NHS Orthodontic Assessment – Exams & Prior Approval

Create an NHS Orthodontic Course of Treatment in EXACT

EXACT	Connect
1. Create a NHS course of treatment using your eDental NHS payor.	
2. Tick the orthodontic treatment checkbox on the exemption window. This will display an Ortho button at the bottom of the chart.	

Patient Ortho Assessment

EXACT	Connect
1.Create a NHS Orthodontic COT in EXACT > Click the Ortho Button	2. Enter as much assessment data as required to determine if the patient is eligible for orthodontic treatment.

Patient not eligible - Exam claim only

EXACT	Connect
1.Chart and tick the exam being claimed as complete > Click the Ortho button	2.Select the EXAM claim type > enter mandatory data, including a treatment objective > Send
3. TC COT > Schedule will be paid as normal.	

If the NHS respond with errors in Connect. The COT only needs to be resubmitted in EXACT if corrections to treatment is required. Otherwise re-claiming can be done in Connect alone.

Patient is eligible - Proceed with PA

EXACT	Connect
1.Chart the treatment plan > Click the Ortho button	2.Select the Prior Approval claim type > enter mandatory data > Send

Attachment Link

EXACT	Connect
	1. When the NHS send an attachment link it must be selected from a computer that is SWAN connected.
	2. After uploading the appropriate images, you must specify what was uploaded (or sent physically) in the reply section and then send the claim again using the Send button.

PA Cancellation

Prior Approval cancellation is required if the dentist or patient wish to terminate the prior approval. This is different to continuation or transfers.

EXACT	Connect
1. Click the Ortho button on the patient's chart	1.Select the PRIOR APPROVAL claim type > More Actions Button > Request PA Cancellation

PA Re-approval

If a treatment plan alters in any way after prior approval was given, re-approval must be sought.

EXACT	Connect
1. Click the Ortho button on the patient's chart	1.Select the PRIOR APPROVAL claim type > More Actions Button > Request PA Re-approval

PA Review

Review cases are assessed by the NHS clinical team. Where clinical assessment is required, a PA review can be requested.

EXACT	Connect
1. Click the Ortho button on the patient's chart	1. Select the PRIOR APPROVAL claim type > Tick the Review checkbox > Send

NHS Orthodontic Treatment Claims

Interim Payment

EXACT	Connect
1. COT has already been created with treatment plan charted and PA approved (if required). Tick, complete & charge the appliance once fitted. DO NOT TC the COT. Click the Ortho button.	2. Select the INTERIM PAYMENT claim type > enter mandatory data > Send
3. DO NOT TC the COT. Interim payment will be paid in a schedule. Process this payment as normal.	

Final Payment

EXACT	Connect
1. COT has already been created with treatment plan charted, PA approved (if required), and interim payment possibly requested. If you want to claim retainers at the same time, chart the appropriate services > Click the Ortho button	2. Select the FINAL PAYMENT claim type > enter mandatory data > Send
3. TC COT. Final payment (+retainers if applicable) will be paid in a schedule. Process this payment as normal.	

If the NHS respond with errors in Connect. The COT only needs to be resubmitted in EXACT if corrections to treatment is required. Otherwise re-claiming can be done in Connect alone.

Claim Retainers after Final Payment

EXACT	Connect
1. Create a new NHS Orthodontic COT > Chart the appropriate services > Click the Ortho button	2. Select the RETAINERS claim type > enter mandatory data > Send
3. TC COT. Retainers will be paid in a schedule. Process this payment as normal.	

If the NHS respond with errors in Connect. The COT only needs to be resubmitted in EXACT if corrections to treatment is required. Otherwise re-claiming can be done in Connect alone.

Retention

EXACT	Connect
1. Create a **NEW** NHS Orthodontic COT > Chart the appropriate services > Click the Ortho button	2. Select the RETENTION claim type > enter mandatory data > Send
3. TC COT. Retention will be paid in a schedule. Process this payment as normal.	

