

Electronic Transmission of Claims (ETC) Frequently Asked Questions

SECTION 1 – ETC and the IM&T Service Allowance

Qu.1.1 The Drug Tariff states that the IM&T Services Allowance is contingent on submitting ETC messages for a percentage of eligible prescriptions. How will this be assessed?

- A. On submission of your paper account NWSSP will compare the number of 2DRx prescriptions submitted with the number of corresponding ETC messages. Information on ETC transmission rates will be published at <http://www.primarycareservices.wales.nhs.uk/etc-transmission-rates>. The calculation of the ETC transmission rate depends on NWSSP scanning the paper account therefore rates will be calculated one month in arrears. If a clawback of the IM&T allowance is required, it will **not** be made in arrears but will be applied to the following month's payment.

Qu. 1.2 I have a genuine reason why I cannot reach the transmission targets. How do I report this?

- A. Please submit the *ETC Transmission Rate Issue Form* published at <http://www.primarycareservices.wales.nhs.uk/questionnaire/1384/>. The form includes guidance on the submission and decision processes.

Qu. 1.3 I receive a large number of faxed prescriptions how will this affect my ETC transmission level?

- A. The majority of PMR systems will allow you to record the faxed prescription as either a 'faxed prescription' or emergency supply for initial dispensing. When the valid prescription is received it will then link with the original entry and allow you to generate the ETC message. If you are unsure of the process please contact your system supplier for advice. If your system does not support this approach and faxed prescriptions are a significant percentage of your business you should complete and return the ETC Transmission Rate Issue Form.

Qu. 1.4 I supply a large number of tray patients how will that affect my ETC transmission level?

A. The ETC specification requires PMR system to generate an ETC message for all dispensed prescriptions. Please contact your system supplier if you are experiencing any issues.

Qu. 1.5 My surgery regularly produces scripts with poorly printed 2D bar codes which I cannot scan, how is this taken into account?

A. Poorly printed barcodes are less likely to be captured by the high volume document scanners used by NWSSP than by a hand held scanner. Under normal circumstances these forms would therefore be excluded from the transmission rate calculation. If you believe that, despite this, the issue is affecting your transmission rate, please submit the *ETC Transmission Rate Issue form* published at <http://www.primarycareservices.wales.nhs.uk/questionnaire/1384/>.

Qu. 1.6 I do a large number of repeat dispensing scripts will these still be counted?

A. Yes most systems generate an ETC message for both RA and RD prescriptions. If your business dispenses a high level of RD prescriptions and you are concerned that it may affect your ability to reach the 80% transmission threshold you should contact your systems supplier for advice. If this situation, if you have been advised that your PMR does not send ETC messages for RD dispensing you should complete and return the *ETC Transmission Rate Issue Form*.

Qu 1.7 If I require support from my PMR Supplier who is the best point of contact?

A. CPW has been provided with the following points of contact by each PMR Supplier:-

Boots: If Boots Stores need assistance for an ETC issue, they should phone the internal Boots helpdesk to raise an incident.

Cegedim: Jade Walton Product Manager
Jade.Walton@cegedimrx.co.uk Tel. 07976 589877

Emis Health: Contractors to contact service desk via
servicedesk@rxsystems.co.uk Tel 08456 342 634

Positive Solutions: Contractors should contact PSL on the normal service support number 01257 235940 or alternately email to support@positive-solutions.co.uk

RX Web: Contractors to contact service support as a first point of contact. Tel: 020 7784 7346 Email: support@rxweb.co.uk

SECTION 2 – Benefits of ETC

Qu.2.1 Will the introduction of ETC improve the accuracy of payments for dispensing?

- A. ETC will increase the number of prescriptions that NWSSP can automatically process. This will reduce the amount of manual processing and the scope for human error. The introduction of automatic processing by scanning the 2DRx barcode has contributed to an increase in processing accuracy from 99.1% to 99.5%. We expect to see further improvement as a result of ETC.

