

**To: All NI GDPs**

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**7/10/2021**

Dear Colleague

### **Advice on Submitting Claims for Item Code 3001**

#### **Background**

We are very aware that some dentists have experienced problems with claiming SDR item code 3001 for the October 2021 payment run. This problem has arisen with Software of Excellence (SOE) systems due to an error in the original **EXACT** fee file that SOE issued to their customers prior to the go live of item code 3001.

The BSO payments team have engaged with SOE to help resolve this problem. We understand that SOE have been in contact with their customers to provide a solution to the problem.

As minimum activity thresholds relate to IoS treatment only (claims for item 3001 do not count towards activity). Provided GDPs submit their claims before the extended deadline there will be no impact on the measurement of GDPs' activity rates for the purposes of the calculation of financial support scheme (FSS) payments where item 3001 has not been claimed.

#### **Mitigation for Unpaid Item 3001 Claims**

The HSCB, BSO and DoH are rapidly developing a solution to the non-payment of item 3001 in order to remunerate any dentists who have missed out on claims submitted for the October 2021 payment cycle. This solution will ensure that all valid item 3001 claims are honoured and dentists will be remunerated in a future payment.

Details on the operation of the mechanism for addressing unpaid item 3001 claims will be communicated to the profession next week. We will try to ensure that the solution developed to address this issue is as straightforward as possible from a dental practice perspective.

Following discussions with the BDA, we also plan to provide advice on the arrangements for the payment of level 2 PPE for those claims that straddle the transition date between FSS2 and FSS3 (9 September 2021).

## Advice

We would advise dentists to proceed with the submission of all item of service (IoS) treatment claims, irrespective of any item 3001 claim problems, to ensure that FSS activity thresholds are not adversely impacted. Noting the software issues affecting some practices, BSO have **extended the submission deadline until 17:00 on 8 October 2021.**

The BSO payments team are experiencing significant pressures at the moment and, to that end, the payments team are focussed on ensuring that the October payment is processed on time. As such the team will have limited resources to respond promptly to any 3001 claim queries received this week.

We appreciate that this issue has caused concern but it we would remind all practitioners to ensure they behave in an appropriate manner when communicating with staff who are doing their very best to resolve issues.

Yours sincerely



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