



European  
Joint  
Support Unit

# Dental Care

Ramstein





## Dental

**Before you arrange any Dental appointments, please read all this information and refer to 2022DIN01-040:**

As there is no Service provision for dental care by Defence Primary Healthcare (DPHC) (Dental) in Ramstein, personnel are authorised to seek dental treatment from local civilian dental practitioners. Dental treatment is accessed via HEALIX / One HMG and provided by local Host Nation dental practitioners. HEALIX will make payment direct with the practices which have cashless billing established.

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](mailto: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. Dental Fitness Certificates can be uploaded via the Healix Hub. Guidance can be found on the [ISODET Dental page on EJSU.Net](#)

Emergency treatment does not require prior approval; however, patients are strongly advised to contact HEALIX 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 NSE Ramstein Admin Clk (located in PMF) for processing if a practice without cashless billing is used. Patients may be required to pay for the treatment and claim costs back through unit admin.

Unless exempt, dependants and civil servants 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.

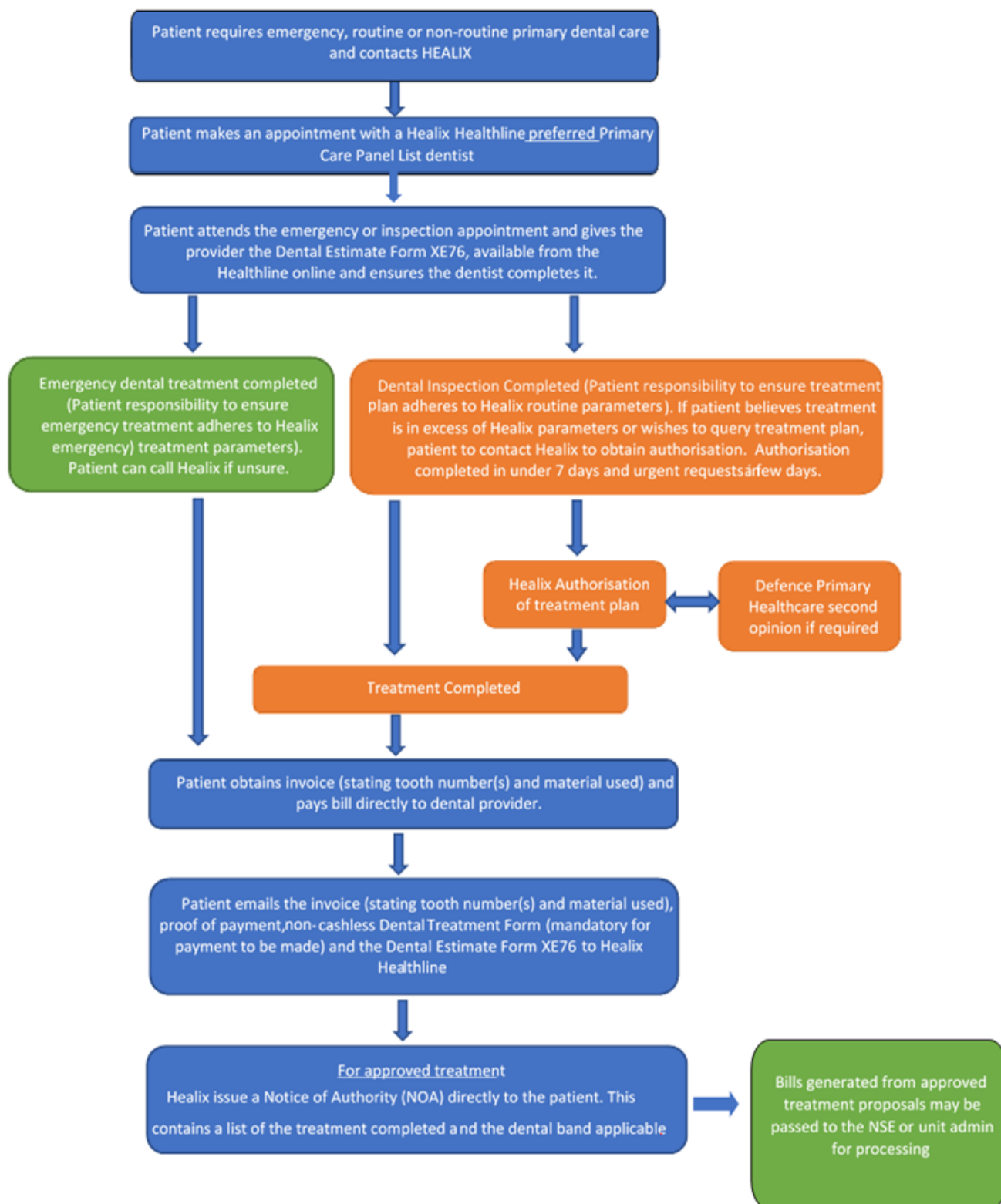


### Healix make cashless payment direct to provider





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





Some of the local dental practitioners in Ramstein are listed below:

**CASHLESS BILLING ESTABLISHED WITH HEALIX**

Dr Antal Dobos

Kaiserstraße 56

66892 Bruchmühlbach-Miesau

Tel: 06372 6960

[praxis@dobdenta.de](mailto:praxis@dobdenta.de)

[www.dobdenta.de](http://www.dobdenta.de) / <https://www.zahnarzt-bruchmuehlbach.de/>

Also listed below is the local paediatric dentist/orthodontist, which families have found useful.

Dentistry 4 Kidz

Kaiserstrasse 171

66849

Landstuhl

Tel: +49 6371 1300921

E-mail: [dentistry4kidz@hotmail.com](mailto:dentistry4kidz@hotmail.com)

Orthodontist

Dr Burga Ripplinger,

Poststr.10,

66877 Ramstein,

Germany

**Note:** Dental practices can be signposted by Healix or the unit but are not independently assured. Patients should determine themselves where they wish to receive dental treatment. If an alternative dental practice (to those listed below) 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.



## IAW 2022DIN01-040 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 HEALIX is not required for emergency, however, authority for routine treatment should go through HEALIX 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 HEALIX for prior approval for treatment.

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



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

IAW 2022DIN01-040 **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: Fissure sealants for adults.
- 7: All orthodontic treatment.
- 8: Extraction of all third molars (wisdom teeth).
- 9: Surgical periodontal therapy.
- 10: Surgical endodontic therapy.
- 11: Elective surgical procedures eg frenectomy, hemisection or coronectomy.

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.



## 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 [2022DIN01-040](#)

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](mailto: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 [2021DIN01-113](#), 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](mailto:UKStratCom-DMS-DPHC-HQODen-Supp@mod.gov.uk)

Skype for Business: +443001527181

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