



Dental Schedule Communications

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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](#)

Orthodontic Appeal Cases

When a Dental Advisor (DA) declines a prior approval claim, the status of the claim on eOrtho will change to “Rejected as unable to approve request”. If a patient then appeals, the DA will change the status of the claim to “Under Appeal”. If this appeal is successful, the claim status will be updated to “Approved”.

Once we have received an appeal, it can take up to two weeks for us to approve the claim. Therefore, practices should wait two weeks from receiving the appeal letter and should NOT submit a brand-new prior approval claim until a response to their appeal has been received.

Reminder: Do not send Stamp Requests by post

The D&O Customer Administration team still receives paper forms for [stamp requests](#), which includes the following:

Email completed forms to Practitioner Services from your NHS.Scot email address, alternative email addresses should only be used in the absence of a NHS email address. Send completed form to NSS.psd-customer-admin@nhs.scot with 'Stamp Form' in the subject field

Do not send this form by post



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

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