

# Oral Health Fee for Service Scheme

## Information for patients

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

The voucher will have the following information:

- patient details
- the type of voucher (Urgent care, General care, Denture care)
- how much the voucher is for
- voucher expiry date

The voucher may also include information about what treatment you need. Not all treatment can be provided on all voucher types. The dental service will tell you what type of care you have been issued a voucher for and what type of practitioner you can use the voucher with.

### Making an appointment

#### If the public dental service has made an appointment on your behalf

Ensure you attend the appointment on the scheduled date and time. If you cannot attend the appointment, ring the private practice to have the appointment rescheduled.

#### If the public dental service has told you to make an appointment

The public dental service will provide you with a list of practitioners in your area that you can make an appointment with when the voucher is issued to you. If you lose this list, it can be found online at: <https://ohffss.health.nsw.gov.au/#/public/list>.

It is a good idea to tell the practitioner or the dental service if you require an interpreter or any extra assistance at your appointment such as wheelchair access.

### At the appointment

Remember to take the following to your appointment:

- OHFFSS voucher
- photo identification
- list of current medications

The practitioner will review the voucher and provide the treatment you require. You may require more

than one appointment to complete your treatment.

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## **Completion of treatment**

After the private practitioner has completed your treatment, you will need to sign the OHFFSS voucher to confirm you have received the treatment.

You will not have to pay for dental treatment that is covered by the voucher.

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## **Contact Us**

If you have concerns or require further information about your dental care, your voucher, or you are unhappy with the dental care you received, please contact your local public dental service on 1800 679 336.

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## Frequently Asked Questions

### Do I need to go to the public dental clinic to collect my voucher?

The LHD will advise how you can receive your voucher. It may be via email, post, or collection.

### How do I find a private practitioner to go to?

When you are issued with a voucher, the public dental service may make you an appointment or they may provide you with a list of practitioners in your area that you can make an appointment with.

Please advise the public dental service if you require additional support to make an appointment.

### What should I do if I cannot attend my appointment?

Ring the private practitioner to advise them you are unable to attend your appointment so another appointment can be made.

### What treatment is covered by the voucher?

There are three voucher types you may be issued depending on your dental needs. Not all treatment can be provided on all voucher types. The public dental service will advise you what dental care you require.

### Will I have to pay for my treatment?

You will not have to pay for dental treatment that is covered by the voucher.

If you agree to have additional dental care offered by the private practitioner that is not covered by the voucher, this will result in fees you have to pay.

### What do I do if I need more dental treatment?

If you need treatment beyond what is listed on the voucher, or over the value of the voucher, the practitioner can discuss this with you. You may choose to have additional care with the private practitioner and this will result in fees you have to pay. Or you may contact the public dental service to have your needs assessed.

### How long do I have to use my voucher?

The expiry date will be written on the voucher. Urgent care vouchers are valid for one month and general care and denture care vouchers are valid for three months.

### Who do I contact if my voucher has expired or I lose or damage my voucher?

For any voucher related questions, please contact your local public dental service on 1800 679 336.

### What do I do if I have concerns, require further information about my dental care, or I am unhappy with the dental care I received?

If you have concerns, require further information about your dental care, or you are unhappy with the dental care you received, please contact your local public dental service on 1800 679 336.