



Dental Schedule Communications

**December
paid Jan
2024**

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](#)

January paid February cut-off date: 05 February 2024, 5pm

Three-month rule

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.*

This includes part 1 continuation cases. There are some exceptional circumstances where payment will be considered, including:

- any claim where a computer software issue was the cause that was beyond the practitioner's control and can be verified;
- if errors or omissions are attributable to Practitioner Services;
- if entry of the claim into our payment system may have been delayed, after submission by the practitioner.

Determination I

Spotlight on guidance – 1-(c): unscheduled care

Item 1-(c), for unscheduled care assessment and treatment, is for use when a patient attends an unscheduled appointment as an emergency or has an acute condition and there is no other code in Determination I which can be claimed. The clinical examples listed under item 1-(c) are not exhaustive, and it can be claimed for other clinically appropriate reasons, which should be recorded in the patients records, for example, managing acute conditions; TMJ dysfunction; temporary dressings; recementing crowns; or any other scenario for which there is no other code that can be claimed.

Item 1-(c) must be claimed on its own, with the exception of any associated radiographs - which can be included in the same claim. It can be claimed in addition to another examination/treatment item if unscheduled treatment is also required when a patient attends the practice, but the 1-(c) must be submitted as a separate claim.

Observations are not required when claiming for item 1-(c).

We have published [guidance](#) on our website to help you and your team understand the recent changes. Please take time to familiarise yourself with the changes and share this within your practice.

We have recently had a number of enquiries regarding orthodontists claiming 1-(c) Unscheduled care assessment and treatment.

The Scottish Government have clarified that the item 32 fee is inclusive of all maintenance of the appliance during active treatment and item 1-(c) may not be claimed additionally by the same dentist for this purpose. A fee for unscheduled care in relation to a patient undergoing active orthodontic care and treatment under item 1-(c) may only be claimed by a contractor at another location (subject to the same dentist rule).

Managing treatment plans opened before 1 November 2023

Any active courses of treatment opened before 1 November 2023, but not completed, must remain open until the course of treatment is complete.

If treatment needs to continue with another dentist's list number, usually following a dentist's resignation, then the continuation case process must be followed. This process is a function of your Practice Management Software (PMS) and therefore general and technical support for these claims should be from your PMS support.

Please see our [guidance](#) for further details.

Further Clarifications published on website

We have added a section to include [further clarification](#) on specific SDR items where clarification was provided by the Scottish Government following discussion with Dental Advisors and PSD.

Dental Reference Officer (DRO) appointment letters

When a patient is called to attend a DRO appointment, we write to the patient to request their attendance on a specific day when a clinic is scheduled at a location nearest to the practice at which they are registered. Only once the patient confirms they are able to attend the appointment, will we write to the dentist asking them if they wish to attend the appointment. Thus, if patients have not yet confirmed or arranged a time for their appointment, the dentist will not be notified.

Do not share your PIN

It is important that you keep your PIN confidential and that you do not share this with anyone. Your PIN is essentially your electronic signature. Therefore, you are fully responsible for any claims that have been submitted containing your PIN, even if you have authorised someone else to use that PIN to submit claims on your behalf.



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