

Dental COVID-19 Financial Support Payment

Questions & Answers v4.0 – 20/05/2010 (* = new/updated since last version)

- 1) Calculation of practitioner 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.
1.3	What period of time is used to calculate the top up?	The assessment period is the 2019/20 financial year. This is the March paid April 2019 through to and including the February paid March 2020 schedule. The March paid April 2020 schedule is not included in the assessment period since COVID-19 restrictions were implemented part way through that month.
1.4	Which Account 7 line with the payment be reported on?	From April paid May 2020 going forwards the payment will be made on line 7 and will be superannuable. Line 7 payments are included in line 40. In March paid April 2020 the payment was reported on line 13. Line 13 payments are not included in line 40. This will also apply to any retrospective adjustment for the March paid April schedule.
1.5	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.
1.6	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.
1.7	My associate contract has been terminated by my practice. What happens to my payment?	If your associate contract is terminated, then you should immediately contact your NHS Board who will advise Practitioner Services. The COVID-19 financial support payment would cease.

1.8	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.
1.9	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.
1.10	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.
1.11	Can I opt out of receiving the COVID-19 financial support payment?	Yes. If you do not want to receive the payment please advise Practitioner Services via the COVID-19 dental payments email address.
1.12	I am due or want to join a NHS Board list in Scotland but require to undertake the mandatory training provided by NHS Education for Scotland. The training courses have been impacted by COVID-19 so I cannot join the NHS Board list. Will I receive a payment?	No. You must be on the list of an NHS Board and have a valid list number in order to receive a payment.
1.13	Can I claim any payments under the HMRC schemes in addition to the COVID-19 financial support payment?	This is a decision for dentists not for Practitioner Services. You may be able to claim under those schemes for elements of private work. Since the Scottish Government are making the COVID-19 payment in lieu of normal IOS payments and because other individual contractor payments such as personal commitment and capitation and continuing care payments are being made, we consider that you should not claim any aspect of NHS income which you would normally receive, from HMRC. We would advise you speak to your accountant and other professional advisers to determine your course of action. Practitioners should be aware that we are required to share data with HMRC in order to validate taxation and payments. We anticipate that HMRC will reconcile any payments they make.

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	I sent claims in with observations saying the treatment plan has been closed due to COVID-19 restrictions, but these have not been paid.	Claims which were pre-emptively closed and submitted with observations advising that this was because of COVID-19 will be being returned to practices over the next few weeks.
2.3	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 this rule at the discretion of the Scottish Dental Practice Board (SDPB) in exceptional circumstances. In light of the current circumstances the SDPB has directed that the 3 month rule be set aside, with effect from 1 March 2020, for a period of six months, with a review towards the end of that six- month period.
2.4	Why has the claim cut-off date been moved forward for the last two months?	In order to calculate the COVID-19 financial support payments we need extra time because this process is complicated. We are reviewing dates for future schedule and will advise any changes through the normal process.

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	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

	12 months, on what basis will I be paid?	service payments in their current practice. In such cases the top up may be calculated as an average of the contractor's NHS gross item of service payments in their current practice where there is sufficient stability of income there to form the basis of the top-up.
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 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, on your return, you may be entitled to a top up payment based on either 2019/20 gross IOS before you went on maternity leave or using the gross IOS during your maternity test period We will need to ask for more information on what your return arrangements are in comparison to pre-maternity leave and during the maternity allowance test period (e.g. hours worked).
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?	We are aware that local authorities have issued rates notices. Practices should continue to pay these as they would pre-COVID-19, including applying for the small business rates relief scheme, if eligible, and should continue to claim rates reimbursement allowance payments from Practitioner Services. If the position changes and rates notices are retrospectively adjusted, practices would have any payments made to local authorities repaid, and Practitioner Services we would then recover any reimbursement payments which we had made.
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.
4.4*	My personal commitment payment decreased in March paid April. I thought it was being protected?	The personal commitment payment will be protected. There was not enough time to do so in March paid April 2020 due to the new COVID-19 financial support arrangements changing on 2 nd April 2020 and because of Easter. Any reduction in personal commitment payment will be retrospectively and prospectively adjusted for in the June paid July 2020 commitment schedule.

