

A decorative horizontal bar at the top of the page, featuring a blue background with a green-to-blue gradient on the left side.

**NHS Prescription Services**

**The Community Pharmacy Seasonal Influenza  
Vaccination Advanced Service 2018/19  
Digital Flu Submission Guide**

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# 1. User Guide

## Signing in to the portal

To log in to the app, you will need to access the unique URL sent to you via your premises-shared NHSmail address. The email contains a unique URL that has been created for your Pharmacy.

*(Please do not forward this on to any other pharmacies)*

Enter your log in details as your Pharmacy F Code (ODS code) and your premises-shared NHSmail address.

*(These **are not** case sensitive).*

You will be locked out of your account after 3 unsuccessful attempts to log in. In the event you are locked out of your account, please see [Section 2. Account Locked Out](#)

The screenshot shows the NHS Business Services Authority logo at the top right. Below it is a blue header bar. A pink banner reads "BETA This is a prototype for a new NHS service. Please submit your [feedback](#)". The main heading is "Flu vaccination payments" followed by "Verify your details". Below this is the instruction: "So that we can verify your submission we need you to enter the following details about your pharmacy." There are two input fields: "Pharmacy Fcode" and "Pharmacy email address". The second field has a sub-instruction: "Please provide your Shared Premises NHS Mail address". A green "Sign in" button is at the bottom.

NHS  
Business Services Authority

**BETA** This is a prototype for a new NHS service. Please submit your [feedback](#)

Flu vaccination payments  
**Verify your details**

So that we can verify your submission we need you to enter the following details about your pharmacy.

Pharmacy Fcode

Pharmacy email address  
Please provide your Shared Premises NHS Mail address

**Sign in**

## Submitting a New Claim

Upon entering the correct credentials, you will be shown the below form.

From the drop down list, select which month you wish to claim for, and then click "Next".

*(Please note: Future months will be greyed out as well as those that have already had a submission, the current month and any previous months not yet claimed for will be available to click on)*

**NHS**  
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**BETA** This is a prototype for a new NHS service.

Submit a new claim [Sign out](#)

### Which month do these totals belong to?

Flu vaccination payments

Flu claim

Select month

SEPTEMBER 2018

Next

## Flu Vaccination Totals

Enter the total number of 0.5ml pre-filled syringes administered for each vaccine and click “Continue”

### September 2018

Flu vaccination totals

Flu claim

#### Total number of 0.5ml syringes administered

Name	Details	Company	Total
			<b>Total</b>
FLUARIX™ TETRA SPLIT VIRION INACTIVATED VIRUS (QUADRIVALENT)	-	GSK	<input type="text" value="1"/>
			<b>Total</b>
QUADRIVALENT INFLUENZA VACCINE (SPLIT VIRION, INACTIVATED)	-	MASTA	<input type="text" value="2"/>
			<b>Total</b>
QUADRIVALENT INFLUENZA VACCINE TETRA MYL	-	MYLAN (BGP PRODUCTS)	<input type="text" value="3"/>
			<b>Total</b>
QUADRIVALENT INFLUVAC SUB-UNIT TETRA	-	MYLAN (BGP PRODUCTS)	<input type="text" value="4"/>
			<b>Total</b>
INFLUVAC SUB-UNIT SURFACE ANTIGEN, INACTIVATED VIRUS	-	MYLAN (BGP PRODUCTS)	<input type="text" value="5"/>
			<b>Total</b>
IMUVAC SURFACE ANTIGEN, INACTIVATED VIRUS	-	MYLAN (BGP PRODUCTS)	<input type="text" value="6"/>
			<b>Total</b>
INFLUENZA VACCINE MYL SURFACE ANTIGEN, INACTIVATED VIRUS	-	MYLAN (BGP PRODUCTS)	<input type="text" value="7"/>
			<b>Total</b>
INFLUENZA VACCINE (SPLIT VIRION, INACTIVATED VIRUS), PRE-FILLED SYRINGE	-	PFIZER VACCINES	<input type="text" value="8"/>
			<b>Total</b>
QUADRIVALENT INFLUENZA VACCINE (SPLIT VIRION, INACTIVATED VIRUS)	-	SANOFI PASTEUR MSD	<input type="text" value="9"/>
			<b>Total</b>
FLUAD SURFACE ANTIGEN, INACTIVATED, ADJUVANTED WITH MF59C.1	-	SEQIRUS UK LTD	<input type="text" value="10"/>

Continue

## Declaration

Check that your totals are correct. If they are incorrect, click on the edit option next to each entry to amend.

