



R4+ Workflow Changes in Version 9.1.0

This 7-page handout provides information on enhancements and workflow changes in regard to NHS Treatment Planning and FP17 Claim Submission when you upgrade your R4+ software to Version 9.1.0.

This handout is intended for England, Wales, and IoM R4+ users, in the roles of Clinician.

Workflow Changes for NHS England Only

Role: Clinician

Introduction of Complex Care Pathways

Complex Care Pathways (CCP) are being introduced as part of the ongoing NHS contract reform, to provide a higher-intensity, multi-submission pathway for patients who need more than standard care (i.e., significant tooth decay and/or periodontal disease).

The Pathways are designed to prioritize care for patients with extreme dental needs for a longer-term treatment time period (6-12 months) and are charged as a fixed fee converted to UDAs, rather than a value based on the treatment provided.

Three Care Pathways are available for adults (i.e., patients 16 years old and above):

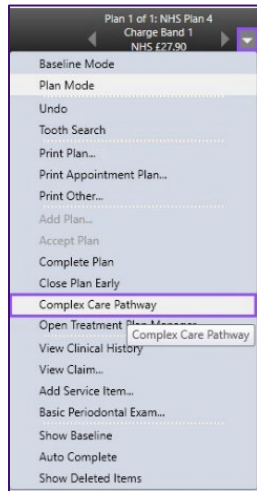
- **Pathway 1:** For patients with five or more carious teeth into dentine (and no periodontal disease) with treatment for 6 months
- **Pathway 2:** For patients with five or more carious teeth into dentine and unstable periodontal disease (i.e., Stage II Grade B or above) with treatment for a duration of up to 12 months
- **Pathway 3:** For patients with first new diagnosis of severe Stage 3 / unstable Grade C periodontal disease (or higher) with treatment for 6 months

This release of R4+ is the first stage of supporting the Complex Care Pathway functionality, with further capability expected to be implemented in upcoming releases.

Any non-rejected response for a pathway FP17 claim is treated as Settled. The UDA values and Contract Unit Value multiplier for pathway submissions are stored for use in a future R4+ update.

Activating a Pathway & Sign Up FP17 Claim Forms

A new **Complex Care Pathway** option is available from the Clinical Chart (Clinical Chart > Treatment Plan > Drop-Down arrow next to the Plan information), between the Close Plan Early and Open Treatment Plan Manager options.



Important:

-- Please ensure an Examination or necessary Treatment has been included in the Treatment Plan before activating the Pathway, as a Band 2 Patient Charge is generated for the Date of Acceptance upon sign up and cannot be changed. To make corrections, you are required to abandon and recreate the Course of Treatment. At this time, the ability to abandon an active pathway is disabled; however, this functionality will be implemented in a future release of R4+.

-- While a pathway is active, only specific Band 1/2 and Band 3 treatments are permitted, namely a Band 3 Denture Reline/Rebase/Addition, a Band 3 Crowns/Veneers/Inlays/Bridges item, or a Denture Repair-only Course.

-- The patient is treated as Band 2 throughout the pathway, with the specific patient charge being dependent on any concurrent courses that contain allowed treatments as defined in the preceding bullet-point. See the R4+ NHS England Complex Care Pathways Concurrent Scenarios Code Lookup Handout for more information.

-- This Claim uses a different clinician declaration from the standard one, so the correct history checks are applied in COMPASS.

After accepting the course of treatment, select **Complex Care Pathway** from the menu, and the Complex Care Pathway Activation window is displayed. Review the warning message to confirm that you are ready to proceed. You can select the Pathway 1, Pathway 2, or Pathway 3 tabs to review the entry criteria for each Pathway Type.

R4+ Complex Care Pathway Activation

Please ensure a starting examination or necessary treatment has been included in the treatment plan before activating the pathway as a band 2 patient charge is generated for the date of acceptance at sign-up and cannot be changed.

Moving a treatment plan into a Complex Care Pathway cannot be undone so any mistake will require the course to be abandoned and recreated as a standard treatment plan.

The entry criteria for placing a patient on a Complex Care Pathway are as follows:

Pathway 1	Pathway 2	Pathway 3
• Patient is aged 16 or above, and • Has 5 or more teeth with caries into dentine on initial examination		

Ok **Cancel**

When you click **OK** to proceed, the **Complex Care Pathway Sign Up** FP17 Claim Form is immediately displayed and must be completed.

