

COVID-19 PPE Reimbursement FAQ's

Eligibility

What items of PPE can I claim for?

COVID-19 PPE items for dentistry are defined as:

- *type IIR masks*
- *FFP2/3 masks*
- *gowns (sterile and non-sterile)*
- *aprons*
- *gloves*
- *eye protection (visors and goggles)*
- *hand sanitiser*
- *clinical waste bags*
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Respirator Hoods and some other higher-grade PPE is also eligible for reimbursement, but a support risk assessment must be submitted when making a claim.

Costs/items ineligible for reimbursement include:

- *Any fixtures and fittings*
- *Safety screens*
- *Additional clinical waste bins or additional expenditure to cover increased clinical waste contract costs*
- *Fit testing*

I have tried to make a claim for reimbursement but am getting a message to say that I am ineligible. Why is this?

To be eligible for reimbursement you must meet the minimum activity requirements of 45/26% for the period 1 April – 31 December 2020.

To check whether you have met these criteria, you can use the PPE Eligibility for Contract form in Compass.

**What data has been used to calculate whether a contract meets the eligibility criteria?
Is it based on UDA/UOA or overall patient activity?**

Whilst it is appreciated that contractors have continued to offer services remotely throughout the pandemic, for the purposes of determining whether the minimum activity requirements to qualify for a reimbursement have been met, only activity that required the use of PPE (i.e. face to face, in person treatment) will be considered in the calculation.

Delivered activity of Band 1, Band 2, Band 3 and Urgent treatment is included but telephone triage and any other remote services are not.

**I have been a Local Urgent Dental Care (UDC) practice for part/the full claiming period.
Am I exempt from the minimum activity criteria?**

Yes, as UDC practices needed to be urgently established at the start of the pandemic, have little control over how many referrals they receive and do not all use UDA/UOA, they are exempt from the minimum activity requirements.

In addition, UDC practices are not subject to any claim deductions for undelivered activity.

Claim Form/Compass

**I have exited the claim form part-way through completed, but now wish to continue,
will I be able to?**

Yes, you can continue from where you left off in the form.

**I have cancelled a claim form part way through but now wish to continue, will I be able
to?**

No, if you choose to cancel a claim part way through, you will need to start a new form and complete all details again.

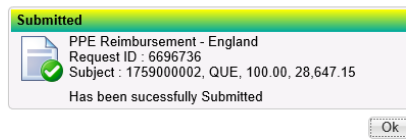
**I have submitted a claim but on review have found some errors, am I able to amend
these?**

No. if you have submitted a claim with errors and wish to re-submit, you will need to contact our contact centre at the NHS BSA who can help assist you further with your claim.

How will I know if my claim form has been submitted successfully?

A message will be displayed to show that your claim has been successfully submitted, please keep a note of the request ID.

You are also able view any submitted claims in the PPE Reimbursement form in Compass.



Invoices

How many invoices can I input on the claim form?

There is no limit to the number of invoices that can be entered.

Initially, only details of 10 invoices could be entered but this has since been changed.

Where can I find the company registration number for invoices and do you accept invoices without the registration number?

A registered number should normally be included on any invoice issued by a company and whilst we would ask that the information be included although the claim can be submitted without one.

We will accept invoices without the company registration number.

Are invoices from PPE purchased on E-Bay or Amazon accepted?

Yes, as long as they show the items purchased.

In what format should I upload invoices?

Any format that will allow us to view the document, i.e. JPEG, PDF, etc.

Contact Us

Telephone: 0300 330 1348

Email us: Nhsbsa.dentalservices@nhsbsa.nhs.uk

