





Prescription charge exemptions and switching webinar

Presenters Suraj Shah & Mitesh Bhudia (PSNC) and Alison O'Brien (NHSBSA)







Introduction

NHSBSA

- Exemption types
- Exemption checking requirements
- NHSBSA tools
- Prescription Exemption
 Checking Service
- Plastic to digital exemptions
- Real-time Exemption Checking
- Proposed changes to FP10

PSNC

- Switching
 - What is switching?
 - Types of switching
 - Finding your switching figures
 - National switching statistics
 - EPS
 - Top tips to avoid switching



Prescription Charge Exemption and how you can help patients

Alison O'Brien
Head of Loss Recovery Services,
NHSBSA



NHSBSA exemptions that entitle a patient to free prescriptions





DWP exemptions which entitle a patient to free prescriptions





What proof you can ask for to check exemption:

You should ask to see proof of a patients exemption if they are claiming a free prescription. Evidence can include:

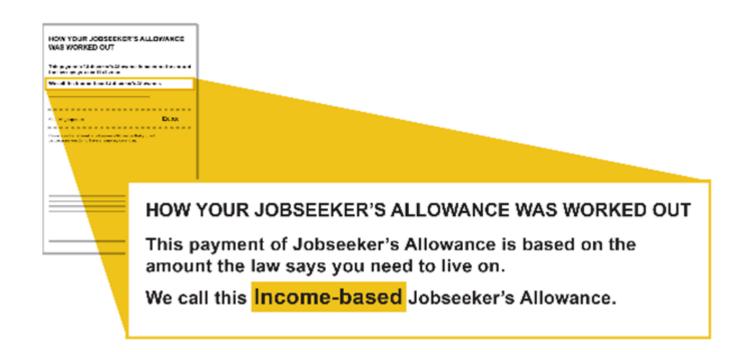
- Income support/Job Seekers/Employment Support Allowance/Pension Credit awards letter
- Universal Credit statement (Tick box K)
- Tax Credit Award notice
- Medical Exemption Certificate
- Maternity Exemption Certificate or email
- HC2 full help with health cost certificate
- Prepayment Exemption card or email

If you are not satisfied with the evidence shown, you should mark the prescription as 'evidence not seen.'



Examples of evidence of exemption

 When looking at award notices, Job Seekers Allowance and Employment and Support allowance must show 'income-based'.





Examples of evidence of exemption

- Maternity Exemption Certificate.
- Medical Exemption Certificates and Prepayment certificates are also in this format.
- Maternity and Prepayment exemption can also be in email format.







Exemptions which do not entitle a patient to free prescriptions

- Contribution-based Job Seekers Allowance (JSA)
- Contribution-based Employment and Support Allowance (ESA)
- Pension Credit Savings Credit
- Incapacity Benefit, Disability Living Allowance, Personal Independence Payment or Attendance Allowance



How NHSBSA check prescriptions





 Patient is not entitled to free prescriptions and deliberately claims exemption.

Pharmacy to check ID to see if the patient has valid exemption.





 Confusion on benefits. For example, patients may tick 'Employment Support Allowance 'Income based' but they are in fact in receipt of 'contribution based' Employment and Support Allowance.

Pharmacy can check if the ESA award notice states 'income based.'





 Patient has changed their name or address and not updated records at GP.

Pharmacy can check the patient name and address and encourage them to update at GP.