5) Information for Vocational Trainers (VTs) and Vocational Dental Practitioners (VDPs)

(Please note that the information in section 5 is based on the financial support arrangements detailed in PCA(D)(2020)7 on the assumption that these arrangements are in force at the time when VDPs are taken on)

5.1*	I am a trainer with a current VDP, what happens if I have another VDP in the next cohort?	The list number for trainer is set up in the name of the dental contractor not the VDP, since the VDP is assisting in the provision of GDS. Therefore, patients registered on this list number are registered with the trainer not the VDP. With respect to any COVID payment which the VT list number is receiving, this would continue to be paid with the new VDP linked to the VT list number.
5.2 *	I am a trainer with a current VDP, what happens if I do not have another VDP in the next cohort?	<p>The list number for trainers is set up in the name of the dentist contractor not the VDP, since the VDP is assisting in the provision of GDS. Therefore, patients registered on this list number are registered with the trainer dentist not the VDP. With respect to any COVID payment which the trainer list number is receiving, this would not continue to be paid since condition 10 of the PCA would not be met – unless other arrangements were put in place to remediate for the loss in workforce.</p> <p>If no arrangements were put in place, the trainer list number would be resigned and patient registrations transferred to the Trainer’s ordinary list number. Even if the list number was not resigned, no COVID payment would be due.</p> <p>A practice could increase the WTE of other dentists already at the practice to compensate but that would only be possible if dentists were contractually committing to increased hours and we may require to see proof of that. Anyone who was already full time could not increase their hours beyond that. If we were satisfied that appropriate arrangements were in place to deliver Terms of Service obligations in respect of care and treatment, then the COVID payments would continue apportioned appropriately.</p>
5.3 *	I am a trainer with a current VDP, and I am planning on engaging that VDP as an associate once they complete their training?	<p>On the assumption that the hours the VDP worked continued to be worked as an associate then (and therefore condition 10 of the PCA was met) then the following would apply.</p> <p>If you, as the dentist transfer the patient registrations from your trainer number to the new list number for the associate then the registration payments will then be made to the associate. Any COVID payment would then also transfer to the</p>

		<p>associate number. If the COVID top-up payment calculated on the existing VT number was more than the VDP salary, it would continue to be paid on that basis. If the COVID top-up payment was less than the VDP salary, we would set the COVID top-up payment to be the VDP salary instead.</p> <p>If the registrations were not transferred to the new associate, then they have not taken responsibility for any cohort of patients so no COVID payment would be made.</p>
5.4 *	I am a trainer and was planning to take on a current VDP as an associate at the end of the current training cycle and also to have another VDP?	The new VDP would be incremental to the current workforce and as per FAQ 5.1 above the COVID payment would continue to be made in respect of the new VDP. No COVID payment would be made to the new associate since the COVID payments associated with IOS for all patients in the practice are continuing to be paid.
5.5 *	I am a trainer and was planning to take on a current VDP replacing an associate who is leaving (and not taking on another VDP)?	<p>The COVID payment associated with the trainer list number would cease.</p> <p>We would have to identify a basis for calculating the COVID payment for the ex-VDP now-associate. We have an existing process for associates moving practices and taking over a patient list at the new practice and we would use the principles of that to calculate the COVID payment by considering the VDP's profile whilst a VDP in comparison to the leaving associate. It is not certain that the associate would automatically inherit the COVID payment of the leaving associate since it may not be reasonable to expect that they could have earned the income level that the leaving associate achieved. It is impossible to be definitive here since much depends on the profile of the VDP and the associate they are replacing. If we could not establish a reasonable basis for calculating the COVID payment, we would set the COVID payment to be the VDP salary</p>
5.6 *	I am a trainer and was planning to take on a current VDP replacing an assistant and not replace the VDP?	<p>A new number for the assistant would be created. We can amend the current trainer VT list number to be an assistant number and the COVID payment would continue to be made on that list number. Only if the registration base remained the same.</p> <p>If the COVID top-up payment calculated on the existing trainer number was more than the VDP salary, it would continue to be paid on that basis. If the COVID top-up payment was less than the</p>

		VDP salary, we would set the COVID top-up payment to be the VDP salary instead.
5.7 *	I am a considering becoming a trainer and taking on a VDP in 2020/21. There are no other changes to practice workforce. What happens?	<p>The principal dentist will be currently receiving COVID payments in respect of their patient registration list on their ordinary list number. Whether all the patients remain on that that list number or there is a split, the total amount of COVID payment would not change. It would just be apportioned between the ordinary number and the trainer VT list number.</p> <p>In respect of other payments, the trainer would receive the training grant, the VDP would receive a salary from NES, and any actual claims which were submitted against the trainer VT list number would be off-set against the COVID payment.</p>

6) Other topics

6.1	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.
6.2 *	Can I register new patients?	The Regulations and Statement of Dental remuneration remain in force and therefore patients are required to be examined before they can be registered. Given the COVID-19 restrictions, new patients cannot currently be registered with practitioners.