NIISQ

National Injury Insurance Scheme, Queensland

MyGuide 3
Dentists

When we use the word 'you', we mean the participant in the National Injury Insurance Scheme, Queensland.

When we use the words 'us', 'our' or 'we', we mean the National Injury Insurance Agency. This includes your Support planning team.

We will pay for dental treatment that you need because of your accident if it is 'necessary and reasonable'. To understand how we decide this, read MyGuide 1: what we pay for (PDF, 193KB). You can download this and other MyGuides from our website. Or ask your Support planning team for a printed version.

This MyGuide is a simple form of the Dental treatment guideline (PDF, 276KB), which is part of the Treatment, care and support guidelines (PDF, 1.7MB).

What we mean by dental treatment

Dental treatment means assessment, care planning and treatment from a dentist, oral or facial surgeon or an appropriate provider. It includes things like:

- dental services or surgery you need to treat your injury
- tests like x-rays, scans and blood tests to understand what dental treatment you need
- ongoing support.

How we decide what we pay for

We will pay for dental treatment if we think it is ‘necessary and reasonable’. This means it:

- is related to your accident
- benefits you
- helps you reach your goals
- meets industry standards
- is recommended and provided by a certified expert
- is good value.

Read more about what we mean by ‘necessary and reasonable’ in MyGuide 1: what we pay for (PDF, 193KB).

What we pay for

If we think it is ‘necessary and reasonable’ we will pay for things like:

- an assessment to find out what dental treatment you need
- dental treatment needed to:
  - manage the effects of your medication
  - support self-care
- oral and maxillofacial surgery
- prosthodontics
- radiology
- pathology
- ongoing support like:
  - oral health care
  - paediatric dentistry
  - prosthodontics
  - special needs dentistry
- services from a dental technician
- transport costs.

We need to approve your dental treatment before you have it.

What we do not pay for

We are not required to pay for dental treatment that:

- is not related to your accident
- should be provided by Queensland Health
- should be provided by another scheme
- is not legal
- is experimental
- is provided outside Australia.

NIISQ

National Injury Insurance Scheme, Queensland

Contact us

The MyGuide series is a simple version of the Treatment, care and support guidelines (PDF, 1.7MB). For more information, contact your Support planning team or the NIISQ Agency.

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.

NIISQExMyGuide3_202602