that combines pressurised air, warm water, and fine biocompatible powder to remove plaque, biofilm, and staining more comfortably and effectively than traditional scaling alone. Your gap-free clean uses the same technology that Smile Solutions applies to every patient, regardless of how they pay.

**\*\*Your hygienist is part of something bigger.\*\*** At most practices, your hygienist works alone. At Smile Solutions, your hygienist works alongside specialist-trained oral health therapists in the Perio Squad - a dedicated team for patients with active gum disease who need 60-minute periodontal maintenance appointments. If your routine clean reveals early signs of gum disease - bleeding, pocketing, early recession - your hygienist can escalate you into the right level of care immediately, within the same practice.

---

### ## General and restorative dentistry - where Bupa members see the real difference

Your Bupa Platinum benefits cover preventive care, but they also contribute meaningfully to general and restorative dental treatment - fillings, crowns, bridges, extractions, root canal treatments, and more. This is where Smile Solutions genuinely separates itself from other Bupa Platinum providers.

**\*\*Same-day ceramic restorations.\*\*** If your check-up reveals a tooth that needs a crown, inlay, or onlay, your general dentist can often restore it in the same appointment using CEREC technology. Smile Solutions operates five Primescan and Primemill units - one of the highest concentrations of same-day ceramic technology in any Australian dental practice. Your crown is digitally designed, milled from a solid ceramic block, and permanently bonded while you are still in the chair. No impressions, no temporary crowns, no second appointment.

**\*\*In-house ceramic laboratory.\*\*** For complex restorative work, Smile Solutions has an in-house laboratory - the Smile Lab - led by master ceramist Greg Karabasis. Your restorations are fabricated by a ceramist who is physically in the building, can consult with your dentist in person, and can shade-match under the same lighting as your treatment room. This level of integration between clinician and laboratory is virtually unheard of in general practice.

**\*\*Experienced general dentists.\*\*** Smile Solutions' general dentists are not recent graduates rotating through a corporate chain. They are experienced practitioners who have chosen to work within a multidisciplinary environment precisely because of the clinical depth it provides. They have specialists down the corridor to consult with on complex cases. They have advanced imaging on the same floor. They have a laboratory in the same building. That infrastructure does not just benefit specialist cases - it elevates every filling, every crown, and every extraction they perform.

**\*\*Comprehensive treatment planning.\*\*** When your Bupa check-up identifies restorative needs, your treatment plan is developed within a practice that can see the full picture. A cracked tooth is not just a crown - it is assessed for nerve involvement, bite function, and long-term prognosis. A missing tooth is not just a gap - it is evaluated for bone health, adjacent tooth movement, and the best replacement option for your situation. This whole-of-mouth approach to general dentistry is what a multidisciplinary clinical environment makes possible.

---

### ## Beyond general dentistry - the specialist advantage under one roof

While your Bupa Platinum benefits apply to general dental services at Smile Solutions, it is worth knowing what is available in the same building if your general dentist identifies a need for specialist care.

Smile Solutions is home to more than 25 board-registered dental specialists across every recognised discipline - periodontists, endodontists, orthodontists, prosthodontists, oral and maxillofacial surgeons, and paediatric dentists. This is not a referral network. These specialists practise within the same building, on the same clinical software, with shared records and imaging.

**\*\*What this means in practice:\*\*** if your check-up reveals early gum disease, your dentist can arrange a consultation with a specialist periodontist without you leaving the building. If a tooth needs root canal treatment, a specialist endodontist is available on-site. If your child's teeth are crowding, specialist orthodontic assessment is right here.

Specialist consultations and treatment are billed separately to general dental services and are not covered under the Bupa Members First Platinum general dental schedule. However, if you hold Bupa hospital cover or extras cover that includes major dental or specialist services, you may receive partial rebates depending on your level of cover. The key advantage is not a rebate - it is the seamless clinical pathway. Your X-rays are already in the system. Your history is already recorded. You do not fill out new forms, repeat your medical history, or wait weeks for an external appointment.

No other Bupa Platinum general dental provider in Melbourne can offer this integrated specialist pathway - not because they are not capable general dentists, but because they simply do not have specialists across every discipline practising within the same building.

