

Dental treatment payment:

Getting support to pay

for the dentist

# **Published: May 2023**

# What you will find in this document

**Page number:**

****

What is this document

about? 3

Text, whiteboard

Description automatically generated

Who can get the dental

treatment payment? 5

A picture containing person, wall, spectacles, goggles

Description automatically generated

What dental treatments can   
the payment be used for 9

A picture containing text

Description automatically generated

How much is the dental

treatment payment? 13



How to apply for a dental

treatment payment 15

**Page number:**

How to apply in person 19

A picture containing person, person, lady, posing

Description automatically generated

How to apply over the phone 20

A picture containing text, electronics, computer, display

Description automatically generated

How to apply in MyMSD 25

# What is this document about?

****

This Easy Read document is about the Ministry of Social Development support to pay for **dental treatment**.

****

**Dental treatment** is when you need to visit a dentist because there is a problem with your teeth.



The Ministry of Social Development runs:



* Text, logo

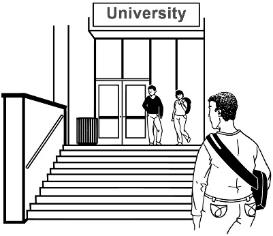
  Description automatically generated with medium confidenceWork and Income
* StudyLink.



The Ministry of Social Development is also called **MSD**.

**Work and Income** offers support to:

* whānau / families
* people who do not earn much money
* people who do not have a job
* people who cannot work.



**StudyLink** offers support to New Zealand students studying at places like a university.

# Who can get the dental treatment payment?

A picture containing person, wall, spectacles, goggles

Description automatically generated

MSD has a payment called the **dental treatment payment**.

Text, whiteboard

Description automatically generated

There are some rules about who can get the dental treatment payment from MSD.



Some of the rules are that you:

* are over 16 years old

Logo

Description automatically generated

* need dental treatment right now
* are a New Zealand:

A picture containing silhouette

Description automatically generated

* **citizen**or
* **permanent resident**.

A picture containing text

Description automatically generatedA **New Zealand citizen** is someone who can get a New Zealand passport.



Many New Zealand citizens are born in New Zealand.



Some people who come to live in New Zealand from overseas also become New Zealand citizens.



A **New Zealand permanent resident** is someone who:

* was not born in New Zealand



* has been told by the Government they can live in New Zealand all the time.

There are some more rules that MSD use to decide if you can get the dental treatment payment like:

* A picture containing text

  Description automatically generatedhow much money you earn
* how much money your partner earns



* any money you have saved
* what kind of dental treatment you need.

Text, whiteboard

Description automatically generatedAnother rule to decide if you can get the dental treatment payment is about your **assets**.

A picture containing car

Description automatically generated

An **asset** is something that you own that you could sell to get money from like:

* A picture containing building, outdoor, house, old

  Description automatically generatedmore than one car
* a house you own but do not live in
* big things that cost a lot of money like a boat.

A picture containing text, electronics, computer, display

Description automatically generatedYou can find out more about the rules for a dental treatment payment on the Ministry of Social Development website at:

[**https://workandincome.govt.nz/dental-treatment**](https://workandincome.govt.nz/dental-treatment)

# What dental treatments can the

# payment be used for?

****The MSD dental treatment payment can pay for:

* **emergency dental treatment**
* **essential dental treatment.**



**Emergency dental treatment** means you must have this done right now.

****

**Essential dental treatment** means that you need to have this done to make sure you stay well.

The MSD dental treatment payment can be used to pay for:

* A picture containing food, pink, plastic

  Description automatically generatedextractions which means pulling a tooth out
* fillings to fix your teeth
* A picture containing person, wall, spectacles, goggles

  Description automatically generatedtreatments for infections
* **root canal** treatments for some teeth.

A picture containing person, wearing, close

Description automatically generatedA **root canal** is when the dentist needs to take out the inside of the tooth.

The dentist then fills the tooth so you can keep it.

A picture containing indoor, red

Description automatically generatedThe dental treatment payment from MSD **cannot be used** to pay for:

* regular check-ups to make sure your teeth are ok
* cosmetic treatments like whitening your teeth
* teeth cleaning that is not for an infection
* orthodontic treatments like braces
* root canal treatments on your back teeth
* **dentures** to replace missing teeth
* cast restorations like crowns.

A picture containing orange

Description automatically generated**Dentures** are removable false teeth.

They fit snugly over the gums to replace missing teeth.

If you need support to pay for dentures you can apply to MSD for:

* **recoverable assistance**
* an **advance payment of benefit**.

**A picture containing text

Description automatically generated**

**Recoverable assistance** is money MSD can lend you that you will have to pay back a little each week.

Whiteboard

Description automatically generated with medium confidenceAn **advance payment of benefit** is a one-off payment to help you pay for something that you cannot pay for any other way.

You will have to pay this money back.

# How much is the dental treatment payment?

A picture containing text

Description automatically generated

The dental treatment payment is up to 1 thousand dollars for each

**1 year**.

Whiteboard

Description automatically generated with medium confidence**1 year** means 52 weeks starting at any time.

