



Dental Schedule Communications

April
2022

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

Administration form changes from 1 May 2022

Guide to submitting forms or queries to Practitioner Services

We have been reviewing how we receive correspondence from practitioners. As the majority of forms are now received by email and responded to by email, we advise that, from the 01/05/2022, the following Dental forms must be submitted by email from a nhs.scot email account:

- [283 – Adjustments](#)
- [287 – Patient detail amendments](#)
- [289 - Schedule enquiry](#)

- [Dental eSchedule forms](#)
- [GDPA forms](#)
- Stamp request forms

Any paper forms received by post after 01/05/2022 will be returned for resubmission by email.

All form types detailed above should be submitted via e-mail from a nhs.scot email account to NSS.psd-customer-admin@nhs.scot

Any queries received from a non NHS email account will not be processed.

Please Note: The form type should be detailed in the subject field i.e. 283 - Adjustment, 287 - PDA, 289 – Schedule enquiry, Dental e-schedules forms etc.

Responses to these enquiries will also be sent via email.

Any forms requiring only the dentist's signature can be submitted from the dentists nhs.scot email account and will not need to be signed by the dentist. However, if submitted by your practice manager or receptionist, the form must be signed by the dentist, scanned and sent as a pdf, the form must be sent from a nhs.scot email account.

If any forms require more than one signature, it must be signed by the appropriate people, scanned and sent as a pdf from a nhs.scot email account.

MIDAS reply letters

These forms should not be returned to PSD as they relate to GP17 and GP17(O) claims submitted via e-dental and the claim must be resubmitted via e-dental with the necessary amendment if payment is still being requested. We cannot amend rejected claims sent via e-dental.

283 adjustment forms

From 1 May 2022 the period to submit 283 forms will be 6 months instead of the current 12 months. This means any adjustments you wish to be made to a claim must be submitted on an electronic 283 form within 6 months of the payment date of the claim.

286 non-payment forms

From 1 May 2022 the 286 non-payment enquiry form will be discontinued. Once a claim has been submitted from your system and sent to us, the claim will be processed. The claim will be paid, however if there is a discrepancy with the claim, some items of treatment may be time barred or deleted from the claim if they do not meet the regulations in the Statement of Dental Remuneration.

It is important that you check your schedules for claims you think you have not been paid for, in particular the Item of Service Adjustment report, which details claims where the amount claimed and amount authorised are different.

Guidance on understanding your eSchedule reports is available on our [website](#). If you have checked your eSchedule reports and you are still unable to locate a claim that has been sent from your system, you should contact the dental helpdesk on 0131 275 6300.

April paid May 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](#).

Patient Identifiable Information

Please always use a secure NHS email account when submitting patient identifiable information. If we receive an enquiry from a non-secure email address it will **not** be processed.

GP200 forms

To withdraw a registered patient please request a GP200 form from your local NHS board and return it to them, stating the reason for the request. If the request is approved, the NHS board will send the form to us, and our administrators will withdraw the patient.

The form must be stamped using the registered dentist's stamp. Once received by us we will check who the registering dentist is and make sure the form has been completed/stamped correctly. If the stamp is not for the registering dentist, we will email the practice copying in the NHS board requesting you amend the form. Once amended please email the form back to our administrators copying the NHS board into the response.

Once we receive the accurately completed form we will remove the patient and return the form to the NHS Board.

One-Off Sustainability Payment

[PCA\(D\)\(2022\)04](#) advised that the Scottish Government intended to make a one off sustainability payment to qualifying NHS practices. This payment has been processed and will be paid in the March paid April schedule on line 13. It will be detailed in the Additional Payments and Recoveries Report as "Sustainability Payment".

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.

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

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