If the NHS respond with errors in Connect. The COT only needs to be resubmitted in EXACT if corrections to treatment is required. Otherwise re-claiming can be done in Connect alone.

Regulation 9

EXACT	Connect
1. Create a **NEW** NHS Orthodontic COT > Chart the appropriate services > Click the Ortho button	2. Select the REG 9 claim type > enter mandatory data > Send
3. TC COT. Regulation 9 will be paid in a schedule. Process this payment as normal.	

If the NHS respond with errors in Connect. The COT only needs to be resubmitted in EXACT if corrections to treatment is required. Otherwise re-claiming can be done in Connect alone.

NHS Orthodontic Discontinuation, Continuation & Transfers

Continuation refers to a change in Provider within the same practice. Transfer refers to a change in Provider from one practice to another.

Please note the acceptance date on all continuation claims must be the same as the acceptance date of the original PA being continued.

Discontinued Treatment – Dentist 1 does not complete the treatment plan

If treatment has commenced, Dentist 1 can request a final payment claim for the work done to date. If some treatment is partially complete, Dentist 1 must first request a discontinued fee request before submitting for final payment.

EXACT	Connect
If there is NO partially completed treatment on the COT: 1. Dentist 1 –move all of the incomplete treatment from the COT to the Misc tab. Tick and charge all completed treatment > click the Ortho button.	2. Dentist 1 - Select the FINAL PAYMENT claim type > enter mandatory data > Send
3. TC COT. Final payment will be paid in a schedule. Process this payment as normal.	
If there is partially completed treatment on the COT: 1. Dentist 1 – tick and charge the completed treatment on the COT. Leave incomplete and partially completed items as unticked on the COT > Click the Ortho button	2. Dentist 1 - Select the DISCONTINUED FEE REQUEST claim type > enter mandatory data The incomplete treatment card contains optional data. However, if 1 optional item is entered, all must be entered. Specify whether the patient failed to return or refused treatment. You must indicate in observations whether the patient has been de-bonded or not. > Send A successful claim will be returned with an authorisation status. The NHS will indicate the code and fee that should be claimed in the final payment.
3. Dentist 1 – Once the request has been authorised > Remove any incomplete treatment from the COT. 4. Chart all of the services returned by the NHS (329X) and assign the appropriate authorised fees > Click the ortho button on the patient's chart	5. Dentist 1 - Select the FINAL PAYMENT claim type > enter mandatory data > Send.
6. TC COT. Final payment will be paid in a schedule. Process this payment as normal.	

If Dentist 1 has applied for discontinuation on paper and is sending the final payment using EXACT & Connect. They must ensure the authorised treatment returned by the NHS is charted on the EXACT COT first.

Note, this process can also apply to Dentist 2, or any subsequent Dentist that does not complete the treatment plan. Dentist 1 and 2 are used purely for simplicity.

The NHS have also specified that only items 32(A)1 to 32(a)4 and 32(A)5 are valid treatments to discontinue.

Claim Continuation – Dentist 2 takes over with NO change in treatment

If you are Dentist 2 continuing treatment after prior approval was granted to Dentist 1 AND the treatment plan has not changed, re- approval is not required. However, Dentist 2 must claim continuation.

The following workflow is for Dentist 2 only. It assumes that if treatment had started, Dentist 1 has already completed their steps for any discontinued treatment.

