

Electronic Multi-Vaccine Claims Service (EMVC)

User Guide



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Document

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Version History

Version	Date Issued	Brief Summary of Change
0.1	02/05/2007	Draft
0.2	11/05/2007	Second Draft incorporating updates from stakeholder meetings
1.0	22/05/2007	Request for Approval and Sign-off
2.0	05/06/2007	Significant edits included (3.3.4) Changes to Dosages
3.0	11/06/2007	Significant edits included (3.3.4) Changes to Dosages
3.1	14/06/2007	Minor amendments to (3.3.4)
3.2	28/06/2007	Minor amendment (2)
3.3	17/01/2008	Addition of Doctor and Vaccine Type Locks and form refresh changes

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1. Back Ground

Presently all high volume vaccinations prescribed and administered by Practices in Wales are sent to the Prescribing Service Unit (PSU) using the paper multi-vaccine return forms (WP34D/P Appendix). In October 2006, HSW announced that a new facility would be developed which will allow practices to submit their multi-vaccine claims electronically (See Appendix A).

1.1. Document Purpose

The purpose of this document is to explain the operation and key features of the EMVC (Electronic Multi-Vaccine Claims) Service for administered and prescribed high volume vaccinations.

2. EMVC Service

The new way of submitting electronic claims will be available from the June 2007 processing month and will be managed via the Web. Whilst you will still be able to submit your multi-vaccine returns via the post if you so choose, we are sure that you will find this new service easy to use and manage compared to the existing method of returning your practices claims. Should you experience any problems or need advice in the use of this service, please call the Business Support Team Helpdesk on 029 2050 3456 for assistance.

2.1. What are the Benefits?

- ✓ Simple to use
- ✓ Up to date lists of available vaccines
- ✓ Automatic online submission each month
- ✓ Online listing of previous months claims¹

2.2. How does it work?

The EMVC service is a Web based application held and managed as part of Prescribing Services online. The application consists of a user interface that contains easy to use drop down boxes that contain lists of GPs, vaccine types, up to date drug listings and the facility to input unit prices for un-priced drugs. The interface allows users to add, edit and delete vaccine claims which are displayed in an on-screen table. The data contained in the application is then automatically downloaded each month on the 5th day of each month and replaced with a new table for the current month. Once a monthly vaccine claim has been processed using this application a record of what has been claimed and any previous months claims (up to 11 months before) are displayed on the application for future reference.

2.3. How do you start using the Service?

Using this new service couldn't be simpler, if your practice already has access to Prescribing Services online you will be able to use this service with immediate effect. If you haven't requested online access to Prescribing Services before, this can be set up via the Web using the following online link: <http://prescribing.wales.nhs.uk/UserRegistration/register.cfm> or by calling the Prescribing Services Management team on 029 2050 2579. Should you require to submit a WP34 (D & P) form for your monthly account, the form now requires your practice to indicate whether or not you have chosen to submit your claims electronically (See Appendix B – WP34 D (Dispensing Doctors only) & Appendix C – WP34P (Prescribing Doctors only). However it is not necessary to return the form if there are no new monthly accounts to be sent into PSU. In these situations your electronic claim will be picked up automatically by PSU.

¹ Historical data prior to implementation will not be available
PSU – IT

2.4. Locating the Online EMVC Service Intranet Page

The EMVC interface is held on the “**Prescribing Services online**” intranet site. To gain access to this site a link is available via the **HOWIS** (Heath of Wales Information Service) Webpage which is on the NHS Wales internet network.

