



Dental Schedule Communications

January
2023

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](#)

eDental and eOrtho guidance incorporated into website

The eDental and eOrtho guidance documents have now been updated and incorporated into our website itself for ease of reference and accessibility.

We have added new sections to our '[Dental Services](#)' section and invite you to peruse the new information.

The section '[Get prior approval for treatments](#)', which is found under '[Allowances, claims and payments](#)', now includes information on charting and annotation codes, retained deciduous teeth, and treatments with no item of service specific code.

The section '[Setting up and managing your NHS secure connection](#)', which is found under '[Allowances, claims and payments](#)', now includes information on managing your NHS eDental connection.

The section '[Amend patient details](#)' which is found under '[Patient details](#)', now includes information on changing a patient's name and/or gender.

The following new sections have also been added under '[Allowances, claims and payments](#)':

- [General dental treatment - Continuation cases](#)
- [GP17 forms and patient signatures](#)
- [Orthodontic dental treatment - claim message types - Continuation and Transfer cases.](#)

***Note**

Both sections for continuation cases general and continuation and transfer cases Orthodontic are for guidance only. These processes are entirely systemised within your relevant software and you must contact **your practice management software** for advice and guidance for managing a treatment claim when changing dentist or the list number carrying out treatment.

Rent reimbursement - GP234 form reminder

All practices that wish to claim for reimbursement of practice rental costs for financial year 2023/24 are required to submit an up to date GP234 form to us by 28 February 2023. This will make sure you receive payment for all four quarters of the financial year 2023/24 if you are eligible for this allowance. In all cases part 3 of the form must be completed by the practitioner's accountant.

Please submit the completed form by email to nss.psd-dental-payments@nhs.scot

If you miss the deadline of 28 February 2023 for payment for all four quarters of the financial year 2023/24, you can still submit the form for part payment of 2023/24 practice rental costs as follows:

- 31 May 2023 for quarters 2, 3 and 4
- 31 August 2023 for quarters 3 and 4
- 30 November 2023 for quarter 4

Bank mandates

When you receive a new list number you must complete a bank mandate form. Without a completed form we are unable to set up schedule payments for a list number meaning no schedule will be produced and no payment can be made.

When you receive a new list number your employer the local health board will send you a bank mandate form. Completed bank mandates can be emailed directly to our dental payments team: nss.psd-dental-payments@nhs.scot

Scottish Dental Reference Service (SDRS) & Dental Reference Officer (DRO)

When a patient is selected to attend for DRO examination, the dentist will be notified via a D4 letter from the SDRS. Previously, this would have been received by post, and any communication from the dentist was also by post.

Please note, all communication is now via secure NHS mail only.

Dentists must ensure they respond to such requests from SDRS within 7 days, attaching any information relevant to the case, such as clinical observations,

radiographs, and any other supporting information - in electronic form to:
nss.sdrs@nhs.scot

Please do not post anything to our offices at Meridian Court or Gyle Square.

Importance of Dentists' access to and use of NHS email

Dentists' NHS email is used for a variety of NHS communications and as a user identifier for some eDental services for example eSchedules. Future e-services and administration may also go through ServiceNow which is always connected to an NHS email. We would therefore like to highlight the importance for all dentists to maintain their access.

If you have an NHS email address, then please make sure that you are accessing this email address regularly to ensure that you receive the relevant communications and that the email address remains active.

Newly listed dentists should receive their email account from the local health boards. If they have never received this account information, they should contact their local health board.

If a dentist has changed their name and wants to change their email, again contact the local health board.

If you need to change/reset your eSchedule password, you can visit the login screen on the [Directory Information System website](#). If you have a CAT20 secure connection please use an unconnected device, such as your personal Smart Phone, to access this website.

Because dentists' emails are linked to some eDental services it's important to maintain that access by advising us of any change to their email addresses using the contact for customer services at the end of this communication.

Reminder that all administration forms and correspondences must be submitted electronically

All correspondences should be by email and **no** paper forms should be sent to Meridian Court or Gyle Square. All administrative and prior approval forms received by post will be returned.

No dental work should be sent to Bain Square. Any dental work sent to Bain Square may not be processed.



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

Visit [NSS Practitioner dental Services](#)

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