

Questions and Answers for Eligible Children/Families

Closure of the Child Dental Benefits Schedule

Q. When will the Child Dental Benefits Schedule be closed?

If the Parliament agrees, the Child Dental Benefits Schedule will close to all patients from 1 July 2016. This means that the cost of dental services provided on or after 1 July 2016 will not be met by the government, and will need to be met by the patient.

Q. I have a letter that states my child is eligible. Can my child continue to access Child Dental Benefits Schedule services until the end of 2016?

No, the Child Dental Benefits Schedule will close to all patients from 1 July 2016. This means that you will not be able to access the Child Dental Benefits Schedule on or after this date. The cost of any dental services provided on or after this date will need to be met by you.

Q. I received a letter advising that the Child Dental Benefits Schedule will be closed from 1 July 2016. I am unsure whether my child is eligible this year. How can I check this?

You may check your child's eligibility for 2016 by checking your myGov account if you are registered or by calling the Department of Human Services on 132 011. If your child is eligible for 2016, you will be able to access the Child Dental Benefits Schedule until it closes from 1 July 2016.

Q. Will my child be able to access dental benefits for dental services provided on or after 1 July 2016?

No. Dental benefits under the Child Dental Benefits Schedule will not be payable for any dental services provided from 1 July 2016. If your dentist charges a fee for dental services from this date, you will be responsible for payment.

Q. I was told that my child has two calendar years to use the \$1,000. Can my child keep using his or her Child Dental Benefits Schedule entitlement until the two years runs out?

Your child can use his or her entitlement up until the closure of the Child Dental Benefits Schedule from 1 July 2016. Any dental services received by your child on or after 1 July 2016 will need to be paid for by you as no benefits will be available on or after this date.

Q. What happens to the remainder of the cap if my child still has benefits available at the closure date (1 July 2016)?

No further dental benefits will be payable from 1 July 2016, even if your child has not reached his or her cap at this date.

Q. My child is halfway through his or her course of dental treatment. Can I finish the treatment?

You will be able to access the Child Dental Benefits Schedule for services provided before 1 July 2016. However, any dental services provided to your child on or after 1 July 2016 will need to be paid for by you as no benefits will be available from this date.

Q. Do claims need to be submitted to the Department of Human Services before 1 July 2016?

No. As long as the services were provided before 1 July 2016 benefits may be claimed from the Department of Human Services on or after 1 July 2016.

Eligible claims will be paid as long as the dental service was provided before 1 July 2016 and all the requirements of the service were met. This includes claims made directly by your dentist (bulk billed claims) and those claimed directly by patients.

Q. Can I pay in advance for dental services provided on or after the closure date (1 July 2016) and claim dental benefits for these?

No. Dental benefits under the Child Dental Benefits Schedule will not be payable for any dental services provided from 1 July 2016, even if you have paid for the dental service before 1 July 2016.

Q. Where can I get further information?

Information on the closure will be sent to all dentists and to all children/families who are eligible for the Child Dental Benefits Schedule.

For specific questions, please contact the Department of Human Services (which administers the program) on **132 011 (patients)**.