

# Hints & Tips

## Dispensing Contractors

Issue 13

### Subscribe to Hints & Tips

If any dispensing contractor would like to receive Hints & Tips by email, please let us know and we'll add you to the distribution list.

Please email:

[nhsbsa.communicationsteam@nhs.net](mailto:nhsbsa.communicationsteam@nhs.net)

and put 'Subscribe to Hints & Tips' in your subject line.

Include the following:

- Name
- What type of contractor you are e.g. pharmacy, appliance, dispensing doctor or GP who dispenses personally administered items (PADM)
- Trading name

If you've got a hint or tip that you would like us to write about in a future edition, please email it to [nhsbsa.communicationsteam@nhs.net](mailto:nhsbsa.communicationsteam@nhs.net).

### Is it allowed on an FP10 prescription?

Throughout August, a staggering 45% of all the calls received by our Prescription Services Helpdesk were asking if an item was allowed on an FP10 prescription in Primary Care.

The simplest and quickest way to find out if an item is allowed on prescription is to check the Drug Tariff, referring to either the hard copy distributed each month or the electronic version

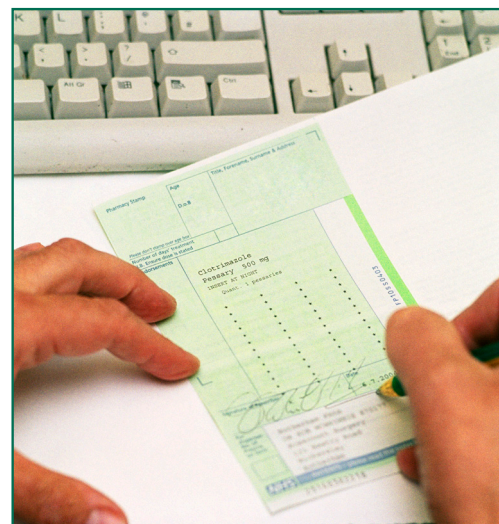
[http://www.ppa.org.uk/ppaledt\\_intro.htm](http://www.ppa.org.uk/ppaledt_intro.htm).

An appliance item (i.e. an item CE-marked as a medical device) will only be allowed on a prescription if it's included in Part IX of the Drug Tariff. If it isn't included in Part IX, contractors cannot be reimbursed for dispensing the item.

For drugs, medicines and other substances (i.e. other than appliances), a contractor will be reimbursed for dispensing the item **unless** it is listed in **Part XVIII A** of the Drug Tariff (the 'Black List').

For any item included in **Part XVIII B** of the Drug Tariff, the prescriber must endorse the prescription with the reference 'SLS'.

If you've checked the Drug Tariff but still aren't sure, the NHSBSA's Prescription Services Helpdesk can guide you. The team can be contacted at [nhsbsa.prescriptionservices@nhs.net](mailto:nhsbsa.prescriptionservices@nhs.net) or by phone on 0300 330 1349.



# On the subject of Sub-Docs...

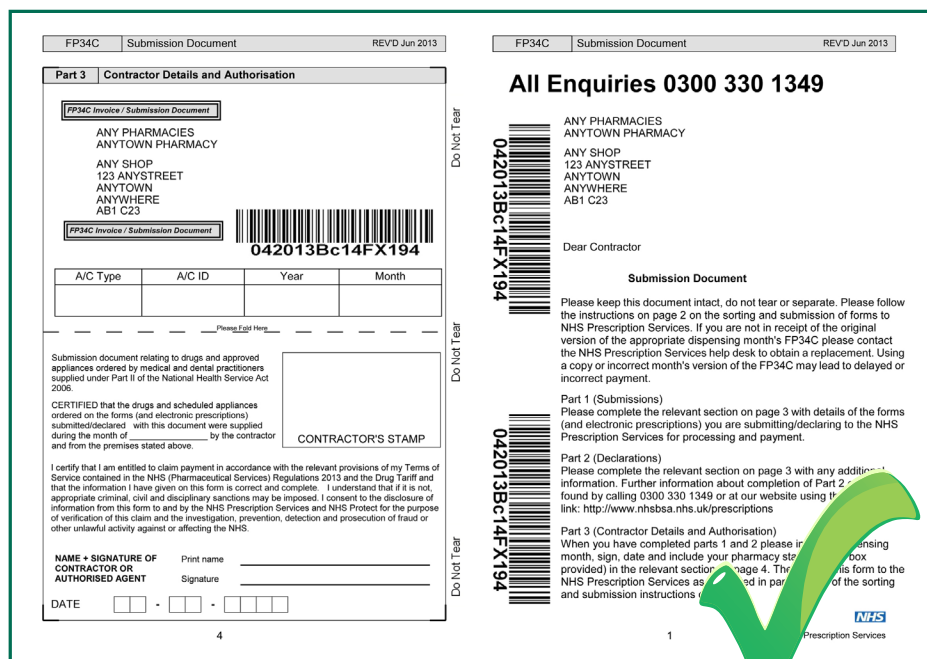
All contractors will be familiar with the FP34 Submission Document – the A4 invoice you include with your prescriptions each month. But when was the last time you read the instructions for sorting and submitting forms?

