



Dental Schedule Communications

August
paid
September
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](#)

Clarification and instruction for the use of photographs to present models to PSD

Study casts should be photographed and attached as digital images, rather than posted to The Gyle Square address.

The views we require are:

- Photographs of each model from an occlusal direction – either singly, or placed side by side, and
- 3 views in occlusion – from an anterior frontal perspective, and right and left lateral views.

Your part in maintaining accurate patient records.

The patient community health index or CHI number is used to link claims to the correct record. These CHI numbers should be used where possible on all claims, and we would encourage you to request CHI numbers from all new patients.

For patients that are twins, please check they have different CHI numbers on their claims. If they are new to your practice, we recommend that you request CHI numbers from the patient or guardian before submitting claims.

Sending claims for twins without CHI especially for same day treatment increases the chance of inaccurate records.

We use CHI as part of the process of maintaining the Master record for each dental patient registered in Scotland, this makes sure patient treatment histories are linked together.

Each month, your dental payment schedule report called **Capitation and continuing care** patient information contains details of registration changes and discrepancies with patient details.

The registration changes section may show your patient transferring out with your practice, if you think this is incorrect you should complete the dental 287 form for us to investigate.

The patient matching section shows the master record that we hold and those entered on the claim if different. Common causes are Incorrect spelling of names and various versions of same patient name being submitted on claims, i.e. Benjamin being shortened to Ben increases the chance of inaccurate records.

Where a patient presents and has changed their surname since their last visit, you should submit the claim using their new surname but must also enter their previous surname in the previous surname box on your software. This allows us to amend the patient's master record when the claim comes in.

If our records are wrong, please provide the correct details using the [dental 287 form](#).

REMINDER - Rent reimbursement - GP234 form

In accordance with the SDR, all practices that wish to claim for reimbursement of practice rental costs for financial year 2023/24 were 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 as long as you meet the eligibility criteria for this allowance as defined in [PCA\(D\)\(2022\)6 - SDR 157](#). In all cases part 3 of the form must be completed by the practitioner's accountant.

Please submit your application by email to nss.psd-dental-payments@nhs.scot

If you have missed the deadline of 28 February 2023 for payment for all four quarters of the financial year 2023/24, 31 May 2023 for quarters 2, 3 and 4 and 31 August 2023 for quarters 3 and 4, you can still submit the form for part payment of 2023/24 practice rental costs as follows:

- 30 November 2023 for quarter 4

September Public Holiday

The helpdesk will be closed on Monday 18 September 2023, and will reopen at 08:30am on Tuesday 19 September 2023 at 08:30am.



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

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