

Dental Schedule Communications

April paid
May 2025

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](#)

May paid June cut-off date: Monday 9 June 2025 at 5pm

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eSchedule accounts and eSchedule contacts

If you do not have an eSchedules account, please complete the [OLR001 form](#) and send it via email to nss.psd-customer-admin@nhs.scot.

If you would like to request eSchedule contact access, please complete the [OLR002 form](#) and send it via email to nss.psd-customer-admin@nhs.scot.

If there has been any change in the eSchedule contact's details and you wish to update or provide an amendment to the eSchedule contacts for your practice to receive these emails, please complete the [OLR002 form](#) and send it via email to nss.psd-customer-admin@nhs.scot. This can include an amendment to an existing eSchedule contact's details or a change in eSchedule contact.

The eSchedule contact (in most cases this will be the principal dentist or the practice manager) has access to all eSchedule reports pertaining to the practice. Therefore, if the eSchedule contact has left the practice, it is important that you notify us right away so that we can revoke their access to the practice's reports.

Reminders on PSD Administrative processes

List number updates

Registered patients on resigned list numbers

Please note that if a list number is going to be resigned, all patients registered to that list number will need to be transferred to another dentist using a **GP208 or GP209**.

National Insurance numbers must be available for new list numbers

Please remember to include your National Insurance number on your GP21a or in your request for a new list number to the Health Board.

Payment Claims

Observations not needed for Failure to Return

Where a patient has failed to return, please ensure that the "Patient Failed to Return" option has been ticked. This may also appear as "PFTR" on your software. Observations are not required in these situations. Any observations added to these claims only result in delays in processing the claims as these need to be manually reviewed.

Observations not needed for radiographs or study models used from previous COT

If you are sending a claim where the radiographs or study models from a previous course of treatment have been used, please ensure that the options "radiographs available" and/or "study models available" have been ticked. Observations are not required in these situations. Any observations added to these claims only result in delays in processing the claims as these need to be manually reviewed.

Clinical Observations are only required if a fee is requested.

MIDAS duplicates

Please ensure that claims for examinations and radiographs are sent for payment on the day of the appointment if no further treatment is needed. If further treatment is needed, please ensure that you add treatment items onto the existing claim and send this claim for payment when the treatment is complete. Remember that you should not open a new course of treatment if the claim for examination and radiographs is still open, as this will result in a duplicate and thereby a rejection.

GP200s – Deregistration of patients

Please remember that GP200s should be sent to your local Health Board, who will then submit this to our Customer Administration Team. The Health Board will need to complete Part 4 of the form in order for our Customer Administration team to process these requests.

Please also ensure that the patient is registered with the correct dentist on stamp and detailed on part 2 of the form. GP200s submitted with the wrong registration details may result in a rejection.

Patient Details and CHI

If you have been advised that there is an issue regarding one of your patients' records, please ensure that you are using the correct CHI and date of birth after the issue has been rectified by practitioner services. This will prevent further patient matching issues.

Rent reimbursement - GP234 reminder

The deadline for the rent reimbursement for all four quarters of the financial year 2025/2026 has now passed.

If you have missed this deadline, you can still submit the form for part payment of 2025/2026 practice rental costs as follows:

- 31 May 2025 for quarters 2, 3 and 4
- 31 August 2025 for quarters 3 and 4
- 30 November 2025 for quarter 4 only

Please ensure you use the most up-to-date GP234 form, which you can find on our website: [Apply for rates and rental reimbursement | National Services Scotland](#)

Part 3 of the form must be completed by the practitioner's accountant. The GP234 form must be stamped. If your accountant does not have a stamp, then a confirmation on headed paper would be acceptable. A business card would not be acceptable.

Please submit your application by email to: nss.psd-dental-payments@nhs.scot

Tips for Successful Prior Approval

To ensure Prior Approval (PA) submissions are processed with minimal delay, the NSS Practitioner Services team has compiled this checklist to guide dental teams.

Please note, any treatment plan in excess of £600 in value (not including diagnostic items and/or item 8: domiciliary/recalled attendance fees) must be submitted for Prior

Approval before the treatment can commence, unless any care has to be undertaken for emergency reasons (e.g. relief of pain, infection or in relation to trauma).

Any such emergency treatment [other than 1-(c) claims] should still form part of the Prior Approval submission and should not be sent for payment as a separate course of treatment.

Your practice management system (PMS) should prompt you to submit a treatment plan for approval if it is above this £600 threshold. This is in accordance with Paragraph 28 of *Schedule I: Terms of Service for Dentists of the National Health Services (General Dental Services)(Scotland) Regulations*.

IMPORTANT! – Prior Approval breaches

Additionally, a dentist must seek re-approval if there is **any subsequent variation to, or addition to**, an approved course of treatment – even if the value decreases. Failure to do so is termed a ‘PRIOR APPROVAL BREACH’. However, your PMS software may not prompt you to re-submit. Practitioner Services is currently in dialogue with all the PMS suppliers to modify their software to ensure practitioners are automatically alerted to do this every time there is a change to a treatment plan.

At present, dentists are only alerted to such breaches when the case is submitted for payment, since our payment system, MIDAS, can only make a payment if the total value of the submission matches the amount approved, as it is a breach of the Regulations to submit a case for payment if it has not been approved.

Please note, a case also has to be submitted for approval if there is a change which takes it above the Prior Approval threshold, when it was below it at the outset.