### Declaration

Flu vaccination payments

September 2018

Name	Details	Company	Total	Edit
FLUARIX™ TETRA SPLIT VIRION INACTIVATED VIRUS (QUADRIVALENT)	.	GSK	1	<a href="#">Edit</a>
QUADRIVALENT INFLUENZA VACCINE (SPLIT VIRION, INACTIVATED)	.	MASTA	2	<a href="#">Edit</a>
QUADRIVALENT INFLUENZA VACCINE TETRA MYL	.	MYLAN (BGP PRODUCTS)	3	<a href="#">Edit</a>
QUADRIVALENT INFLUVAC SUB-UNIT TETRA	.	MYLAN (BGP PRODUCTS)	4	<a href="#">Edit</a>
INFLUVAC SUB-UNIT SURFACE ANTIGEN, INACTIVATED VIRUS	.	MYLAN (BGP PRODUCTS)	5	<a href="#">Edit</a>
IMUVAC SURFACE ANTIGEN, INACTIVATED VIRUS	.	MYLAN (BGP PRODUCTS)	6	<a href="#">Edit</a>
INFLUENZA VACCINE MYL SURFACE ANTIGEN, INACTIVATED VIRUS	.	MYLAN (BGP PRODUCTS)	7	<a href="#">Edit</a>
INFLUENZA VACCINE (SPLIT VIRION, INACTIVATED VIRUS), PRE-FILLED SYRINGE	.	PFIZER VACCINES	8	<a href="#">Edit</a>
QUADRIVALENT INFLUENZA VACCINE (SPLIT VIRION, INACTIVATED VIRUS)	.	SANOFI PASTEUR MSD	9	<a href="#">Edit</a>
FLUAD SURFACE ANTIGEN, INACTIVATED, ADJUVANTED WITH MF59C.1	.	SEQIRUS UK LTD	10	<a href="#">Edit</a>

If your totals are correct, read through the declaration and enter your first name and surname in the boxes provided. If you wish for a copy of your submission to be sent to an additional email address (e.g. your Head Office), then enter the alternative email address in the relevant box (this is optional). If you leave this blank, the confirmation will be sent to your premises-shared NHSmail address.

Tick the “I Agree” box and then click on the “Send submission” box.

#### Declaration

**DECLARATION**

By submitting this electronic form, and by inserting my name in the signature box and selecting that I agree below:

1. I am claiming payment for provision of the Community Pharmacy Seasonal Influenza Vaccination Advanced Service, which has been provided in accordance with the requirements set out in the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013, as amended.
2. I declare that the information on this form is correct and complete and I understand that if it is not, further action may be taken.

First name

Surname

A confirmation email will be sent to .com. If you would like a copy sent to another email address, please enter it below.

Email address (optional)

I agree

**Send submission**

## Submission Confirmation

Once you have sent your submission, you will then be directed to the last screen which informs you that your flu submission has been successful.

The screenshot shows the NHS Business Services Authority interface. At the top right, the NHS logo and 'Business Services Authority' are visible. Below this is a blue header bar. The main content area features a 'BETA' notice: 'BETA This is a prototype for a new NHS service.' Below the notice is a breadcrumb trail: 'Submit a new claim > Flu vaccination totals > Submit another month > Declaration > Flu submission sent'. A 'Sign out' link is located to the right of the breadcrumb. The main heading is 'Submission success' with the sub-heading 'Flu vaccination payments'. A large blue box contains the text 'Flu submission sent' and 'A submission summary has been sent to your email address.' Below this box is a link: 'Return to dashboard'.

**NHS**  
Business Services Authority

**BETA** This is a prototype for a new NHS service.

[Submit a new claim](#) > [Flu vaccination totals](#) > [Submit another month](#) > [Declaration](#) > [Flu submission sent](#) [Sign out](#)

### Submission success

Flu vaccination payments

#### Flu submission sent

A submission summary has been sent to your email address.