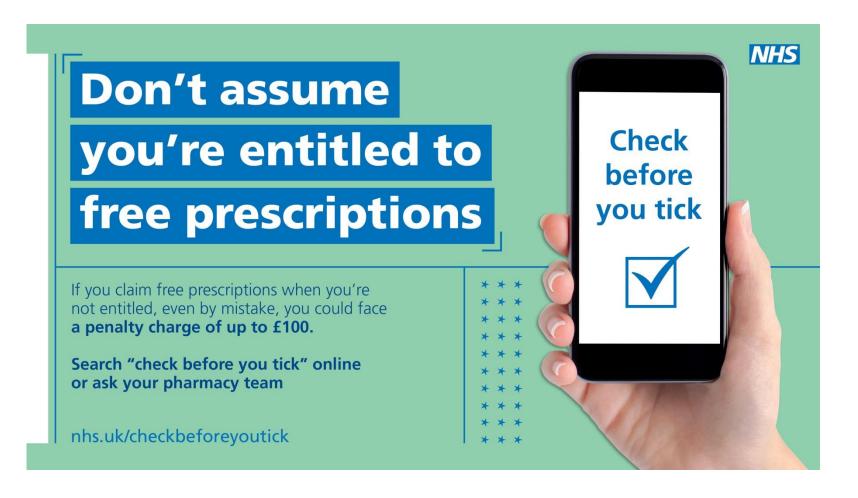
 Patient pays for their prescription but receives a PCN as electronic message submitted incorrectly.

Pharmacy to ensure electronic message for the EPS matches the paper declaration every time.





National 'Check Before You Tick' campaign





National Communications Campaign

NHS England and NHS Business Services Authority launched the 'Check Before You Tick' campaign (Sept 2018 – Dec 2018). It aimed to:

- Alert patients that they should not assume they are eligible and that they
 must check before they claim. Help patients understand their eligibility
 for free NHS prescriptions and how to claim correctly.
- Highlight the possible consequences of making an incorrect claim a penalty charge of up to £100.

The campaign also encouraged people who pay for their prescriptions to take advantage of other means of reducing costs, such as prepayment certificates and the NHS Low Income Scheme using the <u>online eligibility checker</u> tool.



How pharmacists can support the message and help patients



You can help patients by displaying the information. Display information sent to you in your toolkit in September 2018 which included posters, guidance booklets, counter cards and shelf wobblers.



Remind those collecting prescriptions on someone else's behalf to check the eligibility of the person they are claiming for before they tick.



Ask to see proof of eligibility when assisting patients with the exemption status on the back of a prescription.



Encourage patients to check their entitlement prior to making a claim/completing the declaration on the prescription.



Pharmacy images







Eligibility Checking Tool

- There's a simple way for patients to find out if they could be entitled to free prescriptions.
- Patients should search "check before you tick"
- You can direct patients to the eligibility checker here:

https://www.nhsbsa.nhs.uk/checkif-youre-eligible-help BETA This is a new service - your feedback will help us to improve it.

Check what help you could get to pay for NHS costs

Although most NHS treatment is free, there is usually a charge for:

- · NHS prescriptions
- NHS dental check-ups and treatment
- sight tests
- · new glasses or contact lenses
- repairing or replacing glasses or contact lenses
- NHS wigs
- NHS fabric supports things like surgical bras, support tights and spinal supports
- · travel for NHS treatment

You could be entitled to help with these costs depending on your circumstances.

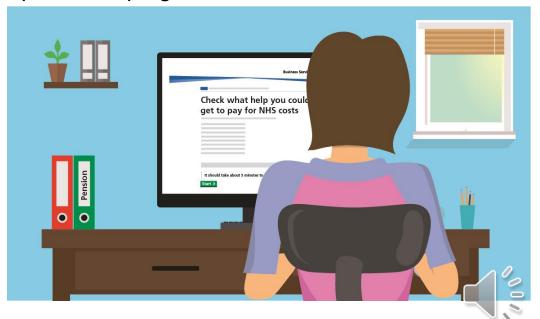
It should take about 3 minutes to check.





Eligibility Checker – some statistics

- Pre campaign the average number of users per day was under 1,000.
- One week after launch the average had increased to just under 5,000, with one day peaking at over 20,000 following Moneysaving Expert picking up the campaign.
- The numbers have remained consistently higher, demonstrating its usability for patients.





