

# Oral Health Fee for Service Scheme

## Information for providers

### Oral Health Fee for Service Scheme (OHFFSS) vouchers

There are three types of dental voucher a patient may be issued depending on their dental needs. Practitioners can only accept certain voucher types as outlined in the table below:

Voucher type	Definition	Practitioner type
<b>Urgent Care Voucher</b>	A limited course of care to address a specific, urgent issue. Valid for 1 month.	Dentist
<b>General Care Voucher</b>	A course of care to address all oral health needs, except dentures. Valid for 3 months.	Dentist Dental Therapist Oral Health Therapist Dental Hygienist
<b>Denture Care Voucher</b>	A course of care for full or partial dentures. Valid for 3 months.	Dental Prosthetist Dentist

### The public list

Once you are approved to participate in the Scheme, you will be visible on the public list under the local health district(s) (LHDs) you are registered in.

The public list shows practitioners registered on the Scheme who are available to provide care to public patients. The list is available to view online at: <https://ohffss.health.nsw.gov.au/#/public/list>.

The following information will be published on the list:

- name
- practitioner type
- business address and contact phone number
- languages spoken
- additional details eg: wheelchair access

When a patient is issued a voucher, the LHD will make an appointment on behalf of the patient with a provider of their choice, or alternatively, patients will be given the public list for their area and advised to contact a practice to make an appointment.

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## Provision of care

The voucher will outline what type of dental care the patient requires and the maximum amount that can be claimed on the voucher.

Treatment must be provided in accordance with what is outlined on the voucher, the Schedule of Fees, and the conditions outlined in the OHFFSS Policy Directive.

If you have any questions or concerns about the treatment to be provided, or if the patient needs to be referred to the LHD for further care, please contact the referring LHD.

## Scope of practice

All practitioners must only provide treatment within their clinical scope of practice.

Dental therapists, oral health therapists and dental hygienists must outline their scope of practice when registering and must have an established referral pathway with a dentist who is registered on the Scheme within the same practice so if a patient requires treatment outside of their scope of practice they can be treated promptly.

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## Submitting a claim

After treatment has been completed, the patient must sign the voucher to verify the treatment has been provided and you must forward the voucher and any supporting documentation to the relevant LHD for payment.

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## Taking leave or withdrawing from the Scheme

If you wish to take leave from the Scheme, you must notify the relevant LHD. A leave notification can be submitted on the online administration system.

If you would like to withdraw from the Scheme, please contact the statewide OHFFSS coordinator on 1800 938 133.

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## Contact Us

For enquiries related to vouchers, please contact the OHFFSS coordinator in your LHD either via the 'Contact Us' page on the online administration system or using the contact details provided under the 'Health Districts' page once you are logged into the system. You can access the online administration system at <https://ohffss.health.nsw.gov.au/#/home>.

For general enquiries about the Scheme, please contact the statewide OHFFSS Coordinator on 1800 938 133 or email us at [MOH-OralHealthStrategy@health.nsw.gov.au](mailto:MOH-OralHealthStrategy@health.nsw.gov.au).

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## Frequently Asked Questions

### How does a patient make an appointment with me?

The LHD may make an appointment on behalf of the patient with a provider of their choice, or alternatively, patients will be given the public list for their area and may contact you directly to make an appointment.

### Why am I not on the public list even though I have been approved to participate on the Scheme?

Practitioners will only display on the public list if they are approved on the Scheme and their mandatory requirements are current. Check your profile to see if you have any documents that are expired and ensure you update these.

### What if I don't want to be displayed on the public list or my books are full?

Practitioners can set their profile to "private" on the online administration system so they will not show on the public list. Practitioners can choose to make their profile public again when they are ready.

### What treatment am I able to provide?

Treatment must be provided in accordance with what is outlined on the voucher, the Schedule of Fees, and the conditions outlined in the OHFFSS Policy Directive.

### What if a patient requires care outside of my scope of practice?

All practitioners must only provide treatment within their clinical scope of practice. If a patient requires treatment outside of your clinical scope of practice, refer the patient back to the relevant LHD.

Dental therapists, oral health therapists, and dental hygienists must have an established referral pathway with a dentist in the same practice registered on the Scheme. Where appropriate, a dental therapist, oral health therapist, or dental hygienist can refer the patient to this dentist. Both practitioners must sign the voucher against the treatment that they provided.

### How do I get paid?

Once treatment has been completed, the patient must sign the voucher to verify the treatment has been provided and you must forward the voucher and any supporting documentation to the relevant LHD for payment.

To receive payment, businesses must be registered as a NSW Health supplier. Once approved on the Scheme, the LHD will send you a link to register.

Providers are paid in accordance with the OHFFSS Schedule of Fees. This fee schedule is reviewed annually.

### What do I do if the patient misses an appointment?

If a patient fails to attend a scheduled appointment, contact the patient to reschedule the appointment. If a patient fails to attend two consecutive appointments, or you are unable to contact the patient, please contact the referring LHD. You must not charge a patient if they fail to attend or cancel a scheduled appointment.

### How does the online administration system work?

The online administration system manages business and practitioner registrations on the Scheme. User guides can be found on the 'Help' page on the online administration system.

### What do I do if I leave the business I am practicing at, or I want to withdraw from the Scheme?

Contact the LHD(s) you are registered in or the statewide OHFFSS coordinator on 1800 938 133.