Dear Colleague,

Local Enhanced Service Claim Process

CCG Commissioned/Managed Services Pharmacy and Ophthalmic Providers

As of 1st April 2013; the following processes will apply to enable Pharmacy and Ophthalmic providers to submit claim forms and subsequently receive payments for provision of their Local Enhanced Services.

Below are examples of processes that have been adopted in the past and the new process which will supersede them:

**PAST PROCESSES:**

**Route 1:** PCT receives, validates and processes paper claim – in this scenario, providers would submit paper claims directly to the PCT. The PCT would then validate and make the relevant payment directly to the provider, or via the PPA Local Scheme system.

**SUPERSEDING PROCESS:** The new process will require Providers to submit claims via a pro-forma **(Appendix 1)** to the Greater Manchester Commissioning Support Unit (address and contact details are below).

The provider will need to populate the pro-forma with details of all of the services for which they are claiming (including associated activity and cost) and attach relevant backing information to it to enable validation of the claim.

The pro-forma and attached backing data is validated by the CSU and an instruction is sent to SBS in order for them to add to Oracle.

Any queries relating to validation will be shared with the relevant CCG and providers will be contacted. They may be required to provide alternative and/or additional backing information before payment can be made (dependent on requirements detailed within the service specification).

As such:

**Route 2:** Providers enter activity onto in-house electronic systems (e.g. Webstar or Pharmabase) – in this scenario nominated PCT staff have historically accessed the relevant information by logging onto the systems used for collating the data (as above), validating and making claims.

**SUPERSEDING PROCESS:**

Where providers have used an electronic system to process payments historically; they should continue to do so.

CSU staff will collate activity data by accessing the relevant systems. Once validated, this information will be transposed onto the pro-forma (Appendix 1) which will be sent to SBS in order for them to add to Oracle.

As such:

**SENDING CLAIMS**

Claims should be sent **no later than the 5th of month** following the period to which they relate, using the specified pro-forma (Appendix 1) and should contain details of the following:

* Their practice/business address – any providers that are part of a large business chain should ensure that they have their specific practice/shop address included;
* The address of the relevant CCG to which they are associated. These addresses are listed in Appendix 3;
* The period to which the claim relates (e.g. April 2013 or April – June 2013) – providers should submit monthly claims on one pro-forma, quarterly claims on another and so on.
* Under ‘details of claim’ the provider should list each service for which they are claiming and any associated comments, activity and unit costs for the period;
* Providers should attach relevant backing information to the pro-forma to cover each service for which they are claiming. This could be in the form of a report or via a claim form that has been used historically;
* Further details of the correct process are detailed at the bottom of the pro-forma (Appendix 1).

Claims should be submitted via the following email address:

**gmenhancedservice.payments@nhs.net**

**If you would like the pro forma invoice template emailed to you, please telephone 0161 212 4373.**

Or alternatively paper claims should be sent to the following address:

**Greater Manchester Commissioning Support Unit (GMCSU)**

**Local Enhanced Services – GP/Pharmacy/Ophthalmology**

**Total Provider Management**

**2nd Floor**

**St James’ House**

**Salford**

**M6 5FW**

The CSU will aim to process claims within 30 days of receipt subject to the following conditions:

* Claims have been submitted via the appropriate method highlighted above;
* Activity and financial information on the pro-forma is accurate.

**QUERIES**

It is noted that, due to the complexity and historic variation of systems for processing Local Enhanced Service claims across Greater Manchester, there may be some issues that arise. The following individuals should be contacted to discuss any queries:

**QUERIES RELATING TO CLAIMING PROCESS & VALIDATION:**

Should providers have any queries relating to the processing of Local Enhanced Service claims they should contact:

**0161 212 4373.**

Alternatively, they can forward their queries to the email address above, ensuring they clearly mark the subject line with ‘CCG Enhanced Service Query’.

**QUERIES RELATING TO PAYMENT/REMITTANCE:**

Should providers have any queries relating to payment; they should contact **SBS** on **0303 123 1177.**