



Community Pharmacy Consultation Service

Managing service claims

All claims for service provisions are made via the Manage Your Service (MYS) portal. Pinnacle Health has been working very closely with NHS Business Services Authority (NHSBSA) to automate this process as much as possible.

A list of frequently asked questions appears below:

How do I claim for my CPCS service provisions?

All claims for CPCS must be made via the MYS portal. Activity recorded and saved in PharmOutcomes will be used to prepopulate your claim information displayed in MYS.

Community Pharmacists will be able to make their CPCS declaration on the NHSBSA's MYS portal from 1st December 2019.

You can make your previous month's declaration from 9.00am on the first day of the following month. You can do this for up to a 6-month period. So, for example, you will be able to submit a declaration for March up to the following September.

After logging into the MYS portal, you will see a tab called Community Pharmacist Consultation Service. After selecting this option, you will be taken to the CPCS summary page.

Community Pharmacist Consultation Service
Urgent medicines supply and minor illness referrals

Current submissions

Period	Urgent medicines consultations	Minor illness consultations	Action
September 2019	26	10	Review and submit
August 2019	12	5	Review and submit
July 2019	32	27	Review and submit

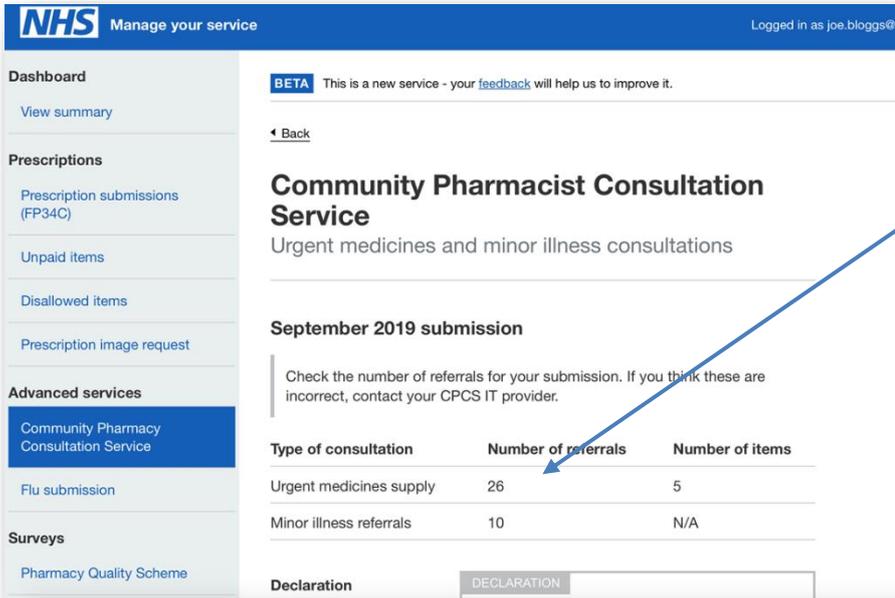
Previous submissions

Period	Urgent medicines consultations	Minor illness consultations
June 2019	10	10

On this page you can choose which period you wish to review and submit, as well as viewing your previous months' submission data.

To make a submission, you should select the "Review and Submit" link next to the period that has not yet been claimed.

