NIISQ

National Injury Insurance Scheme, Queensland

Treatment, care and support guideline 3

# Dental treatment guideline

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# Definitions

*Defined terms are shown throughout in bold underlined text when they first appear.*

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| **Dental treatment** | is treatment provided by a dental practitioner to a participant. |
| **Dental practitioner** | is a person who is registered under the *Health Practitioner Regulation National Law* as a dental practitioner as a:<br>• dentist<br>• dental specialist<br>• dental hygienist<br>• dental therapist<br>• oral health therapist<br>• dental prosthetist. |
| **Dental specialist** | includes any person who holds a Specialist Title as regulated under the *Health Practitioner Regulation National Law* by the Australian Dental Board (and in some cases Australian Medical Board), and for a particular dental specialty. |
| **Dental technician** | is a person who works on instruction from a dental practitioner to create, modify or repair a range of oral devices which are designed to replace or repair damaged or missing teeth. |
| **General dentistry needs** | includes a participant's need for oral health products and routine procedures performed by dental practitioners which are not the result of the participant's accepted injury and include:<br>• diagnostic services (for example, oral examinations, consultations and reports)<br>• radiological examinations and other diagnostic services (radiographs, bacteriological examinations)<br>• dental care (removal of plaque, calculus, teeth whitening, fluoride treatments, fissures and/or tooth sealing, gum care including general periodontics)<br>• dental surgery (wisdom tooth removal)<br>• costs associated with dental care including toothbrushes, dental floss and mouthwash. |
| **Health Practitioner Regulation National Law** | is Queensland's modified application of *Health Practitioner Regulation National Law* under the *Health Practitioner Regulation National Law Act 2009 (Qld).* |

# Supporting a participant who needs dental treatment

The NIISQ Agency will assess a participant's needs for (or relating to) **dental treatment** and will fund these supports in accordance with the *National Injury Insurance Scheme (Queensland) Act 2016* (the NIISQ Act), the *National Injury Insurance Scheme (Queensland) Regulation 2016* (the NIISQ Regulation) and this guideline, and other relevant guidelines.

There is a plain language version of this guideline which is shorter and uses simpler words. To access it, view MyGuide 3 – Dentists.

This guideline should be read in conjunction with the Necessary and reasonable guideline.

# Approval for dental treatment

For dental treatment to be funded under the NIISQ, the NIISQ Agency must provide written approval before the dental treatment is provided to the participant.

Where dental treatment is required by a participant in an emergency and it is not possible to obtain prior written approval, the NIISQ Agency may waive the requirement for prior written approval. In these circumstances, the NIISQ Agency will require additional information about dental treatment prior to payment of any expenses.

# Dental treatment must be necessary and reasonable

The *National Injury Insurance Scheme (Queensland) Act 2016* and the *National Injury Insurance Scheme (Queensland) Regulation 2016* describe how the NIISQ Agency decides whether a dental treatment is necessary and reasonable and can be funded.

The NIISQ Agency has published a guideline which explains how it decides whether a support is necessary and reasonable, and is for a treatment, care and support need (see: Necessary and reasonable guideline).

When the NIISQ Agency is assessing whether a participant's needs for dental treatment are necessary and reasonable, it will give particular attention to the following:

- whether the dental treatment will benefit the participant by assisting with the management of dental issues resulting from their accepted injury
- whether the dental treatment is appropriate, having regard to:
  - whether it is consistent with current dental practices and other industry best practice (particularly, safety and efficacy considerations)
  - whether the participant is receiving similar dental treatment
  - whether there is evidence to support the effectiveness of the dental treatment
- whether the provider is appropriately qualified (see: dental treatment must be provided by an appropriate provider)
- whether the provider is appropriate for the participant
- whether the dental treatment is a cost-effective way to meet the participant's needs, having regard to the benefits that the dental treatment has for the participant.

The NIISQ Agency will assess whether a participant's needs for treatment, care and support is necessary and reasonable by considering whether the rehabilitation supports adhere to the nationally-recognised Clinical Framework for the Delivery of Health Services (see: Necessary and reasonable guideline).

The NIISQ Agency may fund transport costs for clinical appointments funded under this guideline (see: *Transport-related expenses* in the Attendant care and support services guideline).

# Assessment of needs for dental treatment

In assessing a participant's needs for dental treatment, the NIISQ Agency will ordinarily require information from a dentist or dental specialist to assist the NIISQ Agency to decide whether dental treatment is necessary and reasonable.

Dental treatment can only be provided by certain providers. This includes services which are intended to assist the NIISQ Agency with the assessment of a participant's treatment, care and support needs.

Assessing a participant's treatment, care and support needs is done in collaboration with the participant, their family and/or other informal supports, and providers.

