

Dental Financial Support Payment – Questions & Answers v1.0 – 02/04/2010

1) Calculation of financial support payment, who the payment applies to and conditions of payment

Ref	Question	Answer
1.1	How will the top up calculation will be made?	The top up will be based on the monthly average calculation using the following Account 7 lines: (Line 3 + line 37) x 80% for the relevant period less gross IOS for authorised claims for that month.
1.2	To which list number will the top up payment be made?	The payment will be paid via each active list number schedule and mandated to the normal bank account. This will be reported in the list number payment schedule on the eSchedules platform.
1.2	Will there be anything in place to allow dentists to access eSchedules from home?	Currently this is not technically possible. Access to eSchedules will need to be made from a PC connected to the SWAN network within practices.
1.4	I am an associate, will my payment be based on my normal arrangement with the practice?	The Scottish Government's expectation is that associates would receive the normal percentage split of the IOS top up payment scheduled to them. However, we would advise associates to discuss the financial support available to them with the practice owner.
1.5	I am an assistant, therapist, or hygienist, what should I expect?	Assistants, hygienists and therapists have contractual arrangements with the practice and discussions around the support available to them should be with the practice owner in the first instance.
1.6	I am a vocational dental practitioner, what financial arrangements apply to me?	Vocational trainees should continue to be paid their normal monthly salary by NHS Education for Scotland.
1.7	Could dentists or any other practice staff be asked to be part of the urgent care teams?	It is a condition of the financial support measures that there must be no consequential loss of workforce in the practice as contractors and their practice staff will be required to assist the wider NHS, including the Public Dental Service, when asked by the NHS Board.

2) Submission of claims

2.1	Should open courses of treatment be closed and submitted for payment?	Dentists should <u>not</u> close open courses of treatment: these should remain open and only closed when the patient attends to complete the course of treatment. If post COVID-19 the practice contacts a patient to arrange an appointment to complete a course of treatment but they fail to attend then the course of treatment should be
-----	---	--

		closed at that point and marked that the patient failed to attend.
2.2	If a practice are struggling with their admin due to staff being in self isolation and are unable to submit claims/fix rejections, will the 3 month rule be suspended?	The normal rule is that practices must submit completed claims within three months from the date of completion of treatment. The SDR allows exceptions to at the discretion of the SDPB in exceptional circumstances. The SDPB's policy on what it has considered as exceptional circumstances is published here . Practitioner Services will ask the SDPB to consider revising its policy in light of the current circumstances.

3) Information for contractors who have not been in practice in Scotland over the last 12 months, have moved practices, or in relation to maternity, paternity or sickness absence

Ref	Question	Answer
3.1	I have not worked in Scotland for a full 12 months? What will be paid?	We recognise that some contractors may only have been working in Scotland for a short time and will not have a full 12 months NHS gross item of service payments in 2019/20 to calculate the top up payment. In such cases the top up will be based on an average of their relevant NHS Scotland gross item of service payments that are available.
3.2	I have worked at more than one practice during the last 12 months, on what basis will I be paid?	We recognise that some associates will have moved practice within the last year and will not therefore have a full 12 months NHS gross item of service payments in their current practice. In such cases the top up will be calculated as an average of the contractor's NHS gross item of service payments in their current practice.
3.3	I am pregnant and was working up until the COVID-19 pandemic. What should I do and how will that affect me financially?	If you are pregnant you should not provide or assist in the direct care of patients. You can however, triage call at your practice or assist the wider NHS in areas with no direct patient care involved. You would receive top-up payments in these circumstances until you are entitled to claim maternity allowance payments in accordance with the SDR.
3.4	I am pregnant and I have COVID-19 or I am pregnant and self-isolating, what happens to me?	If you are pregnant and have COVID-19 or are self-isolating as you may have COVID-19 you will be entitled to the top up payment until you are fit to work again or until you are entitled to claim maternity allowance payments in accordance with the SDR.

3.5	I am pregnant and in receipt of maternity allowance payments but am due to return to work soon. How am I affected?	If you are due to return from maternity leave but the practice where you work is closed, on your return, you will be entitled to a top up payment based on an average of your test period earnings.
3.6	I am in receipt of maternity allowance payments. Do I get a top up?	You will continue to receive maternity allowance payments in accordance with the SDR.
3.7	I have COVID-19 or am self-isolating, what happens to me?	We recognise that some contractors may go off sick as they have COVID-19 or are self-isolating as they may have COVID-19 and will not be entitled to claim sickness payments under general dental services until the commencement of the 5th week of absence. In these circumstances contractors will be entitled to the top-up payment until they return to work or they are entitled to claim sickness payments in accordance with the SDR.
3.8	I have been on long-term sick leave for the past 12 months and am due to return to work and therefore have no item of service to base the calculation, what financial support measures will be in place for them?	The top up payment would be based on the test period used to calculate the sickness absence payment.

4) Payment of allowances

4.1	Will GDPA, rent and individual commitment allowance payments be affected?	Practices in receipt of these allowance payments will continue to receive these as part of the protection measures contained in the financial support package. The baseline for each allowance is March paid April 2020. If your GP234 has not been received by 28 th February 2020, then the rent allowance for March paid April 2020 will be zero. The SDR allows discretion to NHS Boards to allow the GP234 to be submitted late in exceptional circumstances which Boards would determine on a case by case basis.
4.2	Will the practice still receive rates reimbursement allowance payments?	If it is clear by the April paid May 2020 schedule that local authorities are not issuing rates demands for 2020/21 then we will automatically cease all rate reimbursement payments.
4.3	Will the capping of GDPA still be in operation or will this be suspended?	The SDR has not been amended and so capping will remain in force.

5) Other topics

5.1	Practitioner Profiles are due out at the end of April, will we be able to send these to dentist's home addresses rather than to practices so they are able to access the information?	It is not possible to alter the delivery location of practitioner profiles. We are reconsidering the timing of producing these.
-----	---	---