



Dental Schedule Communications

**May paid
June 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](#)

June paid July cut-off date: Thursday 3rd July at 5pm

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Scottish Index of Multiple Deprivation (SIMD) file update

On 1 June 2025, the [SIMD look up tool](#) will be updated with a new SIMD file. The updated file includes any changes to a post code's SIMD area and the addition of post codes that have not previously been linked to a SIMD area. The SIMD tool helps you identify patients that may need different levels of care and enables you to manage their claims more effectively.

Guidance on double-barrelled patient surnames

Please note that when creating claims or prior approvals for patients with double-barrelled surnames, only the **second part** of the surname should be entered into the claim. For example, John Smith-Doe should be entered as "John Doe".

This formatting needs to be followed to ensure accuracy and consistency of patient details on the claims system.

Tips for Successful Orthodontic Prior Approval

IOTN GRADINGS

Please ensure accurate IOTN gradings are provided on each Prior Approval submission. Discrepancies in IOTN gradings result in cases being returned to the practitioner, requesting further information. This generates an increased workload for both the practitioner and Practitioner Services.

We would remind practitioners to refrain from submitting cases for approval that are clearly below the IOTN threshold of 3d AC 6. We appreciate sometimes patients are disappointed when they discover they fail to meet the criteria for provision of treatment under an NHS arrangement, but it is the responsibility of the practitioner to have this discussion directly with the patient or their representative and it should not involve Practitioner Services.

IOTN TRAINING

Practitioner Services would encourage all practitioners providing orthodontic treatment to undertake all necessary training, including calibration in the use of IOTN.

BE AWARE OF BREACHES

A practitioner 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 automatically prompt you to re-submit. At present, dentists may only be alerted to such breaches when the case is submitted for final payment, as the total cost approved is not the same as submitted as Final Payment. It is a breach of the Regulations to submit a case for payment if it has not been approved with any such changes. Therefore, any changes to treatments plan - including, addition, removal of treatment items, changes to extraction patterns **must be submitted for re-approval**.

IMPORTANT! – The Regulations do not permit re-submission for approval once the appliances have been removed, as this would also constitute a Prior Approval *breach*; in such circumstances, payment cannot then be authorised for *any* part of the treatment.

OBSERVATIONS

Please refrain from inserting FULL STOPS, N/A etc. in the 'Observations' box. If a claim is rejected for transmission and the error code states that observations are required, then appropriate clinical observations need to be added to the claim. Adding a full stop as an "observation" greatly increases the number of claims that need to be returned for further information.

TREATMENT PLANS

All Orthodontic Prior Approval submissions require a patient-specific treatment plan. Practitioner Services would remind practitioners that not all fields on the practice management system (PMS) screen are visible to Practitioner Services when the case is submitted for approval. The treatment plan should be clear patient-specific and entered into the appropriate field within your PMS.

Please do not use generic, non-patient specific treatment plans, as this greatly increases the number of claims that need to be returned for further information.

APPLIANCES

Please make every effort to claim the correct appliances. This is the dentist's responsibility and should not be delegated to other practice staff.

TRANSFER CASES

These must be OPENED first as such. The TRANSFER CODE will be added automatically to the claim when it is opened correctly, and it is under this *Transfer Code* that the balance of fees for the appliances that are 'in situ' will be added. The full fee Item codes for the appliances that are already 'in situ' should not be added to the claim.

Information about transfer cases can be found on the Practitioner Services website under the paragraph labelled 'Transfer Cases', by following the link below:

[Orthodontic dental treatment - claim message types - Continuation and Transfer cases | National Services Scotland](#)

CONTINUATION CASES

It is advised that you contact the Prior Approval team for advice on how to discontinue and continue a course of treatment for continuation cases, if you are not familiar with the correct process, particularly in the case of bulk discontinuations.

Advice on the discontinuation/continuation process can be found on the Practitioner Services website, under the paragraph 'Continuation Cases', by following the link below.

[Orthodontic dental treatment - claim message types - Continuation and Transfer cases | National Services Scotland](#)

PRACTICE RELOCATIONS

If a practice moves location, all open courses of orthodontic treatment will need to be discontinued at the old practice location. Once the practice has moved location, all of the courses of treatment that have been discontinued will now become TRANSFER cases at the new practice location. New Prior Approval claims will need to be opened and submitted as 'TRANSFER' Prior Approval claims for approval, for completion of the treatment.

If your practice is due to move location, please contact the Prior Approval team, at the email address below, in advance of the move, so that they can advise on how to manage the open courses of orthodontic treatment.

nss.psd-prior-approval@nhs.scot

CHANGE OF LIST NUMBERS

For courses of orthodontic treatment started and completed at the same practice location, if there is a change in the list number for the practitioner providing the orthodontic treatment, for whatever reason, this course of treatment then becomes a 'CONTINUATION CASE'. The discontinuation/continuation process needs to be followed accordingly.

ATTACHMENTS

Please ensure accurate labelling of attachments (including dates). The correct clinical record *type* should be written under the 'Description' field, otherwise it is not possible to differentiate between the different types of attachments in eOrtho. It should also be noted that the date entered should be the date that the clinical record was **taken**, and not the date of transmission of the claim.

DIGITAL MODELS & CLINICAL PHOTOGRAPHS

Ensure digital models and clinical photographs are correct and contemporaneous for the patient and articulated accurately to demonstrate the occlusion. If the models and/or the clinical photographs do not appear to reflect the patient's occlusion, this may result in the claim being returned for further information.

INTERIM PAYMENTS

Only one *Interim Payment* can be claimed for a course of treatment, including continuation cases. This means that a 'continuing' practitioner cannot claim an Interim Payment for an

appliance that they have fitted, if an Interim Payment was claimed by a previous practitioner for a different appliance during the same course of treatment.

CHANGE OF PRACTICE MANAGEMENT SYSTEM (PMS) SUPPLIER

When moving from one PMS supplier to another - please ensure that you inform the Practitioner Services *Customer Services* team well in advance of an intended change of PMS supplier, as this may have an impact on your ability to submit claims for open courses of orthodontic treatment.

If notified in advance of a change in PMS, the Customer Service team will be in a position to advise on action(s) that need to be taken.

You can call Customer Services on 03450 342458; or email at nss.psddental@nhs.scot

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.

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 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

Reminder that all administration forms and correspondences must be submitted electronically

All correspondences should be sent by email, and no paper forms should be sent by post. All administrative and prior approval forms received by post will be returned.

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

Visit [NSS Practitioner Dental Services](#)

Visit [**Scottish Dental | Accessible information about Dentistry**](#)