

# Dispensing Factsheet: End of month prescription and FP34C submission process

This factsheet provides practical guidance for pharmacy teams on end-of-month prescription submission requirements, including EPS and paper prescriptions, completion of the FP34C declaration via the [Manage Your Service \(MYS\) portal](#), and despatch of prescriptions and required tokens to the NHS Business Services Authority (NHSBSA) for payment, setting out key deadlines to help pharmacy teams avoid delays in payment.

## Submission of EPS prescriptions

Two key dates to be aware of when submitting EPS prescriptions are the EPS Dispense Notification (DN) date and the Claim Notification (CN) date.

### Key dates:

- If the DN is sent before midnight on the last day of the calendar month, the CN (or Electronic Reimbursement Endorsement Message (EREM)) must be received by the NHSBSA by the 5th of the following month for the item to be included in the dispensing month in which supply was made.
- If the CN is received after the 5th, the item will be counted and priced in the month the CN is received.

When submitting EPS prescriptions, pharmacy teams should be aware that the dispensing month in which an item is counted for payment depends on both the DN message date and the CN message date, as set out above. This timing requirement is commonly referred to as the 'EPS five-day window'.

Where the DN and CN messages are not submitted in line with the key dates set out above, the item(s) will NOT be included in the dispensing month in which supply was made and will instead be priced in accordance with the Drug Tariff for the month in which the claim is received. This can affect reimbursement where prices change between months, for example where a price concession applies in one month but not the next.

After submission it may be possible to make a change (such as amending an incorrect endorsement) to an EPS claim after the CN has been sent to the NHSBSA. This is subject to the following criteria:

- your [EPS IT system supplier must have added](#) the functionality required to recall and amend claim messages; and
- it must be before the deadline of the 5th day of the month following that in which supply was made. After this time the NHSBSA's pricing process will begin, and the prescription can no longer be recalled.

### Examples of EPS submission timing

The scenarios below illustrate how the DN date and the CN submission window together determine which dispensing month an EPS item is included in.

#### Scenario 1: DN and CN both sent before the end of the dispensing month

*Example: Dispense message sent on 29th March, claim message sent on 31st March.*

March		April	
28	29	30	31
Dispense notification sent 29th March		Electronic claim message received before midnight on 5th April	

= March dispensing month

#### Scenario 2: DN sent in dispensing month, claim message sent between days 1–5 of the following month

*Example: Dispense message sent on 29th March, claim message sent on 4th April.*

March		April	
28	29	30	31
Dispense notification sent 29th March		Electronic claim message received before midnight on 5th April	

= March dispensing month

#### Scenario 3: DN sent in dispensing month, CN sent after day 5 of the following month

*Example: Dispense message sent in March, claim message sent on 6th April.*

March		April	
28	29	30	31
Dispense notification sent 29th March		Electronic claim message received before midnight on 5th April	

= April dispensing month

#### Scenario 4: DN and CN both sent in the following month

*Example: Both messages sent in early April.*

March		April	
28	29	30	31
Dispense notification sent 1st April		Electronic claim message received before midnight on 5th April	

= April dispensing month

#### Important:

In scenarios 3 and 4, the prescription will **NOT** be included in your March payment bundle—even if it was mistakenly declared in your FP34C submission for March.

For more information, see our [Factsheet: Claiming for EPS prescriptions on time](#)

#### Submission of EPS tokens

The EPS tokens that are **required** to be sent to the NHSBSA for end-of-month submission are:

- EPS tokens used to capture the paid or exemption declaration; and
- Pharmacy First-related EPS tokens, where medicines or appliances were supplied as part of the service.

EPS tokens are **NOT** required to be submitted where:

- The patient is age exempt.

- The prescription contains free-of-charge (FOC) items only; or
- The prescription has been confirmed exempt through Real Time Exemption Checking (RTEC).

See our [Briefing factsheet: EPS token submission](#) for further guidance on submitting EPS tokens. For information on EPS CD tokens and submission see the FAQs in the 'Submitting' section of our page [Tokens \(EPS\)](#).

### Submission of FP10 paper prescriptions

The following documents are posted to pharmacies every month by the NHSBSA:

- Paper Account Identifier Document
- Red separators

Address labels are sent every 3 months by post in February, May, August and November. If the Account Identifier Document is lost or misplaced, pharmacy owners can download and print another copy from the [MYS portal](#).

At the end of each month, pharmacy staff are required to sort their FP10 paper prescription forms and EPS tokens into relevant exempt or paid groups (current rate and old charge rates) and use red separators to include forms with specified items for submission to the NHSBSA. Further guidance on sorting and submission of paper prescriptions and which items to include in the red separators can be found on our [Sorting prescriptions for end of month submission](#) page.



The Account Identifier Document provided by the NHSBSA must be enclosed with the paper prescription bundle. This enables the NHSBSA to identify the pharmacy that has submitted the prescription bundle.

After correctly sorting the prescription bundle, it must be despatched to the relevant pricing division at the NHSBSA using a secure track and trace method and **no later than the 5th day of the month following that in which supply was made**, as outlined in [Clause 5, Part 1 of the Drug Tariff](#).

