# In the spotlight – Article 12: Guaranteed treatment and continuation/further treatment

## Guaranteed treatment

Certain restorations are guaranteed for 12 months (including lost items) from the completion date of the original one being fitted. The restorations which are guaranteed are1, 2:

* permanent fillings
* crowns
* inlays
* root fillings
* porcelain veneers

To be considered as a guaranteed treatment, the treatment required must be similar/related to the original restoration, such as providing a new filling to replace an original filling that failed; however, it does not have to be like-for-like. If the dentist considers there is a clinical justification for making a slight adjustment to the treatment they carried out originally, such as using a different material for a filling to increase the fracture resistance, this can also be considered as a guaranteed treatment.

Items supplied under an urgent course of treatment are also covered by the 12 month guarantee.

The guarantee does not apply if a completely different restoration is now required.

If such a restoration needs to be repaired or replaced during the 12 months, there will be no charge to the patient except where:

* a similar replacement restoration is not appropriate, or;
* private treatment has been provided to the same tooth since the original restoration was provided, or;
* the original restoration was intended to be temporary, or;
* the patient was advised originally that a different type of restoration was more appropriate, or;
* the replacement is required as a result of trauma

The guaranteed work needs to be carried out by the same contract number as the original claim. However, the dentist providing the guaranteed item does not have to be the dentist that provided the original item. Where a practice has changed ownership since the original item was provided, provision of a guaranteed item cannot be processed automatically under the new contract number as guaranteed treatment. If you feel this is unfair and wish for the work on the guaranteed item to be linked between the two contracts, then you will need to speak with your commissioner (area team/local health board).

Claiming for a guaranteed item

A guaranteed item can be claimed as either part of an urgent claim (providing it meets the criteria for an urgent claim submission), or as part of a Band 2 or 3 course of treatment (as appropriate to the item), however an examination is a pre-requisite to providing a Band 2 or Band 3 course of treatment.

If a filling is provided as part of an urgent course of treatment as a guaranteed item, and the filling was the only item provided, there would be no charge to the patient, and 1.2 UDAs would be credited.

If a guaranteed item was provided as part of a Band 2 or Band 3 course of treatment, and the examination and guaranteed item were the only treatment required/provided, then there would be no charge to the patient, and 3 UDAs for a Band 2 claim or 12 UDAs for a Band 3 claim would be credited.

If a guaranteed item was provided as part of a Band 2 or Band 3 course of treatment, and other treatment was required as well as the examination and guaranteed item, the other treatment provided would dictate the charge to the patient. For example:

1. If, as part of the examination, a scale and polish was required in addition to the guaranteed item, that scale and polish would apply a Band 1 charge.
2. If, as part of the examination, a filling was required (unrelated to the guaranteed item), that filling would dictate a Band 2 charge.
3. If, as part of the examination, a denture was required in addition to the guaranteed item, that denture would apply a Band 3 charge.

Practice software may result in difficulties submitting claims with the correct charge applied. If this is the case, the provider should contact their software supplier.

## Continuation/further treatment

Continuation applies when a patient returns to the same contract number for a further course of NHS treatment within 2 calendar months (less a day) of the date of completion of the original Band 1, 2 or 3 course of treatment, and where the continuation treatment is at the same or lower band. The further treatment required would not have been planned in the original course of treatment, and usually would have been unforeseen. Indicating “Continuation” on the claim ensures that the patient does not have to pay for that additional treatment.

Example: If the completion date is the 10 May, the two months would end on the 9 July. If the same patient requires further treatment which falls within the same charging band or lower and the further treatment is provided under the same contract number, no patient charge applies in respect of that further treatment.

However, the performer will receive the appropriate UDAs for the work carried out.

As with any Band 1, 2 or 3 course of treatment, an examination is a pre-requisite5 and a recall interval would be established as part of the course of treatment provided. This still applies to courses of treatment provided as continuation/further treatment.

Continuation in relation to urgent claims and incomplete treatment

Continuation does not apply in relation to urgent courses of treatment and therefore cannot be applied following an urgent course of treatment. It also cannot be applied if a patient returns within two months of a Band 1, 2 or 3 claim requiring an urgent course of treatment. An urgent course of treatment needs to be claimed as a separate course of treatment.

Where the patient has returned for care directly related to a recent item you have provided (such as the easing of a newly constructed denture), an urgent claim would not be appropriate. Such treatments are considered part of the initial courses of treatment (aftercare) and should be provided within that claim.

Continuation also would not apply if the previous course of treatment was incomplete. In this situation, if the patient returns after a course of treatment has been submitted as incomplete, a new course of treatment must be started and the patient would pay the full fee related to the new course of treatment (in addition to the fee already incurred with the incomplete course of treatment). Please refer to [In the spotlight article 5: incomplete treatment](https://www.nhsbsa.nhs.uk/compass/resources-dental-practices) relating to appropriate submissions of incomplete treatment claims6.

Claiming for guaranteed treatment or continuation of treatment for patients that do not pay for their treatment

The indicators should be used whenever providing guaranteed treatment or continuation of treatment, regardless of the patient charge status.

References

1. [The National Health Service (Dental Charges) Regulations 2005](https://www.legislation.gov.uk/ukdsi/2005/0110736400/contents)

2. [The National Health Service (Dental Charges) (Wales) Regulations 2006](https://www.legislation.gov.uk/wsi/2006/491/schedule/4/made)

3. NHS Dental Services ‘Ask Us’ – Guaranteed treatment:

[Information on guaranteed items](https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/en-gb/9731/general-treatment/41700/information-on-guaranteed-items)

[Carrying out a mouth examination as part of a guaranteed claim](https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/en-gb/9731/general-treatment/41695/does-a-full-mouth-examination-need-to-be-provided-as-part-of-a-guaranteed-claim)

4. NHS Dental Services ‘Ask Us’ – Continuation:

[Continuation treatment](https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/en-gb/9731/general-treatment/41694/what-is-continuation-treatment-further-treatment-within-two-months-and-when-would-it-apply)

[Carrying out a mouth examination as part of continuation of treatment](https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/en-gb/9731/general-treatment/41699/does-a-full-mouth-examination-need-to-be-carried-out-with-continuation)

[Claiming for continuation of treatment](https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/en-gb/9701/can-i-claim/48849/can-i-claim-a-band-4-urgent-course-of-treatment-cot-as-a-continuation)

5. [NHS Dental Services - In the spotlight – Article 1: A course of treatment and examination.](https://www.nhsbsa.nhs.uk/spotlight-article-1-course-treatment-and-examination)

6. [NHS Dental Services - In the spotlight - Article 5: Incomplete treatment](https://www.nhsbsa.nhs.uk/spotlight-article-5-incomplete-treatment)