'Am I Exempt' Tool

- This online tool checks to see if any valid exemptions already exist by answering a few simple questions. This will take less than 3 minutes.
- You can direct patients to the 'Am I Exempt' tool here:

https://services.nhsbsa.nhs.uk/check -for-help-paying-nhs-costs/startexempt BETA This is a new service - your feedback will help us to improve it.

Check if you have to pay for prescriptions

What we can check

This service checks if you're entitled to free NHS prescriptions with any of these:

- prescription prepayment certificate (PPC)
- · medical exemption certificate
- · maternity exemption certificate
- HC2 certificate
- · tax credit exemption certificate

We will also tell you if your certificate is due to expire within the next month.



Electronic Prescription Service





Impact of incorrectly submitted prescriptions

- Each time a patient receives a PCN incorrectly, they are asked to send proof of payment to NHSBSA. The patient also has to contact the pharmacy to ensure they amend the electronic message on their EPS.
 - This is because it's not being amended by the pharmacist at point of dispensing.
- This impacts on the patient, causing a huge inconvenience for them, caused an impact on pharmacy payment and also costs the NHS overall as time and money is spent sending PCNs incorrectly.





Electronic Prescription Service

Community pharmacies play an important role by continuing to always check a patient's entitlement to free prescriptions.

What you can do to help:



Ask patients to sign up to EPS; if there are more patients in your monthly submissions this benefits you as well as the patient.



Always select the correct exemption or charge status for EPS and check the PMR holds the latest exemption information and expiry dates to avoid risk of PCNs being issued.





Electronic Prescription Service

What you can do to help:



Always complete the reverse of the paper prescription correctly (Parts 1, 2 or 3) before submission.



Regularly check that patient exemption status and expiry dates held on the PMR systems are correct before submitting prescriptions. Currently the exempt message on EPS is prepopulated from the PMR system and if this is not checked by the pharmacy the exemption is carried over to NHSBSA.

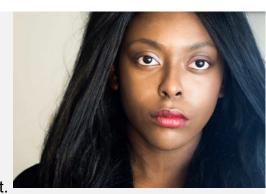


Case Study - incorrectly submitted Electronic prescription

Zoe has two young children, aged two and four and she works full time. Her partner works long hours and so Zoe also looks after the children, the home and herself.

She struggles to make phone calls as she can't always complete a call uninterrupted. However, she likes to complete things online in her own time, and put the task to one side when she needs to.

Zoe gets a monthly prescription, and opted to have electronic prescriptions at a new pharmacy with longer opening hours. She works from 9am-5pm; so it's more convenient.



Goals

To take care of her health problems

Pains

- Has received a penalty charge notice as her maternity exemption certificate expired on 06/06/2018.
- Since September she has been receiving penalty charges in the post for claiming free prescriptions that she is not entitled to even though she has paid each time.

Needs

- To understand what has caused this PCN
- To be able to respond to the PCN in her own time and online



Real Time Exemption Checking (RTEC) and how it supports post exemption checking and pharmacy message





Some of the advantages of Real Time Exemption Checking (RTEC)

- The new digital prescription exemption service allows your pharmacist to check real time if the patient needs to pay for their prescriptions
- The new process will mean the patient will spend less time at the counter checking to see if they are eligible for an exemption and signing the declaration
- The new service will offer reassurance to the patient and pharmacy team if the patient is unsure if they are exempt from paying for their prescriptions
- The patient could / will save on prescription costs if they didn't know they were entitled to an exemption



Contact details and useful links

- Alison O'Brien, Head of Loss Recovery Services, NHSBSA.
 E-mail: alison.o'brien@nhs.net
- Online eligibility checker for patients: https://www.nhsbsa.nhs.uk/check-if-youre-eligible-help
- Direct patients to nhs.uk/healthcosts for more information on taking advantage of other means of reducing costs.
- Direct patients to the 'Am I Exempt' tool here: https://services.nhsbsa.nhs.uk/check-for-help-paying-nhs-costs/start-exempt
- For more details on the Electronic Prescription Service visit: https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/prescribing-and-dispensing/electronic/

