

27/04/2020

**Subject: COVID-19 UPDATE FROM LPC - Pandemic Delivery Service (FAQs)**

FAQs from <https://psnc.org.uk/the-healthcare-landscape/covid19/covid-19-frequently-asked-questions/>

**Q. How will contractors claim payment for the delivery service?**

The payment which will be made to all contractors (bar Distance Selling Pharmacies) to reflect the costs of complying with the new Terms of Service requirements will be made automatically by the NHSBSA; contractors do not need to claim this payment.

Where a contractor makes a delivery under the Advanced service, a claim will need to be made each month, as part of the end of month submission to the NHSBSA. The claim will be made via a declaration on the Manage Your Service (MYS) portal, in a similar way to payment claims for the flu vaccination service. The contractor will need to enter the number of deliveries made under the terms of the Advanced service during the month of claim.

**Q. What is the dataset that I need to keep to claim for the home delivery Advanced Service?**

Contractors should retain a copy of their delivery logs (i.e. those they would normally keep for deliveries undertaken) which as a minimum, should contain the names and addresses of the eligible patients to whom a delivery was made under this service and the date of the delivery. Contractors should annotate their logs to indicate which deliveries relate to shielded patients.

**Q. Is there a recommended retention period for delivery logs related to this service?**

As an Advanced Service, the home delivery service could be the subject of post payment verification (PPV), so contractors who choose to provide the service should retain their delivery logs for a period after providing the service. Records can be kept electronically or in hard copy.

In the absence of guidance from NHSE&I, it is recommended that records be kept for at least two years after the date on which the delivery was provided.

Please note: Advanced service fee – 20% VAT on £5 = £1