This will take you to the claims review page for CPCS for the period selected

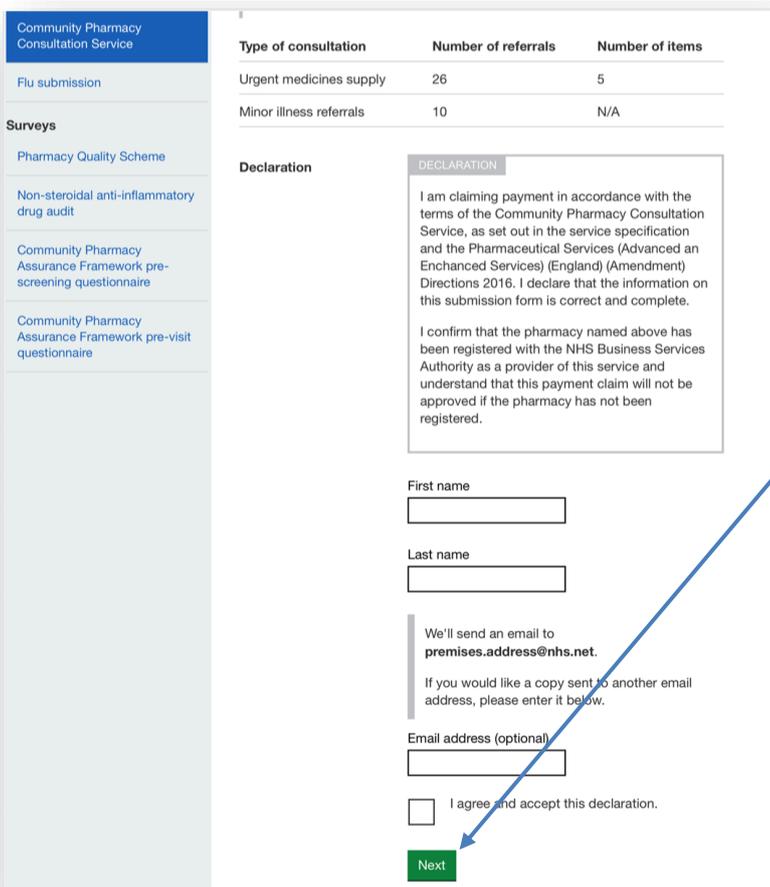


The top part of the page shows a service breakdown including:

1. Type of consultation
2. The numbers of referrals completed
3. The number of items dispensed

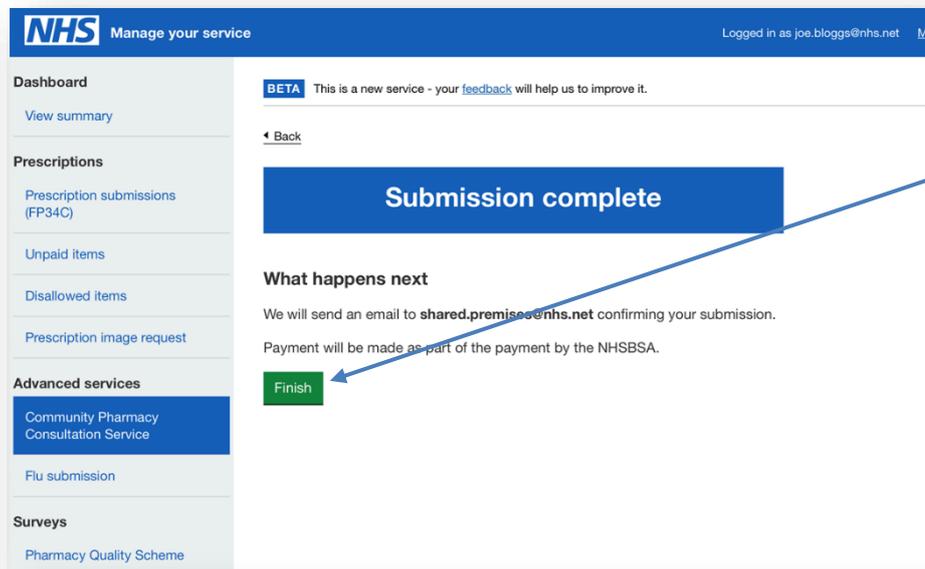
If you feel there are any discrepancies, please contact our support team for help.

The bottom part of the page shows the declaration. If you agree with the data shown on the declaration page and have read the declaration disclaimer, complete your name and any additional email addresses you would like confirmation to go to. The NHSBSA will automatically send a confirmation to your shared email address



Once completed, tick the box to agree and accept the declaration and select the "Next" button.

Clicking the “Next” button takes the provider to the “Submission” page. Click the blue “Submission complete” button to submit the claim. Once you have submitted your declaration, you’ll be taken to a confirmation page. This will confirm your submission is complete and your payment will be made as part of the payment by the NHSBSA.



To exit the CPCS Declaration, select the “Finish” button to go back to the MYS dashboard.

Will PharmOutcomes automatically submit my claim?

No, although this is the process that applies to most locally commissioned services, **all national service claims submitted via MYS will require pharmacy confirmation**. The information you record on PharmOutcomes will prepopulate the MYS claim screen, but you will need to login to MYS to confirm and submit the claim before the 5th day of every month.

What is the cut-off date for claim submission?

Claims submission should be before the 5th day of the month for previous months service provisions. You can claim for previous months service provisions for up to 6 months.

What happens if I am late with my claim i.e. I make my submission past the 5th day of the month?

Claims submitted after the 5th day of the month will be included in the following months claim e.g. a claim for June submitted on the 6th of July will become part of the July claim for consideration in August.

Can I see details of medicines supplied as part of my urgent supply claim on MYS?

At this point in time all you will see on MYS is information on the number of consultations and the number of items supplied. Regarding what medicines have been supplied, this information can be accessed from the PharmOutcomes activity reports.

NB: NHS England has agreed with PSNC that claims for referrals received by pharmacies for service provision between 29th October – 31st October 2019 will be incorporated into the November 2019 submission claim. This should be submitted before the 5th December

The claims process and further guidance for CPCS activity can be found on the NHSBSA website.