Please note where a bank holiday falls within the first five days of the month, pharmacy owners are given **one additional day** to submit their FP34C and dispatch their prescription bundle to the NHSBSA. In these months, submission and dispatch must be completed **by the 6th of the month**. Early advance payment will be made **four working days after this extended deadline**.

The NHSBSA may apply an administrative charge deduction of £25 to pharmacies that submit their prescription bundles late. Community Pharmacy England's briefing titled '[Administrative charges for late submission of prescription forms](#)' provides further information including how to challenge the decision.

### Completion and submission of the FP34C document

The FP34C document on the [MYS portal](#) must be completed and submitted no later than the 5th day of the month following that in which supply was made to secure early advance payment (which is paid 4 working days after the submission deadline).

Those who submit their FP34C figures late will **NOT** receive any earlier advance payments but instead will receive advance payments in accordance with the normal payment timetable usually on or around the 1st of the month following submission.

The final reconciliation payment date remains unchanged and will be paid on the first working day of the month approximately two months after pharmacy owners have submitted the appropriate FP34C form and prescriptions for pricing.

#### **Completing your FP34C declaration:**

- It is important your FP34C submission is completed accurately. The declared item totals (for EPS and paper prescriptions) are used to calculate your pharmacy's advance payment. Inaccurate item totals could have an adverse impact on the pharmacy cashflow as the advance payment may be lower than expected.
  - **For EPS prescriptions** – these figures should relate to the monthly total number of electronic forms (not tokens) and items that have been submitted for payment by the end of the 5th day of the month following that in which items were dispensed. Some PMR systems can generate reports showing the monthly total number of EPS forms and items to declare as part of the end of month submission. **Do not count dispensing tokens when totalling EPS figures.** For more information, please see our [Claiming for EPS prescriptions on time factsheet](#).
  - **For FP10 prescriptions** – the figures should relate to the total number of forms and items that are physically included in the prescription bundle. Please note any figures contained in the 'For dispenser No. of Prescriptions on form' box at the front of the FP10 form is not used by the NHSBSA for pricing. NHSBSA rely on the item figures included in the FP34C declaration to calculate the advance payment.
- Declare any referred back prescription forms and items being resubmitted in the relevant boxes (dependent on prescription type and whether it was exempt or paid) on the digital MYS submission form
- Declare the correct number of prescription charges collected (including any charged at the old rate).
- Declare the number of FP57 refunds forms and value of the refunds.
- Declare the number of [New Medicine Services \(NMS\)](#) carried out.
- Declare the number of [Appliance Use Reviews \(AURs\)](#) carried out.
- Declare the number of supplies made in accordance with SSPs (this informs the NHSBSA that SSP claims are expected during that month).

#### **Top tips for end of month submission:**

Before submitting prescriptions at the end of the month, pharmacy teams should ensure that:

#### **All prescriptions (EPS and Paper)**

- All prescriptions have been correctly endorsed, including [expensive items](#), [unlicensed specials/imports](#), [Broken Bulk \(BB\) claims](#) and [Out of Pocket Expenses \(OOP\)](#).

- A record/copy is kept of any expensive items to support reconciliation against the Schedule of Payments.

### EPS prescriptions

- Any supplementary product information (for example a specific brand or manufacturer) is **not included** in the dosage instructions or notes field. Supplementary product information entered in these fields is not read by the NHSBSA and may result in underpayment. Please visit our [Dealing with product information within the dose area](#) page for further information.
- The correct **exempt or paid declaration** has been selected before submitting the claim notification.
- Dispense Notification (DN) and Claim Notification (CN) messages have been submitted within the five-day window and before the **180-day expiry**.

### Paper prescriptions

- Where required, prescriptions are clearly endorsed in the left-hand margin, and 'ND' is endorsed against any item not dispensed, with the item struck through using a horizontal line.
- Avoid any marks or endorsements in the prescribing area of the form as this may affect the pricing of a prescription.
- The appropriate patient charge declaration (paid or exempt) on the reverse of the prescription has been completed and signed where required.
- Pharmacy stamps do not obscure the patient details, prescribed items or endorsements.
- FP10MDA instalment forms are endorsed correctly, including the number of fees claimed (see [cpe.org.uk/mda](http://cpe.org.uk/mda) to find out more).
- Prescriptions are sorted into the correct **paid or exempt** groups, and required forms are placed in the **red separator**.

### General

- The Account Identifier Document is included with the paper prescription bundle.
- Ensure the bundle is sent to the correct NHSBSA processing site. The correct address will be displayed on the pharmacy address labels provided by the NHSBSA.
- No labels, sticky notes, pins, staples, or paper clips are attached to prescriptions as this can affect scanning.
- The correct number of services provided (for example AURs and NMS) has been declared on the FP34C.

### Useful links

- See our [End of month prescription and FP34C submission process](#) page
- Watch our [Funding & Reimbursement Shorts: End of month submission process video](#)
- Watch our [Funding & Reimbursement Shorts: Paper prescription sorting and submission process video](#)