

NHS Prescription Services

Payment issues and how to be paid more efficiently

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Today's objectives

Payment issues and how to be paid more efficiently

- Who is the NHSBSA
- What do we process
- How we process your account
- Sorting your account
- Submitting your account
- Things to avoid
- Claiming
- Returns
- Webinars
- Further help and information

History of NHS Prescription Services

- We are part of the NHS Business Services Authority (NHSBSA)
 - a Special Health Authority and an Arm's Length Body of the Department of Health
 - The NHSBSA provides a range of critical central services to NHS organisations, NHS contractors, patients and the public.

NHS Prescription Services	NHS Dental Services
NHS Pensions	Information Services

NHS Help with Health Costs	NHS Protect (Fraud)	NHS Student Bursaries
NHS Total Reward Statements	EHIC Card	NHS Injury Benefit Scheme
Supplier and Provider Assurance	Shared Services	Scanning Services

History of NHS Prescription Services

- We handle all the processing work for English dispensing contractors from three regional offices:
 - Middlebrook (Bolton)
 - Newcastle
 - Wakefield.
- There has been a prescription pricing function since at least 1911.
- We've gone through a number of different identities over the years, but since 2008 we've been called NHS Prescription Services.

What we process

- The NHS spends **£9.2 billion*** a year on prescription drugs in primary care in England.
- We process over **1.1 billion*** prescription items from over 11,500 contractors in England including pharmacy contractors, dispensing doctors and appliance contractors.
- The amount of prescriptions we process increases every year by around 5%.

How we process your work

- Regardless of the systems we use to process this work, we follow the rules set out in the NHS England and Wales Drug Tariff and General Medical Services (GMS) Statement of Financial Entitlements (SFE).
- As the rules can be very complex, we have staff to verify more complicated items and information that the Intelligent Character Recognition (ICR) software is not confident about. This could include:
 - charge status
 - prescriber numbers
 - confirming who the manufacturer or supplier of an item is.



Sorting your account – best practice

<u>Do's</u>	<u>Don'ts</u>
<p>Put Exempt and Chargeable prescriptions into individual groups. This is important to ensure correct payment.</p>	<p>Don't mix Exempt and Chargeable prescriptions</p>
<p>Sort the Exempt and Chargeable prescriptions into prescriber order. This helps us to process your account more quickly.</p>	<p>Do not submit the Prescriptions out of prescriber order – this will take us longer to process your account.</p>

Submitting your account – best practice

<u>Do's</u>	<u>Don'ts</u>
Send in your account by 5 th day of the month	Do not leave staples, pins or paper clips attached to prescriptions as this can cause problems with the scanner.
Use an envelope or box that is large enough and strong enough to hold the size and weight to prevent damage.	Do not obscure any information on the prescription with stickers, post it notes, ticks etc. as this can cause delays.
Use Special Delivery post or courier to ensure delivery plus ability to track.	Do not leave any sticky residue on forms. If this does happen, separating the affected forms and making a note of this on the FP34D will ensure that none of the sticky forms are missed and your payment is accurate.
FP34D (Submission Document) and FP34D(Appendix) to be completed and included.	Do not leave the right-hand side of the form on any prescriptions.
	Do not fold prescriptions – this can affect scanning and/or vital information can be obscured and therefore missed at the processing stage.
	Do not attach invoices to prescriptions.

Claiming – best practice

- Make sure all prescription endorsements are complete and accurate.
- Drug Tariff Part VIII products – no endorsement needed unless there is more than one pack size available, in which case you should endorse the pack size used.
- Non-Drug Tariff Part VIII products – endorse:
 - **Manufacturer/brand name**
 - **Pack size**
 - **Price for the pack**, not the dispensed quantity.
- Do not include FP10s for vaccines claimed on forms FP34D(Appendix).

Claiming for high volume vaccines

Use an FP34D (Appendix) as stated in paragraph 23.16 of the Statement of Financial Entitlements.

What to include:

- **Strength** of the vaccine supplied where relevant
- **Pack size used** in the Presentation/Pack Endorsement column
- **Brand** of vaccine supplied as well as the generic description of the drug.