EXACT	Connect
1. Dentist 2 – Create a new NHS orthodontic COT if Dentist 1 partially completed treatment that Dentist 2 is required to complete. Chart the new 3913 discretionary service only, so that the NHS can pay Dentist 2 for completing the work.	
2. Dentist 2 - If claiming interim payment > click the Ortho button	3. Dentist 2 - Select the INTERIM PAYMENT claim type > enter mandatory data > More Actions > Request Continuation.
4. Dentist 2 - If claiming final payment > click the Ortho button	5. Dentist 2 - Select the FINAL PAYMENT claim type > enter mandatory data > More Actions > Request Continuation The NHS should return a fee for 3913 if appropriate and instruct you to resubmit the claim for payment
6. Dentist 2 – assign the approved fee to the 3913 service in EXACT > click the Ortho button	7. Dentist 2 – The claim type should already be set to Final Payment. Simply select More Actions > Request Continuation
8. TC COT > Final payment will be paid in a schedule. Process this payment as normal.	

Please note that if Dentist 2 is required to reply to the NHS, the reply must still be sent as a "Request continuation" so that continuation details are included appropriately.

Also, if Dentist 1 was not required to obtain prior approval because of a high tiering level, but Dentist 2 takes over the treatment and has a lower tiering level than the treatment value. Even though no change to the treatment plan has occurred, Dentist 2 must apply for PA re-approval for continuation. This assumes Dentist 1 has made some claim for the treatment (discontinuation or otherwise). If Dentist 1 has not claimed, Dentist 2 would simply start the treatment plan from scratch as the NHS would have no record or interest of what Dentist 2 was continuing. See steps below on how to apply for PA re-approval for continuation.

PA Re-approval for Continuation – Dentist 2 takes over with change in treatment

If you are Dentist 2 continuing treatment after prior approval was granted to Dentist 1 AND Dentist 2 has altered the treatment plan, PA re-approval for continuation is required.

The following workflow is for Dentist 2 only. It assumes that if treatment had started, Dentist 1 has already completed their steps for any discontinued treatment.

EXACT	Connect
1. Dentist 2 – Create a new NHS orthodontic COT if Dentist 1 partially completed treatment that Dentist 2 is required to complete. Chart the new 3913 discretionary service on the newly created NHS orthodontic COT, so that the NHS can pay Dentist 2 for completing the work Add any additional treatment Dentist 2 thinks is necessary, to the newly created NHS orthodontic COT.	2. Dentist 2 - Select the PRIOR APPROVAL claim type > enter mandatory data, including observations > Use the Request Re-approval for continuation send option. The NHS should approve the PA and return a fee for 3913 if appropriate.
3. Dentist 2 - Any fee approved by the NHS for the 3913 service should be manually entered against this service in EXACT.	
4. Dentist 2 - If claiming interim payment > click the Ortho button DO NOT TC the COT. Interim payment will be paid in a schedule. Process this payment as normal.	5. Dentist 2 - Select the INTERIM PAYMENT claim type > enter mandatory data > Use the Request Continuation send option
6. Dentist 2 - If claiming final payment > click the Ortho button Ensure you have the appropriate value, approved by the NHS, entered against the 3913 service before claiming for final payment.	7. Dentist 2 - Select the FINAL PAYMENT claim type > enter mandatory data > Use the Request Continuation send option
8. TC COT > Final payment will be paid in a schedule. Process this payment as normal.	

Please note that if Dentist 2 is required to reply to the NHS, the reply must still be sent as a "re-approval for continuation" in the case of prior approval, or "Request continuation" for any other type of claim. This ensures continuation details are included appropriately.

Transfer Case

A transfer case is where a patient is referred to Dentist 2, from another practice.

EXACT	Connect
1. Dentist 2 - Create a new NHS Orthodontic COT > Chart the treatment that is still required. If Dentist 1 partially completed treatment that Dentist 2 is required to complete, chart the new 3861 discretionary service, so that the NHS can pay Dentist 2 for completing the work > Click the Ortho button	2. Dentist 2 - Select the PRIOR APPROVAL claim type > enter mandatory data, including observations > Send The NHS will respond with a payment amount, likely including a fee code for 3861, if applicable
3. Dentist 2 – Continue with interim payment/final payment as normal. Ensure the approved fee code for 3861 is entered against this service in EXACT (if relevant) so that it is correctly claimed at final payment time.	