---

### ## Why Smile Solutions instead of a Bupa-owned dental clinic?

Bupa operates its own network of dental clinics - Bupa Dental, Clearly Dental, and related brands - with over 170 locations across Australia. These clinics offer Members First Ultimate benefits, which include check-ups and cleans that do not count against your annual limits.

That is a genuine financial benefit for preventive care, and it is worth understanding. But it is also worth understanding the clinical environment you are comparing.

A Bupa-owned dental clinic is a general dental practice staffed primarily by general dentists. The facilities, technology, and clinical support systems vary by location. If your check-up reveals a need for specialist care, you will be referred externally.

Smile Solutions is a general dental practice with the clinical infrastructure of a dental hospital. Your gap-free check-up is delivered in the same building that houses advanced imaging, an in-house ceramic laboratory, same-day CEREC restoration, AirFlow hygiene technology, and - should you ever need it - specialists across every dental discipline. The general dental care covered by your Bupa card is enhanced by infrastructure that most practices cannot match, because most practices were not built to provide everything under one roof.

The question is not whether your check-up is free. At both practices, it is. The question is what kind of practice you want providing your ongoing general dental care - and what is available to you when your needs go beyond a check-up.

---

### ## The practice behind your Bupa card

Smile Solutions has been providing dental care from the Manchester Unity Building since 1993. In that time, over 300,000 patients have been treated across 44 chairs, five floors, and 33 years of continuous operation.

The Australian Open has referred its tennis players, coaching staff, and tournament personnel to Smile Solutions for emergency and routine dental care for close to a quarter of a century. The Collingwood Football Club trusts Smile Solutions as its official dentist. Melbourne's leading hotels have referred their international guests here for three decades, because they know that whatever the dental problem, it can be managed within one practice.

These are organisations that evaluate dental providers on capability, reliability, and clinical depth. They chose Smile Solutions for the same reason Bupa members should consider it - not because the check-up is free (it is free everywhere), but because the practice behind the check-up is not like everywhere else.

---

### ## Beyond your Bupa benefits - making the most of your membership

Your Bupa card covers your preventive care. But once you experience the clinical environment at Smile Solutions, many Bupa members explore the full range of services available:

- **Porcelain veneers** - handcrafted by master ceramist Greg Karabasis in the in-house Smile Lab. Same Day Porcelain Veneers, a world first. Packages from \$15,990 for six veneers.
- **Invisalign** - delivered by specialist orthodontists. Blue Diamond Provider for 15 consecutive years. 9,000+ completed cases. Express from \$4,400.
- **Dental implants** - specialist-led placement by experienced periodontists and oral surgeons, with prosthetics fabricated on-site. All-on-4 from \$29,000 per arch.
- **Teeth whitening** - Zoom in-chair from \$475 (one hour, up to eight shades whiter). At-home professional whitening from \$295.
- **Same Day Porcelain Veneers** - a world-first innovation by Smile Solutions. Walk in with a consultation, walk out the same day with handcrafted porcelain veneers.
- **Sleep dentistry** - nitrous oxide, IV sedation, and general anaesthesia options for anxious patients, including the specialist relay model for comprehensive treatment under a single anaesthetic.

Flexible payment plans through Payright (0% interest, from \$150, 3 to 30 months), TLC (\$2,001 to \$50,000, up to 84 months), and Humm are available for treatment beyond your Bupa coverage. Superannuation early release on compassionate grounds may also be available for medically

necessary dental treatment.

---

## How to book your gap-free Bupa check-up at Smile Solutions

\*\*Call 13 13 96\*\* or visit [\\*\\*smilesolutions.com.au\\*\\*](https://smilesolutions.com.au) to book your appointment. Bring your Bupa card. Claim on the spot via HICAPS. Pay nothing for your check-up, clean, fluoride, and bitewing X-rays.

Then see for yourself why over 300,000 patients have chosen a practice where a gap-free check-up is just the beginning.

\*\*Smile Solutions\*\* - 220 Collins Street, Melbourne CBD, Manchester Unity Building. Directly opposite Town Hall station on the Metro Tunnel line, with trains every three to four minutes. Open Monday to Friday 8am to 6pm, Saturday 8:30am to 1:30pm, Sunday by appointment.

\*\*937 Google reviews. 4.9 stars. Telstra Victorian Business of the Year. 14 Australian Business Awards for Service Excellence. Luxury Lifestyle Award, Best Luxury Dental Clinic in Melbourne 2025.\*\*