

# General Dental Services – Monthly News Sheet

**January  
2016**

## Dear Colleagues

To improve communication processes the Board is minimising the amount of correspondence issued to you in hard copy. From now on there will be a Monthly News Sheet posted onto the Dental Contractor page of the BSO website highlighting non-urgent alerts and other important information, news items and reminders. A link to the News Sheets, as below, will also be printed onto the monthly schedules. <http://www.hscbusiness.hscni.net/services/2369.htm> PLEASE CHECK THIS EVERY MONTH

There are separate links within the sheet to allow you to access each information item directly. **Please Note:** It is your responsibility to read and action the items as relevant. Urgent alerts will continue to be issued separately by Royal Mail.

We hope you will find this new arrangement helpful.

**The Dental Team**

The latest edition of **Prescribing Matters for Dental Practitioners** is available on the website at:

<http://www.hscbusiness.hscni.net/services/2670.htm>

Referral Dental Service—An **RDS Patient FAQ leaflet** has been developed and is on the website at the following link:

<http://www.hscbusiness.hscni.net/services/2649.htm>

**Adult Safeguarding – Policy Development** In July 2015 the DHSSPS and the Department of Justice jointly issued a new policy to safeguard adults at risk of harm or in need of protection. More details on your responsibilities and on training opportunities are available at: <http://www.hscbusiness.hscni.net/services/2705.htm>

## Complaints

Many practices have already completed the **Family Practitioner Services Complaints e-learning package**. Access the package at:

[http://  
www3.hscni.net/  
fps\\_elearning\\_c  
omplaints/](http://www3.hscni.net/fps_elearning_complaints/)

## New Starts

All documentation referred to at HSCB New Start Information Sessions is available at:

[http://  
www.hscbusine  
ss.hscni.net/  
ser-  
vices/2668.htm](http://www.hscbusiness.hscni.net/services/2668.htm)

## Learning Reminder SQR/SAI/2016/018 (PHC and AS) - Reminder of risks associated with long term oral bisphosphonate therapy

Please view at the following webpage a learning letter issued as a result of a serious adverse incident: <http://www.hscbusiness.hscni.net/services/2670.htm>


**For clarification on Referral criteria for Dental Implants at the Belfast Dental Hospital** please refer to a letter from Michael Donaldson at the following link: <http://www.hscbusiness.hscni.net/services/2470.htm>

**Practice of Exposure Prone Medical Procedures by Healthcare Workers Living with HIV and HBV, December 2015** - The Minister for HSSPS has agreed to a change in policy to remove restrictions on HWWs with HIV practising EPPs. For more information refer to: <http://www.hscbusiness.hscni.net/services/2626.htm>

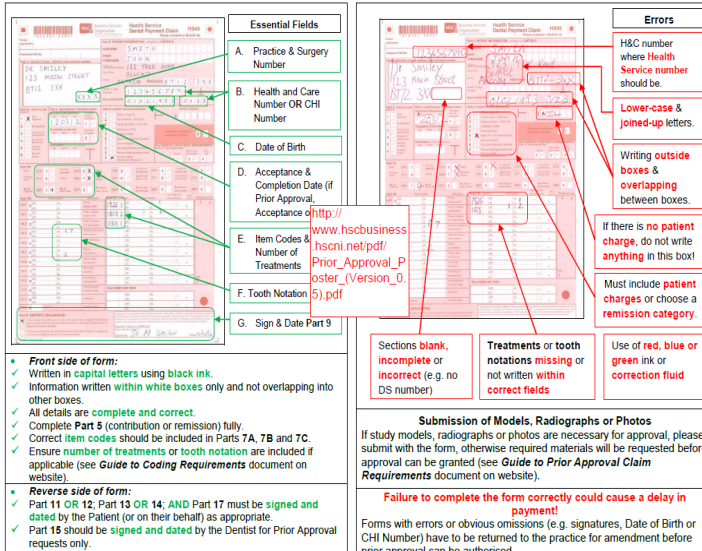
**Submission of Claims to BSO** - There is a significant number of practitioner claim forms being rejected by the BSO dental payments system due to inaccurate or poor completion. In order to reduce unnecessary workload for all and potential delays in payment I would remind you of the letter and poster issued in 2012.

Link to letter: <http://www.hscbusiness.hscni.net/pdf/MDS710.pdf>

Link to poster: [http://www.hscbusiness.hscni.net/pdf/Prior Approval Poster \(Version 0.5\).pdf](http://www.hscbusiness.hscni.net/pdf/Prior Approval Poster (Version 0.5).pdf)

 Business Services Organisation  
Version 1.0, 01/10/12

✓ **Ideal Payment Form**      X **Poor Quality Payment Form**



Essential Fields	Errors
A. Practice & Surgery Number	H&C number where health service number should be.
B. Health and Care Number OR CHI Number	Lower-case & joined-up letters.
C. Date of Birth	Writing outside boxes & overlapping between boxes.
D. Acceptance & Completion Date (if Prior Approval)	If there is no patient charge, do not write anything in this box!
E. Item Codes & Number of Treatments	Must include patient charges or choose a remission category.
F. Tooth Notation	Sections blank, incomplete or incorrect (e.g. no DS number)
G. Sign & Date Part 9	Treatments or tooth notations missing or not written within correct fields
	Use of red, blue or green ink or correction fluid

**Submission of Models, Radiographs or Photos**  
If study models, radiographs or photos are necessary for approval, please submit with the form, otherwise required materials will be requested before approval can be granted (see *Guide to Prior Approval Claim Requirements* document on website).

**Failure to complete the form correctly could cause a delay in payment!**  
Forms with errors or obvious omissions (e.g. signatures, Date of Birth or CHI Number) have to be returned to the practice for amendment before prior approval can be authorised.

Please see BSO Dental website for relevant documents and guidelines (<http://www.hscbusiness.hscni.net/services/2066.htm>).

**Feedback.** We would appreciate your comments and/or queries regarding the Monthly News Sheet. Please send them by email to: [GDSMonthlyNewsSheet@hscni.net](mailto:GDSMonthlyNewsSheet@hscni.net) or telephone 028 9536 2608.