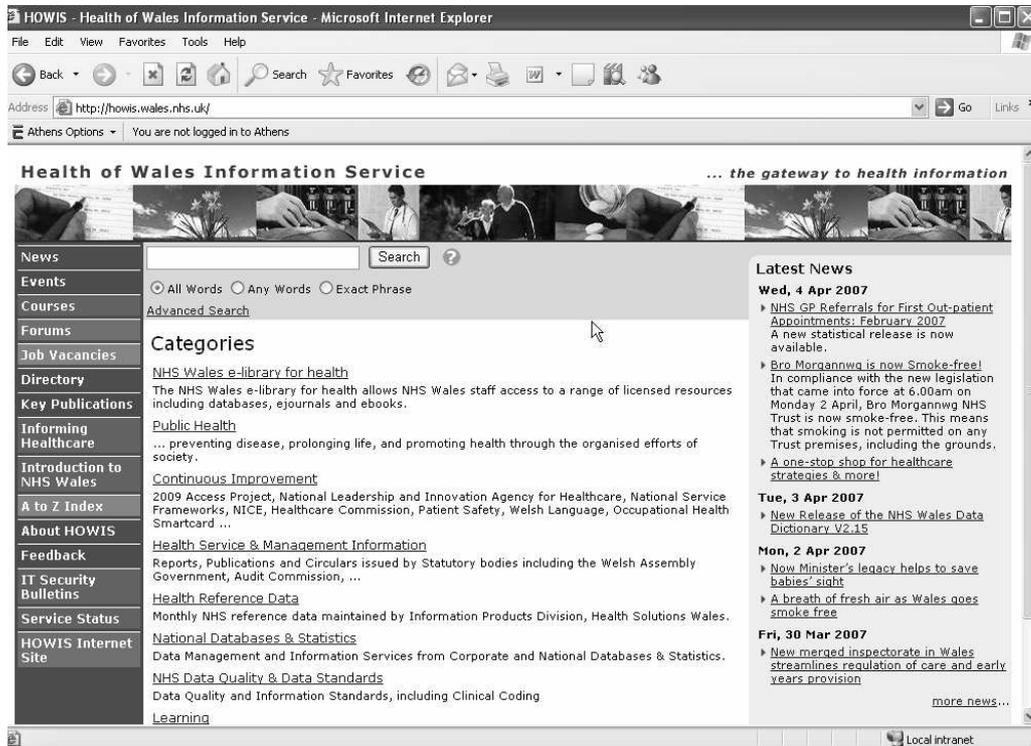


Figure 1: HOWIS website

To arrive at the log on page you must first:

Select “**National Databases & Statistic’s**” from the main **HOWIS** homepage and then double click on the “**Prescribing Services**” link

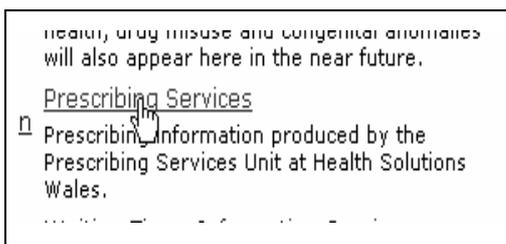


Figure 2: Prescribing Services website link

Once you have gained access to the “**Prescribing Services**” webpage, using a left click of the mouse, select the on screen tab entitled “**Online Apps**” (When selecting this tab a drop down box will open to offer more options, however it is important that you actually select “**Online apps**”)



Figure 3: Prescribing Services website homepage

A new page will now be displayed entitled “**Prescribing Services (online Applications for prescription information)**” and a login box will be displayed on the screen.



Figure 4: Login to Prescribing Services website

2.5. Log in

To access the EMVC page, you must first log into “**Prescribing Services online**” application by:

inputting your individual “**User Name**” and “**Password**” then by clicking on the “**Login**” tab. (NB. if you do not have access to this site already please see “**How do I start using this service**” on page 4 of this document).



Figure 5: Login to Prescribing Services website

2.6. Selecting the EMVC

Following a successful login, you will now be presented with the main menu screen for “**Prescribing Services Online**”. Located to the right of the main menu is a drop down box that automatically displays “**Online Applications**”. The link to the EMVC portal can be found here by:

Using a left click of the mouse on the down arrow, to expand the box to reveal other options. Then by selecting “**WP34**” from the drop down box, will automatically launch the EMVC Application.



Figure 6: Selecting WP34 on the Prescribing Services website

3. Features of the application

The EMVC website has a number of features that are used in order to complete a search for multi-vaccine records which are covered in this section of the document. Please note that for the best results in viewing this application, it is recommended that your PC’s monitor resolution is set to 1024 by 768. In addition, once you have successfully logged in to a **Prescribing Services** online session, an “automatic log off” will occur should your user session remain idle for more than 20 minutes. Should this occur, you will be presented with the “Log in” screen which will allow you open a new session by logging back in.

3.1. Practice Address and Contact Details

When you have successfully logged into the EMVC your practice address including your principle practice contact and direct dial telephone number will be displayed to the top right corner of the web page. The address data is pre populated from the data held by HSW.

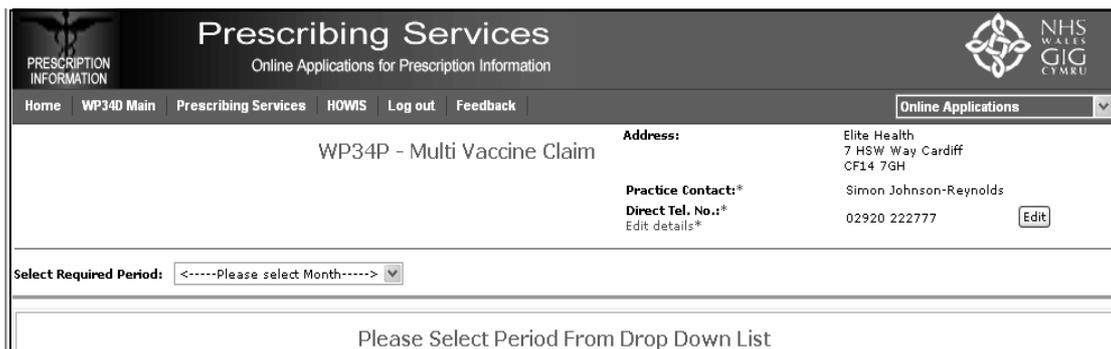


Figure 7: WP34 Multi- Vaccine Claim page

If however the contact details are incorrect or has recently been changed, it is possible for you to edit, amend and save contact details. This can be done by:

Left clicking the on-screen “**Edit**” button which will activate the practice “**Practice Contact**” and “**Direct Tel. No.:**” text boxes with over key able text.

