



## Electronic Reimbursement Factsheet for pharmacy staff



The term “electronic claim message” is used in this factsheet to describe the electronic claim that is sent when you have dispensed the prescription and want to claim reimbursement.

This may also be referred to as a ‘dispense claim message’, an ‘electronic reimbursement endorsement message’ or an ‘electronic reimbursement claim’, depending on the system you use.



The term “dispense notification” is used in this factsheet to describe the message that is sent to EPS to confirm that items have been dispensed to the patient.

This may also be referred to as ‘dispensed’, ‘collected’ or ‘complete’, depending on which system you use.

EPS will support the provision of electronic claims for prescriptions from a patient’s nominated dispensing contractor to the NHS Prescription Services.

All electronic prescriptions require electronic exemptions, electronic endorsements & electronic claims.

### Exemptions

In EPS Release 2 exemptions will need to be recorded electronically before a dispense notification and a prescription claim message is sent.

A dispensing token will need to be printed to collect the patient’s exemption declaration or where the patient pays their prescription charge. If the patient has been given a prescription token by the prescriber, this can alternatively be used to collect the exemption declaration. Tokens used to collect the patient’s exemption declaration will need to be sent to NHS Prescription Services each month for audit purposes.

More information on prescription tokens and dispensing tokens can be found on the EPS website:

[www.hscic.gov.uk/epslibrary](http://www.hscic.gov.uk/epslibrary).

**Top tips...**  
Ensure all patient information regarding exemption or prescription charge status is set up before sending the dispense notification and claim. Some systems may default to chargeable status.

**Top tips...**  
Find out from your supplier the most efficient way to deal with non-age exempt patients.

### Endorsements

NHS Prescription Services base payment solely on information contained in the electronic prescription message, therefore it is essential that prescription charge exemption information is recorded accurately in the electronic message to ensure correct payment.

In the same way as now, specific endorsements will still be required - such as endorsements to claim broken bulk, out of pocket expenses or the ‘No Cheaper Stock Obtainable’ (NCSO) concession. These must be selected and submitted using the specific codes provided, together with any supporting information.

A guide to endorsing in EPS can be found at:

[www.nhsbsa.nhs.uk/PrescriptionServices/1972.aspx](http://www.nhsbsa.nhs.uk/PrescriptionServices/1972.aspx).

**Top tips...**  
Do not hand write endorsements on a prescription token or a dispensing token. These will not be used for pricing.

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### Dispense notification

To complete the dispensing process a dispense notification must be sent before the electronic claim message. Some systems allow these to be sent at the same time.

**Top tips...**  
Some systems will let you retract dispense notifications if they have been sent in error - speak to your supplier for more information.

**Top tips...**  
Only send the dispense notification after items have been delivered or collected by the patient.

### When to send your electronic claim messages

You will need to consider when you will be sending your claim messages, for example these can be sent

- in real time
- at the end of each day
- in batches
- weekly.

When a prescription is dispensed within a given month, **the dispense notification must be sent within that month and the electronic claim message must be received by NHS Prescription Services before midnight on the 5th of the following month.** See example below:

August			September					Dispense notification sent on 29th September	= Payment for August
28	29	30	1	2	3	4	5	Electronic claim message received on 5th August	

  

August			September					Dispense notification sent on 29th August	= Payment for September
28	29	30	1	2	3	4	5	6	

  

August			September					Dispense notification sent on 1st September	= Payment for September
28	29	30	1	2	3	4	5	Electronic claim message received on 5th September	

All electronic claim messages must be sent no later than 180 days after the dispense notification. Some pharmacy systems will alert you to any unclaimed prescriptions that are nearing the end of this period.

### Errors or amendments to the electronic claim message

Once an electronic claim message has been sent to NHS Prescription Services for reimbursement it cannot be amended or cancelled. If you believe you have submitted a claim containing an error you should contact NHS Prescription Services in the same way you do for paper FP10 prescriptions.

NHS Prescription Services staff will contact you by telephone to resolve any queries that arise whilst processing EPS Release 2 prescriptions.

If the electronic claim message is rejected for a technical reason, you will receive a 'reimbursement rejection' message on your system; this means there is insufficient information to process the claim. In this case you should call your system supplier to investigate the problem.

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### Sending prescription and dispensing tokens to NHS Prescription Services

Tokens signed by the patient/representative to capture payment/exemption declarations must be sent to NHS Prescription Services in the same month that the electronic claim is submitted.

**The way your prescriptions and tokens are bundled and sent to NHS Prescription Services is very important.**



Tokens do not need to be sorted in same way as FP10's. This is because they are retained for information purposes only and are not scanned.

You need to separate FP10's and tokens, and secure these two separate groups with strong elastic bands or string before they are sent to NHS Prescription Services.

**Top tips...**  
EPS Release 1 prescriptions do not need to be secured separately from other FP10 prescriptions.

### Filling out the FP34C

The FP34C submission document is the form for claiming payment (Drug Tariff Part 1 Clause 5).