NHS Prescription Services receives more than 12,500 Submission Documents (Sub-docs) each month from pharmacies and doctors' surgeries. The total advance payment for pharmacies alone is in excess of £700 million each month, or an average value of around £60,300 per pharmacy. Your Sub-doc is probably the most valuable form that you will complete each month.

To help make sure your advance is accurate, and that you receive payment as quickly as possible, check out our **Dos** and **Don'ts**.

 **Do...** use the correct month's Sub-doc. A photocopy of a previous month's sub-doc will have the incorrect month and barcode on it. Using a copy could affect your payment.

 **Don't...** cut your Sub-doc in half. Our scanners are designed to read A4 submission documents, a halved Sub-doc has to be reprinted.



FP34C Submission Document REVD Jun 2013

**Part 3 Contractor Details and Authorisation**

FP34C Invoice / Submission Document

ANY PHARMACIES  
ANYTOWN PHARMACY

ANY SHOP  
123 ANYSTREET  
ANYTOWN  
ANYWHERE  
AB1 C23

042013Bc14FX194

| A/C Type | A/C ID | Year | Month |
|----------|--------|------|-------|
|          |        |      |       |

Please Fold Here

Submission document relating to drugs and approved appliances ordered by medical and dental practitioners supplied under Part II of the National Health Service Act 2006.

CERTIFIED that the drugs and scheduled appliances ordered on the forms (and electronic prescriptions) submitted/declared with this document were supplied during the month of \_\_\_\_\_ by the contractor and from the premises stated above.

CONTRACTOR'S STAMP

I certify that I am entitled to claim payment in accordance with the relevant provisions of my Terms of Service contained in the NHS (Pharmaceutical Services) Regulations 2013 and the Drug Tariff and that the information I have given on this form is correct and complete. I understand that if it is not, appropriate criminal, civil and disciplinary sanctions may be imposed. I consent to the disclosure of information from this form to and by the NHS Prescription Services and NHS Protect for the purpose of verification of this claim and the investigation, prevention, detection and prosecution of fraud or other unlawful activity against or affecting the NHS.

NAME + SIGNATURE OF CONTRACTOR OR AUTHORISED AGENT

Print name \_\_\_\_\_

Signature \_\_\_\_\_

DATE   -   -

4

**All Enquiries 0300 330 1349**

ANY PHARMACIES  
ANYTOWN PHARMACY

ANY SHOP  
123 ANYSTREET  
ANYTOWN  
ANYWHERE  
AB1 C23

Dear Contractor

**Submission Document**

Please keep this document intact, do not tear or separate. Please follow the instructions on page 2 on the sorting and submission of forms to NHS Prescription Services. If you are not in receipt of the original version of the appropriate dispensing month's FP34C please contact the NHS Prescription Services help desk to obtain a replacement. Using a copy or incorrect month's version of the FP34C may lead to delayed or incorrect payment.