It does not have to start in January.

A picture containing text, linedrawing

Description automatically generated

You do not have to pay this money back.

Any of the money that you do not use for your first dental treatment can be used for your next treatment in the same year.

Whiteboard

Description automatically generated with medium confidenceIf you need more than 1 thousand dollars in dental treatment in 1 year you can talk to:



* Work and Income

**Text, logo

Description automatically generated with medium confidence**

* StudyLink.

A picture containing text

Description automatically generated

You might need to pay back any payments MSD gives you that is **over** 1 thousand dollars.

# How to apply for a

# dental treatment payment



The first thing you need to do is visit:

* your dentist

Text

Description automatically generated with low confidenceor

* the health agency who will be doing your dental treatment.



The people doing your dental treatment will need to fill out a

**Dental Treatment information form.**



The **Dental Treatment information form** tells MSD about the dental treatment you need.

A picture containing person, person

Description automatically generatedThe people doing your dental treatment will already have this form.

A person pointing at a screen

Description automatically generated with low confidenceThey will fill it in once they have checked what you need.

The Dental Treatment information form asks:

* A picture containing text

  Description automatically generatedwhat dental treatment you need
* A person shaking hands with another person

  Description automatically generated with medium confidencehow much it will cost
* who the dentist is
* anything else the dentist wants to tell MSD.

A picture containing text, person

Description automatically generated

The information on the form helps MSD to know if they can assist you with a dental treatment payment.

A picture containing text

Description automatically generatedThe second thing you need to do is ask for a dental treatment payment by:



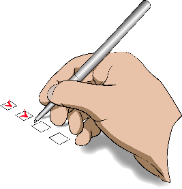
* visiting a Work and Income office
* A person talking on a cell phone

  Description automatically generated with medium confidencecalling Work and Income
* calling StudyLink
* applying in your MyMSD.

A picture containing table, person, room

Description automatically generated

You can ask someone you trust to support you in filling out any forms you need to apply.



MSD will go through the next steps with you after you have applied.

A picture containing text

Description automatically generatedAs part of the next steps MSD will:

* A person shaking hands with another person

  Description automatically generated with medium confidencetell you if they can give you a dental treatment payment
* tell you how you can pay your dentist.

# How to apply in person



To apply for a dental treatment payment in person you can visit your local Work and Income office.

A picture containing text, person

Description automatically generated

You will need to bring the Dental Treatment Information form from your dentist.

Two people sitting on a wheelchair

Description automatically generated with medium confidence

You can bring a support person if you like.

A picture containing text, electronics, computer, display

Description automatically generatedTo find your local Work and Income office you can visit our website at:

**https://workandincome.govt.nz/findus**

# How to apply over the phone



You can call Work and Income to apply for a dental treatment payment.

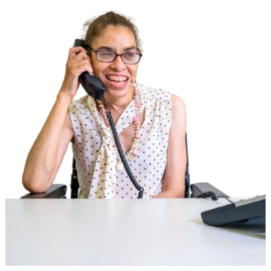


You can also use these phone numbers to call us if you have any questions.

A person with his arms crossed

Description automatically generated with medium confidenceIf you are between 18 and 64 years old you can call us on:

**0800 559 009**

You can call us on this number:

* Monday to Friday from 7am in the morning to 6pm in the evening
* Saturday from 8am in the morning to 1pm in the afternoon.

If you are over 65 years old you can call Work and Income on:

**0800 552 002**

You can call us on this number:

* A person talking on the phone while working on a computer

  Description automatically generated with low confidenceMonday to Friday from 7am in the morning to 6pm in the evening
* Saturday from 8am in the morning to 1pm in the afternoon.

Logo

Description automatically generated with medium confidenceIf you are a student who gets money from StudyLink you can call us on:

**0800 88 99 00**

You can call us:

A person holding a tablet

Description automatically generated with medium confidence

* Monday to Friday from

7am to 6pm

* Saturday from

8am to 1pm.

A person with her hands on her face

Description automatically generated with low confidenceYou can also contact us in other ways if you:

* are Deaf
* are hearing impaired

**A picture containing text, person, holding, electronics

Description automatically generated**

You can text us on:

**029 286 7170**

Graphical user interface, application

Description automatically generated

You can email us at:

**MSD\_Deaf\_services@msd.govt.nz**

If you find it hard to use the phone the **New Zealand Relay** service is for people who:

* are Deaf / hard of hearing
* are deafblind
* speech impaired / find it hard to talk.

You can find out more about the New Zealand Relay service at:

**www.nzrelay.co.nz**

# How to apply on MyMSD

**MyMSD** is a Work and Income website that lets you manage your Work and Income account.

A picture containing text

Description automatically generated

You can use MyMSD to apply for a dental treatment payment.



You can find out more about MyMSD in the Easy Read document:

**Keep in touch with MyMSD**

You can find this Easy Read document at:

**https://bit.ly/3JfT4M3**

Graphical user interface, application

Description automatically generatedTo log in to MyMSD you will need your:

* MSD client number
* MyMSD PIN number
* date of birth.