Follow us on Twitter: @NHSBSA





Prescription switching

Presenters Suraj Shah & Mitesh Bhudia

Completing reverse of paper prescription/tokens PSNC

- The reverse of the current paper FP10 form contains three parts:
 - Part 1 (exemption)
 - Part 2 (charges paid)
 - Part 3 (signature)

Patient status	Parts of the form which <u>MUST</u> be completed
Exempt	1 & 3
Paid	2 & 3

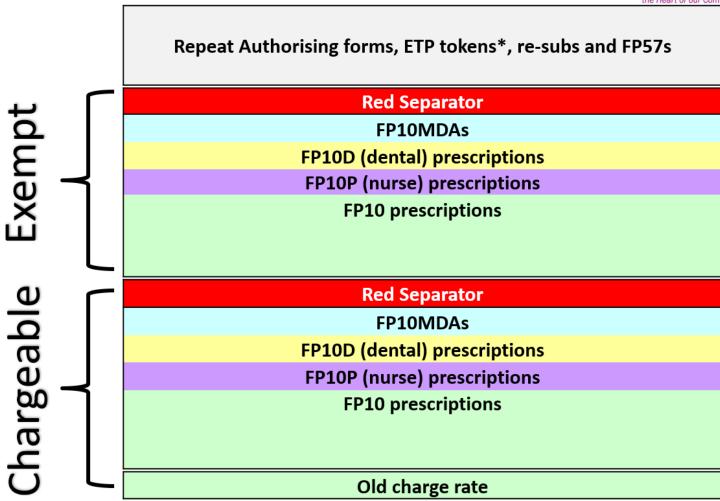
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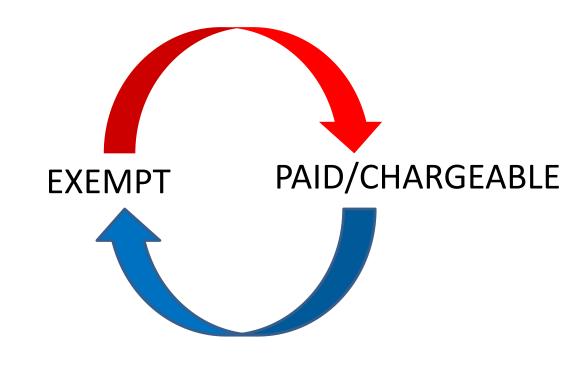
 At the end of the month, you would separate the paid prescriptions from exempt prescriptions before submitting to the NHSBSA



What is Switching?



 If prescriptions are filed in the incorrect group or the patient has completed their declaration incorrectly, NHSBSA 'switch' the appropriate prescriptions(s) into the 'correct' group (for example from exempt group chargeable or vice-versa)



Types of Switching



There are 2 main types of switching

- 1. Prescription is switched from Exempt to Chargeable group if
 - Part 3 is unsigned
 - Part 2 contains a charge rate and the prescription is incorrectly filed in the exempt bundle

- 2. Prescription is switched from Chargeable to Exempt group if
 - An exempt prescription placed in the chargeable group

