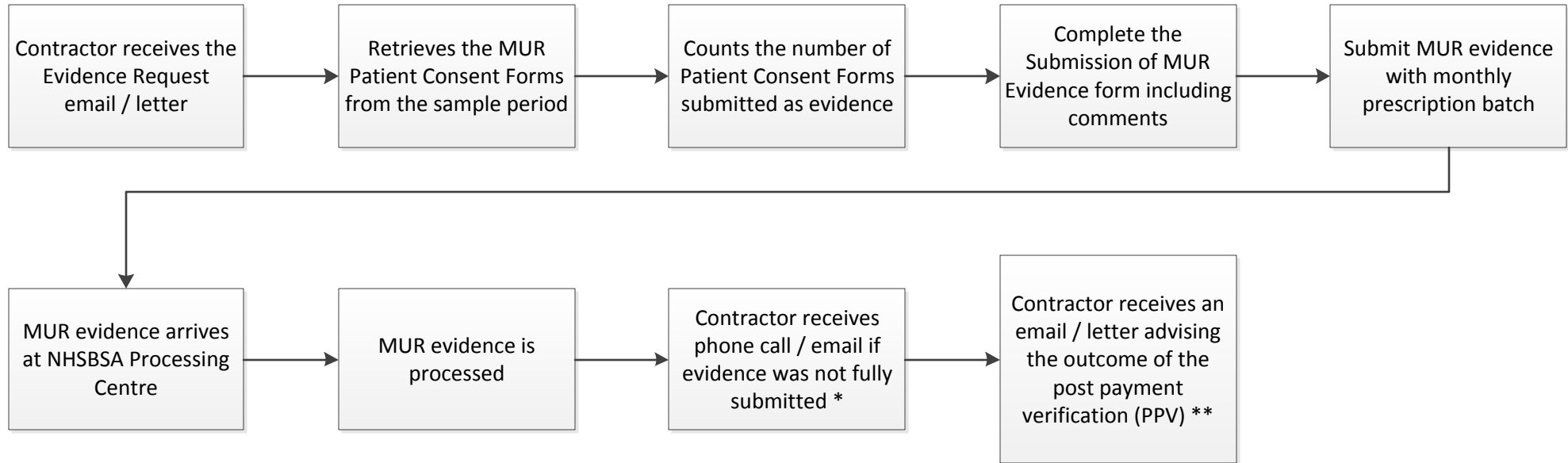


Pharmacy Contractor MUR Post Payment Verification Process



* - Contractors failing to provide full evidence will be requested to submit with the next months batch.

** - The potential outcomes of the process are:

1. The evidence provided by the contractor matches the submitted payment claims. No further action is required;
2. The evidence provided and the submitted payment claims do not match and the contractor agrees the payment claim was inaccurate and / or a payment adjustment is appropriate. An adjustment will be made;
3. The evidence provided and submitted payment claims do not match and the contractor believes that the discrepancy may be because of service provision and claims being in different periods (i.e. an MUR has been carried out in one month, but not claimed for until a later month). The contractor will be offered the opportunity to provide evidence for a different time period (up to the 12 months within the financial year);
4. The evidence provided and submitted payment claims do not match (including following outcome 3 above) and no satisfactory resolution is achieved. The case will be passed to the local NHS England team who will initiate the local dispute resolution process.