



## Dental Schedule Communications

July paid  
August  
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](#)**

**August paid September cut-off date: Thursday 5 September at 5pm**

### **Alert regarding Toner Scam**

NHS Counter Fraud Services (CFS) have recently published [an alert](#) that will be of interest to all primary care contractors. Brushing or toner cartridge scam is an area of risk reported to CFS over the last few years. This is where items that were not ordered or required, are delivered to the contractor. This is then followed up by fake invoices for payments to be made. [The alert](#) gives some practical advice and guidance on what to do if the contractor receives such an approach.

### **Providing patient identifiable information in email**

Patient identifiable (PI) information should always be sent from an NHS email which has additional encryption making sure the information is safe. Please note that we cannot process any PI information received from a non-NHS email, and we also cannot send any PI details to a non-NHS email.

If we receive PI data from a non-NHS email, we will send a separate email to advise that the respondent will have to resend their enquiry using an NHS email. You will also note that any email correspondence with PSD that contains PI data, will be labelled as: **OFFICIAL-SENSITIVE**

## Orthodontic Payment claims

Each Orthodontic payment claim submitted has a unique twelve-digit Case ID. This is made up of:

- Dentist list number – 5 digits
- Practice reference number (PRN)\* – 6 digits
- Submission count – 1 digit

For each payment claim you submit, i.e., Examination, Interim Payment, Final Payment, etc, you have a maximum of ten attempts to submit it successfully (submission count begins at 0 and rises to a maximum of 9).

Every time an individual payment claim is rejected, this ‘uses up’ a submission, as the submission count rises by one for every attempt.

If you receive the same error message on two attempts, you should contact your supplier before attempting to submit again, as what you tried to do to fix the error did not work. Continuing to submit will only receive the same error and use up your number of attempts.

Some message types also use the same PRN as previous messages for the same patient, for example, if you claim an Interim Payment, when it comes to submitting your Final Payment for the same patient, you will already have used one submission (unless you had rejections when trying to submit the Interim Payment, in which case you will have used more). If you need to submit a Discontinued Fee Request before the Final Payment, this also uses the same PRN as the Interim Payment, again reducing the number of attempts you will have for the Final Payment.

Example: Patient – Joe Bloggs

Dentist list number – 99999

Practice reference number – 001234 (this may show on your system as 1234 without the leading zeros)

Message type	Submission count	Status
Interim Payment	0	Rejected with an error (E00xxxx)
Interim Payment	1	Successful submission
Discontinued Fee Request	2	Rejected with an error (E00xxxx)
Discontinued Fee Request	3	Rejected with an error (E00xxxx)
Discontinued Fee Request	4	Rejected with an error (E00xxxx)
Discontinued Fee Request	5	Successful submission

This only leaves submissions 6, 7, 8 and 9 to successfully submit your Final Payment for this patient. If each of the last four submissions is rejected with an error, you have run out of attempts and will need to contact your supplier.

When this happens, it creates a lot of work for both your supplier and Practitioner Services to return your claim to a status where you can attempt further submissions. It will also delay the payment of your claim, as it takes some time to rectify the situation.

\*PRN may be known as COT or DSR depending on the practice management system you use.

## SCI Gateway Telephone Line Retiral - NISG Service Desk

On 1 January 2025, the NISG Service desk telephone line for SCI Gateway requests and incidents will be withdrawn from service for incoming calls. The preferred method of raising tickets for SCI Gateway is through the Service Desk portal called Service Now. This is already in operation and can be used now. There is no need to wait until January. It will not take more time to have your issue resolved. In fact, there is an added benefit of up to 10 people picking up your ticket, as opposed to one or two people answering the phone.

There are times when speaking to someone is far easier than protracted written communications. On these occasions one of the analysts will call you on the preferred number that you provide on the ticket details. If you regularly have waiting queues on your practice phone number, please give a phone number that is not subject to queues.

The first time you raise a ticket on the portal you may need to register your personal details e.g., name, contact email, phone number and practice where you work. It is only a few fields and does not take long. After you have registered, your login details and information will be recognised and your personal details will auto populate each time you raise a ticket. You will need an NHS email account to be able to register.

If you do not have an NHS email account, you should apply for one with your local health board. If you do not have an NHS email account, you can still raise tickets via the service desk email address shown below.

To raise a ticket on the service desk portal, click on the link below or copy and paste into a browser window. Select 'Digital and Security' and then pick either 'Report a Problem' or 'Make a Request'. In the first drop down after your personal details, select 'SCI Gateway (Scottish Care Information)'.

Service Now portal - <https://nhsnss.service-now.com/nssexternal>

Please remember to add the web address to your favourites so, that you have no issue getting in touch with us in future.

Email address: [NSS.NISGServiceDesk@nhs.scot](mailto:NSS.NISGServiceDesk@nhs.scot)

For all other Dental enquiries please contact PSD: [NSS.psddental@nhs.scot](mailto:NSS.psddental@nhs.scot)



Telephone: 0131 275 6300 | e-mail: [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

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