

## NHSBSA Provider Assurance (Dental) Assurance reviews 2019-21

February 2020

### Background

In October 2019, NHS England and NHS Improvement (NHSE-I) agreed with the NHS Business Services Authority (NHSBSA) to pause our recently announced dental assurance reviews following a request from the British Dental Association (BDA).

Meetings, to discuss the reviews, have been taking place between NHSE-I, the NHSBSA and members of the BDA General Dental Practice Committee (GDPC); it has now been agreed to start the reviews.

The purpose of these reviews is to deliver national assurance that NHSE-I's legal and regulatory responsibilities are met.

We aim to:

- Assure consistency of approach across England
- Provide a focus on education, improved quality and behaviour change
- Deliver a high-profile deterrence factor
- Identify and recover monies for inappropriate claims
- Support for the identification and reduction of fraud, error and waste
- Identify and share good practice

As our 28 Day re-attendance assurance review draws to a close, we have taken the opportunity to use feedback from this exercise when planning our approach to these new reviews.

### Delivery of Provider Assurance (Dental) Reviews during 2020 - 21 (Individual Review Exercises):

The claiming areas included for the assurance reviews are:

- Incomplete treatments (Band 2 and/or 3)
- Band 2 Fissure Sealants
- Band 3 Inlays
- Band 1 Urgent Claim followed by Band 2 claim with no examination

In these new reviews, Contracts selected for inclusion will only be those very few contracts that are highlighted as extreme outliers against the national average.

Providers will be given an opportunity to review the concern and where necessary implement change. The NHSBSA Provider Assurance (Dental) team will support Providers with claim data if this is requested.

Contracts selected for inclusion in a new review will be contacted by letter. Our communication style will be shortened, simplified and only relevant information given to Providers. Contracts not included in the review will not be individually contacted.

We expect to have contacted selected contracts by the end of March 2020.

Providers will be given 6 months to review the concern and where necessary implement change; through a practice based assurance process.

After this 6-month period, the NHSBSA Provider Assurance (Dental) team will complete further analysis of contract data to review the concern that was highlighted to the Provider. If in this time the contract rate remains significantly greater than the national rate, only then will the contract be selected to take part in an assurance review.

As with all our assurance reviews, these new exercises will be clinically led by NHSBSA Provider Assurance (Dental) Clinical Advisers and will include information and insight about the quality of treatment provided, claim probity and administration of claims.

Further information about NHSBSA Provider Assurance can be found on our [website](#) and our [Ask Us](#) knowledge base.