Figure 8: Practice Address and Contact Details

Next, by clicking the box which holds the data you wish to amend, a cursor will be activated which will then allow you to simply delete, replace or over key the existing text. Once this has been completed you then be able to save the amends by clicking the “**Update**” on-screen button.

Figure 9: Updating Practice Address and Contact Details

3.2. Searching for current and past multi-vaccine submissions

In order to create a new claim in the current month or review a previous months claim you must first select the appropriate month from the “**Select Required Month**” drop down box. When expanded the box will list all previous month’s multi-vaccine processing² in calendar order by year and month (i.e. 200702 represents Feb 2007)

This can be done by

Expanding the on screen drop down box by left clicking the down arrow to the right of the box with your mouse

Once expanded, using the mouse, drag the arrow pointer to the correct month and click

Figure 10: Selecting Period

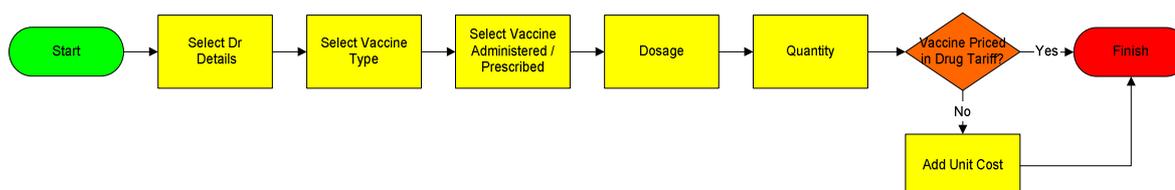
² Note: Only previous electronically submitted claims will be displayed here, when a practice begins to use this service the previous months records will be blank.

3.3. Adding a multi-vaccine claim

In order to add a new multi-vaccine claim the current month must be selected from the “**Select required period**” dropdown box.

Once you have entered the current month the screen will change and a 5 further drop down boxes will appear on the screen.

The order of steps for adding a multi-vaccine claim are illustrated by the following flow chart.



3.3.1. Selecting a Doctor

At this point only the box with the heading Doctor will be active which is indicated by the blue highlight bar around the prompt “... **Select Doctor** ...”. This box can now be expanded by left clicking on “... **Select Doctor** ...” with your mouse. Once expanded the names and prescriber numbers of all the doctors associated to your practice will be displayed. To select the name of the doctor that the claim relates to, simply click on the name.

Figure 11: Selecting Doctor

Once a Doctor has been selected the adjacent “Lock” check box is activated. The Lock checkbox enables you to lock the selected Doctor for use in adding further vaccines. Once the Lock checkbox has been selected the Doctor cannot be changed until the Lock checkbox is unchecked.

3.3.2. Selecting a Vaccine Type

Once you have selected a Doctor, the “**Vaccine Type**” field on screen becomes active. When expanded (using a left click of the mouse) this box presents a list of all the vaccine types available for multi vaccine claims. Once you have identified the correct vaccine type for your claim, you can now select it using the mouse with a left click.

The screenshot shows the 'Add Vaccine Record' form. The 'Doctor' field is set to 'Dr S Johnson-Reynolds - 999997' with an unchecked 'Lock' checkbox. The 'Vaccine Type' dropdown menu is open, showing a list of vaccine types: Hepatitis A, Hepatitis A & B, Hepatitis A & Typhoid, Hepatitis B, Influenza (highlighted), Meningococcal, Pneumococcal, and Typhoid. The 'Vaccine' field is empty. The 'Dosage' field is 'PFS / AMPs / Vial' and the 'Quantity' field is '0'. The 'Vaccine Unit Price' field is '£ 0'. There is an 'Add' button on the right.

Figure 12: Selecting Vaccine Type

Once a Vaccine type has been selected the adjacent “Lock” check box is activated. The Lock checkbox enables you to lock the selected Vaccine Type for use in adding further vaccines. Once the Lock checkbox has been selected the Vaccine Type cannot be changed until the Lock checkbox is unchecked.

3.3.3. Locking a Doctor and /or Vaccine Type

Locking a Doctor and / or Vaccine Type enables these details to be re used when adding subsequent vaccines for your monthly submission. This can be beneficial if you add your vaccines in Doctor order or Vaccine Type order.

The doctor and vaccine locks are independent of each other and both can also be used at the same time.