E.g.- Exempt to Chargeable: Part 3 Unsigned





Part 1 The patient doesn't have to pay because he/she: A is under 16 years of age B is 16, 17 or 18 and in full-time education C is 60 years of age or over D has a valid maternity exemption certificate E has a valid medical exemption certificate F has a valid War Pension exemption certificate L is named on a current HC2 charges certificate X was prescribed free-of-charge contraceptives H is an included in an award of income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Income Support, Pension Credit Guarantee Credit or Tax Credit. *I am included in an award of income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Income Support, Pension Credit Guarantee Credit or Tax Credit. Print the name of the person who gets the benefit. Declaration For patients who do not have to pay I declare that the information I have given on this form is correct and complete. I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent and detect fraud and incorrectness, I consent to the disclosure of relevant information from this form to and by the NHS Business Services Authority, the Department for Work and Pensions and Local Authorities. Now sign and fill in Part 3 Part 2 I have paid £ Now sign and fill in Part 3 Part 3 Cross ONE box I am the patient patient's representative Sign here at the information I am the patient patient's representative Date / / Print name	for free prescr	on age ground: fill in parts 2 an iptions. If you're	s, and their age is print d 3. Penalty charges ma unsure about whether	ed on the from by be applied in you are entitle	nd 3 (unless they are exempt it of this prescription). Those f you make a wrongful claim ed to free prescriptions, pay you about getting a refund.
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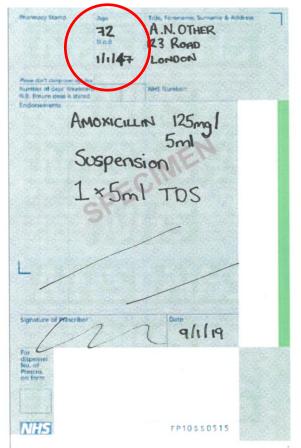
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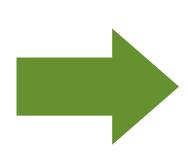
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C	is 60 years of	age or over			
D	has a valid m	aternity exemption	certificate		
E	has a valid m	edical exemption co	ertificate		
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G	has a valid W	ar Pension exempti	on certificate	9 3	
L	is named on	a current HC2 charg	ges certificate	E est	
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В	is 16, 17 or 18	8 and in full-time edu	cation	Elite a series
C	is 60 years of	age or over		
D	has a valid m	aternity exemption ce	ertificate	
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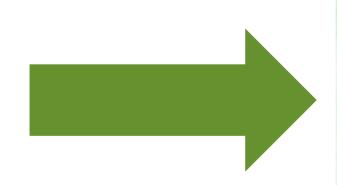


E.g. - Exempt to Chargeable: All Parts completed PSNC



FP10SS0515

NOTE	Patients who don't have to pay must fill in parts	
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A	is under 16 years of age	Collectors of Schedule 2 & 3 CDs should sign their name:
В	is 16, 17 or 18 and in full-time education	EIGH BEADA EIGH
C	is 60 years of age or over	
D	has a valid maternity exemption certificate	HO EDIAY
EV	has a valid medical exemption certificate	
F	has a valid prescription pre-payment certif	icate atmacy use
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		Now sign and fill in Part 3
Part 2	I have paid f £8.80	Now sign and fill in Part 3
Part 3	Cross ONE box I am the patient	patient's representative
Sign here	A.N Other	Date / /
Print name		
and address*		B + 1
	*If different from overleaf	Postcode
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FP10SS0515

and ask for a	The patient doesn't have to pay because	he/she:
A	is under 16 years of age	Collectors of Schedule 2 &
В	is 16, 17 or 18 and in full-time education	CDs should sign their nam
C	is 60 years of age or over	
D	has a valid maternity exemption certificate	
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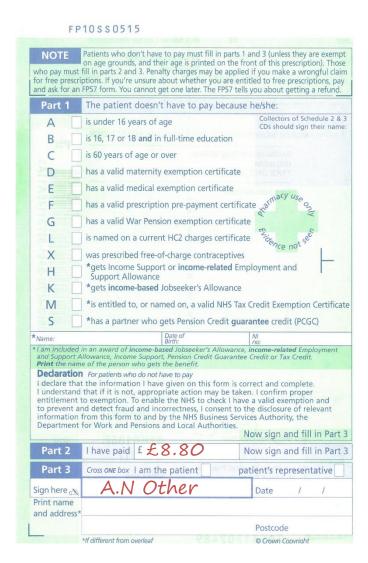
E.g. – Exempt to Chargeable: Wrong bundle











