Enhancements made to the 2018/19 digital flu claims process

To improve the user experience of the digital flu submission process, the following enhancements have been made to the webform you will access via the unique URL sent on 1st November 2018:

1. Verification

We've amended the input boxes on the verification screens to allow for any leading or trailing spaces. This will mean that the verification won't fail if these were added accidentally whilst inputting your details.

2. NHSmail addresses

We've been told that users have experienced some issues passing the verification stage after they've inputted their email address. There are a number of premises-shared NHSmail addresses which have a display name that differs from the actual email address. In order to check if this applies for your pharmacy, we suggest trying the following:

If using Microsoft Outlook

Double-click on the display name appearing next to **To:** in the automated flu email you receive from NHSBSA.

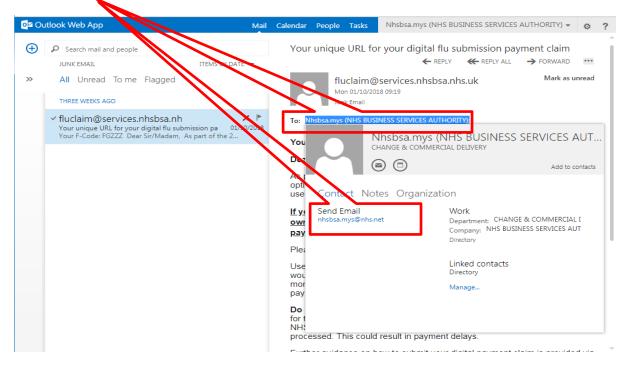
| | | | | | · | 0 | | x |
|--|---|--|---|--------------------|---|--|------------------------|----------|
| ≤ | | que OKL for your digita | i flu submission pay | ment cia | im - Message (Plain T | ext) | | |
| 🕞 Ignore 🗙 🚔 | fee E-mail Sen teply Forward More - All Respond | BP275 - Digital S Team E-mail Reply & Delete Ouick | To Manager Done Treate New Steps | + + + + | Move | Mark Unread Categorize * Follow Up * | Translate Editing | Coom |
| Links and other functionality This message was marked as This message was converted | ty have been disabled in this m s spam uping the Outloor Junk | essage. To restore func : E-mail filter. | | | | | Sent: Mon 01/10/2 | |
| Use of the digital flu vacci prescription batch, please Do not complete a digital and will need to be clarifi | for your digital flu submission ination payment claim for e do so. There are no char flu vaccination payment c ed with the pharmacy bef | m is optional; if you ages to the payment claim and a paper cla ore they can be pro | t terms. im for the same s cessed. This could | ubmiss d result | ion period. Duplicati in payment delays. | e claims will be id | lentified by the NHSBS | A |
| Submission portal HERE < <u>1</u> > . If you require any assistant | <pre>t to submit your digital pay <u>https://www.nhsbsa.nhs</u> nce, please contact us via or phone 0300 330 1349. \</pre> | .uk/pharmacies-gp- email < <u>mailto:nhsb</u> : | practices-and-ap | pliance- | contractors/dispens | sing-contractors- | information/communi | |
| Please read our email dis | | vww.nhsbsa.nhs.uk | | | | | | = |
| | im@services.nhsbsa.nhs.uk. | | • | | | | Ω | ₹ 2 ^ |

The premises-shared NHSmail address appears next to **Email** in the pop-up box.

| Image: Second secon | ur unique URL for your digital flu submission payment claim - Message (Plain Text) |
|---|---|
| Signore Signore Signare → Delete Delete → Choond → Choon | Team E-mail 🖌 Done 👘 🦳 M OneNote 🛄 Categorize 🗸 💋 🕒 Related 🛪 |
| Links and other functionality have here dis This message was marked as spam using This message was converted to plain text From: fuldaim@services.nhsba.nhst To: Nhsbsa.mys (NHS BUSINESS SE Cc: Das Subject: Your unique URL for your digita Offic | |
| Use of the digital flu vaccination paym prescription batch, please do so. Ther Do not complete a digital flu vaccinatic and will need to be clarified with the p | nhsbsa.mys@nbk.net ubmission period. Duplicate claims will be identified by the NHSBSA |
| Further guidance on how to submit yc Submission portal HERE < <u>https://www</u> <u>1</u> >. | step guide with screenshots showing how to use the Digital Flu pliance-contractors/dispensing-contractors-information/community- ntact Organization Member Of |
| | us via email < <u>mailto:nhsbsa.prescriptionservices@nhsbsa.nhs.uk@nhsbsa.nhs.uk?subject=Digital flu submission</u> 349. We aim to send you a reply within two working days. |
| NHS Business Services Authority (NHSBSA) T | am |
| www.nhsbsa.nhs.uk/PrescriptionServices.as | <u>×</u> |
| Use our online Ask Us service to find answer | to your questions 24/7. |
| Please read our email disclaimer online at: <u>h</u> To reduce our environmental footprint, plea | |
| See more about: fluclaim@services.nhsbsa.nl | .uk. |

If using the NHSmail web application

Click on the display name next to **To:** in the automated flu email you receive from NHSBSA. The email address appears under **Send Email** in the pop-up box.



3. Month select

The month select drop-down list will no longer be pre-populated with a month as it was previously. A month will need to be selected in order to proceed with your claim.

| | Business Services Authority |
|--|-----------------------------|
| | |
| BETA This is a prototype for a new NHS service. | |
| ubmit a new claim | <u>Sign out</u> |
| Which month do these | |
| Which month do these otals belong to? Flu vaccination payments | |
| totals belong to? | |

If you select the current month in error (for example, select November submission month during November calendar month), you will be presented with a warning message asking you to confirm that you have selected the correct month prior to being able to continue with your claim.

The unique URL sent on 1st November can be used to submit claims for flu vaccines administered during October and/or September if not already claimed for. Although you can use the November URL until midnight on the 30th November, we recommend that you complete your claim for flu vaccines administered during October no later than the 5th of November in line with the <u>Drug Tariff rules</u> to ensure processing of your submission and payment is made in a timely manner.

BETA This is a prototype for a new NHS service.

Submit a new claim

Which month do these totals belong to? Flu vaccination payments

| FI | u c | laim |
|----|-----|------|

| Complete the missing | g information |
|---|---|
| Please review the following e | arrors: |
| You still have time to admi correct submission month | <u>nister flu vaccines this month, please confirm you have selected the</u> |
| Select month | |
| OCTOBER 2018 | |
| | |

<u>Sign out</u>

*Screens of the application shown in this document are for demonstration purposes only.'