



Strategic
Command

Dental Care Overseas

One HMG Healthline (HEALIX)





Dental Overseas

Before you arrange any Dental appointments, please read all this information and refer to [2023DIN01-037](#):

As there are no Service provision for dental care by Defence Primary Healthcare (DPHC) (Dental) in ISODET locations, personnel are authorised to seek dental treatment from local civilian dental practitioners. Dental treatment is accessed via One HMG Healthline (HEALIX) and provided by local Host Nation dental practitioners.

Prior to attending any dental appointments, contact should be made with One HMG Healthline who will provide further clarification on their processes to follow and they will also provide the relevant forms and paperwork to take to your appointment, including the proposed treatment plan form for the dentist to complete and, if necessary, the cashless billing patient identification form. They will also 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. Contact with the One HMG Healthline on +44 (0) 2084817800, or email healthline@healix.com

Furthermore a clearance code can be obtained from your MOD Gateway lead (MOD parent depts./CoC) and registrants (patients) can generate their own username and password at the following [link](#) for the One HMG Healthline, which will help with your overall healthcare.

One HMG Healthline will make payment direct with the practices which have cashless billing established. However, at present, cashless billing arrangements are currently being established between One HMG Healthline and selected practices in overseas locations. If One HMG Healthline advises that this has not yet been established in your location, costs for dental care is recovered through unit admin / NSE.

Prior authorisation for all 'non-routine' dental treatment must be obtained from One HMG Healthline before the treatment can be carried out. Further details can be found in [2023DIN01-037](#). Patients are strongly recommended to acquaint themselves with this document prior to booking any dental appointments. All treatment requires authorisation from One HMG Healthline for funding before undertaking the treatment.



Dental

Emergency treatment does not require prior approval, however, patients are strongly advised to contact One HMG Healthline before attending treatment. Urgent treatment required for the relief of acute pain, haemorrhage or infection may be undertaken without delay, however, any follow-on treatment may require authorisation.

Bills generated from pre-approved treatment proposals may be passed to the unit / NSE for processing. If a practice without cashless billing with One HMG Healthline is used, patients may be required to pay for the treatment and claim costs back through their unit admin.

Unless exempt, entitled civilians will pay NHS patient contribution costs towards their dental treatment, with these costs being reclaimed from the unit admin. The patient contribution paid to the MOD is equivalent to [NHS dental charges](#).

Note: Dental practices can be recommended 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 costs from their unit.



Dental

Dental Care procedure if One HMG Healthline (HEALIX) is not available in your location

If One HMG Healthline is not available in your current location approval must be obtained from DPHC (Overseas) using [2023DIN01-020](#). Patients are strongly recommended to acquaint themselves with this document prior to booking any dental appointments in locations without One HMG Healthline, for treatment requiring prior approval. Supporting evidence must be provided by the local dentist (eg case notes, radiographs, photographs and study casts) to UKStratCom-DMS-DPHC-HQODen-Supp@mod.gov.uk

Emergency treatment does not require prior approval, however, patients are strongly advised to contact DPHC(O) before attending treatment. Urgent treatment required for the relief of acute pain, haemorrhage or infection may be undertaken without delay, however, any follow-on treatment may require authorisation.

Unless exempt, entitled civilians will pay NHS patient contribution costs towards their dental treatment, with these costs being reclaimed from the unit admin. The patient contribution paid to the MOD is equivalent to [NHS dental charges](#).

Bills generated from pre-approved treatment proposals may be passed to the unit / NSE for processing. Patients may be required to pay for the treatment and claim costs back through their unit admin.

Note: Dental practices can be recommended by the unit but are not independently assured. Patients should determine themselves where they wish to receive dental treatment. 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 costs from their unit.



