

NHS Prescription Services

Community Pharmacy Seasonal Influenza Vaccination Advanced Service 2018/19 – Guidance on Submitting a Claim for Payment

NHS BSA has developed a secure digital service to allow contractors to submit their flu vaccination payment claims for 2018/19 digitally. Contractors can claim payment via this new digital service or, as in previous years, by submitting a paper claim form along with your FP34C and prescription bundle each month.

On 25th September 2018, an introductory email will be sent to all pharmacy premises-shared NHSmail accounts, with details about the digital flu submission and an explanation of how via a unique URL (as a link), contractors will be able to access the digital service. This e-mail will also remind contractors that the first unique URL to submit a claim will be sent on the 1st of October (claims cannot be submitted digitally before this date).

On 1st October, the first e-mail with a unique URL will be sent to all premises-shared NHSmail accounts for contractors to start completing their flu declaration for September digitally. Thereafter, contractors will continue to receive emails containing a unique URL on 1st of each month to allow contractors to access the digital service and make claims for payment for subsequent months of the 2018/19 flu season.

(This is a change from previous guidance which had indicated an initial email with link on the 25th of the month, followed by a reminder email on the 1st of the following month. This has been changed to simplify the process following feedback from contractors)

After a digital claim for payment is successfully submitted to the NHS BSA via the unique URL, an email confirmation of receipt will be sent to the pharmacy's premises-shared NHSmail account.

All these emails, including emails sent to confirm receipt of a claim for payment, will be sent from fluclaim@services.nhsbsa.nhs.uk. To ensure you receive them, please add this email address to your safe senders list or check your junk email folder if you do not receive the email in your inbox. If you still do not receive the emails, please contact the NHS BSA helpdesk (details below).

Digital flu vaccination payment claims submission process

1. A unique URL for your pharmacy is generated monthly and time stamped. You can only claim for the months that are contained within the timestamp; it will not allow you to claim for a future month.

For example:

- A unique URL sent to a pharmacy on **1st November 2018**, would allow you to make your October claim and/or your September claim if you have not already submitted it.
2. Click on the URL within the email; this will open a web browser and take you to the digital service. For verification purposes, you will be asked to input the pharmacy ODS (F) code and the pharmacy premises-shared NHSmail email address. Once the credentials verification step is successful, you will be directed to select the relevant submission month to claim payment.
 3. Once the submission month has been selected, input your vaccine totals as a numeric value (no other values will be accepted). There is no requirement to enter value '0' for any vaccines that haven't been administered in that month; the field can be left blank.

The vaccine totals must be for the full month and they can only be submitted once. Values **cannot** be inputted daily or saved in the application for submission later.

4. Before submitting your claim, you will be presented with a summary of the information provided which, if required, can be edited if any figures were keyed in incorrectly.

Enter the name of the person submitting the claim; tick the box to accept the declaration (your electronic signature) and click submit. An additional email address can also be added before your declaration is submitted, so that a copy of the confirmation email is also sent to this address, e.g. to an owner, director or head office. This does not need to be an NHSmail address.

5. Once submitted, an on-screen confirmation message will appear and an email will be sent to the premises shared NHSmail account and to the additional email address (if provided). This will confirm that your submission has been received by the NHSBSA and will contain a summary of your submission.

If you submit the incorrect totals and need to make an amendment to your claim, you should contact the NHSBSA helpdesk (details below).

Monthly prescription submissions

If you have completed an online submission, do **not** send a paper claim form in with your FP34C and prescription bundle for that month.

Duplicate entries will be identified by NHSBSA and will require further investigation, which could delay your payment.

Management information report for contractors

One of the benefits of submitting flu vaccination payment claims digitally is that you can request a monthly overview flu claim submission report for your individual pharmacy or for all pharmacies in your payment group. Requests for a monthly report should be sent to the project helpdesk at nhsbsa.mys@nhs.net, stating your ODS code and position within the pharmacy. For Head Offices of multiples, please state your Y Code – a report will be produced for those branches within your organisation that have submitted a claim via the digital route. (Please note that any branches that haven't submitted using the digital solution won't be included in the reports)

Contact us

For further information or to request a new unique URL, contact us by [email](#), phone (0300 330 1349) or by text (18001 0300 330 1349).