



DENTAL SERVICES

Public Oral Health Services

In NSW, public dental services are provided to children and eligible adults. NSW Health does not charge clients a co-payment for oral health services.

Adults must be eligible for Medicare, and they must have one or more of the following cards:

- Commonwealth Seniors Health Card,
- Health Card, or
- Pensioner Concession Card.

The patient will be required to show a valid Medicare card and valid concession card, and may also be asked to produce secondary identification such as a drivers licence to confirm their identity. A formal letter of identification from a homelessness agency is also acceptable as a secondary identification. Adults are eligible according to criteria that prioritise emergency situations, such as those in most need and at highest risk of disease.

In NSW, oral health care services are delivered by each of the Local Health Districts. These services are delivered in dental clinics based in community health centres, hospitals and schools and include general dentistry such as examinations, fillings and **dentures**.

NOTE: Denture services should be provided in the first instance by public oral health clinics or, alternatively, through the NSW Oral Health Fee for Service Scheme, under which private oral health care providers can provide dentures by a procurement contract.

For more information or to make an appointment contact your Local Health District call centre (see table below).

The [Westmead Centre for Oral Health](http://www.health.nsw.gov.au/oralhealth/Pages/public-oral-health-services.aspx), (1300 739 949 or 9845 6766) and the [Sydney Dental Hospital](http://www.health.nsw.gov.au/oralhealth/Pages/public-oral-health-services.aspx) (9293 3333) provide general and specialist oral health services in their clinics and through outreach programs in rural public dental clinics.

In regional Local Health Districts, clinics may be located in hospitals, schools, community health facilities, or in mobile dental clinics. In some communities a private surgery may be rented to provide public sector oral health services. <http://www.health.nsw.gov.au/oralhealth/Pages/public-oral-health-services.aspx>

Local Health District Oral Health Service Call Centre Numbers

<http://www.health.nsw.gov.au/oralhealth/Pages/contacts.aspx>

South Western Sydney & Sydney Inner Metro: (02) 9293 3333	South Eastern Sydney : 1300 134 226	Northern Sydney: 1300 732 503
Western Sydney : (02) 9845 6766 or 1300 739 949 (landline only)	Nepean Blue Mountains: (02) 4734 2387 or 1300 769 221 (landline only)	Illawarra Shoalhaven : 1300 369 651
Central Coast : 1300 789 404	Hunter New England, Mid North Coast, & Northern NSW: 1300 651 625	Murrumbidgee & Southern NSW : 1800 450 046
Far West & Western NSW : 1300 552 626		

NSW Oral Health Fee For Service Scheme (OHFFSS)

NSW Health, in consultation with the Australian Dental Association NSW, developed the OHFFSS. This scheme seeks to improve access to acute dental care for concession card holders and their dependents. Contracted services are provided via the OHFFSS, which enables public oral health services to be provided by a private practitioner using a voucher system.

The vouchers that can be issued under the Scheme cover general dental care, emergency dental care, and dentures. Clients who have been issued with an OHFFSS voucher can use it with any private practitioner who is registered with this Scheme. A list of these private practitioners will be given to clients when they are issued with an OHFFSS voucher.

All dental procedures available under this system follow a schedule of fees that are capped at a specific \$\$\$ amount. The type of voucher issued is dependent on the dental needs of the client as assessed by a public dental clinician. It is the responsibility of the public dental clinician who is providing the initial assessment to determine who will be issued with a voucher as well as the type of voucher.

<http://www.health.nsw.gov.au/oralhealth/Pages/nsw-oral-health-fee-for-service-scheme.aspx>

BE ADVISED: Any additional treatment offered by the private dentist outside what has been authorised on the Voucher should be discussed and clearly understood, as this may incur fees payable by the client.

For more information about OHFFSS; eligibility criteria; or to obtain a list of registered dentists, you will need to call your local area public dental call centre (*see table on previous page*).

Before Making a Call: Ensure that you have your Medicare Card as well as your Health Care Card, Pensioner Concession Card or Commonwealth Seniors Health Card available to verify eligibility.

Procedures

After receiving a Voucher for treatment from a public oral health clinic a Client should:

- contact the participating private dentist of their choice to arrange an appointment as soon as possible or within 10 days of the date on the Oral Health Treatment Voucher.
- inform the participating dentist that they have been referred from a public dental clinic and require treatment under the NSW Oral Health Fee for Service Scheme (OHFFSS).
- provide proof of identity and eligibility.
- give the practitioner the Oral Health Treatment Authority Voucher.
- on receipt of the required oral health care, certify satisfactory completion of treatment on the Oral Health Treatment Voucher.

Schedule of Fees

The Oral Health Fee for Service Scheme Schedule of Fees Information Bulletin identifies the type of oral health care and full pricing provided under this scheme. These schedule of fees are reviewed annually by the Centre for Oral Health Strategy, Local Health Districts and associated professional associations.

<http://www.health.nsw.gov.au/oralhealth/Pages/nsw-oral-health-fee-for-service-scheme.aspx>