The screenshot shows the 'Add Vaccine Record' form with the 'Doctor' field set to 'Dr O Benjamin - 999999' and the 'Vaccine Type' field set to 'Hepatitis A & B'. Both fields have their respective 'Lock' checkboxes checked. The 'Vaccine' field is populated with 'TWINRIX ADULT_VAC 720U/20MCG/ML 1ML PFS GLAXOSMITHKLINE Pack 1'. The 'Dosage' field is 'PFS / AMPs' and the 'Quantity' field is '0'. The 'Vaccine Unit Price' field is '£ 0 . 0'. There is an 'Add' button on the right.

3.3.4. Selecting Vaccine Dispensed / Administered

Once you have selected a Vaccine Type, the “Vaccine” field on screen becomes active. Once expanded this drop down box provides a list of all the vaccine drugs available linked to the vaccine type you have selected. Once you have identified the correct vaccine for your claim, you can now select it using the mouse with a left click.

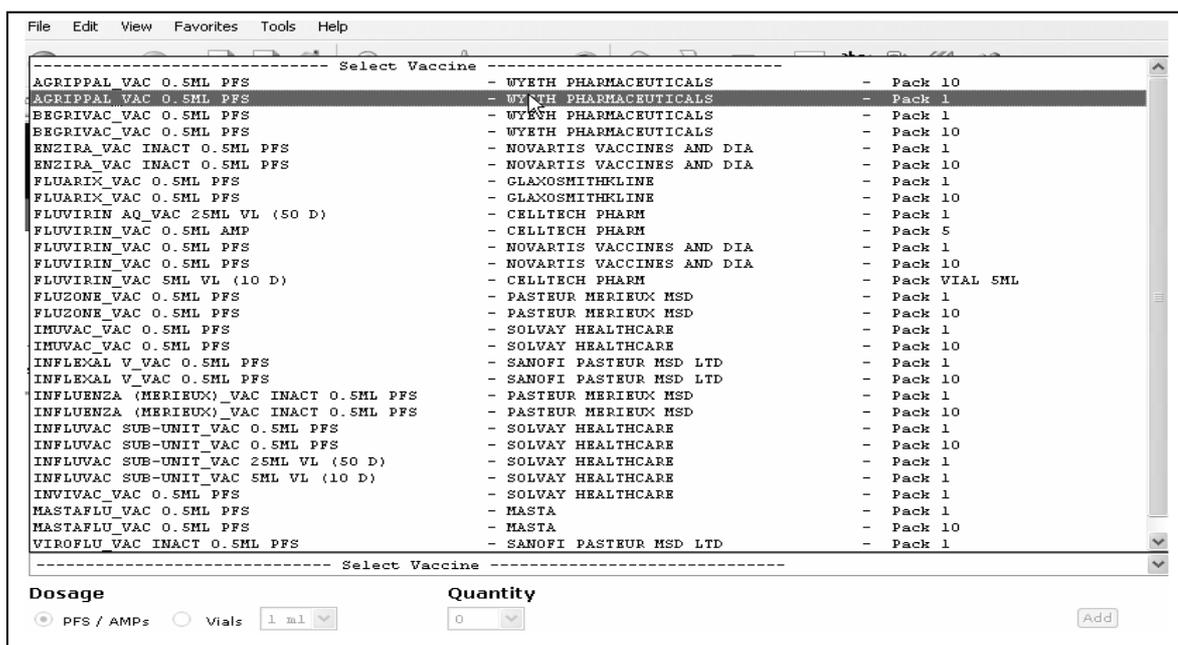


Figure 13: Selecting Vaccine Administered / Prescribed

The lists of drug / vaccine data are generated using the up to date listings provided by the NHS Business Services Authority³.

A typical line on the list will consist of:

Vaccine / Drug Listing Details	Example
Vaccine / Drug	"ARGRIPPAL_VAC"
Dosage	"0.5ML"
Application	"PFS" (pre-filled syringe)
Manufacturer	"WYETH PHARMACEUTICALS"
Pack size	"- 1" (pack of one) or "-10" (pack of 10)

3.3.5. Selecting Dosage

Once you have selected a Vaccine, the "Dosage" field on screen becomes active. You will notice the dosage box will be automatically selected to show either **PFS (Pre-Filled Syringes) / Amps** or **Vials** according to the vaccine application you have selected.

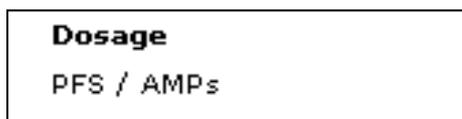


Figure 14: Dosage application type automatically selected

Where a vaccine that is packaged in a vial is selected, the dosage amount will automatically default to the Vial drop down box.