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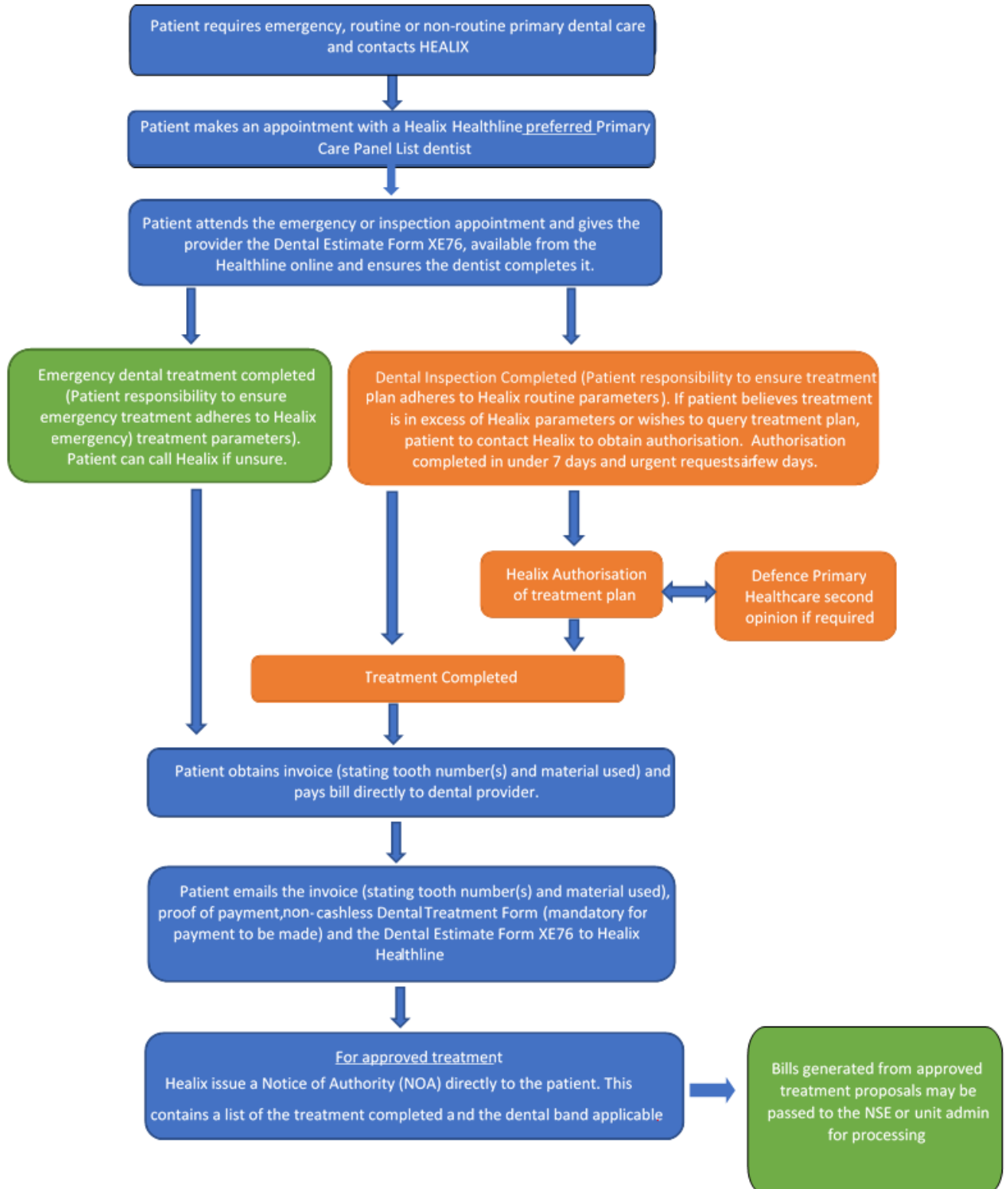
Healix make cashless payment direct to provider





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Patient pays bill direct to Provider (Non-cashless billing)





IAW 2023DIN01-037 Routine Treatments:

- 1: Dental examination / inspection / check-up.
- 2: Radiographs (intra-oral of no more than 1 x OPG, 2 x bitewings and 4 x periapical).
- 3: Routine restorations to a maximum of two. If more than two restoration are proposed, prior authorisation must be obtained before any fillings are carried out.
- 4: Non - surgical periodontal treatment (scale, polish - one course of treatment).
- 5: Straightforward extraction of no more than two teeth (excluding wisdom teeth).
- 6: Root canal treatment (non-surgical).
- 7: Repairs to dentures.
- 8: Fissure sealants for children.

