



Dental Schedule Communications

December paid Jan 2025

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: Thursday 6 February at 5pm

Errors Referring to Tooth Annotation, Surface and/or Material

As previously advised in the [June paid July 2024 Schedule Communications](#) and on [our website](#), the changes introduced in August 2024 require you to provide one or more of the following for some treatment items:

- tooth annotation
- surface(s)
- material

If you receive eDental errors relating to this, please ensure you are providing the correct information. You can search [our guidance](#) which provides additional information to help you resolve the error.

The following two example errors are taken from our eDental error guide:

Error Code	Error Description	Additional Guidance
E002022	An item has been claimed where material and annotation is required. The material and annotation supplied is not a valid combination.	Either annotation code has not been specified or the material and annotation supplied is not a valid combination for the item claimed.

The treatment items that require this further information when being claimed are detailed in the table below. Please note that this is only a generic guide and may not reflect exactly how your PMS system presents information.

Item 3 – Fillings	Annotation code	Surfaces	Material code
3-(a) - 1 single surface (Item code: C001) 3-(a) - 2 single surface same tooth (Item code: C012) 3-(b) - 2 surfaces (Item code: C002) 3-(b) - 2 x 2 surfaces same tooth (Item code: C013) 3-(c) - 3 surfaces or more (Item code: C003)	F - filling	M - mesial O - occlusal D - distal B - buccal P - palatal L - lingual I - incisal	A - Amalgam G - Glass R - Resin Composite
Item 4 – Extra Coronal Restorations	Annotation code	Surfaces	Material code
4-(a) - Stainless steel crown and provisional crown/bridge (Item code: D001)	TC - temporary crown TR - temporary retainer TP - temporary pontic SC - stainless steel crown	N/A	N/A
4-(b) - Crown Placement (Item code: D002) 4-(b) - Crown Placement Incomplete Fee – 70% (Item Code: D003) 4-(b) - Crown Placement Balancing Fee – 30% (Item code: D004)	C - crown	N/A	M - metal B - bonded (metal ceramic) C - ceramic/porcelain
4-(c) - Post and/or core retention for crowns or bridges (Item code: D005) 4-(c) - Post and/or Core Retention Incomplete Fee – 70% (Item code: D019) 4-(c) - Post and/or Core Retention Balancing Fee – 30% (Item code: D020)	PP - pre-fabricated post/core CP - cast post/core FP - fibre post/core OP - other post/core (which may include a combination)	N/A	S - stainless steel L - cast metal alloy F - carbon fibre Z - Any combination of stainless steel, cast metal alloy, carbon fibre or any other filling material

4-(d) - Inlay/onlay placement (Item code: D006) 4-(d) - Inlay/Onlay Incomplete Fee – 70% (Item code: D007) 4-(d) - Inlay/Onlay Balancing Fee – 70% (Item code: D008)	IN - inlay/onlay	M - mesial O - occlusal D - distal B - buccal P - palatal L - lingual I - incisal	M - metal R - resin (composite) C - ceramic/porcelain
4-(e) - Replacement veneer (Item code: D009) 4-(e) - Replacement Veneer Incomplete Fee – 70% (Item code: D010) 4-(e) - Replacement Veneer Balancing Fee – 30% (Item code: D011)	V - veneer	N/A	R - resin (composite) C - ceramic/porcelain
4-(f) - Conventional bridge (per unit) (Item code: D012) 4-(f) - Conventional Bridge Incomplete Fee – 70% (Item code: D013) 4-(f) - Conventional Bridge Balancing Fee – 30% (Item code: D014)	BR - bridge retainer BP - bridge pontic	N/A	N/A
4-(g) - Resin retained bridge (per unit) (Item code: D015) 4-(g) - Resin Retained Bridge Incomplete Fee – 70% (Item code: D016) 4-(g) - Resin Retained Bridge Balancing Fee – 30% (Item code: D017)	BR - bridge retainer BP - bridge pontic	N/A	N/A

Error Code	Error Description	Additional Guidance
E002027	The number of charting records provided for the item claimed does not match the number of charting records required.	A separate charting record, containing annotation code, surface(s) and material must be provided for each individual filling claimed. The error will identify the teeth and feecode(s) affected. Note: The maximum number of single surface fillings that can be claimed per tooth is three, even if more were carried out, and the number of charting records must match the number of single fillings claimed.

Each filling claimed must have a corresponding charting record, containing annotation code, material and the correct number of surface(s). For example: A claim for item 3-(a), where C001 (one single surface filling) and C012 (2 single surface fillings on one tooth) are claimed on tooth 14. We would expect there to be three separate charting records tooth 14, with each charting record containing annotation code F, the material used for that filling and one surface.

Please be aware that Customer Services cannot view claims and prior approvals that have failed for any eDental errors. It is therefore important that you try to resolve these errors with the help of our eDental errors guidance. You will need to change something within the claim

before resubmitting. If you are unable to resolve the issue and change anything on your claim, you should contact your practice management software (PMS) supplier before attempting to resubmit.

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.psd-dental@nhs.scot. This includes enquiries relating to rejected claims, code queries and help understanding eSchedule reports.

Superannuation, Bank Mandates or Allowance enquiries

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

Enter the allowance form number or correspondence matter in the subject field of the email. Responses to these enquiries will also be sent by email. Do not send any mail by post to our payments team.

Administrative enquiries

If your enquiry relates to 283 adjustments to paid claims, 287 patient detail amendments, EDI PIN 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.psd-dental@nhs.scot

Dental prescriptions – black ink only

Please can you make sure you use black ink only when issuing NHS dental prescriptions. Our pharmacy team have been receiving prescriptions to process for payment which have been completed using red ink and their scanners cannot read red ink, which then causes a delay in payment. This applies to the use of both red pen ink and red stamp ink.



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

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