



Dental Schedule Communications

**August
2022**

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

Access the schedule close dates and prior approval timescales [here](#)

Changing practice management software (PMS)

If you have decided to change your PMS supplier you should advise us formally by emailing NSS.psddental@nhs.scot providing us with the practice details, an example list number and a go live date, as well as detailing the old PMS supplier and the new PMS supplier.

You must complete the [code of connection](#) to reflect the new system you are using and attach it to the email.

Please make sure you transfer any open treatments and claim response messages for rejected claims from your existing PMS before the go live date on your new PMS. We cannot support a practice attempting to use two PMS systems simultaneously or requesting to go back to the old PMS.

If required, we will arrange for your new supplier to receive an EPOC which is a password which allows your PMS to connect to the NHS network.

Other considerations you should advise us about:

1. If you are altering your local area network equipment, for example new PCs or other hardware, you should advise us of this in your email.

2. If your SWAN connection uses your own broadband and you are changing broadband provider, we will require the new internal default gateway IP address.
3. If your location requires a new NHS connection equipment this may take up to 6 weeks to order and deliver for the practice to plugin/install.

There is a [general guide](#) to managing your edental connection available on our website.

Continuation cases

If a course of treatment is started under one list number and completed under another list number within the same practice, then this is a continuation case. This process is a function of your Practice Management Software (PMS) and therefore general and technical support for these claims should be from your PMS support.

The same date of acceptance must be used on all parts, to reflect that it is one course of treatment. The separate parts 1 and 2 (or higher) must be submitted in the correct sequence and it is advisable to allow at least 1 day between submitting the different parts.

Your PMS maintains the patient charge, the patient's exemption status and any prior approval granted on the part 1 claim by carrying it on to the part 2. This ensures the maximum patient charge is not breached, applies the correct exemption for the whole course of treatment and treatment can continue for an approved case if the treatment plan is unchanged.

After you take over treatment on the part 2 and you realise the proposed treatment has changed for either an existing prior approved case or where the combined cost of all parts of a continuation case is now above the prior approval limit, **stop treatment, amend the treatment plan** on your PMS which will invite you to **apply for approval or re-approval**.

Your PMS may request you to enter the claim number, Case ID, or DRS of the part 1 onto the part 2 claim and state what part number the claim is. There may also be a requirement to add prior approval details such as the date and 30-digit approval code onto the part 2 although some PMS may do this automatically.

Do not enter any of the above information in observations, use your PMS to manage these cases and enter details only in the specific data fields provided in your system.

PMS systems may have variations of the same process, so we again recommend you take their advice and support.

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

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