R4+ - Claim No 0000101

Message Type: **CCP - Sign Up** Status: **Not ready** **Ready To Send**

Patient Details

Title: **Mr** Address: **Carestream Dental, Wilton House**
 Forename: **John** Rutherford Close
 Surname: **Doe**
 D.O.B: **17/12/2004** STEVENAGE
 Ethnicity: **White: English/Welsh/Scot/Ni/British** HERTFORDSHIRE
 Postcode: **SG1 2EF**

Submission Information

Sub. No: **1/1** **Override**
 Last No: **Not Sent** Date Sent: **Not Sent**

Contract Information

Performer: **Debbie Dent - 865532** Contract: **NHS - 1234560001**
 Location: **R4+ Demo (England) - 112233** DCP
☐ Plan completed under Flexible Commissioning
☐ Phased Treatment

Dental Treatment **Exemption** **CDS** **PDS+** **DMF** **NHS Contact** **Complex Care**

Pathway Claim: **Sign up** Pathway Sequence: **Not Specified**
 Pathway Type: **Not Specified**
 Pathway Declarations:
 Mandatory: **Complex Care Pathway Sign Up**
 Optional: **Complex Care Pathway Sign Up**

Dates

Accepted: **02/07/2026**
 Failed to return: **Not Specified**

Claim CDS Band - Influencing values shown in blue
Clinical Dataset - Band 1

Charge band
 Claim the UDA for: **Not Applicable** **Override**
 Patient Charge: **Complex Care (Treatment Band 2(A))** **Override**

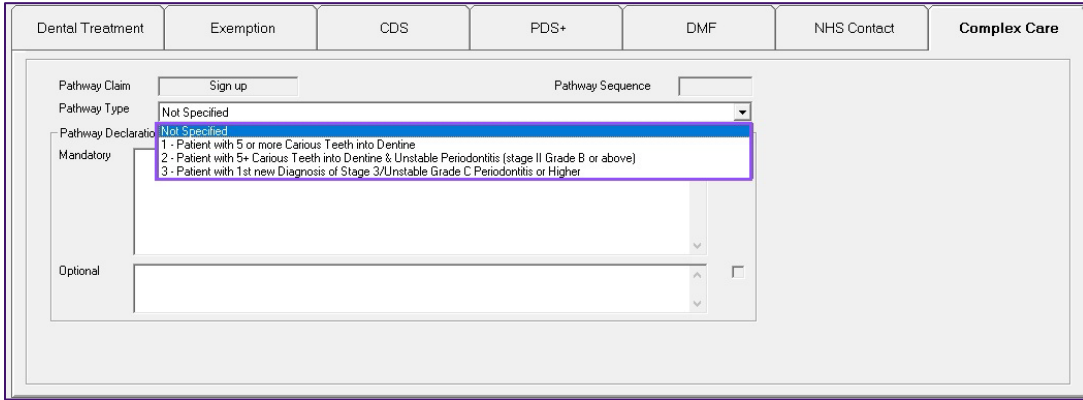
☐ Replaces Scheduled Claim
☐ Delete Original Submission

Delete **View Response** **Create New Submission** **OK** **Cancel** **Apply**

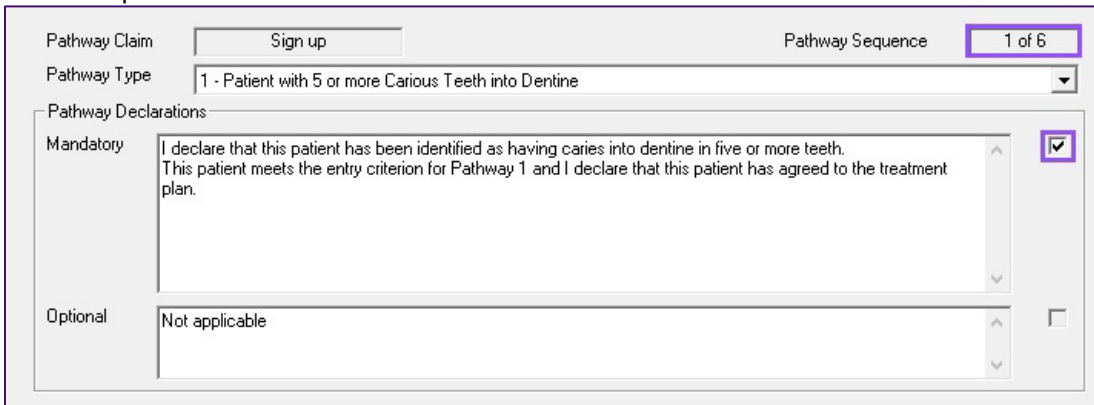
The Complex Care Pathway Sign Up FP17 Claim includes the following changes:

