

Patient Contribution

Civilians and dependants ([Non-Exempt](#)) over 18 pay an [NHS patient contribution](#) depending on the treatment received. Healix or DPHC(O) will advise of this band charge.

There are different bands of charges for all NHS dental treatments. If you need treatment from more than 1 dental band as part of your treatment plan, you will only be charged the cost of the highest band. You will not be charged for each individual treatment.



Non-HEALIX locations

If you are not covered by One HMG Healthline (HEALIX) in your location (eg - Naples, Australia, USA etc) please refer to [2023DIN01-020](#) and send the completed annex A and supportive evidence to DPHC(O) Dental at UKStratCom-DMS-DPHC-HQODen-Supp@mod.gov.uk for prior approval of any non-routine treatment.

Recovery of authorised Dental Charges is via Unit Administrative Staff. Dental costs should be attributed to RAC NHA002 against the patients UIN and using the case reference for the approved treatment as the authority. Patient contributions should be attributed to RAC RLB013.

Further guidance and resources can be found at the following links;

[2023DIN01-037 HEALIX DIN](#)
[2023DIN01-020 Overseas Dental DIN](#)
[My Healthcare Hub](#)
[EJSU.Net ISODET Dental](#)
[Global Support Germany page](#)
[Healix Hub](#)



Strategic
Command

Overseas Dental Billing



Accessing Dental Care Overseas

Prior to attending any dental appointments, contact should be made with One HMG Healthline (HEALIX) who can signpost dental practices and will provide the relevant forms and paperwork to take to your appointment, including the proposed treatment plan form for the dentist to complete and also if necessary, the **cashless billing patient identification form**. They will also be able to explain what treatments would need prior authority, so that you don't proceed with treatment, the cost for which you may subsequently become liable, if deemed unjustified.

As of 01 October 2020, Serving Personnel, Civil Servants and Entitled Dependants overseen by One HMG Healthline (HEALIX) medically are now covered dentally at no extra cost to the individual. **2023DIN01-037** outlines the services One HMG Healthline (HEALIX) provide and the processes to follow. Dental treatment is accessed via One HMG Healthline (HEALIX) and provided by local Host Nation dental practitioners

At present, cashless billing arrangements are currently being established between One HMG Healthline (HEALIX) and selected practices in some locations. If you find that this has not yet been established in your location or chosen practice, the costs for authorised dental care are recovered through unit admin/NSE.

Dental practices can be signposted by One HMG Healthline or the unit but are not independently assured. Patients should determine themselves where they wish to receive dental treatment. If an alternative dental practice is selected, the patient may be required to make direct payment for the treatment provided. The patient will need to submit the correct documentation and seek recovery of approved costs from their unit.

Contact the One HMG Healthline (HEALIX) on +44 (0) 2084817800, or email healthline@healix.com They will be able to provide further clarification on their processes to follow and they will also provide the relevant documents to apply for prior-approval and any necessary cashless billing arrangements.

Recovery of Dental Costs HEALIX

Where cashless billing has not been established at your chosen dental practice, recovery of Dental Charges is via Unit Administrative Staff, **2023DIN01-037** provides further information depending on the payment method available.

Dental costs should be attributed to RAC NHA002 against the patients UIN and using the Healix reference for the approved treatment as the authority. Patient contributions should be attributed to RAC RLB013