Additionally, if a case was previously approved and the value reduces, taking it below the threshold, it needs to be submitted to us to let us know this is the case, or it will also be rejected when submitted for payment.

This does not include cases where a patient has failed to return – you can submit these without reapproval.

AMENDMENTS to EARLIER PRIOR APPROVAL SUBMISSIONS

If any such amendments are made, for example, because a treatment plan has changed or a request was made by Practitioner Services to provide more information or correct coding errors, please ensure these amendments are saved in your software. We are aware that some PMS suppliers require these amendments to be saved separately, prior to sending as part of a return submission.

IF PRIOR APPROVAL is NO LONGER REQUIRED

If a treatment plan changes and Prior Approval is no longer required, please amend the supplemental information area of the submission by marking the appropriate section,

indicating '*approval no longer necessary*' and return the case to Practitioner Services to be closed, otherwise it will delay payment when it is completed.

INFORMATION REQUESTS and PRIOR APPROVAL DECISIONS PENDING

If there is an open approval case on which you are awaiting a reply from Practitioner Services, we would urge you to continue to check messages in your PMS regularly, to see if there has been any correspondence returned to you.

DENTAL ADVISER REVIEW FACILITY

Sometimes a dentist may wish to simply ask a Dental Adviser for advice about a treatment plan, rather than submit it for approval, especially if they are unsure about how to proceed. This could be as a consequence of receiving a specialist report from secondary care, perhaps due to inexperience (for example, if you are a VDP), or there may be an element of the treatment being 'patient-led'. Even if the treatment plan is below the Prior Approval threshold, you can submit it for advice by clicking the '*Dental Adviser Review*' option on your practice management system.

A COMPLETE CALENDAR MONTH: a clarification

When such a time bar applies, regardless of when an item is claimed during a calendar month, the remainder of that month is discounted, and then the number of "complete calendar months" are required to have elapsed before another such claim can be made.

For example, if an item is provided on the 15th January, and there is a time bar of 3 complete calendar months, then all of February, March and April have to elapse, so that the earliest date it may be claimed again would be 1st May.

OBSERVATIONS

When a case is being submitted for the first time, please ensure you **always include clinical observations**, even if the treatment need seems obvious to you.

It may seem a little officious when we return submissions asking for this information, especially if the treatment being proposed is quite 'basic' dentistry, such as multiple extractions and provision of dentures.

However, it is always worth remembering that the Prior Approval team does not have the benefit of seeing the patient in person and if there are no observations, radiographs, etc., the person assessing the Prior Approval submission at our end has nothing with which to consider the necessity of the treatment or whether other options have been considered, and in these circumstances it will be returned to you, requesting this information. The inclusion of a bit of background on dental/medical history, oral hygiene status, information on patient motivation/limitations or any other relevant factors is always useful.

RADIOGRAPHS

Any radiographs relevant to the case should be uploaded as **digital** attachments with the Prior Approval submission. Please do not print them and send as scanned paper documents, as it degrades the image quality.

All radiographs should be correctly orientated, titled and dated appropriately before being submitted to Practitioner Services. Failure to do so may result in delays in approving the case, especially if subsequent clarification is required from the practitioner.

There are now fewer than 10 practices still using film radiographs. If digitised copies of film radiographs are attached to the PA submission, please ensure the images are of adequate quality. Please do not post physical films to Practitioner Services, as most of our team are now home-based.

Always consider the potential risk to the patient from exposure to ionising radiation and limit the number of radiographs taken, where possible.

IR(ME)R guidelines should always be followed.

Best practice guidance for practitioners on the use of radiography in dental practice is available in the College of General Dentistry's *Selection Criteria for Dental Radiography* (3rd edition) and *Guidance Notes for Dental Practitioners on the Safe Use of X-Ray Equipment* (2nd edition), which align with the Ionising Radiation Regulations 2017 (IRR17) and Ionising Radiation (Medical Exposure) Regulations 2017 (IRMER17).

Selection Criteria for Dental Radiography

<https://cgdent.uk/selection-criteria-for-dental-radiography/>

Guidance Notes for Dental Practitioners on the Safe Use of X-Ray Equipment

<https://cgdent.uk/safe-use-of-x-ray-equipment/>

CLINICAL PHOTOGRAPHS

Clinical photographs can often reveal a lot more clinical information that cannot be gleaned from radiographs, giving us a picture of the condition of the mouth in general, especially with regard to the status of the soft tissues and the patient's oral hygiene. These can be submitted as attachments as part of the Prior Approval submission, or as an attached Word/PDF document, if difficulties are encountered trying to attach it via your practice management system (PMS). If difficulties are experienced, please contact our CUSTOMER SERVICES team, who will be happy to guide you.

You can call Customer Services on **0345 034 2458**

or email at nss.psddental@nhs.scot

Clinical photographs are very helpful in a lot of cases, especially where approval is required in non-carious tooth surface loss (NCTSL) cases, or where composite material is preferred clinically for load bearing situations in posterior teeth, if there is not enough retention in a situation where amalgam would normally be considered.

Request for practice or practice manager email addresses

We are collating a list of practice and/or practice manager email addresses for any important or urgent updates pertaining to your practice.

We would like your help in providing us with your practice email, or your practice manager's email. You can do this by emailing us this information at nss.psddental@nhs.scot.

Please include the following when emailing us:

- The Location Number
- Full Name and address of the practice
- Email contact for the practice

Thank you to everyone who has already provided this information.



Telephone: 0345 034 2458 | e-mail: nss.psddental@nhs.scot

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