



## Dental Schedule Communications

**May paid  
June  
2023**

**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](#)**

### **Practitioner Profiles**

We have now reintroduced Practitioner Profiles. A practitioner profile is an activity report that provides data for the previous year including earnings, registrations, and treatment activity for individual list numbers. It will provide comparisons for treatment carried out in your contracting authority area and the whole of Scotland, allowing you to compare your treatment activity with other practitioners.

Those on our list currently receiving these monthly communications and “eSchedules are available” prompts, will be contacted when Practitioner Profiles are available. If you would like to be added to this list, or if you are a newly listed dentist, please send your up-to-date NHS email and one of your dental list numbers to [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot).

See our guidance on [managing and understanding practitioner profiles](#).

### **Updates on List number and location changes**

#### **Change of dental practice ownership**

Previously, we requested new list numbers for a change of ownership from one practitioner to another. The new list numbers were set up at the existing location number, and practice name was updated for the location. Now we have taken the decision to manage this change of ownership differently within our payment and registration system MIDAS.

All existing BC contractor and BC assistant numbers will be changed to ordinary and assistant list number types without the list number changing, the single BC list number will be retained.

If DBC ownership changed to a non DBC, that BC list number would simply resign.

Any new DBC ownership simply requires a BC list number to be requested and existing list numbers can be retained.

If ownership changes from DBC to DBC, a resignation of previous owners BC list number and new owner BC list number is required. This will eliminate the need for the treatment continuation case process to be followed.

Health board will be required to advise us of all ownership changes that involve non DBC to DBC and DBC to non DBC. Notification will be through the normal GP21A process.

### Dental practice location moves (same owner)

Previously, in cases where a practice moves location all list numbers should be resigned and new list numbers requested, at a new location number.

Now we have taken the decision to manage a practice moving location, by retaining the list numbers, and changing the practice location number on MIDAS. This means the continuation case cannot be used for unfinished treatment claims and claim management guidance should be sought from [NSS.psddental@nhs.scot](mailto:NSS.psddental@nhs.scot)

Change scenario	List number changed?	Location number changed?
Change of dental practice ownership	No	No
DBC to DBC	Yes, DBC list number changed only.	No
Non-DBC to DBC	Issue DBC list number only.	No
DBC to Non-DBC	Resign DBC list number only.	No
Dental practice location moves (same owner)	No	Yes

In all other circumstances not detailed above, our claim processes apply for continuing treatments.

General dental treatment continues with another dentist within the same practice, typically a resigning dentist with open incomplete treatment [continuation case process](#)

Orthodontic dental treatment where a course of treatment is started under one list number and continued under another list number within the same practice location or transfers to a different location [Continuation and Transfer cases](#)

## Important advice - claiming Orthodontic discontinued treatment

When a course of active orthodontic treatment has been started which then needs to be discontinued, either for a list number change or if the patient's treatment is not to be completed within the same practice, this 1<sup>st</sup> part of the treatment needs to be discontinued. Part fees need to be allocated for appliances that have been made, whether fitted or not, but not completed.

To claim payment for this 1<sup>st</sup> part of the treatment you need to follow a 2 step process.

Firstly, submit a "Discontinued Fee Request" claim for the active appliances that have been made/fitted but not completed. Part fees for the made/fitted appliance(s) and adjustment visit(s) will be authorised by Practitioner Services and the authorised "discontinued fee request" returned to you.

Secondly, submit the "Final payment" claim which should include the "authorised" part fees as well as any other diagnostic items, completed appliances, referral fees etc carried out during that first part of the treatment. The authorised final payment claim will then be processed for payment.

For clarification, if treatment is being discontinued under a list number and part fees need to be calculated for appliances which have been made/fitted but not completed, please follow the above process.

**Do not submit the claim initially as a "Final payment" claim with observations stating that you require part fees for fitted appliances and adjustment visits. Practitioner Services cannot add part fees to a "Final payment" claim type and will be unable to process the final payment claim for payment.**

For more information please go to our website: [Orthodontic dental treatment - claim message types - Continuation and Transfer cases](#)

## Checking Patient Registrations

If you are unsure whether a patient is registered at your practice, or you would like to know which dentist a patient is registered with within your practice, you can follow the steps below to run registration reports. These reports provide registration details for all patients registered within a practice.

