



Dental Schedule Communications

August paid
September
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](#)

**September paid October cut-off date: 5pm on Wednesday 2
October 2024**

eSchedules dashboard

The eSchedules dashboard is changing. From the October 2024 schedule onwards, the Practice Reports section will be removed from the dashboard, and the 'Activity Reports' and the 'Quarterly Commitment Reports' will no longer be available. If you require copies of historical reports, we advise that you run these reports and save them before 10 October 2024, to ensure you have copies of them before the facility to run these reports is no longer available.

Twins

We hold a master record for each dental patient registered in Scotland. This record has a unique identity number, which makes sure patient treatment histories are linked together. Sometimes, particularly when patients are twins with similar names and identical dates of birth, both twins can be matched to one record.

The eSchedule Patient Information report contains a section detailing the patients we've received a claim for each month. This report details patient matching anomalies, where we have matched the patient on the claim to an existing patient in our system, but the details are slightly different, or where we have one record for twin patients. The information we have in our system is called the Master and the patient details on the claim form are the Linked details. To ensure no errors are made for registrations and Items of Service claimed, if any

Master details are incorrect please complete a patient detail amendment ([dental 287](#)) form and we will action any amendments.

Where to send emails

If you would like to contact us by email with an enquiry, please make sure you send your enquiry to the correct email address. Failure to send your email to the correct email address may result in a delay to your email being answered.

Claim and general enquiries

Enquiries relating to claims, and any general enquiries should be directed to our Customer Services team at nss.psddental@nhs.scot. This includes enquiries relating to rejected claims, code queries and help understanding eSchedule reports.

Superannuation and allowance enquiries

If your enquiry relates to superannuation or any of the allowances or grants, please email our dental payments team at nss.psd-dental-payments@nhs.scot

Administrative enquiries

If your enquiry relates to 283 adjustments to paid claims, 287 patient detail amendments, EDI pin number requests, stamp requests or eSchedule account set ups, please email our Customer administration team at nss.psd-customer-admin@nhs.scot

Prior Approval enquiries

If your enquiry relates to a prior approval, or a regulation 9 claim, please email our Prior Approval team at nss.psd-prior-approval@nhs.scot

Please note that if your query is related to a technical issue regarding an approval, for example issues uploading attachments you should contact your Practice Management System (PMS) supplier in the first instance. If you require further technical support you should contact the Customer Service team at nss.psddental@nhs.scot

Request for practice or practice manager email addresses

We are collating a list of practice and/or practice manager email addresses for any important or urgent updates pertaining to your practice.

We would like your help in providing us with your practice email, or your practice manager's email. You can do this by emailing us this information at nss.psddental@nhs.scot. This does not have to be an NHS email address, just an email address of an account that is regularly monitored.

Please include the location number or the full name and address of the practice when emailing us.

Thank you to everyone who has already provided this information.



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

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