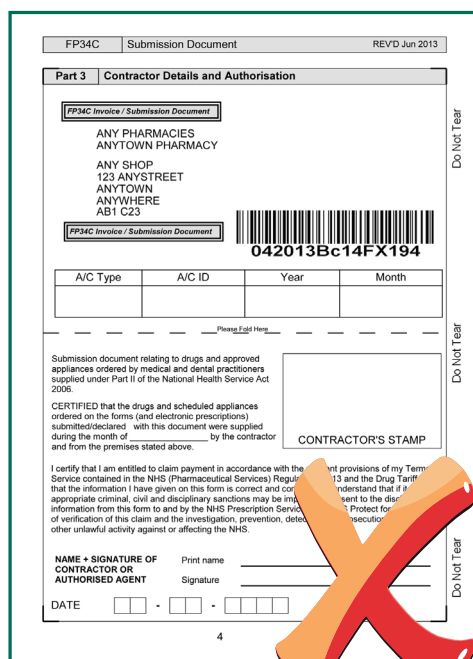
**Part 1 (Submissions)**  
Please complete the relevant section on page 3 with details of the forms (and electronic prescriptions) you are submitting/declaring to the NHS Prescription Services for processing and payment.

**Part 2 (Declarations)**  
Please complete the relevant section on page 3 with any additional information. Further information about completion of Part 2 can be found by calling 0300 330 1349 or at our website using the link: <http://www.nhsbsa.nhs.uk/prescriptions>

**Part 3 (Contractor Details and Authorisation)**  
When you have completed parts 1 and 2 please insert the appropriate dispensing month, sign, date and include your pharmacy stamp (if applicable) in the relevant section on page 4. The completed form to the NHS Prescription Services as part of the sorting and submission instructions.

1

NHS Prescription Services



FP34C Submission Document REVD Jun 2013

**Part 3 Contractor Details and Authorisation**

FP34C Invoice / Submission Document

ANY PHARMACIES  
ANYTOWN PHARMACY

ANY SHOP  
123 ANYSTREET  
ANYTOWN  
ANYWHERE  
AB1 C23

042013Bc14FX194

| A/C Type | A/C ID | Year | Month |
|----------|--------|------|-------|
|          |        |      |       |

Please Fold Here

Submission document relating to drugs and approved appliances ordered by medical and dental practitioners supplied under Part II of the National Health Service Act 2006.

CERTIFIED that the drugs and scheduled appliances ordered on the forms (and electronic prescriptions) submitted/declared with this document were supplied during the month of \_\_\_\_\_ by the contractor and from the premises stated above.

CONTRACTOR'S STAMP

I certify that I am entitled to claim payment in accordance with the relevant provisions of my Terms of Service contained in the NHS (Pharmaceutical Services) Regulations 2013 and the Drug Tariff and that the information I have given on this form is correct and complete. I understand that if it is not, appropriate criminal, civil and disciplinary sanctions may be imposed. I consent to the disclosure of information from this form to and by the NHS Prescription Services and NHS Protect for the purpose of verification of this claim and the investigation, prevention, detection and prosecution of fraud or other unlawful activity against or affecting the NHS.

NAME + SIGNATURE OF CONTRACTOR OR AUTHORISED AGENT

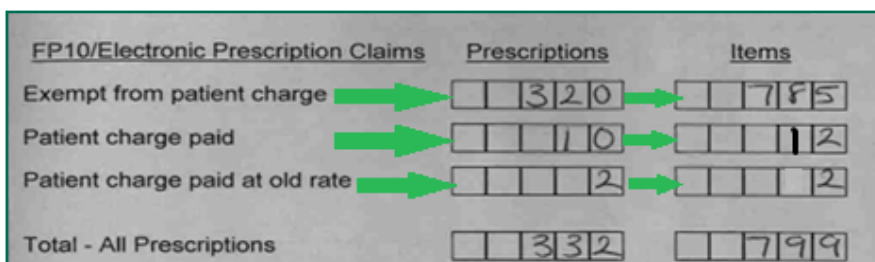
Print name \_\_\_\_\_

Signature \_\_\_\_\_

DATE   -   -

4

 **Do...** complete the numbers of prescriptions and items on your sub-doc from left to right. The numbers for exempt prescriptions and items in the top two fields, current charge prescriptions and items in the middle two fields. Then totals in the bottom fields.