At the end of the month you must use this form to declare the combined total of paper (FP10) and electronic prescriptions, for both forms/messages and items, being submitted to NHS Prescription Services for reimbursement.

**If you are claiming for electronic prescriptions, ensure you tick the box in Part 1 of the FP34C form.**

EPS Release 2 claim messages

**Top tips...**  
Speak to your supplier about reports that you can generate to support you completing the FP34C.

**If you are sending prescription/dispensing tokens, tick the box in Part 1 of the FP34C form.**

ETP tokens for non payment

**If you had 4000 paper prescriptions and 1,000 electronic prescriptions**

Total all prescriptions (including electronic prescription claims) 

5	0	0	0	
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Further guidance on filling in your FP34c can be found at:

[www.nhsbsa.nhs.uk/PrescriptionServices/2473.aspx](http://www.nhsbsa.nhs.uk/PrescriptionServices/2473.aspx)

**Please turn over for an example of the latest FP34C form.**

**SORTING AND SUBMISSIONS OF FORMS**

1. Complete one submission document only.
2. FP10 prescription forms must be sorted as follows:
  - 2.1 Into patient charge group, i.e. exempt, paid, and paid at old rate. Each group should be segregated. PLEASE DO NOT use adhesive tape, pins or staples as these have to be removed and can delay processing.
  - 2.2 Within each group, sort in the order stated below.
    - 2.2.1 Resubmitted forms from previous month(s).
    - 2.2.2 Prescription forms with broken bulk claims, items with a net ingredient cost of £100 or more, items where prescribers have added supplementary product information, items where a Special has been dispensed, items where prescribers have made a handwritten amendment, prescription forms where the prescriber's signature encroaches on the last item on the prescription form and items where out of pocket expenses have been claimed. Please wrap these prescriptions in the red separators enclosed with this submission form to support identification at the NHS Prescription Services.
    - 2.2.3 Forms FP10 MDA by prescriber surname - where possible sorted open and flat.
    - 2.2.4 Forms FP10 D.
    - 2.2.5 Forms FP10P/SS with PN indicator by prescriber surname.
    - 2.2.6 Forms FP10P/SS with CN indicator by prescriber surname.
    - 2.2.7 Forms FP10P/SS with SP indicator by prescriber surname.
    - 2.2.8 Forms FP10SS/NC Hospital Forms.
    - 2.2.9 All other FP10 forms by prescriber surname (NB any prescribers with fewer than 20 forms can be placed into a miscellaneous section at the end of each group).

3. All of the following forms must be kept separate from the FP10 prescriptions in exempt and chargeable groups (submitted for processing and reimbursement as in paragraph 2) and collated by form type as follows:
  - 3.1 RA ie Repeat Authorising forms.
  - 3.2 ETP Tokens for non payment.
  - 3.3 FP57 forms.
4. Enter the required submission/declaration figures in the boxes opposite including electronic prescriptions (EPS release 2 claim messages). Do not include the number of any ETP tokens for non-payment or the number of any Repeat Authorising forms in your FP10 forms/items declarations in Part 1.
5. Please fold this submission document along the fold line on page 4, so that the bar code is visible on the top, do not tear the form. Place this completed submission document on top of the submitted forms, pack securely in accordance with guidelines issued by NHS Protect. Despatch to the NHS Prescription Services by NO LATER THAN the FIFTH day of the month following that in which they were dispensed, using the address label provided.

**Notes -**

- A) Address labels (for submission of parcels to the NHS Prescription Services) are supplied by the NHS Prescription Services.
- B) Postage on parcels and correspondence sent to the NHS Prescription Services MUST be pre-paid.
- C) The forms must be despatched in a secure manner that enables tracking and tracing of the delivery.

Part 1	Submissions	F####	Mmm yyyy
FP10/Electronic Prescription Claims	Prescriptions		Items
Exempt from patient charge	<input type="text"/>	<input type="text"/>	<input type="text"/>
Patient charge paid	<input type="text"/>	<input type="text"/>	<input type="text"/>
Patient charge paid at old rate	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total - All Prescriptions	<input type="text"/>	<input type="text"/>	<input type="text"/>
ETP Tokens for non-payment	<input type="text"/>	Repeat Authorising forms <input type="checkbox"/>	
EPS release 2 claim messages	<input type="text"/>	Tick box if any submitted <input type="checkbox"/>	
No. of FP57 forms submitted	<input type="text"/>	<input type="text"/>	
FP57 total amount refunded	£	<input type="text"/>	<input type="text"/> pence

Part 2	Declarations
Total number of hours that pharmacists and staff members supporting the dispensing process work in an average week, rounded to the nearest whole number (See Drug Tariff part I(A))	<input type="text"/>
No. of Medicines Use Reviews undertaken (See Drug Tariff part I(C))	<input type="text"/>
No of Appliance Use Reviews carried out at premises or subsequent reviews for users living at the same location within a 24 hour period	<input type="text"/>
No. of Appliance Use reviews conducted at the users home (See Drug Tariff part I(C))	<input type="text"/>
No. of completed New Medicine Services undertaken (See Drug Tariff part I(C))	<input type="text"/>