Qu.2.2 Will the introduction of ETC make payment of my account faster?

- A. ETC will increase the number of prescriptions that NWSSP can automatically process. Once ETC is fully rolled out, this will shorten the time taken to process accounts. NWSSP will then work with Welsh Government to agree the resource costs required to manually process the remaining prescriptions and assess whether the payment cycle can be shortened.

SECTION 3 – ETC and the Submission Process

Qu.3.1 What happens if I do not scan a prescription into my PMR system but I submit it with my paper account?

- A. NWSSP will continue to use the paper form as the main driver for payment. Paper forms (with 2DRx barcodes) submitted without being scanned and a corresponding ETC message produced will still be processed for payment. However, payment of the IM&T Services Allowance may be affected if the target percentage is not reached. Contractors should therefore endeavor to scan as many barcoded prescriptions as possible.

Qu.3.1 Can I submit an ETC claim where there are outstanding items (“owings”) on the prescription?

- A. No. ETC messages must not be sent until the all actions related to dispensing and endorsing of the whole prescription have been completed and the claim is “ready” for submission i.e. in the same way that you decide that a paper prescription is ready for submission.

Qu.3.2 By what date should ETC claims be submitted?

- A. ETC claims must be submitted by the 5th day of the month following dispensing i.e. the same deadline as paper accounts.

Qu.3.3 Can I recall or amend an ETC claim?

- A. Yes. If you intend to submit the corresponding paper prescription at the end of month, please ensure that you make the amendment or recall before the 5th day deadline. If you are unable to make the amendment or recall in time, please do **not** submit the paper prescription until the following month.

Your PMR system supplier will advise how to make a recall or amendment in your particular system.

Qu.3.4 At what point is an ETC claim message sent?

A. This may vary depending on which PMR system you have. The ETC service will accept individual claim messages sent at the time of dispensing or claims can be sent periodically in batches. Your PMR system supplier will advise which options are available to you. However, please do **not** hold all your claims until the 5th day deadline. This has the potential to affect system performance and may cause you delay in submitting your claims.

Qu.3.5 What happens if the ETC service is unavailable?

A. NWSSP has designed the service to maximise availability levels e.g. it will be hosted in multiple data centres to provide resilience. In the event that an ETC claim message cannot be sent, PMR systems have been designed to store and resubmit the message. In the event of a major outage NWSSP would implement large scale contingency plans which may include extension of the submission deadline.

Qu.3.6 How do I know if an ETC claim has been received by NWSSP?

A. The ETC service sends an acknowledgment message to your PMR system. Your PMR system supplier will advise how their system displays this acknowledgement.

Qu.3.7 Will the sorting and submission arrangements change as a result of ETC?

A. Once ETC is fully operational, sorting and submission arrangements will be simplified. These arrangements will come into force after the target percentage of ETC submissions has been reached. Contractors will be brought on to the new sorting and submission process in phases. Contractors will be notified individually when they will transition to the new process.

Qu.3.8 Will endorsements still need to be printed on prescriptions that are claimed via ETC?

- A. Yes. Your system supplier will ensure that the printed endorsement matches the endorsement information sent in the ETC message. If you need to amend an endorsement please ensure that you resubmit the ETC message. The printed endorsement will still be used by an NWSSP operator in the interim period before full ETC implementation and, post-implementation, if the prescription cannot be processed automatically.

SECTION 4 – Scope of ETC

Qu.4.1 Can instalment dispensed items be claimed via ETC?

- A. No. NWSSP, CPW and PMR system suppliers agreed that instalment dispensed items would be out of scope for the first iteration of ETC. However, we have also agreed that we would revisit this issue and include it on a future roadmap.

Qu.4.2 Can extemporaneously dispensed items (“mixtures”) be claimed via ETC?

- A. No. NWSSP, CPW and PMR system suppliers agreed that extemporaneously dispensed items would be out of scope for the first iteration of ETC. However, we have also agreed that we would revisit this issue and included it on a future roadmap.