- The Claim **Type** is displayed as CCP – Sign Up.
- The Accepted Date is recorded in the Dates frame, but the Completed Date is hidden as the Course remains open at Pathway Sign Up.

- The Patient Charge Band UDA Value is displayed as Complex Care (Treatment Band 2).
- The Default Charge Scheme shows "NHS (Complex Care)" if the Treatment Plan is operating under a Pathway.
- FTR and Charge Band options are disabled as they are not applicable to a Complex Care Pathway Claim.
- The Triage tab is removed and replaced with a new **Complex Care** tab (i.e., which is only present on a form where the associated Treatment Plan has a Complex Care Flag set).
- Within the Complex Care tab, the submission type, a running count of where the Claim sits in the expected pathway sequence, and the Clinical Declarations available for that submission type are displayed.



- Each submission in a pathway is maintained as its own FP17 Claim.
- When a Pathway Type is selected, the **Pathway Sequence** and **Pathway Declaration** are populated based on the type selected (Pathway 1, 2, or 3). Select the checkbox if the patient agrees to the treatment plan.



When you finish filling out the claim form, click **OK**. A Clinical Note is generated that states "Treatment Initiated under Complex Care Pathway" along with the name of the user who charted it. The Treatment Tab Course Charges frame displays NHS Complex Care instead of NHS Banding.

When the FP17 Claim moves to **Ready to Send**, **Sent**, or **Rejected**, all Complex Care options are set to a read-only status and are not editable.



Complex Care Pathway Option Conditions

The **Complex Care Pathway** option is disabled under the following conditions, with a message that CCP cannot be accessed:

- The Active Treatment Plan contains Completed or Proposed Treatment (Band 3).
- The Active Treatment Plan is Orthodontic (not Dental).
- The Active Treatment Plan is Created/Accepted before April 1st 2026.
- The Active Treatment Plan has not yet been Accepted.
- The Active Treatment Plan has an Urgent Flag present (Unscheduled Care).
- The Active Treatment Plan has a Replacement Appliance Flag set (i.e., Replacement Appliance or Double Replacement Appliance).
- The Patient has an open/ongoing Complex Care Pathway Course of Treatment.
- The Patient is determined to be under 16 years old as of the Date of Acceptance of the Treatment Plan.

Important: For the initial introduction of Complex Care Pathways in the R4+ software, certain options around Course Completion, Close Plan Early, and the ability to transmit Interim or Concurrent Band 3 Claims are temporarily restricted. These restrictions will be revisited as the pathway functionality is completed and COMPASS is ready to receive CCP claims beyond Sign-up Claims.

Workflow Changes for NHS England & IoM

Role: Clinician

Denture Modification Treatments Change to Sub Band 2 Values

The UDA value awarded for Denture Modification treatments has changed for Courses of Treatment with a Date of Acceptance on or after 1 April 2026. There are no changes to how FP17 Claims are submitted or to EDI Response processing.

When three or more teeth are treated on a Band 2 Course alongside Denture Modification treatments (i.e., Fissure Sealants, Filled Teeth, Extractions or Pre-formed Crowns), 5 UDA are now awarded.

When Denture Modification treatments are combined with treatments that present as a Band 2(a/b/c) sub-band, the band shown is unchanged, but the unit value is compounded. Band 2(a) is increased from 3 UDA to 5, Band 2(b) from 5 to 7, and Band 2(c) from 7 to 9. R4+ shows these as "[Value] + [Value]" on the Clinical Chart status bar and the Treatment Tab.

