



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Feidhmeannacht na Seirbhíse Sláinte
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Dear Dentist,

The DTSS provides access to certain dental treatments to eligible persons aged 16 and over, living in the community. Reimbursement for services provided by DTSS contractors is administered by the Primary Care Reimbursement Service (PCRS). In 2016, 1,216,219 treatments were provided to 417,350 unique eligible persons by 1,654 contractors participating in the Scheme. Currently, all DTSS contractors submit their claims for payment on paper, on a monthly basis for manual processing.

The PCRS have engaged with a number of your colleagues, who expressed an interest in participating in a pilot to introduce online services for DTSS and collaboratively working together to inform future development phases to the benefit of all participating contractors. This afforded the opportunity for shared learning.

The first phase of online services enables DTSS contractors to submit claims using a dedicated online facility to submit DTSS claims for expeditious processing and reimbursement. This is the first phase of an improvement journey over the coming 18 months. We will continue to accept paper forms for those who opt to manually submit however are hopeful that most dentists will see the benefits of our online system. Currently **89%** of claims from medical general practitioners are received online and we have had similar online systems in place for pharmacists and opticians for many years.

Benefits for Contractors include

- Earlier Access to Payments with online claim submission time-period extended to the end of the month and paid the 2nd Thursday of following month.
- Reliable Service
- Real-time confirmation of acceptance of claims and inputting from dental practice directly on to National system.
- The online facility eliminates rejections and reduces the need to query payments.
- Access to dedicated online claim support team.
- Access to comprehensive reports detailing claims processed for payment.
- Faster search and retrieval data access
- Online ordering of stationary including personalised DTSS prescription pads

The second phase of this project is currently in development and will deliver the ability for contractors to apply for prior approval online in Q1 2018. This will improve turnaround time for approval with patients receiving treatment in a more timely fashion.

If you are interested in registering for Phase 1 please complete the attached security Certificate Requisition Form and return in the pre-paid envelope. To participate Practices will need to be

- a) Active DTSS contractors providing a full range of DTSS services and submitting claims for payment.
- b) DTSS contractors who have access to broadband.
- c) DTSS contractors who meet HSE requirements and have received authorisation from the PCRS to access the DTSS online facility following the completion of a security certificate requisition form (Attachment 1).
- d) DTSS contractors who have the ability to upload forms.

The PCRS look forward to working with DTSS contractors to transform DTSS reimbursement and over the coming months intend to schedule a number of presentations including at the IDA Practice Management Day in Croke Park on January 27th 2018 to demonstrate enhancements.

Yours sincerely,

A handwritten signature in cursive script that reads "Anne Marie Hoey".

Anne Marie Hoey
Primary Care Reimbursement & Eligibility