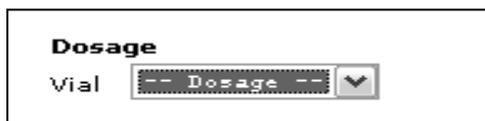


Figure 15: Selecting Vial Dosage

³ NHS Business Services Authority - Bridge House, 152 Pilgrim Street, Newcastle upon Tyne. NE1 6SN
PSU – IT

It will now be necessary to confirm the dosage volume administered by clicking on the down arrow with your mouse to expand the dosage volume drop down box. Once expanded, this box will display the dosage options available for the vaccine you have selected.

For example, for vaccines in Vials that either 1ml or greater, the dropdown will display the following dosages:

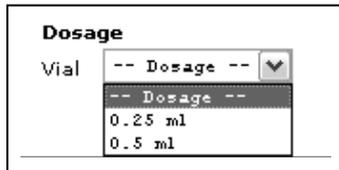


Figure 16: Selecting Vial Dosage

For vaccines that are less than 1ml, the dosage options will be reduced, as shown here:

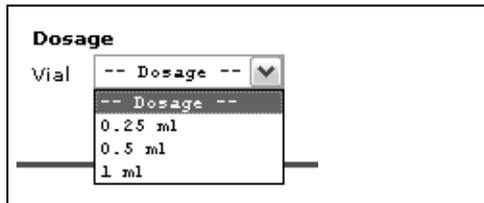


Figure 17: Selecting Vial Dosage

Once you have identified the correct dosage that applies to your claim, it can now be selected by highlighting and clicking on the appropriate volume from the drop down box with the mouse.

3.3.6. Selecting Quantity

Once you have selected the appropriate dosage, the “Quantity” field on screen becomes active. This will allow quantities ranging from 1 – 999 to be entered, except for Influenza vaccines where the quantities range from 1 - 9999.

The image shows a form titled 'Add Vaccine Record'. It contains several fields:

- Doctor:** A dropdown menu with 'Dr 0 Benjamin - 999999' selected and a 'Lock' checkbox.
- Vaccine Type:** A dropdown menu with 'Typhoid' selected and a 'Lock' checkbox.
- Vaccine:** A dropdown menu with 'TYPH(MONOVALENT)(MEDEVA)_VAC 1.5ML VL CELLTECH PHARM Pack 1' selected.
- Dosage:** A dropdown menu with '0.25 ml' selected.
- Quantity:** A text input field containing '0'.
- Vaccine Unit Price:** A field with '£ 0 . 0' and an 'Add' button.

Figure 18: Entering Quantity

3.3.7. Unit Price (un-priced vaccines)

Where the vaccine previously selected is not priced, an additional box is created by the application which is located to the immediate right of the quantity box.

Quantity	Vaccine Unit Price
1	£ 0 . 0

Figure 19 a, b, c, d, e, f, h, I, j, k: Adding Unit Price

The “**Vaccine Unit Price**” box consists of a pounds field and a pence field and automatically defaults to “£0 .00p”. To enter a monetary value in pounds between £1 and £9 you must:

Firstly to enter a value in pounds, using the mouse, click on the space to the right of the leading “0” in the “£” box.

Vaccine Unit Price
£ 0 . 0

This will now activate a flashing cursor. Proceed with typing in a single numeric value.

Vaccine Unit Price
£ 05 . 00 p

To enter a value in excess of £9 (E.g. £10:00 - £999) you must:

click on the space to the right of the leading “0” in the “£” box and backspace over the “0”

Vaccine Unit Price
£ . 0

Now type in the amount in pounds you wish to enter as the unit cost of your claim

Vaccine Unit Price
£ 10 . 0

To enter a value in pence (other than 00):

First click on the ‘pence’ box in the space behind the trailing “0” which will activate a flashing cursor

Vaccine Unit Price
£ 10 . 0

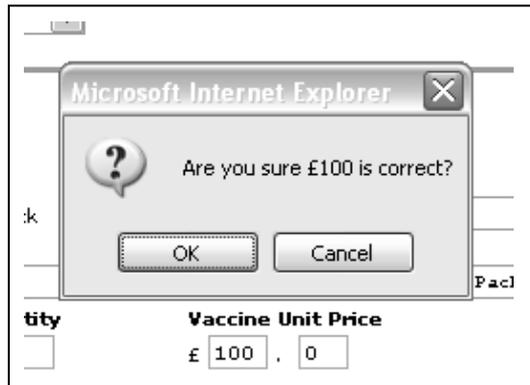
Now remove the “0” by using the backspace key on your key board

Vaccine Unit Price
£ 10 .

Now type in the amount in pence you wish to enter as the unit cost of your claim. The value must two digits, therefore values less than **10p**, such as **9p** would be entered as **09**.

Vaccine Unit Price
£ 05 . 50 p

Where a Unit Price of **£100.00** or more is entered, a warning message is generated to draw your attention to this in case it has been input in error.



If the correct value has been entered, you may proceed with the claim by clicking on the **“OK”** on-screen button.

