



Dental Schedule Communications

**May
2022**

Welcome to the Schedule Communications where you will find all our latest news and useful information.

eDental web form ceasing from 30 September 2022

The eDental web form will cease from 30 September 2022. The web form was a solution to allow practices who did not have a Practice Management System (PMS) to submit claims electronically when eDental became mandatory in 2018.

We recently contacted all practices who did not have a PMS and were using the web form only to submit claims for payment and prior approval to make sure they have a plan in place for when the service ceases on 30 September 2022.

Some practices who do have a PMS still submit their prior approvals through the web form. Please make sure you are submitting all claims including prior approval requests through your PMS.

Orthodontic discontinuation fee requests

If you are discontinuing an orthodontic treatment plan where the patient has an appliance or appliances in situ you must send a Discontinued Fee Request to us through your Practice Management System (PMS), detailing the appliance(s) you are discontinuing. We will calculate and authorise the fees due and return the Discontinued Fee Request to you with the authorised fees attached. You must then submit a Final Payment claim for payment once you have agreed to the fees we have authorised.

Administration forms

Please make sure all administration forms are emailed to:

nss.psd-customer-admin@nhs.scot

All forms must be submitted from your secure NHS.scot email account. Forms submitted using any another email account will not be actioned.

Patient surname changes

We hold a master record for each dental patient registered in Scotland. This record has a unique identity number, which makes sure patient treatment histories are linked together.

Where a patient presents and has changed their surname since their last visit, you should submit the claim using their new surname but must also enter their previous surname in the previous surname box on your software. This allows us to amend the patient's master record when the claim comes in.

Each month, your dental payment schedule report contains a section detailing the patients for whom we have received claims. It shows the details we hold and those entered on the claim.

If our records are wrong, please provide the correct details [using the dental 287 form](#).

GP200 forms

If you are submitting a GP200 form to de-register a patient, please check the patient's registration status on the Patient Details report on eSchedules to make sure the patient is registered to the list number you have detailed on the GP200 form.

This will avoid any unnecessary delay in processing the withdrawal.

May paid June cut-off date: To be confirmed

Telephone: 0131 275 6300 | e-mail: nss.psddental@nhs.scot

Visit the [Dental Services page on the NSS website](#).

Scottish Index of Multiple Deprivation (SIMD) file update

We have recently been provided with a new SIMD file. The updated file includes any changes to a post code's SIMD area and the addition of post codes that have not previously been linked to a SIMD area

This new file has been uploaded to our payment system and our website [SIMD look up tool](#) will be updated on 20 May 2022.

The SIMD tool helps you identify patients that may need different levels of care and enables you to manage their claims more effectively.

NSS Practitioner Services Customer Satisfaction Survey

We would like to hear your views about the services you receive from our Practitioner Services departments (Medical, Pharmacy, Dental and Ophthalmic) so that we can improve our service to you and better meet your needs. We would also like to know how much you know about the forthcoming changes to our services as part of our digitalisation-led service redesign. You can access the survey from the link below or by scanning the QR code on your phone. The survey is anonymous and will take around 10 minutes to complete.

<https://forms.office.com/r/SbpcCp0Ekk>



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Patient registration checks

If you need to check a patient's registration within your practice, please run the 'Registration Detail' report on eSchedules. This report details all patients registered with your list number, including those who are on the reduced registration rate because they have not attended the practice in the last three years. If you are the eSchedules contact, you can run this report for every list number in your practice and export it as an excel file which makes it easy to search for a patient's name. Please note that lifetime registration came into place on 1 April 2010. From 1 April 2006, the registration period was 3 years, and on 1 April 2009 the Scottish Government extended registration from 36 to 48 months meaning that no patients registrations lapsed between 1 April 2009 and 31 March 2010. This means that any patient registered with your practice on or after 1 April 2006 is registered for life, unless they register elsewhere or leave the country.

Jubilee bank holiday Friday 3 June 2022

The dental helpdesk will be closed on Friday 3 June 2022 for the Jubilee bank holiday. It will reopen at 8.30am on Monday 6 June 2022.



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