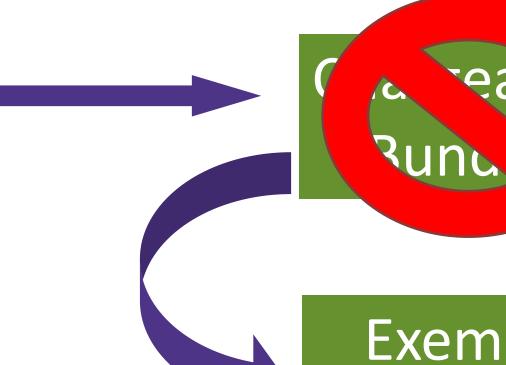
Chargeable Bundle

E.g. – Chargeable to Exempt: Wrong bundle









NOTE Patients who don't have to pay must fill in parts 1 and 3 (unless they are exempt on age grounds, and their age is printed on the front of this prescription). Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're unsure about whether you are entitled to free prescriptions, pay and ask for an FP57 form. You cannot get one later. The FP57 tells you about getting a refund. The patient doesn't have to pay because he/she: is under 16 years of age CDs should sign their name is 16, 17 or 18 and in full-time education is 60 years of age or over has a valid maternity exemption certificate Mas a valid medical exemption certificate has a valid prescription pre-payment certificate has a valid War Pension exemption certificate is named on a current HC2 charges certificate was prescribed free-of-charge contraceptives *gets Income Support or income-related Employment and Support Allowance *gets income-based Jobseeker's Allowance *is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate *has a partner who gets Pension Credit guarantee credit (PCGC) *I am included in an award of income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Income Support, Pension Credit Guarantee Credit or Tax Credit. Print the name of the person who gets the benefit. **Declaration** For patients who do not have to pay I declare that the information I have given on this form is correct and complete. I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent and detect fraud and incorrectness, I consent to the disclosure of relevant

information from this form to and by the NHS Business Services Authority, the

Now sign and fill in Part 3

Now sign and fill in Part 3

patient's representative

Postcode

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Department for Work and Pensions and Local Authorities

Cross ONE box I am the patient

A.N Other

have paid f

*If different from overleaf

Part 2

Part 3

Print name and address*

FP10SS0515

Exempt Bundle

Where to find switching figures on your Schedule of Payment



Schedule of Payments

OCS Code: Dispensing Month:

ChargeableToExempt

declaration shows claim for exemption ChargeableOldRateToExempt

Key Part 2 - Prescription charge box on reverse of prescription form

PRESCRIPTION DATA	
Total forms received (including electronic prescriptions)	2,760
Total electronic prescription forms received	1727
Total electronic prescription items received	3700
Items at zero discount rate, for which a fee is paid	299
Items at standard discount rate, for which a fee is paid (including oxygen)	4,865
Total of items, for which a fee is paid	5,164
Average item value	9.93
Referred back items	6
Referred back forms	2
Medicine use reviews declared	17
Year to date medicine use reviews declared	176
Dispensing staff number of hours declared	
FP57 forms declared	5
Appliance use reviews carried out at patients home declared	0
Appliance use reviews carried out at premises declared	0
New medicine services undertaken	0
New medicine service items	5,088
ITEMS TRANSFERRED BETWEEN EXEMPT AND CHARGEABLE GROUPS	
ExemptToChargeable	11
part 2 contains charge rate	5
part 3 unsigned by patient/patient rep.	6
ExemptToChargeableOldRate	0

ITEMS TRANSFERRED BETWEEN EXEMPT AND CHARGEABLE GROUPS

ExemptToChargeable	1
part 2 contains charge rate	
part 3 unsigned by patient/patient rep.	
ExemptToChargeableOldRate	
ChargeableToExempt	
declaration shows claim for exemption	
ChargeableOldRateToExempt	

Key Part 2 - Prescription charge box on reverse of prescription form

Part 3 - Patient/representative declaration section on reverse of prescription form

