Shire Dental System

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NHS CLAIMS
TRAINING NOTES

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NHS CLAIMS

PROVIDER DETAILS (FOR NHS DENTISTS)

1) Make sure that the dentist has been entered as a user and select the dentist's username from the drop down box of Registered Users.

2) Tick the Use Practice Address box.

3) Type in the Performer Number, Contract Tag and Location ID in the boxes provided. If the dentist is an associate dentist, just enter the dentist's performer number in the Provider Number box and leave the other sections of the contract number blank.

4) The EDI PIN will be added later for those practices intending to use the WebEDI transmission module.

5) Click OK.

NHS FEE SCALE

An NHS fee scale should already exist on your system. A new scale should be created each time that the banding prices are adjusted. You should identify the active (current) NHS fee scale from the **Administration** menu - **System Maintenance**/**Application Preferences**/**NHS** tab.

EXEMPTION/REMISSION

Exemptions added to the patient details screen will default onto the course information screen when opening a new NHS course. These can be overwritten where necessary.

FP17 FORM PRINTING

If you do not plan to transmit claims via WebEDI, you can:-

    a) <u>print the form header</u> only (provider/performer and patient details) and add your own claim details after the form has been printed; or

    b) <u>produce the entire form manually</u> by entering the claim details on the screen before the form is printed; or

    c) if you are using the system to enter clinical records, <u>print the fully completed form</u>. The form details can be viewed and edited before printing.

Printing the FP17 Form Header

1)   Select **Form Printing and UDAs/FP17 Form Header (NHS)** from the **Reports** menu.

2)   **Provider Details**

- If the dentist who carried out the treatment is also a provider, then leave the tick in the **Performer Number Same as Provider** box.

- If the dentist who carried out the treatment is not a provider, then click on the **Performer Number Same as Provider** box to <u>remove</u> the tick and select the relevant performer from the drop down list.

    Note: If the practice is the provider, then the **Provider** box on the **Practice Details** screen should be ticked and the relevant contract details added.

    The provider's name, address and contract number will be displayed on the screen.

3)   **Patient Selection**

- Click the **Search for Patient Record** link.

- Search for and select the patient for whom the claim is to be submitted.
- The patient's details will be displayed on the screen.

4) Click the Print button.

Manually Completing and Printing the FP17 Form

1) Select **Form Printing and UDAs/Manually Produce FP17 Form (NHS)** from the **Reports** menu.

2) Complete items 2) and 3) above (for printing the form header).

3) Click the **Next** button to display and fill in the claim details section of the form.

4) Claim Details

The following edit options are available for completing the claim details.

- Click on a box to add a cross in the box – click again to remove the cross.

- On a date field, click on an individual date section and type in the date or click the **Browse** button to display a calendar for selection.

- On any other sort of data entry box, click on the box and type in the data.

5) Click the **Print** button to print the form.

Note: It is not necessary for each letter to line up exactly with each box provided on the form, as long as the first letter is lined up properly in the first box on each section.

Printing a Completed FP17 Form

1) Select **Form Printing and UDAs/ FP17 Pending Claims (NHS)** from the **Reports** menu.

2) All pending claims will be displayed on the **Unprocessed** tab. Select the form to be printed by double clicking the relevant record or single clicking and clicking the **Process Selected** button.

3) Complete the provider/performer section as outlined in item 2) on page 1 for printing the form header.

4) The patient details will be already displayed – click the **Next** button to display the claim details section of the form.

5) Check the details to confirm that they are correct and edit any that you wish to change by clicking on that section of the form and overwriting the default entries. All default entries will be coloured in yellow (if you change any of the pre-selected boxes, the original box will remain in yellow).

6) Click the **Print** box to print the form.

7) The claim details will be removed from the **Unprocessed** tab and can be viewed on either the **Processed by Date** or **Processed by Patient** tabs.

NHS - WEBEDI TRANSMISSIONS

Registration and Configuration

Before you can begin transmitting Web-EDI claims, you need to apply for a site number (application form – CGDP 8). The DSD will then send your site number.