[Return to dashboard](#)



You will then receive a confirmation email (see example below) to your premises-shared NHSmail address and the optional email address if provided.

FLU02

Dear Sir/Madam,

This is an email confirmation to confirm your digital flu submission has been received for the above ODS code by the NHSBSA on 19-09-2018 12:43 and will be processed accordingly.

Below is a summary of your submission.

September 2018

Quantity Name

1	GSK FLUARIXTM TETRA SPLIT VIRION INACTIVATED VIRUS (QUADRIVALENT)
2	MASTA QUADRIVALENT INFLUENZA VACCINE (SPLIT VIRION, INACTIVATED)
3	MYLAN (BGP PRODUCTS) QUADRIVALENT INFLUENZA VACCINE TETRA MYL
4	MYLAN (BGP PRODUCTS) QUADRIVALENT INFLUVAC SUB-UNIT TETRA
5	MYLAN (BGP PRODUCTS) INFLUVAC SUB-UNIT SURFACE ANTIGEN, INACTIVATED VIRUS
6	MYLAN (BGP PRODUCTS) IMUVAC SURFACE ANTIGEN, INACTIVATED VIRUS
7	MYLAN (BGP PRODUCTS) INFLUENZA VACCINE MYL SURFACE ANTIGEN, INACTIVATED VIRUS
8	PFIZER VACCINES INFLUENZA VACCINE (SPLIT VIRION, INACTIVATED VIRUS), PRE-FILLED SYRINGE
9	SANOFI PASTEUR MSD QUADRIVALENT INFLUENZA VACCINE (SPLIT VIRION, INACTIVATED VIRUS)
10	SEQIRUS UK LTD FLUAD SURFACE ANTIGEN, INACTIVATED, ADJUVANTED WITH MF59C.1

Declaration

By submitting this electronic form, and by inserting my name in the signature box and selecting that I agree below:

1. I am claiming payment for provision of the Community Pharmacy Seasonal Influenza Vaccination Advanced Service, which has been provided in accordance with the requirements set out in the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013, as amended.
2. I declare that the information on this form is correct and complete and I understand that if it is not, further action may be taken.

Your full name

AN Contractor

If these are incorrect totals, you require an amendment, or believe this has been submitted in error, please contact us at [nhsbsa.prescriptionservices@nhsbsa.nhs.uk](mailto:nhsbsa.prescriptionservices@nhsbsa.nhs.uk) or by phone (0300 330 1349).

We aim to send you a reply within two working days.

Yours faithfully,

NHS Business Services Authority (NHSBSA) Team

[www.nhsbsa.nhs.uk/PrescriptionServices.aspx](http://www.nhsbsa.nhs.uk/PrescriptionServices.aspx)

Use our online Ask Us service to find answers to your questions 24/7.

Please read our email disclaimer online at: <http://www.nhsbsa.nhs.uk/email>

To reduce our environmental footprint, please only print when necessary.

## 2. Account Locked Out

If you input the incorrect Pharmacy F Code/premises-shared NHSmail address three times in a row, you will receive an “Account Locked” error message. You will need to follow the instructions in the box below to unlock your account.



**BETA** This is a prototype for a new NHS service. Please submit your [feedback](#)

### Flu vaccination payments Verify your details

**Account locked**  
To unlock your account please phone (XXXX) XXXXXX or email [x@xxx.nhs.net](mailto:x@xxx.nhs.net)

So that we can verify your submission we need you to enter the following details about your pharmacy.

Pharmacy Fcode

Pharmacy email address  
Please provide your Shared Premises NHS Mail address

[Sign in](#)

### 3. FAQs

1. [URLs - when is the first date that will work? When is the last date a contractor could click through on it?](#)

A unique URL for your pharmacy is generated monthly and time stamped. Emails containing pharmacy's unique URL will be sent out on the 1st of each month.

A URL will only work in the month it was received, for example, the URL sent on the 1st of October is only valid until midnight on the 31st of October and will allow you to make a digital submission for flu vaccines administered in September.

You should aim to submit your claim by the 5th October to ensure prompt payment. The October URL expires on the 31st of October and a new URL will be sent to the premises-shared NHSmail account on the 1st of November.

Although you can still use the October URL until midnight on the 31st of October, claims submitted after the 5th of the October could lead to delays in payment.