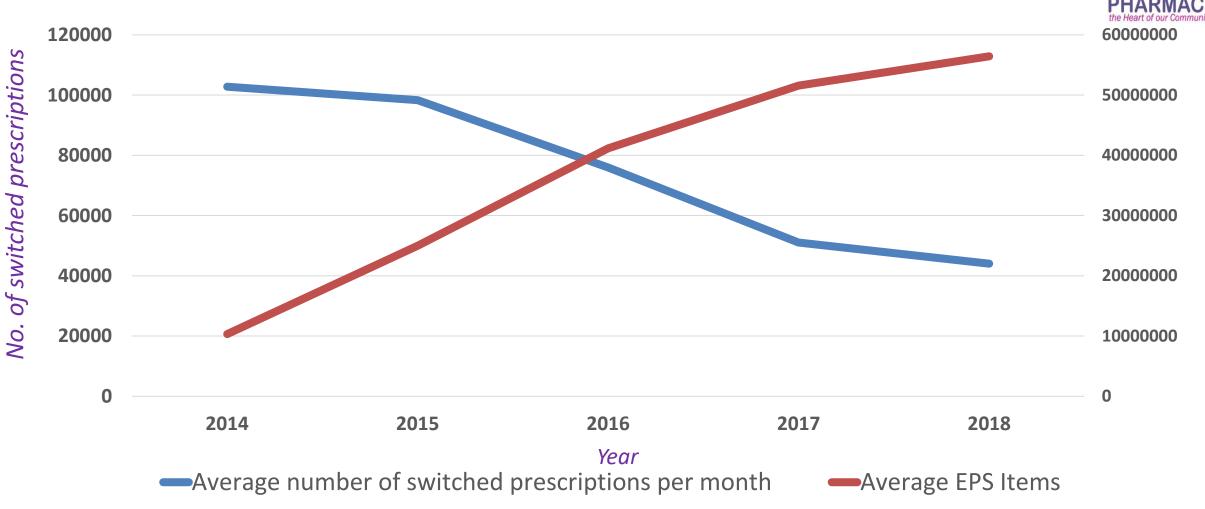
Generated by NHS/PPD Page 3 of 6

National Switching Statistics



Year	Total switching where Part 3 was deemed incomplete	Approx total charge deductions per year where Part 3 was deemed incomplete
2014 Jan – Dec	1,233,256	£9.9m
2017 Jan - Dec	612,568	£5.2m
2018 Jan – Oct	435,592	£3.8m

Average number of prescriptions switched from exempt to chargeable per year where Part 3 is unsigned vs growth in EPS Items



EPS prescriptions and tokens



- EPS prescriptions and tokens are NOT switched
- You must ensure that the paid/exempt field is completed electronically prior to sending the claim message
- Regularly check that patient exemption status and expiry dates held on the PMR systems are correct before submitting prescriptions. Currently the exempt message on EPS is prepopulated from the PMR system and if this is not checked by the pharmacy the exemption is carried over to NHSBSA.

TOP TIPS: How to Prevent Prescriptions from Being Switched



- Check the reverse of the prescription/token has been correctly completed.
- Ensure that each prescription/token is signed
- Ensure that all prescriptions are correctly filed in the appropriate group before submitting your bundle at the end of the month
- EPS Before submitting a claim, check PMR holds up to date exemption information. Ensure all information regarding patient exemption/ prescription charge status is correctly recorded using the patient declaration made on the token

Switching Rechecks

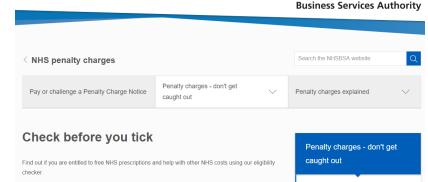


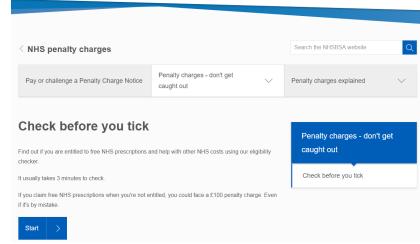
- Pharmacy contractors are able to request the NHSBSA send them switched forms on a single occasion
- This is for training purposes only
- Subsequent requests will need to be directed to the local NHS England team
- Go to http://psnc.org.uk/recheck for the recheck form