If the amount has been entered incorrectly by clicking on the **“Cancel”** on-screen button, the unit cost box will be reactivated allowing you to re-type the amount again.

Vaccine Unit Price
£ | . 0

The unit price field is automatically cleared when any non numeric data is entered in.

3.3.8. Adding Claim to current month Vaccine Record list

Once you are happy that the Doctor, Vaccine Type, Vaccine, Dosage & Quantity are correct you are now ready to add your claim to the Vaccine Records list.

This is accomplished by clicking on the **“Add”** on screen button which located to the right of your screen.

Add Vaccine Record
Doctor: Dr 0 Benjamin - 999999 [Lock] Vaccine Type: Typhoid [Lock]
Vaccine: TYPHIM VI_VAC 0.5ML PFS SANOFI PASTEUR MSD LTD Pack 1
Dosage: PFS / AMPs Quantity: 1 Vaccine Unit Price: £ 0 . 0 [Add]

Figure 22: Adding Vaccine Record

If you are submitting a Multi-Vaccine claim electronically for the first time, you will now notice that a table has been created listing the Vaccine you just added.

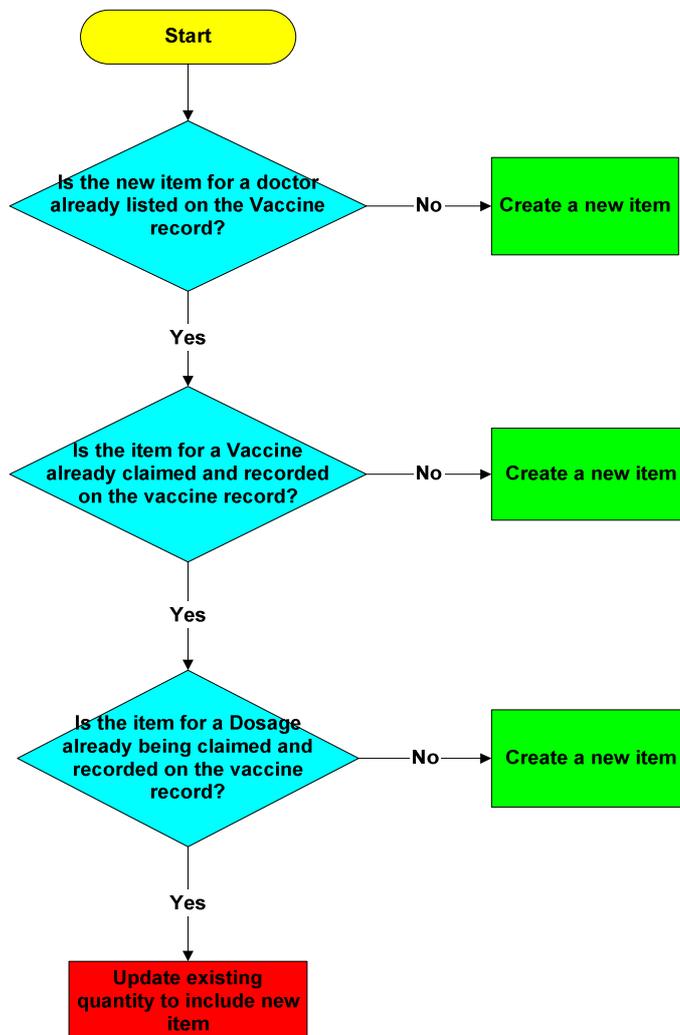
Doctor	Vaccine Type	Vaccine	Patient Dosage	Total Doses Administered	Unit Cost		
Dr S Johnson-Reynolds (999997)	Influenza	AGRIPPAL_VAC 0.5ML PFS - WYETH PHARMACEUTICALS - Pack 1	PFS/AMP	3	N/A	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Figure 23: Vaccine Record List (Current Month)

3.3.9. Adding additional vaccines items

When you require to add further items to your vaccine claim, the process to follow to accomplish this will depend on: (a) the whether the vaccine is the same or different from the previous one/s listed and; (b) whether it has been administered by the same or different doctor already listed on the vaccine record.

The following process flow provides some scenarios and the process that must be followed in each case:



3.3.9.1. Warning messages when adding additional items

Where an attempt is made to input a duplicate entry for the same Doctor, Vaccine type, Vaccine and dosage an automated warning message is triggered that requests you to confirm whether you wish to update the existing entry rather than add a duplicate claim.