Denture Repairs Treatment Banding Update

As part of the 2026 England Dental Contract Reform, standalone Denture Repairs (**code 9154**) on Courses of Treatment with a Date of Acceptance on or after 1 April 2026 now award 2 UDA. The patient is still not charged for a denture repair, and the Claim is accepted by the NHSBSA under the new rules.

Workflow Changes for NHS Wales Only

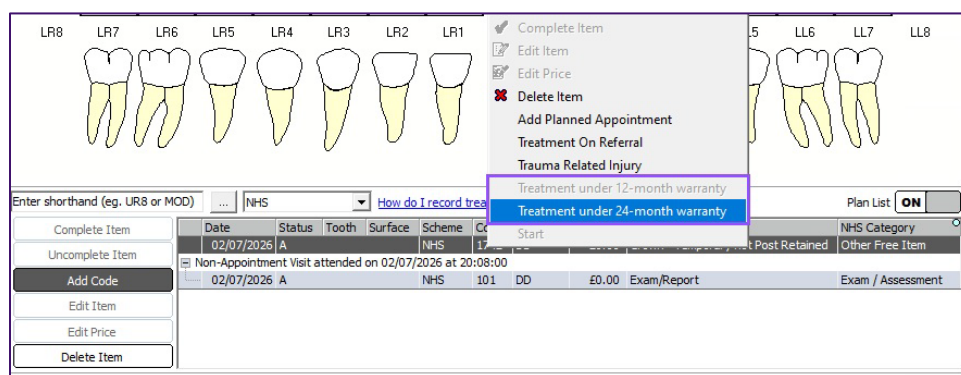
Role: Clinician

Treatment Items Under Warranty

In a Normal Dental Plan, the **Treatment under Guarantee** menu items (Guarantee Care Packages) have been replaced with two new **Treatment under Warranty** menu options:

- Treatment under 12-month warranty
- Treatment under 24-month warranty

Right-click on the treatment item, and select one of the Treatment under warranty options. The treatment item description is appended with “- Under Warranty” and the NHS Category is Other Free Item.



The Under Warranty options continue to be allowed on Treatment Plan items that are associated with the following Care Packages:

- Simple / Extended Restorative Care Package
- Anterior / Posterior RCT Care Package
- Crown and Bridge Care Package.
- Denture Care Package

Note: In an Urgent Dental Plan, the Warranty Menu options are disabled.

On the FP17 claim form, under the Dental treatment Tab > Claim Options, the **Guaranteed Items** option may be selected, if the existing flag is still in use, but the option is greyed out to simply signify that the Claim contains Guaranteed items.

A **Denture Guarantee** has been added, and a new **Warranty Dentures** checkbox is present on the CDS > Care Packages Subtab when this option is selected.

Adjustment to Urgent FP17 Claims with only Prescriptions

When an Urgent Course of Treatment contains only a Prescription, the **9158** CDS Code is now excluded, so the Claim is no longer rejected immediately by COMPASS.



Recall Assessments & New Patient Examination Default Examination Reason Changes

When you use Recall Assessment Codes 109 or 110, the Examination Reason in the FP17 claim form (CDS tab > User Determined Values > Examination Reason) is now automatically pre-set to **Interim Care Review**, where it can be safely deduced. You can still set an ACORN Assessment manually, which clears these options.

A screenshot of the CDS (Clinical Data System) tab in the software. The interface shows a tabbed view with "BPE", "CDS", "NICE Guidance", and "DMF". The "CDS" tab is active, showing "User Determined Values" and "Care Packages". Under "User Determined Values", there is a checkbox for "Examination" which is checked. Below this, a dropdown menu is open, showing "Interim Care Review" as the selected option.

Treatments that add the New Patient / Initial Assessment Care Package no longer set an examination reason, and **ACORN Assessment Carried Out** is pre-selected.

Additional Upcoming R4+ Changes

There will be more Handouts made available in the future as new Versions of the R4+ software are released to cover updates for additional required functionality changes for the new NHS Contract.

For example, some of the future required updates involve:

- FTR (Incomplete Treatment) Support
- Management and Reporting KPIs for the New ACV Contract Metrics
- Print and Overprint Support for R11 and R13 PR Forms
- A new Role for Oral Health Practitioner for Nurse Applied Fluoride Varnish
- Additional Complex Care Pathway Enhancements

For more information, see the [R4+ Online Help](#).