| FP10/Electronic Prescription Claims | Prescriptions                                                                             | Items                                                                                     |
|-------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Exempt from patient charge          | <input type="text"/> <input type="text"/> 3 <input type="text"/> 2 <input type="text"/> 0 | <input type="text"/> <input type="text"/> 7 <input type="text"/> 8 <input type="text"/> 5 |
| Patient charge paid                 | <input type="text"/> <input type="text"/> 1 <input type="text"/> 0                        | <input type="text"/> <input type="text"/> 1 <input type="text"/> 2                        |
| Patient charge paid at old rate     | <input type="text"/> <input type="text"/> 2                                               | <input type="text"/> <input type="text"/> 2                                               |
| <b>Total - All Prescriptions</b>    | <input type="text"/> <input type="text"/> 3 <input type="text"/> 3 <input type="text"/> 2 | <input type="text"/> <input type="text"/> 7 <input type="text"/> 9 <input type="text"/> 9 |

NB: Number of items will always exceed number of prescriptions

NB: The next version of the submission document will include more spaces in the prescriptions and items fields, making space for contractors who submit 100,000 or more items per month.

 **Don't...** declare RA forms in to your totals for prescriptions. These falsely inflate prescription totals which result in extra checks on your account and a delay in payment.

- ✓ **Do...** enter a value in the “Total number of hours that pharmacists and staff work” section. Alongside **Prescriptions** and **Items, Number of Hours** is one of the most important pieces of information on the sub-doc.

**Part 2 | Declarations**

Total number of hours that pharmacists and staff members supporting the dispensing process work in an average week, rounded to the nearest whole number  
(See Drug Tariff part VIA)

No. of Medicines Use Reviews undertaken  
(See Drug Tariff part VIC)

No of Appliance Use Reviews carried out at premises or subsequent reviews for users living at the same location within a 24 hour period

No. of Appliance Use reviews conducted at the users home  
(See Drug Tariff part VIC)

No. of completed New Medicine Services undertaken  
(See Drug Tariff part VIC)

- ✗ **Don't...** use any sub-doc other than your own. Using a sub-doc from another branch will create problems in the payment process, even if the other site is an outlet of the same company.

- ✓ **Do...** tick both boxes on the submission document if you're submitting ETP tokens and EPS release 2 claim messages.

ETP Tokens for non-payment ☒ Repeat Authorising forms ☒  
EPS release 2 claim messages ☒ Tick box if any submitted ☒  
Tick box if any submitted

- ✓ **Do...** declare your ETP exempt and chargeable forms/items with your paper prescriptions on your submission document. Your advance payment could be affected depending on how many ETP forms/items you submit each month.

NB: You don't need to send tokens that are automatically age exempt (i.e. for patients below the age of 16 or over 60) to NHS Prescription Services.

and finally...

- ✓ **Do...** ask for help if you're not sure. You can find assistance on our website at [www.nhsbsa.nhs.uk/prescriptions](http://www.nhsbsa.nhs.uk/prescriptions) or contact our dedicated Helpdesk team on 0300 330 1349.

# Claiming for High Volume Personally Administered vaccines – dispensing doctor and PAdm accounts only

GPs making a claim for high volume personally administered vaccines or a combination of these vaccines must make the claim on an FP34D/FP34PD Appendix form (for Dispensing Doctors and Prescribing-only Doctors respectively), as stated in paragraph 23.16 of the Statement of Financial Entitlements.

The high volume personally administered vaccines this applies to are:

- Influenza
- Typhoid
- Hepatitis A
- Hepatitis B
- Pneumococcal
- Meningococcal

For further information, including how to obtain and complete an FP34D/PD Appendix form, please see:

<http://www.nhsbsa.nhs.uk/PrescriptionServices/933.aspx>

## Medicine Use Reviews

Remember, when making claims for Medicine Use Review payments the cumulative total should not exceed 400 claims in each financial year.

## Endorsing News

Endorsing prescriptions correctly is hugely important to the reimbursement process. NHS Prescription Services need the information contained in endorsements to ensure correct reimbursement is made. Good endorsements mean contractors can be reimbursed more quickly and efficiently without the need to refer items back.