Prior approval from One HMG Healthline is not required for emergency, however, authority for routine treatment should go through One HMG Healthline to arrange funding. Emergency treatment required for the relief of acute pain, haemorrhage or infection can be undertaken without delay or prior notice being given. If non-routine treatment is required, you will need to contact One HMG Healthline for prior approval for treatment.

For clarity on all routine procedures and authority for public funding, please contact One HMG Healthline on +44 208 481 7800.



All non-routine requests must go through One HMG Healthline for authorisation on +44 208 481 7800.

IAW 2023DIN01-037 Non-Routine Treatments:

- 1: All requests for adult dental inspections at less than 12-month intervals and less than 6-month intervals for Under 18's.
- 2: All requests for more than two restorations proposed.
- 3: All requests for continued periodontal therapy following the first course of treatment and reviews.
- 4: All appliances made by a dental laboratory (veneers, inlays/onlays, crowns, bridges, full and partial dentures, soft and hard splints, anti-snoring devices and mouthguards).
- 5: Elective replacement of amalgam (silver) restorations with composite (tooth-coloured, 'white') restorations.
- 6: Crowning of previously root filled teeth that have not been crowned prior to leaving the UK/previous overseas post.
- 7: Fissure sealants for adults.
- 8: All orthodontic treatment.
- 9: Extraction of all third molars (wisdom teeth).
- 10: Surgical periodontal therapy.
- 11: Surgical endodontic therapy.
- 12: Elective surgical procedures eg frenectomy, hemisection or coronectomy.
- 13: Surgical Root canal (re-root canal/repair of root canal)
14. Orthodontic repairs for existing treatment

If non-routine treatment is initiated before approval is granted, treatment costs will not normally be refunded by MOD. Routine and non-routine treatment will not normally be authorised within the last 3 months of a tour.



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Orthodontic treatment

Any orthodontic treatment commenced without approval will not be eligible for funding at public expense. Retrospective claims will not be reimbursed.

Orthodontic treatment requests for orthodontic care are non-routine and will be considered for entitled personnel under the age of eighteen (18) with a clear health need for treatment; this is in line with NHS regulations.

Prior approval from One HMG Healthline is required for all Orthodontic treatment. Treatment proposals must be submitted in accordance with [2023DIN01-037](#)

The complete treatment proposal and supporting evidence should be submitted to One HMG Healthline by either the patient, Embassy or Unit Administrative Staff. An NHS Business Services Authority clinical advisor will assess the case to determine whether the patient meets current NHS eligibility criteria, determined by IOTN and age. If the eligibility criteria are met, orthodontic treatment will be approved at public expense and provide a case transfer code. This is essential to continue any necessary treatment back in the UK.

For advice or any guidance please contact One HMG Healthline on +44 208 4817 800 or email healthline@healix.com as they will be able to provide further clarification on their processes. You can also obtain a clearance code from your MOD Gateway lead to access the following link [Healix Healthline](#)

Professional Advice. Professional advice for any dental query can be obtained from HEALIX or DPHC(O). Further guidance can be obtained within [2023DIN01-020](#), Instruction for Service, Entitled Personnel and Civil Servants serving Overseas who receive dental treatment from non-Service sources:

MODNET: UKStratCom-DMS-DPHC-HQODen-Supp@mod.gov.uk
Skype +443001527181

Further information and general advice is available [My Healthcare Hub](#) via Defence Gateway