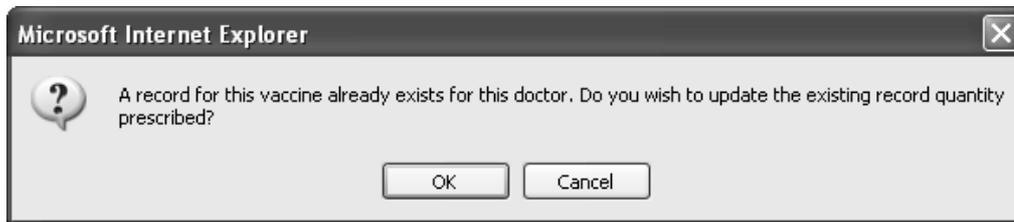


Figure 24: Duplicate record warning message

If you are attempting to create a new claim for a vaccine that has previously been entered onto the vaccine record, by clicking on the “OK” on-screen button, the quantity of the existing entry on the Vaccine Record will be increased to include the additional number of vaccines you wished to include in your claim.

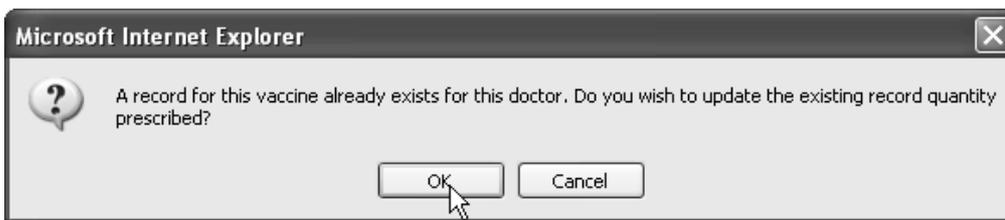


Figure 25: Accepting the duplicate record warning message

If you have chosen the correct vaccine; and the duplication warning message was as a result of selecting the wrong dosage; or you have selected vaccine in error, by clicking on the “cancel button” this will allow you the opportunity to amend any of the previous drop down boxes for this specific claim.

Add Vaccine Record

Doctor		Vaccine Type	
Dr 0 Benjamin - 999999	<input type="checkbox"/> Lock	Typhoid	<input type="checkbox"/> Lock
Vaccine:			
TYPH(MONOVALENT)(MEDEV&)_VAC 1.5ML VL CELLTECH PHARM Pack 1			
Dosage		Quantity	Vaccine Unit Price
Vial	0.25 ml	1	£ 10 . 0
	-- Dosage -- 0.25 ml 0.5 ml 1 ml		<input type="button" value="Add"/>

Figure 26: Re-entering dosage

3.3.10. Updating an existing claim

When a new claim requires to be added and an entry for the same Doctor, Vaccine and Dosage already exists, you will need to amend the existing entry to include a new quantity. This can be done by:

Firstly, clicking on the “**Edit**” on-screen button which will activate the update facility

Doctor	Vaccine Type	Vaccine	Patient Dosage	Total Number of Doses Administered in the Month	Unit Cost		
Dr O Benjamin (999999)	Hepatitis A	AVAXIM_VAC 320U/ML 0.5ML PFS - SANOFI PASTEUR MSD LTD - Pack 1	PFS/AMP	21	N/A	Edit	Delete

Figure 27 a: Edit Total Doses Administered

You will now notice that the heading “**Total Doses Administered**” now has an active Quantity field to type into.

Doctor	Vaccine Type	Vaccine	Patient Dosage	Total Number of Doses Administered in the Month	Unit Cost		
Dr O Benjamin (999999)	Hepatitis A	AVAXIM_VAC 320U/ML 0.5ML PFS - SANOFI PASTEUR MSD LTD - Pack 1	PFS/AMP	21	N/A	Update	Cancel
Dr O Benjamin (999999)	Hepatitis A	HAVRIX_VAC 720U/ML 1ML PFS - SMITHKLINE BEECHAM - Pack 1	PFS/AMP	20	0.10	Edit	Delete

Figure 27 b: Edit Total Doses Administered

3.3.11. Deleting a claim from the current month

Should you discover that a claim has been entered incorrectly in the current month, it is possible to correct this mistake by deleting the entry from the Vaccine Records List and then re-entering it as a new item. To delete a claim you must:

Identify the incorrect row from the Vaccine Record list and click on the on-screen “**Delete**” button

Doctor	Vaccine Type	Vaccine	Patient Dosage	Total Doses Administered	Unit Cost		
Dr S Johnson-Reynolds (999997)	Hepatitis A	HAVRIX_JNR_VAC 720U/ML 0.5ML PFS - SMITHKLINE BEECHAM - Pack 1	PFS/AMP	1	5.00	Edit	Delete
Dr S Johnson-Reynolds (999997)	Hepatitis B	ENGERIX_B_VAC 20MCG/ML 1ML VL - GLAXOSMITHKLINE - Pack 1	1.00 ml	1	N/A	Edit	Delete
Dr S Johnson-Reynolds (999997)	Influenza	AGRIPPAL_VAC 0.5ML PFS - WYETH PHARMACEUTICALS - Pack 1	PFS/AMP	1	N/A	Edit	Delete

Figure 28: Deleting a Vaccine Record

The application will now show you a warning message to confirm that you are sure that it is your intention delete row from the Vaccine Record.