Remember, it's essential that all endorsements:

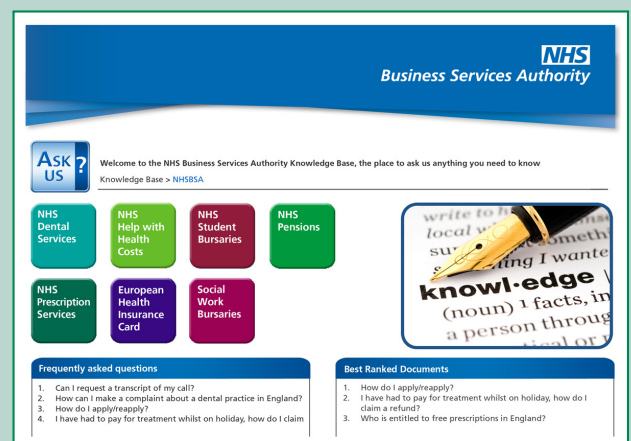
- are clear and legible
- are placed in the endorsement column adjacent to the relevant prescribed item
- do not encroach into the prescribing area

Endorsements that don't meet these criteria can affect the accuracy of items read by our processing systems, or may mean our processing staff can't correctly interpret and apply the endorsed/prescribed information.

## Ask us

Later this year the NHSBSA will be launching a new enquiry system for customers. You'll be able to get answers to questions you have about NHS Prescription Services just by visiting our website <http://www.nhsbsa.nhs.uk/PrescriptionServices.aspx> and clicking on the "Ask Us" button.

The new system, called "Ask Us", can be used to get answers to your questions 24 hours a day, seven days a week without the need to call the helpline.



## Using correct endorsement codes

In July 2012, the Department of Health simplified the reimbursement rules and standardised prescription endorsements to make things easier for contractors. Remember that whenever you need to endorse, the standard prescription endorsement codes stated in the Drug Tariff must be used; nothing else can be accepted.

The Drug Tariff standard endorsement codes and their application are as follows:

| Endorsement Code                                                | Application                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 'BB' and the pack size supplied                                 | To make a claim for Broken Bulk as specified in Drug Tariff Part II Clause 11                                                                                                                                                                                                                                                      |
| 'ED'                                                            | To claim an additional fee for dispensing an unlicensed medicine prepared under the Section 10 exemption from the Medicines Act 1968                                                                                                                                                                                               |
| 'MF'                                                            | To claim an additional fee for measuring and fitting the supply of Elastic Hosiery (Compression Hosiery), Trusses or Para stomal garments (belts and girdles) where size is not indicated in the Drug Tariff.                                                                                                                      |
| 'No cheaper stock obtainable' or 'NCSO', plus initials and date | Where an item is in Part VIII and the contractor has made all reasonable efforts to obtain the product at the appropriate price but has not succeeded; the contractor must also endorse the relevant brand name / manufacturer / wholesaler and pack size used.                                                                    |
| 'PD(n)'                                                         | To claim an additional fee(s) where the quantity dispensed to the patient for a prescription for oral liquid methadone covers more than one dose and the contractor has packaged each dose separately (n = number of doses packaged separately minus the number of times the contractor has dispensed the medicine to the patient) |
| 'SP'                                                            | To claim an additional fee for dispensing an unlicensed medicine manufactured under an MHRA specials license or sourced under an MHRA importers licence                                                                                                                                                                            |
| 'XP' or 'OOP'                                                   | To make a claim for Out of Pocket Expenses as specified in Drug Tariff Part II Clause 12                                                                                                                                                                                                                                           |

Please ensure that endorsement codes are used only in the correct circumstances. For example, 'XP'/'OOP' must only be used where Out of Pocket Expenses are being claimed (as defined in Drug Tariff Part II Clause 12) and must not be used to indicate the Invoice Price of an item.

Further guidance on prescription endorsements is available here:

<http://www.nhsbsa.nhs.uk/PrescriptionServices/1119.aspx>

## Handwritten endorsements or amendments

Endorsements on prescriptions can be made either by computer-generated printing or by hand. Whether your endorsements are printed or handwritten, the information included must be complete, including all of the detail required.