When you have your site number, each dentist who wishes to transmit should register at http://ebusiness.dpb.nhs.uk and keep a secure note of the passwords and usernames issued. The DSD will process your application and send a confirmatory email that you are able to begin transmitting claims via WebEDI. Each dentist will be issued with a PIN (Personal Identification Number).

Useful contacts: **DSD External Access Support Team   01323 433560**
Email: edisupport@dpb.nhs.uk

DSD Helpdesk   01323 433550
Email: helpdesk@dpp.nhs.uk

NHSBSA Dental Services Division
Compton Place Road
Eastbourne
East Sussex
BN20 8AD

Once your account has been activated, you should then contact our Support Department so that your software can be configured ready to begin transmitting claims. They will need your Site Reference Number and a Username and Password for each dentist. The PIN for each dentist will need to be entered onto the system – this can either be done by the Support Department at the same time as setting up but the PIN can be entered by yourselves. This is stored on the **Provider Details** screen and will be encrypted, for security purposes, as it is entered.

PR forms can be obtained from your local Primary Care Trust – you are required to complete this form for each patient.

TRANSMITTING CLAIMS

To transmit WebEDI claims you can process by one of the following two methods:

8) Manual – by completing a claim form on screen manually ### and choose to **Queue** the claim for transmission instead of printing the form; or

9) Auto – by entering the treatment details using the system (with or without the charting module), whereby the system will complete the claim details for you. The completed claim form will be displayed on the screen for you to accept - or edit if you wish to do so. You can then choose to **Queue** the claim for transmission instead of printing the form. ###

Unprocessed Tab

This tab displays all of the completed NHS claims which will remain on this tab until they have either been transmitted or printed. These claims can be filtered by dentist and should be checked and marked as ready for transmission – ie queued for transmission. You will be prompted for your PIN each time that you queue a claim.

NOTE: If you are using the system to enter treatment, you can view and queue a claim as the course is completed. You will be prompted for your PIN as you complete the course and queue the claim.

You can click the option to remember the PIN if you do not want to have to enter this each time that a subsequent claim is queued for transmission.

Each time that you enter your PIN, the system will validate your entry. If the PIN is not correct, you will be prompted to re-enter.

Queued for Transmission Tab

This tab displays all of the claims that are ready for transmission, either from the completion of the course or from the **Unprocessed** tab. The claims need to be built into a file before they can be transmitted to the DSD. There is a tick box beside each claim – tick the claims to be included and click **Transmit Selected**.

The file will then be built and the claims transmitted. How often you transmit these claims is up to you – WebEDI is normally accessible 24 hours a day. Once a claim has been transmitted, the claim details will be moved onto the **Awaiting Acknowledgment/Rejected Claims** tab.

> **NOTE**: The DSD recommends that you can arrange the timing of transmissions to suit your working practice but that you should not send batches of more than 500 claims at a time.

Awaiting Acknowledgment/Reject Claims Tab

Details of the transmission will remain on the transmissions **Awaiting Acknowledgment** section of this tab until an acknowledgment is received to confirm that the file has been successfully received (but at this point, not processed) at the DSD. Once acknowledged, the file will be removed from display and can be viewed from either of the two remaining tabs – **Processed by Date** and **Processed by Patient**. (Any file that remains displayed in this section for an unusual length of time, therefore, should be assumed to have not been received by the DSD. This should be queried with them and, if applicable, retransmitted - right click to retransmit the file.)

Detailed validation of individual claims contained in the file will then be carried out by the DSD and this will generate an electronic response for any rejected claims. Valid claims will automatically be passed to the DSD payment process.

Once acknowledged, any rejected claims will be transferred to the **Rejected Claims** section on the bottom half of the screen. Individual courses can be edited to generate a correct claim, or the claim form itself can be edited, before re-transmission.

UDA Data

Data transmitted by the DSD regarding UDAs can be viewed from the **UDA Information** tab on the **NHS Treatment Course Processing** screen. You can use the filter controls to display graphs showing the **Average Targeted** and **Achieved UDAs** in a date range.

You can also use the **Forecast** button to compare the achieved UDAs to the required UDAs.