



## Dental Schedule Communications

June paid  
July 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](#)**

**July paid August 2025: Thursday 7 August 2025 at 5pm**

### **Reminder: 3-month rule**

The 3-month rule is an administrative requirement intended to ensure that claims are submitted for payment in a timely manner and should not impact patient's care. As detailed in the SDR under Section XI - Conditions of Payment of Remuneration and Submission of Dental Payment Claim Forms, 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.

*"3.—(1) Where treatment for a patient is provided, a dentist, including a salaried dentist, must submit the appropriate dental payment claim to the Board within three months of the completion of care and treatment."*

A course of treatment can remain open for as long as is needed to complete the patient's treatment. The course of treatment must then be submitted for **payment within 3 months of the completion date**.

In cases where a patient has failed to return, the completion date should be set as **the last missed appointment or the date of the last attempt to contact the patient**.

The 3 month rule also applies to part 1 [continuation cases](#).

When a claim is rejected due to the 3-month rule, you will receive the following error:  
*E000626: Your claim was not received within 3 months of the completion date.*

There are some exceptional circumstances where payment may 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.

If you wish to appeal a claim that has been rejected due to the 3-month rule for any of the reasons listed above, please email [nss.psd-customer-admin@nhs.scot](mailto:nss.psd-customer-admin@nhs.scot)

## Updating patient details – GP287

In cases where a patient's details have changed since their last appointment, such as a change of surname, please inform practitioner services through a [GP287 form](#). If the patient has informed you of a change of gender, please follow the appropriate steps as outlined on [this page](#).

This should also be used if you notice that the records showing on your schedules for a patient are wrong (e.g. incorrect spelling of their name or incorrect CHI).

Please submit a 287 form to our Customer Administration team ([nss.psd-customer-admin@nhs.scot](mailto:nss.psd-customer-admin@nhs.scot)) to have these details corrected. You can find this form [here](#).

## eSchedule contacts leaving a practice

The eSchedule contact (in most cases this will be the principal dentist or the practice manager) has access to all eSchedule reports pertaining to the practice. Therefore, if the eSchedule contact has left the practice, it is important that you notify us right away so that we can revoke their access to the practice's reports. **Please note that it is the account holder's responsibility to notify us of this change.**

In the case of a new practice manager starting, a new OLR002 form must be submitted for the new user. The previous user's eSchedules account should not be used by the new practice manager. The [OLR002 form](#) and can be sent via email to [nss.psd-customer-admin@nhs.scot](mailto:nss.psd-customer-admin@nhs.scot). This can include an amendment to an existing eSchedule contact's details or a change in eSchedule contact.



Telephone: 0345 034 2458 | e-mail: [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

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