Graphical user interface, application

Description automatically generatedYou can also use RealMe to log in to MyMSD by clicking the Log in with RealMe button on the log in page.

Graphical user interface, text, application, chat or text message

Description automatically generatedIf you do not have a MyMSD account you can create one by clicking on **Register for MyMSD** at:

A picture containing text, electronics, computer, display

Description automatically generated

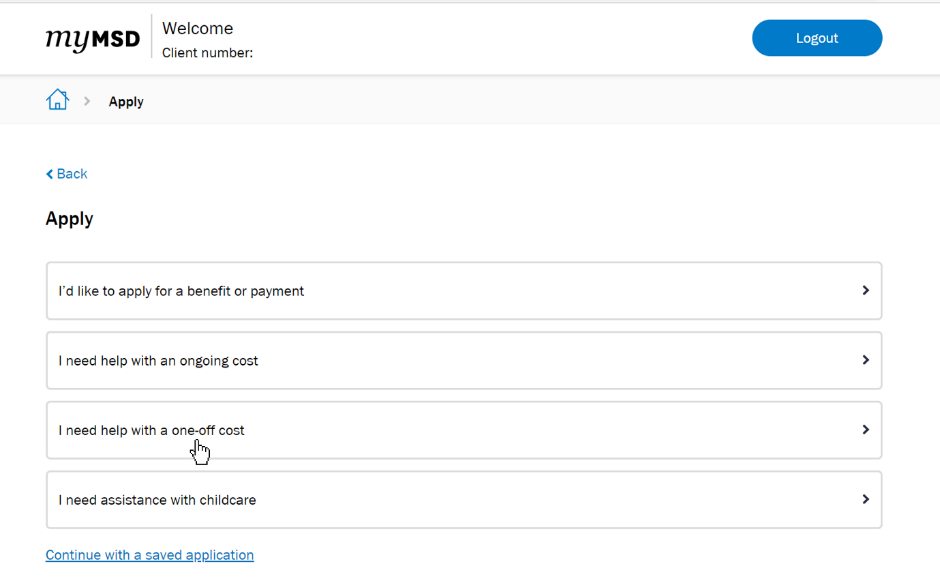
**https://my.msd.govt.nz**

Graphical user interface, application

Description automatically generatedOnce you have logged in to the MyMSD website you need to click on **Apply** on the left side of the screen.

On the next screen click on:

**I need help with a one-off cost**.



A picture containing person, person, indoor, suit

Description automatically generatedOn the next screen:

* click the arrow next to **Medical and dental**
* click on the **Dental costs** checkbox
* click the **Next** button.

Graphical user interface, text, application, email

Description automatically generated

You then need to upload your Dental Treatment information form using the **Get started** button.

Graphical user interface, text, application, email

Description automatically generated

A person sitting at a table with a computer

Description automatically generated with medium confidenceTo upload your documents you:

* click **Add**
* A picture containing letter

  Description automatically generatedchoose a file from your device to upload
* click **Add more** if you need to upload another file.



You need to make sure that the document shows:

* Whiteboard

  Description automatically generated with medium confidencethe name of your dentist
* Graphical user interface, website

  Description automatically generatedthe date
* the GST number if there is one
* A person holding a sign

  Description automatically generatedthe amount of money you are applying for
* the name of the person the treatment is for.

A picture containing car

Description automatically generatedYou will then need to answer some questions like:

* A picture containing person, wall, spectacles, goggles

  Description automatically generatedwhy you cannot use your assets to pay for your treatment
* what kind of treatment you need like an extraction

Graphical user interface, website

Description automatically generated

* how much money you need
* Graphical user interface, text, application, email

  Description automatically generatedwhat your MSD payment card number is.

A person shaking hands with another person

Description automatically generated with medium confidenceYou then need to search for your dentist by adding them as an MSD **supplier**.

A **supplier** is someone who is set up to do work for MSD.

Not all dentists are suppliers.

Graphical user interface, application

Description automatically generated

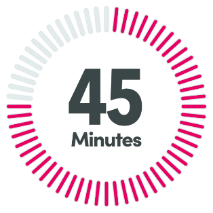
A person sitting at a table with a computer

Description automatically generated with medium confidenceYou then need to finish your application by:

* Logo, company name

  Description automatically generatedLogo, company name

  Description automatically generatedchecking the information you have given is right
* ticking the 2 checkboxes on the page
* clicking **Confirm & submit**.



Check MyMSD at least 45 minutes after you finish your application to find out if MSD can give you the dental treatment payment.

Graphical user interface, text, application, email

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Text

Description automatically generatedThis information has been written by the Ministry of Social Development

Text

Description automatically generated with medium confidenceIt has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

Text

Description automatically generatedThe ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.

Change logo.
Change is the name of the organisation.

Make it Easy uses images from:

* Changepeople.org
* Photosymbols.com

Logo

Description automatically generated

* SGC Image Works
* Huriana Kopeke-Te Aho.

A picture containing text, clipart

Description automatically generatedAll images used in this Easy Read document are subject to copyright rules and cannot be used without permission.