The eSchedule contact for the practice can access the patients registered at the practice by choosing the option "Registrations Detail"

## Online Reports

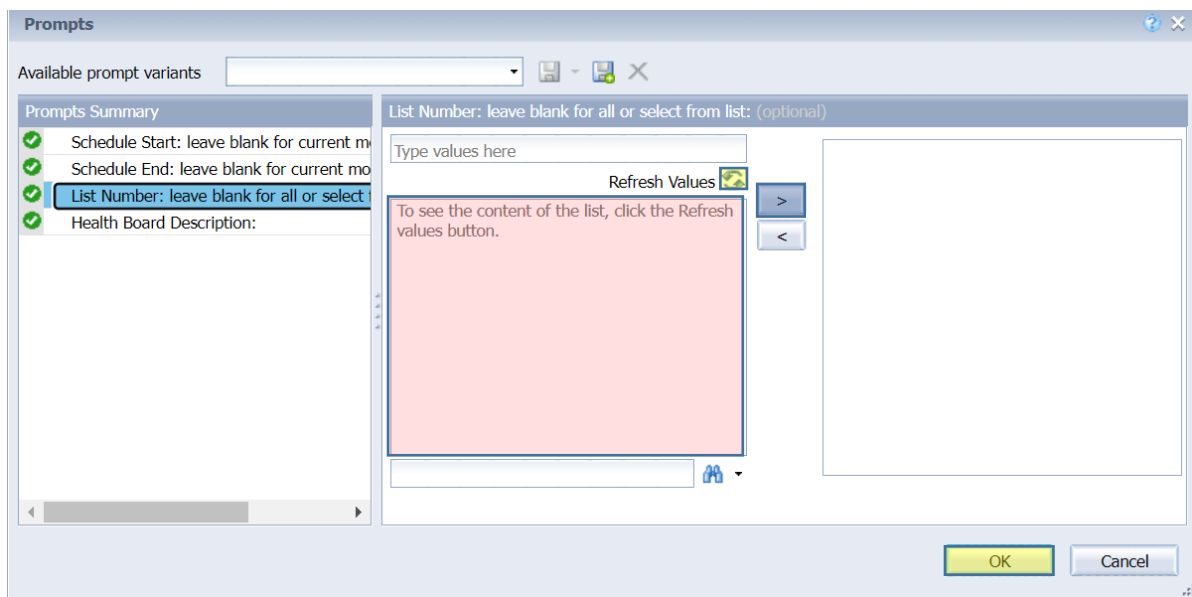
Treatment, payment and patient reporting

The following reports are available:

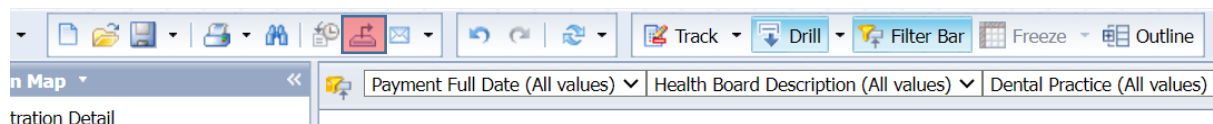
### Payment Schedule Reports

- [Remittance Advice](#)
- [Account 7 General](#)
- [Account 7 Commitment](#)
- [Additional Payments and Recoveries](#)
- [Allowances and Superannuation](#)
- [Capitation and Continuing Care Payments](#)
- [Capitation and Continuing Care Patient Information](#)
- [Item of Service Payments](#)
- [Item of Service Detail](#)
- [Item of Service Adjustments](#)
- [Registrations Summary](#)
- [Registrations Detail](#)
- [Superannuation Cumulative](#)

The following prompt will appear. Under List Number, press the “Refresh Values” button. This will show all the active and historical list numbers within the practice that the eSchedule contact has access to in the box highlighted in pink. Select the relevant values from the box and click the arrow pointing to the right. And finally select “OK”.



To export it, click the following option found on the top left corner.



You can choose to export them into an excel document, which will be editable.



## Customer Satisfaction Survey

NHS NSS Practitioner Services are keen to know how we are performing and how you feel about the services we provide. Our services are also undergoing significant transformation and change. Understanding how much you know about the changes that affect you, and what your priorities and concerns are, will help us to continue providing the best possible service to you.

I would like to invite you and your colleagues to fill in our annual Customer Satisfaction Survey using the link below. Please feel free share the link with any professional contacts; the more views we receive, the better we can target improvements to our services.

<https://forms.office.com/e/6JsLW790jn>

The survey closes on 30 June 2023. If you have any questions, comments or feedback about the survey please don't hesitate to get in touch with me at [anna-maija.rist2@nhs.scot](mailto:anna-maija.rist2@nhs.scot)



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