



Dental Schedule Communications

**June paid
July 2024**

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](#)

July paid August cut-off date: Tuesday 6 August at 5pm

System downtime – Thursday 18 July 2024

Due to essential updates the eDental, eOrtho and ePrior Approval systems will be unavailable all day on Thursday 18 July 2024. Please do not submit any claims or prior approval requests on this date. We apologise for any inconvenience this may cause.

Continuation of the November 2023 Dental Reform implementation

Following the introduction of Dental Reform in November 2023, there were a number of changes that were proposed to be delivered but were deferred due to the tight timescales. These changes are detailed in the [Dental Reform](#) section of our website. We are currently working towards an implementation date of 01 August 2024 for these changes and will provide further updates as things progress.

Claiming a Quality Improvement (QI) Allowance

The Application form for submitting a QI allowance is now available from our [website](#). This QI claim form should be used for eligible dentists who have completed all 3 activities as referenced in the CDO letter of 24 November 2023 and [Memorandum to NHS: PCA\(D\)\(2024\)2](#) under paragraph 11 and 12 Claiming a QI Allowance Payment
These are:

- a team-based reflective report.
- an Equality and Diversity online training module.
- a practice-level workforce census.

If you are eligible for the allowance and have contributed to the reflective report, have completed the online training module, and been included in the practice census return then you will be eligible and able to claim the full amount of QI payment for the 2022-25 Audit Cycle. On completion of all relevant QI activity those dentists eligible for a QI allowance payment should ensure that they download their Turas completion certificates. A claim for the QI payment must be submitted within 6 months of completing the QI activity.

Under paragraph 12 there is reference to a situation where due to exceptional circumstances you have been unable to contribute to the reflective report but have completed the other elements then you will be able to claim two thirds of the QI payment. An exceptional circumstance example would be a period of maternity leave or long-term sickness, and under these circumstances then you will be able to submit under a separate claim form and this will become available at the end of July 2024.

The link to the full SDR detailed in the memorandum is also attached below.

[Memorandum-to-PCAD20242-QI-Activity-2022-25-cycle-and-Amendment-No.-164-to-the-SDR-Enhanced-Domiciliary-Care-Fees-18-April-2024.pdf \(nhs.scot\)](#)

Prior Approval

We have seen a substantial increase in the number of breaches of the NHS (GDS) Regulations in relation to Prior Approval, since the introduction of the new SDR in November 2023.

Practitioners should bear in mind that any variation to a course of treatment (resulting in either an increase or decrease in the value of the course of treatment) already approved, requires resubmission for *Prior Approval*, or it is a breach of the National Health Service (General Dental Services) (Scotland) Regulations 2010. Please note, the Regulations have not changed in this respect since 2010.

If the Regulations are not adhered to with regard to Prior Approval, and the treatment is undertaken, the practitioner may not be entitled to payment for that course of treatment.

We would direct practitioners to:

Paragraph 28 (Prior Approval of Care and Treatment), sub-paragraphs (3) to (5),

contained within:

SCHEDULE 1 (Terms of Service for Dentists), of the National Health Service (General Dental Services) (Scotland) Regulations 2010.

<https://www.legislation.gov.uk/ssi/2010/208/contents/made>

Changes to Prior Approval claims

If treatment on an open Prior Approval claim changes taking it below the £600 prior approval limit, you will need to send the claim back to us with the box ticked indicating 'Prior Approval no longer required'. You can send this back to us by using the 'Request Advice' function within your practice management software. We can then close the claim and send it back to you. This is an administrative process that will allow you to submit for final payment without errors.

Large increase in adjustment requests

We have seen a large increase in adjustment requests to amend claims where item 1(a) have been time barred. This is causing additional administration in responding to adjustment enquiries.

Based on the patient's known dental history and clinical assessment, the recall frequency for item 1-(a) may be 12, 18 or 24 months. If your patient requires a clinical review between examinations based on patient risk factors identified in item 1-(a) then you can claim item 1-(b) Review Examination.

Large increase in Duplicate claims

We are receiving a large increase in duplicate claims where overlapping dates are being caused by dentists submitting claims for a 1-(a) exam and creating a separate claim for the treatment with the same start date. Please note that this should all be on the one claim.



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

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