Where a computer-generated endorsement has initially been added to an item and this is then superseded by a later handwritten endorsement:

- the original computer-generated endorsement **must** be crossed out entirely to prevent any confusion
- the handwritten endorsement **must** contain all of the required information to enable correct reimbursement

If the original computer-generated endorsement is not crossed through, or the later handwritten endorsement does not contain all of the required information, the item must be referred back to the contractor, which will regrettably result in a delay in reimbursement.

## Electronic Prescription Service News

### EPS payment dates

The payment month for electronic prescriptions depends on the date the electronic claim message is submitted to and received by NHS Prescription Services.

For payment to be made for the same month the prescription was dispensed, the dispense notification must be sent within the same month and the electronic claim message must be received before midnight on the 5th of the following month. For example:

Prescription dispensed in September  
Dispense notification sent on 27 September  
Electronic claim message received on 5 October  
Payment will be made with September prescriptions on 1 December .

If the dispense notification is submitted in the same month as the prescription is dispensed, but the electronic message is received after midnight on the 5th of the following month, payment will not be made until the month following the month the prescription was dispensed. For example:

Prescription dispensed in September  
Dispense notification sent on 27 September  
Electronic claim message received on 6 October  
Payment will be made with October prescriptions on 1 January.

If the dispense notification is submitted in the month after the prescription is dispensed, and the electronic claim message is received before midnight on the 5th of the following month, payment will be made until the month following the month the prescription was dispensed. For example:

Prescription dispensed in September  
Dispense notification sent on 1 October  
Electronic claim message received on 5 October  
Payment will be made with October prescriptions on 1 January.

## Claiming

All electronic claim messages must be sent no later than 180 days after the dispense notification. Some pharmacy systems will alert you to any unclaimed prescriptions that are nearing the end of this period. If you need help with this, contact your system supplier.

For more information and guidance on claiming and reimbursement with EPS please see the [Reimbursement factsheet](#).

## Go live checklist

Want to know the top tasks you should do to prepare for EPS? Find out in this new [checklist for pharmacies](#), developed in line with the Standard Deployment Model. It includes handling nominations, patient communications and training.

## Queries concerning EPS

If you believe there's a discrepancy in your payment and you think it's because of your EPS messages, or any expensive items over £100 are missing from your payment schedule, you'll need to complete the following form <http://www.nhsbsa.nhs.uk/PrescriptionServices/3456.aspx>.

Before asking for any check to be carried out, make sure the EPS items have been submitted correctly on your payment schedule. You'll be able to print out the number of forms/items submitted in a certain time period from your system; if you need help to do this, please contact your system supplier who'll be able to assist you.

**If you think you're missing an expensive item over £100, you'll need to provide the following:**

- Month submitted
- Details - (Drug, presentation, quantity, patient and price).
- UUID - (This will be comprised of a mixture of letters and numbers and have 18 digits, the middle six digits will be the practice code i.e. A12345). This can be found on the token or in your system.

## Useful links on our website

NHS England and Wales Drug Tariff  
[www.nhsbsa.nhs.uk/prescriptions/drugtariff](http://www.nhsbsa.nhs.uk/prescriptions/drugtariff)

NCSO products  
<http://www.nhsbsa.nhs.uk/PrescriptionServices/935.aspx>

Information about sending in your reimbursement and remuneration claims  
<http://www.nhsbsa.nhs.uk/2473.aspx>

NHS Prescription Services open days  
[www.nhsbsa.nhs.uk/prescriptions/opendays](http://www.nhsbsa.nhs.uk/prescriptions/opendays)

### Is your local GP practice going live?

Don't forget to use the [deployment map](#) and the [list of GP practices live or that have ordered an EPS Release 2 system](#) to see if your local GP practices are starting to use EPS. If your local practices are going live, you can discuss this with patients and prepare to receive electronic prescriptions.

**For further information please contact the Prescription Pricing Helpdesk on: 0300 330 1349 or email: [nhsbsa.prescriptionservices@nhs.net](mailto:nhsbsa.prescriptionservices@nhs.net)**