Figure 29: Delete warning message

If you are happy that you wish to proceed, simply click on the “OK” on-screen button to carryout the deletion



Figure 30: Accepting the delete warning message

You will now notice that the entire row has been deleted which is confirmed by the Vaccine Submission Count now displays a value one less than before.

Doctor	Vaccine Type	Vaccine	Patient Dosage	Total Doses Administered	Unit Cost		
Dr S Johnson-Reynolds (999997)	Hepatitis A	HAVRIX JNR_VAC 720U/ML 0.5ML PFS - SMITHKLINE BEECHAM - Pack 1	PFS/AMP	1	5,00	Edit	Delete
Dr S Johnson-Reynolds (999997)	Hepatitis B	ENGERIX B_VAC 20MCG/ML 1ML VL - GLAXOSMITHKLINE - Pack 1	1.00 ml	1	N/A	Edit	Delete

Figure 31: Vaccine Record Deleted

If the delete button had been selected in error to re input the correct details simple follow the process for adding a new claim

3.4. Log Out

Once you have finished entering your vaccine claims, you may exit the Utility. This can be accomplished by:

By left clicking with your mouse on the “Log out” Menu tab.



Figure 32: Logging Out

After selecting “**Log Out**”, the screen will confirm that you are now logged out of the online application.

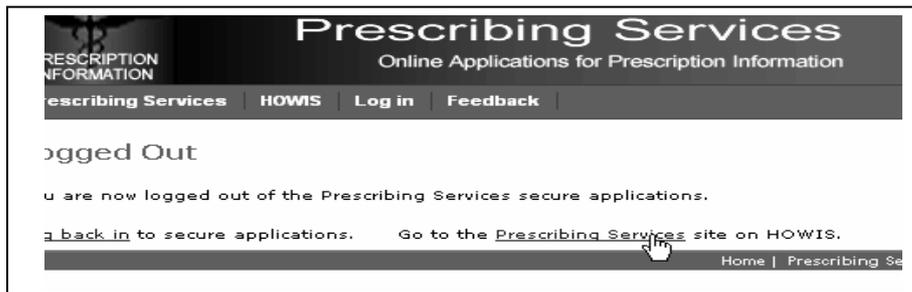


Figure 33: Log-Out Successful

3.5. Appendix A – Communication to Practices dated 16/10/2006

British Medical Association
bma.org.uk/wales



Fifth Floor, 2 Caspian Point, Caspian Way, Cardiff Bay, Cardiff, CF10 4DQ
T 02920-474614 F 02920-474600
E dmartin@bma.org.uk

16 October 2006

Dear Colleague,

Electronic Transfer of Multi Vaccines Claims (WP34D returns)

Over the last six months the Prescribing Services Unit based at Health Solutions Wales (HSW) has developed a service which allows practices to submit their multi-vaccine claims electronically. This service is delivered via an application on the secure all-Wales intranet. After a presentation of a prototype system to GPC Wales earlier this year approval was given to pilot the service at a general practice in Swansea LHB. Following the success of the initial pilot, further pilots have now been successfully running at 5 other GP practices over the last 3 months. Modifications arising from the evaluation processes at each site have been made to the system.

Feedback was provided to GPC Wales and the project was endorsed for future rollout throughout Wales. The mechanism for participation will be that practices will need to apply to HSW to gain the necessary security details in order to start entering claims on-line. The web based system will have full online help facilities backed up by telephone support at HSW. Furthermore access will also be available to an interactive training package, to be developed by the end of November 2006, which will guide users through the system. It is important at this point to make you aware that participation in this service is **voluntary** and the manual service currently in place will remain for those practices that require it.

The planned rollout will commence on a regional basis from January 2007 and to this end HSW will be contacting all practices over the coming months with details on when this new service will be available to them. Setting an ambitious target it is hoped that all practices wanting to participate will be able to utilise the new service by the end of September 2007. Regular updates between HSW and GPC Wales are planned over the period of the project however it would be helpful if all NHS Wales stakeholders were to support this e-business initiative and to promote its use in their regions.

For further information please contact Mr Neil Jenkins, Head of Information and IT on 02920 502421 or by email at neil.jenkins@hsw.wales.nhs.uk

A handwritten signature in black ink, appearing to read 'A Dearden'.

Andrew Dearden
Chairman GPC Wales

A handwritten signature in black ink, appearing to read 'D Hopkins'.

Dave Hopkins
Head of Prescribing Services Unit

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3.8. GLOSSARY & ACRONYMS

Term	Meaning
AMP	Ampoule
EMVC	Electronic Multi-Vaccine Claims
HOWIS	Health Of Wales Information Service
Interface	User based software application
PFS	Pre Filled Syringe
PSU	Prescription Service Unit
Vial	Vaccine container
Web	Internet based
WP34	Wales Health Authority Prescription Guidance documentation

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