





PSNC & NHSBSA End of month Submissions webinar

Presenters
Suraj Shah, Gemma Hackett (PSNC)
and Ben Tindale (NHSBSA)

Introduction







- PSNC
 - EPS R2 submission
 - Daily dispensing checks
 - Preparing & sorting end of month bundle
 - Red separator
 - -FP34C completion
 - Dispatch your bundle
 - Timing of payments

NHSBSA

- 'Manage Your Service'
 - Digital referred backs
 - Digital submission
 - Challenge disallowed items

Making claims for EPS items dispensed



- Send your electronic reimbursement claim after the final dispense notification (DN) has been sent – within 180 days
- Some systems allow you to identify EPS prescriptions waiting to be claimed and will alert you when DN is close to expiry
- Use of the electronic prescription tracker can help identify messages that have not been submitted https://portal2.national.ncrs.nhs.uk/prescriptionsadmin/



The EPS 5-day window

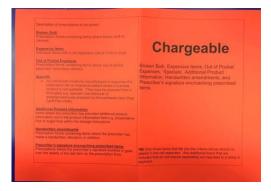


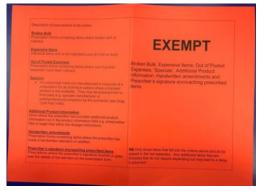


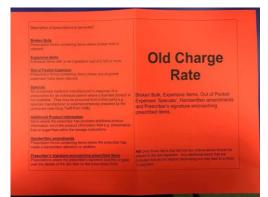
When a dispense notification has been sent in a given month the electronic claim message must be received by NHSBSA before midnight on the 5th of the following month to secure payment with that month's submission

					ober	Oct		ber	teml	Sep
= September	6	5	4	3	2	1	30	29	28	27
dispensing month			_		onic c e midr				nse no 28 th Se	
					ober	Oct		ber	teml	Sep
= October	6	5	4	3	2	1	30	29	28	27
dispensing month	Dispense notification sent 28 th September Electronic claim message received after midnight on 5 th September									
					ober	Oct		ber	teml	Sep
= October	6	5	4	3	2	1	30	29	28	27
dispensing month	Dispense notification sent 1st October Electronic claim message received before midnight on 5th September									

Red separator











- ✓ Expensive items (NIC over £100)
- ✓ Unlicensed Specials/Imports
- ✓ BB items
- ✓ OOP or XP items
- ✓ Prescribers signature encroaches into the prescribing area
- ✓ Supplementary product information added by the prescriber
- ✓ Handwritten amendments

Daily dispensing checks

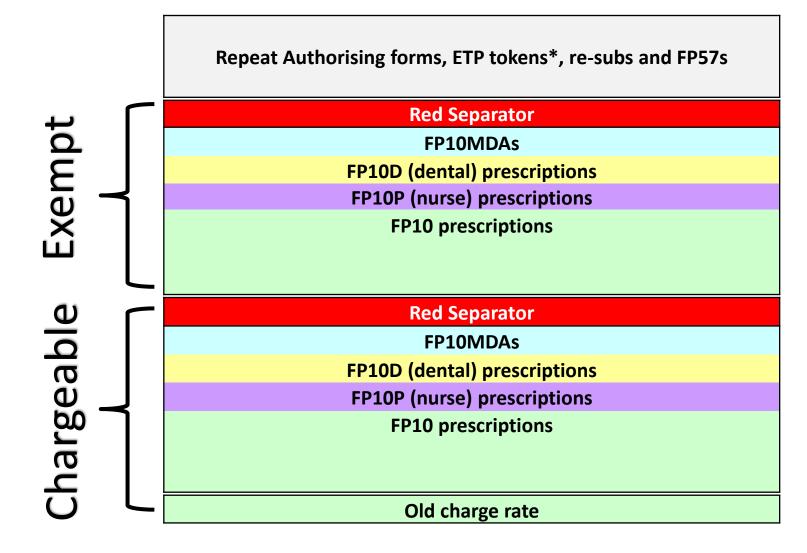




- ✓ Double-check prescription endorsements
- ✓ Sort red separator items separately
- ✓ Keep a separate log of expensive items and out of pocket expenses claimed
- ✓ Ensure exemption or charge declarations are completed in full
- ✓ File prescriptions in the correct patient charge group
- ✓ Regularly monitor owings and prescriptions near expiry
- ✓ Send claim messages for EPS prescription throughout the month

