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 legislation passes, the Child Dental Benefits Schedule will close to all patients from 1 January 2017. This means that the cost of dental services provided on or after 1 January 2017 will not be met by the government, and will need to be met by the patient.

Q. I received a letter advising that the Child Dental Benefits Schedule will be closed from 1 January 2017. 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 January 2017.

Q. Will my child be able to access dental benefits for dental services provided on or after 1 January 2017?

No. Dental benefits under the Child Dental Benefits Schedule will not be payable for any dental services provided from 1 January 2017. If your dentist charges a fee for dental services from this date, you will be responsible for payment. You may wish to discuss with your dentist the impact this change may have on arrangements for your child’s continuing dental treatment.

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 January 2017. Any dental services received by your child on or after 1 January 2017 will need to be paid for by you as no benefits will be available on or after this date. You may wish to discuss with your dentist the impact this change may have on arrangements for your child’s continuing dental treatment.

Q. What happens to the remainder of the cap if my child still has benefits available at the closure date (1 January 2017)?

No further dental benefits will be payable from 1 January 2017, 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 January 2017. However, any dental services provided to your child on or after 1 January 2017 will need to be paid for by you as no benefits will be available from this date. You may wish to discuss with your dentist the impact this change may have on arrangements for your child’s continuing dental treatment.
Q. Do claims need to be submitted to the Department of Human Services before 1 January 2017?

No. As long as the services were provided before 1 January 2017 benefits may be claimed from the Department of Human Services on or after 1 January 2017.

Eligible claims will be paid as long as the dental service was provided before 1 January 2017 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 you.

Q. Can I pay in advance for dental services provided on or after the closure date (1 January 2017) 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 January 2017, even if you have paid for the dental service before 1 January 2017.

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).