

## Strategic Planning and Performance Group

Dental Department, County Hall

182 Galgorm Road

Ballymena

BT42 1QE



Department of

**Health**

An Roinn Sláinte

Máinnystrie O Poustie

[www.health-ni.gov.uk](http://www.health-ni.gov.uk)

Date: 9<sup>th</sup> February 2023

Dear Colleague

You will be aware from our communication on Monday afternoon that there have recently been problems with EDI claim submissions. The technical issue within the BSO payment system has now been resolved.

Unfortunately, it will be necessary for practitioners to resubmit all claims transmitted between **12:01 AM on 1 February 2023 and 5:05PM on 7 February 2023.**

To allow sufficient time for all relevant claims to be transmitted to BSO, the deadline for submissions has been extended to 5pm on Monday 13 February 2023. This is the latest date it is possible for BSO to receive the claims and still meet the February schedule run.

Before beginning the process of resubmitting claims, it is essential that you follow the advice of your software provider in relation to the steps to be taken. Failure to follow the recommended steps for your specific practice software system may result in delayed payment of claims and the need to re-input information onto your systems.

We have communicated with all of the software system providers that supply NI dental practices and they are aware of the importance of providing accurate advice to their clients.

You should also know that responses and approvals have also been affected during the above time period. It will therefore be necessary for you to check your systems to ensure that any outstanding responses or approvals have been accounted for. If you are resubmitting responses/approvals please remove any automated observations inserted by your system and only include the information that was originally submitted.

If you were transmitting forms in the above period and your practice uses an automated EDI feature, please be mindful that there are likely to be multiple form bundles that have failed. We would recommend that you speak to your software provider to establish the appropriate approach you should use to deal with this particular issue.

If you've any queries regarding the action you need to take you should in the first instance contact your software provider.

Your sincerely

**Michael Donaldson**

Michael Donaldson | Consultant in Dental Public Health | Head of Dentistry | Assistant Director, Integrated Care | Strategic Planning and Performance Group