Each URL will take you to the month selector (Section 1.2), so a URL sent in November (for instance) would still allow you to input September totals if these had not been previously submitted.

2. [What would happen if someone clicked the October URL on the 24th November?](#)

The URL is time stamped and expires at the end of the month it was sent in. In this example, the October URL would expire on 31st October. A new URL sent on the 1st of November can be used to submit claims for flu vaccines administered during October and similarly a new URL sent on the 1st of December can be used to submit claims for flu vaccines administered during November.

3. [When should I submit my claims for flu vaccines?](#)

An email with a unique URL is sent to each premises-shared NHSmail account on the 1st of each month. The NHS BSA would recommend you complete your submission no later than the 5th of the following month in line with the Drug Tariff to ensure processing of your submission and payment is made in a timely manner.

4. [When will I get paid?](#)

For those flu claims submitted by the 5th of the following month you are claiming for you will be paid for these along with your usual monthly payment.

For example:

Flu vaccines administered during September 2018 and totals input by 5th of October, payment will be made as per your December Schedule of Payment in accordance with the usual Drug Tariff claims process. Any claims submitted after the 5th of the month could lead to delays in payment (i.e. in the example above, if Septembers claim is submitted on the 15th of October payment receipt could be delayed from December 2018 to January 2019)

5. Who do I contact if I have any problems?

For further information, to request a new URL, or If you need to make an amendment to a submitted claim, or believe a claim has been submitted in error, please contact us by [email](#), phone (0300 330 1349) or by text (18001 0300 330 1349) to make a correction.

If it's not possible to resolve the problem due to IT issues, you can still submit your flu claim using the paper process and submit alongside your FP34C.

6. Which email address will I receive the URL from to claim my monthly flu submission?

The NHSBSA will send your unique URL from the following email address [fluclaim@services.nhsbsa.nhs.uk](mailto:fluclaim@services.nhsbsa.nhs.uk)

7. What further benefits are there of submitting electronically?

Apart from the email confirmation, you can request a Management Information (MI) report which will be a csv file for that month, covering all of the pharmacies in your YP payment code (or F Code for a single independent), showing the flu vaccinations for your pharmacy / group of pharmacies by vaccination type. This can be requested by emailing the [NHSBSA](#) and will be available by 25th of the following month.

The monthly MI report will only show flu claim information for the previous month, i.e. 1<sup>st</sup> to 30<sup>th</sup> September. Late claims submitted after the 5<sup>th</sup> of the month may be excluded from the MI report.

8. Can I make claims for payment via PharmOutcomes or Sonar?

No.

9. Will NHS BSA accept claims for a few months after the service finishes?

Claims will be accepted by the NHS BSA within six months of administration of the vaccination, in accordance with the usual Drug Tariff claims process. Later claims will not be processed.

10. If a pharmacy does not have a premises-shared NHSmail address, will they receive the submissions URL (to claim for payment using the digital service) to their NHS BSA registered email address?

No. The unique URL to the electronic flu claim web form can only be accessed using a premises-shared NHSmail pharmacy email addresses. The unique link for each pharmacy will automatically be sent to each premises-shared NHSmail account every month.

Other e-mail addresses cannot be used to receive the unique link to the NHS BSA flu claim web-form. Therefore, if the pharmacy does not have a premises-shared NHSmail address they will not be able to use the digital service and will need to claim using the paper claim form and submit this along with their FP34C submission document and prescription bundle each month.

11. If you use the digital service to claim for payment is that all I need to do to receive payment?

Yes. You do not need to submit a separate paper claim form if you have submitted your claim digitally. Upon submitting a digital flu claim successfully, pharmacies will automatically receive an e-mail confirmation of their submission details sent to their premises-shared NHSmail account and any other nominated email account.

12. Previous communications around digital flu submission said I would receive 2 emails each month.

Following feedback and to avoid confusion we have taken the decision to only send 1 email on the 1st of each month with URL that is valid for the duration of that month.

NHS BSA will, however, send an introductory e-mail to each pharmacy premises-shared NHSmail account on the 25th September with details of the digital flu claims process and to remind pharmacy teams that the first unique URL to submit a claim will be sent on the 1st of October and thereafter the 1st of each month until the end of the 2018/19 flu season.