Claimable vaccines

Use an FP34D (Appendix) as stated in paragraph 23.16 of the Statement of Financial Entitlements.

Claimable vaccines	
influenza	hepatitis B
typhoid	pneumococcal
hepatitis A	meningococcal

Or combinations of these e.g. Twinrix, Hepatyrix

Charges and Endorsements

- Charges – A charge is payable for each drug or appliance supplied (including each piece of elastic hosiery) unless the patient:
 - is age exempt and the age is computer printed on the prescription form
 - or a completed declaration of entitlement to exemption is made.
- Specials - A GP practice **cannot** use the SP endorsement to claim for expenses incurred in sourcing unlicensed specials or imports. Items must be endorsed **XP** together with the amount claimed up to £20.

Batch Prescribing or Repeatable Prescriptions

- Batch prescribing or repeatable prescriptions are more commonly known as 'repeat dispensing' prescriptions
- The NHS (General Medical Services Contracts) Regulations state that a dispensing doctor may not provide repeatable prescribing services to their dispensing patients.
- A dispensing doctor may provide repeatable prescriptions to their non-dispensing patients

Returns

- Referred back items (RB's) – items are returned for further information when the original submission could not be processed e.g. more than one supplier available .

Endorsements	Carmellose 0.5% eye drops One drop to both eyes Three times a day 10 ml bottle seen 12.1.17 * * * * *
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Webinars

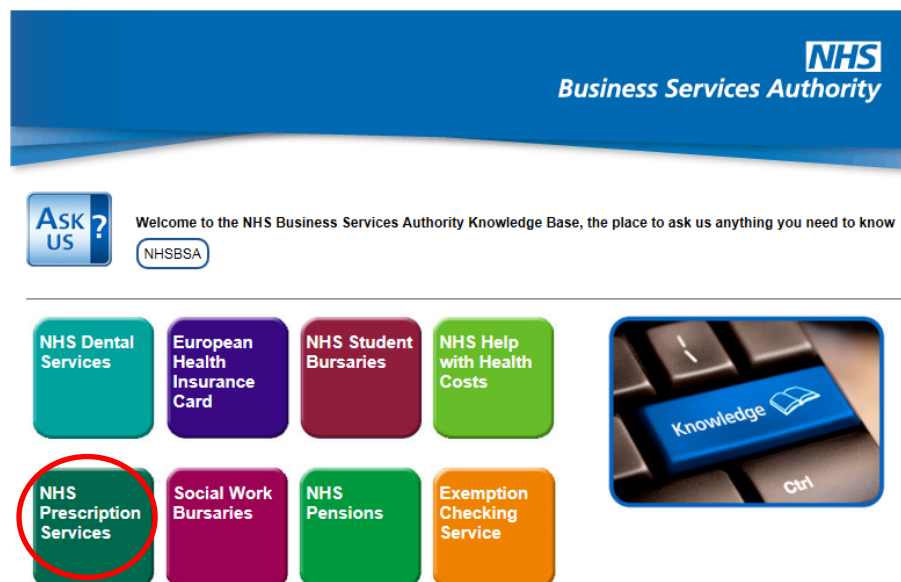
We offer the following webinars that run regularly

- Endorsing
- Account Submission
- Flu vaccines
- Prescription switching
- FP10MDA

New dates and times for each webinar subject can be found on our website:

www.nhsbsa.nhs.uk/prescriptions-hints-and-tips-open-days-and-webinars

Help and information



- 'Ask Us' is the NHSBSA's online knowledge base, putting the answers to your questions at your fingertips 24 hours a day.
- You can access 'Ask Us' at www.nhsbsa.nhs.uk/AskUs

Further help and information

- You can find information on our website at <https://www.nhsbsa.nhs.uk/nhs-prescription-services>
- You can call us on 0300 330 1349 or email us at: nhsbsa.prescriptionservices@nhsbsa.nhs.uk
- For queries regarding reports and electronic systems, call us on 0191 203 5050 or email us at nhsbsa.help@nhs.net

Any questions?