How to sort your bundle





Incorrect paperwork sent with bundles



- NHSBSA are no longer able to return documents incorrectly submitted with your end-of-month bundle
- Examples of incorrect paperwork sent to NHSBSA include:
 - NHS Minor Eye Conditions service
 - Nicotine Replacement Therapy vouchers
 - Hospital Outpatients Forms
 - CCG Submission Document for Dispensed Specials
 - Food Thickening vouchers
 - Physiotherapy Referral Forms
 - Think Pharmacy First Scripts
 - NHS Women's Foundation
 - FMed296 forms for Army Service Personnel

Completing FP34C submission document



- Complete and submit a FP34C submission document every month along with your prescriptions.
- It's important that you use the copy of the FP34C that NHSBSA sends you each month.
- It's also important that the figures you declare on your FP34C are accurate as they're used to calculate your Advance payment and remuneration for any services provided.

Paper FP34C Part 1: Submissions



For paper FP10 prescriptions & EPS R2 prescriptions fill in total number of forms and items

Add the totals for forms and items

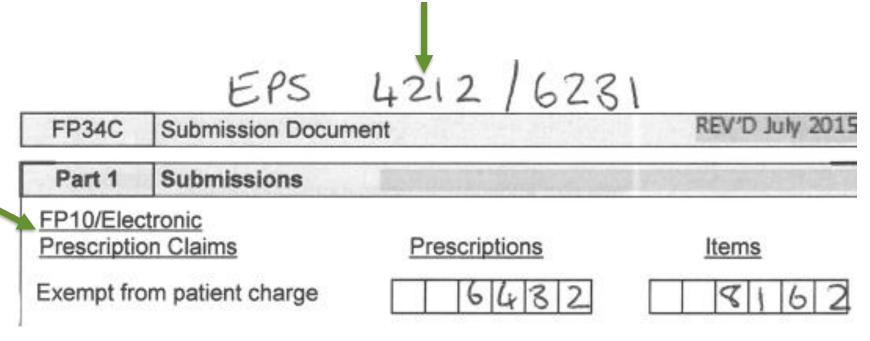
	FP34	C Submission Doc	ument REV'D July 2015
1	Part 1	Submissions	Apr 2016
Do Nrt Tear	Prescri	Electronic ption Claims of from patient charge	Prescriptions Items
Do	Patient	charge paid	
100			
F	Total -	All Prescriptions	

Part 1: Submissions



Consider making a note of EPS forms and items onto the FP34C

Current FP34C form does not allow declaration of EPS and paper forms and items separately



Part 1: Submissions

PSNC

PHARMACY
the Heart of our Community

Tick if you're submitting any ETP tokens this month.

ETP Token for non-payment

EPS release 2 claim messages

Tick box if any submitted

No. of FP57 forms submitted

FP57 total amount refunded

Repeat Authorising forms

Tick box if any submitted

FP57 total amount refunded

Pence

State the number of forms and the total amount refunded to patients here.

Tick if you're submitting any RA forms this month.

Tick if you have submitted any EPS release 2 claim messages this month.

How to complete Part 2: Declarations



No. of Medicines Use Reviews undertaken (See Drug Tariff part VIC) No of Appliance Use Reviews carried out at premises or subsequent reviews for users living at the same location within a 24 hour period	State the number of MURs, AUR and NMS
No. of Appliance Use reviews conducted at the users home (See Drug Tariff part VIC) No. of completed New Medicine Services undertaken (See Drug Tariff part VIC)	which have been undertaken

Checks before end of month submission







- ✓ Double-check form and item counts don't forget your EPS totals!
- ✓ **DO NOT count tokens** Use PMR report for EPS totals
- ✓ Calculate monthly prescription figures twice and transcribe figures correctly onto FP34C
- ✓ Check the exemption declaration on both paper prescriptions and tokens are filled in correctly
- ✓ Check all red-separator items are filled correctly
- ✓ Make sure any referred back prescriptions are completed
- ✓ Ensure forms are in the same orientation; front of the form facing upwards