## Information from a dental practitioner about needs for dental treatment

The NIISQ Agency will generally require information about treatment provided by a **dental practitioner** who has treated the participant at a point following their motor accident.

Where information about a participant's needs for dental treatment is unavailable, the NIISQ Agency may fund an assessment including a written report provided by a dental practitioner, radiological examination, analysis and interpretation, clinical occlusal analysis and/or other diagnostic services.

The NIISQ Agency requires information to decide whether dental treatment is necessary and reasonable (see: dental treatment must be necessary and reasonable). It also requires information on whether the need for dental treatment is directly related to the participant's accepted injury (and if only partially, the extent to which the participant's treatment, care and support needs are related to their accepted injury). The NIISQ Agency considers that the need for the dental treatment is directly related to a participant's accepted injury when:

- the incident which caused the participant's accepted injury involved direct trauma to the participant's face, mouth, jaw, oral cavity, head and/or neck
- the participant's treatment for their accepted injury requires dental treatment (for example, to manage the effects of certain medications which impact the participant's oral health)
- the participant's capacity for self-care has been impacted, requiring dental treatment (for example, to assist with the effects of a traumatic brain injury)
- information which assists the NIISQ Agency in deciding whether a dental treatment is necessary and reasonable (see: dental treatment must be necessary and reasonable).

### Dental treatment must be provided by an appropriate provider

Dental practitioners, including **dental specialists** providing dental treatment do not need to be registered providers under the *National Injury Insurance Scheme (Queensland) Act 2016* nor the *National Injury Insurance Scheme (Queensland) Regulation 2016*.

However, all dental practitioners providing dental treatment remain subject to the **Health Practitioner Regulation National Law**.

The NIISQ Agency expects dental practitioners to comply with their legal and professional obligations under the *Health Practitioner Regulation National Law* including (but not limited to):

- maintaining appropriate professional indemnity insurance
- comply with the shared Code of conduct published on the Australian Health Practitioner Regulation Agency's website
- comply with the scope of practice registration standard available from the Dental Board of Australia.

## Types of dental treatment funded under the NIISQ

There is a broad range of dental treatment which may be funded for participants in the NIISQ including costs associated with the diagnostic, care planning and treatment for a participant's dental treatment provided by dental practitioners providing the following services:

- treatment of direct injuries to the head requiring dental treatment (dentistry, oral and maxillofacial surgery, prosthodontics)
- diagnostic services required to understand how best to treat a participant's injuries or conditions which are related to their accepted injury (dento-maxillofacial radiology, oral and maxillofacial pathology)
- ongoing support related to the accepted injury, and tailored to the participant's age, injuries and disability (oral medicine, paediatric dentistry, prosthodontics and special needs dentistry) including replacement of dentures lost or damaged in the event which caused the participant's accepted injury.

The NIISQ Agency may also fund services provided by a **dental technician** which complement support provided by a dental practitioner.

## Limitations on support for dental treatment

The NIISQ Agency does not fund **general dentistry needs**, which are unrelated to a participant's accepted injury. Where the injury has increased a participant's general dentistry needs, and there is a written recommendation provided by a dental practitioner which clearly explains the need, the NIISQ Agency may contribute to the costs of general dental treatment.

## Dental treatment generally not funded by the NIISQ Agency

The following is generally not considered necessary and reasonable treatment, care and support:

- dental treatment that is required by a participant for reasons unrelated to their accepted injury
- dental treatment that is for aesthetic purposes that are unrelated to a participant's accepted injury
- dental treatment provided outside of Australia (see: Participants travelling overseas guideline).

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National Injury Insurance Scheme, Queensland

# Contact us

National Injury Insurance Agency, Queensland

**Request a callback** 1300 607 566
Monday to Friday 8.30am–5.00pm

**Email** enquiries@niis.qld.gov.au

## Accessibility information

**Do you mainly speak a language other than English?**
**Or, do you have difficulty speaking or hearing?**

We can arrange to call you with an interpreter who speaks your language or through the National Relay Service (NRS). NRS can help if you're d/Deaf or find it hard to hear or speak to hearing people on the phone.

View our accessibility information: niis.qld.gov.au/contact-us

Visit **niis.qld.gov.au**
or scan the QR code

**If you're in an emergency, please call 000.**
We're not a first response medical provider.

The information provided in the *Treatment, care and support guidelines* is intended to provide general guidance. The guidelines are not legal advice. Please refer to the *National Injury Insurance Scheme (Queensland) Act 2016* and *National Injury Insurance Scheme (Queensland) Regulation 2016* for more details about the National Injury Insurance Scheme, Queensland. It is intended that the guidelines will be modified and updated over time as the NIISQ develops.