Useful resources









www.nhs.uk/checkbeforeyoutick



Our Dispensing and Supply Team guides you through the categories of exemptions from the NHS prescription charge and the proof required for each.

ligible reasons for exemption	ligible rea	sons for	exemp	tion
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Exemption category	Who is exempt?	Proof required	How to apply for exemption
A. Under 16 years of age	Children under 16 years of age	Birth certificate, passport or medical card Please note: Prescriptions with computer-generated dates of birth (DOB) do not require proof of age.	N/A
B. Full-time students aged 16, 17 or 18	Must be aged 16, 17 or 18 and in full-time education from an establishment such as a school, college or university or similar, such as home tutored. Please note: Apprenticeships are not eligible. (However, patients may qualify for a HCZ certificate under the NHS Low Income Scheme tinyurLcom/ybal3auu)	Proof of age can be found on a child benefit award letter, or birth certificate /passport/medical card and proof they are a full-time student can be obtained from the patient's school, college, university or local education authority (LEA).	N/A
C. 60 years of age or over	Any patient who is 60 years of age or over.	Birth certificate, passport or medical card Please note: Prescriptions with computer-generated DOB do not require proof of age.	N/A
D. Maternity Exemption	Espectare mothers and those who have given birth as a did including a still-born child) in the last 12 months.	Possession of a valid Maternity Exemption (MATEV) certificate. Please note: Prescription Services are currently valing digital maternity exemption certificates. Pharmades may be presented with one of the following types of exemption certificates: - Plistic exemption card - Plistic exemption card - Plistic exemption card - Work information can be found on the - Prescription Services website - Information of the prescription of the prescription Services website - Information of the prescription of the pres	Patient must complete a PAW form available from GPS, midwhes or health visitors. These professionals then sign the form and send it off to Prescription Services who then issue a certificate. Maternity exemption certifica
E. Medical Exemption	Patients with certain medical conditions or physical disability as listed in Part XVI of the Drug Tariff tinyurl.com/ycpw9m78	Possession of a valid Medical Exemption Certificate. Please note: Patients with qualifying conditions alone are not entitled to exemption without a valid certificate.	Patients must complete an FP92A form available from GPs. The GP will then send the form to Prescription Services who will issue a certificate. Medical exemption certificate helpline: 0300 330 1341
F. Prescription Pre- payment Certificate (PPC)	Patients in possession of a valid PPC at the point of dispensing. Please note: A PPC is valid for either 3 months or 12 months, depending on the type of PPC purchased.	Possession of a valid PPC. Please note: Prescription Services are working to phase out plastic cards and move towards digital certificates for PPCs. For more information see our website tinyurt.com/ybuh8ye2	Patients can complete an FP95 form, available from pharmacies and purchase in store (for pharmacies registered to sell PCCs) or via post (postage details can be found on the FP95). Patients can also purchase a PPC online from Prescription Services tinyut com/bq/fhapo or by contacting the PPC belloine 1930 1331 1241

psnc.org.uk/patientexemption



correctly by the patient/representative.

bundle prior to submission chargeable, ensure that: Part 1 of the declaration has been clearly marked with a

 A prescription is switched from Exempt (Group One) to Chargeable (Group Two) when:

date of birth is computer generated).
b. Part 2 contains a charge rate - when a paid prescription

has been incorrectly filed with the exempt prescriptions

a. Part 3 is unsigned - the most common reason for switching

from exempt to chargeable group is where the patient has

psnc.org.uk/switchingfactsheet

and is clear and legible

ticked an exemption but not signed Part 3 on the reverse
of a prescription (excluding age exempt patients where the
The age or date of birth printed on the front of the prescription

Part 3 (the 'signature box') has

been signed; a pharmacy stamp

is NOT acceptable as a signature

is not obscured by a pharmacy stamp or other markings