How to submit FP10MDA forms







What **NOT** to do: -





How to prepare your bundle







How to prepare your bundle









Submit bundle



- Dispatch bundle with completed FP34C in a secure manner using track and trace
- Ensure bundle is dispatched no later than the 5th day of the month following that in which the supply was made
- Contractors enrolled on the PEPS will need to ensure NHSBSA receive the bundle by the 3rd or 8th day to receive earlier Advance payment

Submission – How the bundle is prepared



NHSBSA VIDEO

VIDEO NOT INCLUDED IN SLIDE PACK

Timing of payments



 Below table shows a timeline of payments for each bundle month e.g. July bundle will be paid by October

Dispensing month	Submission month	Advance Payment	Reconciliation
June	July	August	September
July	August	September	October
August	September	October	November
September	October	November	December







- Compare breakdown of figures between FP34C and Schedule of Payments
- Small differences are common because of factors such as:
 - ➤ the EPS 5-day payment window
 - > methadone instalment prescriptions
 - > elastic hosiery items
 - >multiple strengths/flavours
- BSA can be asked to re-count the forms and/or items within the prescription bundle via recheck form



NHSBSA - Manage Your Service (formally Manage Your Submission)



Introduction

- 1. Who we are
- 2. Background
- 3. Aims
- 4. Video demonstrations
- 5. Benefits of Manage Your Service
- 6. General information
- 7. Q&A



Who we are

- NHS Prescription Services is part of the NHS Business Services Authority (NHSBSA)
- We price NHS prescriptions and make monthly payments to community pharmacy contractors for the NHS services they provide
- Currently, payments are made based on submissions made to us on FP34C submission forms



Background

- Manage Your Service is part of the NHSBSA Digitisation Programme
- Since the beginning of 2017, the Manage Your Service team have been working on digitising:
 - The FP34C monthly batch submission document
 - Referred back and disallowed items processes
- We've conducted 550+ user research interviews with pharmacies across England
- We meet regularly with the PSNC to gather insight to help shape the look and feel of the application



Aims

- To provide a secure, online alternative to the current paper based FP34C submission
- Reduce the number of disallowed and referred back items
- Save time for pharmacies while reducing our operating costs to reinvest into frontline care



Video demonstration Summary of digital monthly submission

Please note:

 Screens of the application shown in this video are of a prototype and for demonstration purposes only

VIDEO NOT INCLUDED IN SLIDE PACK



Video demonstration 2 Digital monthly submission process

Please note:

 Screens of the application shown in this video are of a prototype and for demonstration purposes only

VIDEO NOT INCLUDED IN SLIDE PACK



Benefits of Manage Your Service

Monthly bundle totals submission

- Submit your totals to the NHSBSA faster
- Validation fields added to the submission form to increase the accuracy of your submissions
- Receive real-time confirmation that your submission has been received, reducing the concern of it being lost in transit
- Receive an email confirmation providing a summary of your submission
- If you're part of a pharmacy group, you can get a copy of your confirmation email sent to your head office



Benefits of Manage Your Service cont...

Referred back and disallowed items

- More secure and faster way of sending and receiving information
- Simple and clear headings making it easier to provide the correct information to be reimbursed
- Ability to track the progress of your items after you have your supplied information
- More information available on your disallowed items to assist communications with GPs
- You can challenge items you believe to have been disallowed incorrectly directly through the application, without having to do a separate email or make a phone call



General information

- There are no changes to the back-end process completed by the NHSBSA in relation to monthly batch submission or processing of referred back and disallowed items
- The application is still in a testing phase but we would encourage contractors to contact us if you want to be involved as part of our test group
- Using Manage Your Service is optional
- We'll continue to improve what Manage Your Service can offer your pharmacy



Questions?

Contact us if you would like any further information or to register your interest in using Manager Your Service: nhsbsa.mys@nhs.net

Follow us on Twitter for the latest news and developments from the NHSBSA:

@NHSBSA

Questions











Useful resources

Factsheets:

psnc.org.uk/submissionfact





MYS Portal

Digital monthly submission process

https://tinyurl.com/mysbsa

Hints & Tips
Dispensing Contractors

Hints & Tips

https://tinyurl.com/bsahints

EPS Factsheet

psnc.org.uk/epsfactsheet

Emails:

psnc.org.uk/enews

Further Questions



 If you have any further questions please email info@psnc.org.uk

 Alternatively call the Dispensing & Supply team on 0203 1220 810, option 1