

Primary Care Workflow (Dental)

Approved Panel List is held locally by the Embassy

Patient requires primary dental care

Patient makes an appointment with an Embassy/Healix FCO Healthline approved Primary Care Panel List dentist

Patient completes a Cashless Primary Care Patient Identification Form prior to the appointment

Copy of the form is held locally by the Embassy

Patient attends the appointment and gives the completed Cashless Primary Care Patient Identification Form to the provider

Provider emails the invoice (stating tooth number(s) and material used) and Cashless Primary Care Patient Identification Form (mandatory for payment to be made) to Healix FCO Healthline

Healix FCO Healthline assesses the invoice to ensure standard "Primary Care" dental treatment has been provided in line with standard UK NHS guidelines

Refer to slide 2 for a definition of Primary Care

Payment is made within 30 days of receipt of the invoice subject to the satisfactory resolution of any queries

Patient contribution as per standard UK NHS guidelines (unless exempt) will be deducted from the officers salary by the parent department

Definition of Primary Care (Dental)

- Check-up including Scale and Polish (6 monthly)
- Straightforward extraction of **NO** more than 2 teeth (excluding wisdom teeth)
- Amalgam or white synthetic fillings. **NO** more than 2 x amalgam or 2 x white synthetic fillings (front teeth only for white synthetic) or a combination of both amalgam and white synthetic subject to a maximum of 2 fillings.
- If more than 2 extractions/fillings are required **NO** treatment may take place without pre-approval for the entire Treatment Plan. This can be obtained by submitting the form XE76 together with appropriate x-rays by email to Healix FCO Healthline for approval.
- X-rays - **NO** more than 1 OPG (panoramic), 2 Bitewing and 4 Periapical. **NO** Tomography, CT scans or 3D x-rays will be covered without pre-approval from Healix FCO Healthline
- Note that adult orthodontics (including an initial assessment) are **NOT** covered by Healix FCO Healthline
- Emergency dental treatment is defined as the removal of acute and sudden pain with a temporary solution. Therefore only pain management or a temporary restoration is defined as emergency treatment. If a tooth is broken, root canal, temporary crowns and temporary bridges are not classified as 'temporary' emergency treatment and form XE76 together with appropriate x-rays must be submitted by email to Healix FCO Healthline for pre-approval.

This document is intended as a guideline only.

It is the responsibility of the patient and NOT the provider to ensure that only treatment defined as Primary Care according to UK NHS guidelines is carried out.

**Patients should refer to FCO Intranet for guidance in full and contact Healix FCO Healthline if clarification is required .
If Secondary Care is recommended the patient should contact Healix FCO Healthline for authority to proceed**

Costs for inappropriate or unauthorised care will be returned to the patient for payment.