

Electronic Claims: Quick Guide to Accurate Payment



Did you know...

that when you submit your prescriptions to Practitioner Services for payment, barcoded GP10 prescriptions are paid using only the electronic claim where it's available?

For most prescriptions you process, this means that no-one will read the paper endorsement unless something goes wrong with the electronic payment system!

This means that every electronic claim needs to contain all the relevant information, every time to ensure accurate payment.

We have seen an increase in inaccurate payments caused by information which is on the paper prescription not being added as an electronic endorsement to the claim on the PMR.

Here are some examples of where differences between paper and electronic will cause inaccurate payment:



Uncollected prescription items – when dismantling these to return stock to shelf, the electronic claim must be amended to contain a Not Collected endorsement using your PMR system. Writing NC on the prescription form is not enough – remember, most of the time no-one will see it! Missing this off will result in the cost of the medicine being paid when it shouldn't be.

The same applies for an item that was Not Dispensed – remember to amend the electronic message to display ND or you will be paid for work that hasn't been done.



Where an unlicensed medicine is supplied, and the special price and handling charge have been endorsed on the paper but not electronically, again, using the electronic claim information, these will not be picked up and the fees you are due will not be paid.



Where a prescription is dispensed in instalments, without the correct electronic instalment endorsement, the item will be paid as one single dispensing.

For prescriptions with no barcode such as nurse GP(10)Ns or hospital HBPs, there is no electronic message so all endorsements should be written on the prescription clearly in black ink so that the staff at Practitioner Services can read them and pay accordingly.

Mythbuster: Once submitted, electronic claims can only be amended in the first 14 days

Answer: For AMS prescriptions, the 14-day claim limit was removed in March 2015. You can cancel or edit and resubmit AMS electronic claims up until Practitioner Services use the claim for payment.

As electronic claims can be amended there is no need to score out or destroy barcodes. If you need support as to how to change or apply specific endorsements, please speak to your PMR supplier or if you need further support, please contact our Pharmacy Services Team on **0131 466 3540** or **pharmacy.services@cps.scot**.