



Dental Schedule Communications

March
2022

Welcome to the Schedule Communications where you will find all our latest news and useful information.

Administration forms

From 1 May 2022 we will no longer accept any [dental administration forms](#) by post. These forms include the 283 adjustment form, the 287 patient detail amendment form and the 289 schedule query form. All completed forms must be emailed to us from a **secure** NHS email account to our Customer Administration team at nss.psd-customer-admin@nhs.scot.

Further details will be provided over the coming months regarding these changes.

3 month rule reminder

The Statement of Dental Remuneration (SDR) states that where care and treatment for a patient is provided to a patient the dentist should submit the appropriate dental payment claim to the Board within three months of the completion of such care and treatment.

If a general or orthodontic payment claim is submitted over 3 months from the date of completion of the treatment plan, the claim will reject on your system with the following error:

E000626: Your claim was not received within 3 months of the completion date.

March paid April cut-off date: To be confirmed

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

Visit the [Dental Services page on the NSS website](#).

SIMD checker

You can find out if a patient lives in an area of deprivation using the [Scottish Index of Multiple Deprivation \(SIMD\) tool](#).

The SIMD tool helps you identify Childsmile patients that need different levels of care and enables you to manage their claims more effectively.

If a postcode does not have a SIMD area assigned to it you will be unable to submit Childsmile claims for any patient who lives within that postcode area until it has.

Helpdesk closure over Easter break

The Dental helpdesk will be closed on Friday 15 April and Monday 18 April 2022 for the Easter break. It will reopen at 8.30am on Tuesday 19 April 2022.

Remember, you can set up security questions on your eDental/ePrior Approval account, which means if you are locked out of your account, you can reset your password at any time without having to contact us. The answers to the security questions you set will validate your identity when resetting your password. Please remember the answers are case sensitive.

There is [guidance](#) available on our web site that helps you set up your security questions if you have not already done so.

Close of schedule on web

We publish information on payment dates, cut-off dates for claim submission and details of any additional payments on our [web site](#). Sometimes this information is not available at the time of publishing the schedule communications but we always publish it on our website as soon as it becomes available.

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