Electronic Transmission of Claims

NHS Wales - CP Supplier Feedback / Response

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Document

Author:	Neil Jenkins
Owner:	
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Version History

Version	Date Issued	Brief Summary of Change
1.0	Jan-2016	Initial supplier responses to NHS Wales specification documents
2.0	Aug-2016	Additional feedback and responses following forum meeting.
3.0	Feb-2017	Document reorganized by topic. Additional feedback and responses following forum meeting.

Reviewers and Approvals

Name	Position	Signature on approval	Date	Version

Distribution

Name	Date of issue	Version
Community Pharmacy Wales		
CP Supplier Forum Members		
PCS ETC Project Team		

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1. PURPOSE OF DOCUMENT

This document will capture feedback from Community Pharmacy system suppliers on the NHS Wales specification documents for Electronic Transmissions of Claims. The document is intended to ensure that consistent information is provided to all suppliers by providing a single repository for feedback and responses that will be shared with all suppliers.

The document is organized by topic. New questions / feedback and updates in the latest version of the document will be highlighted in yellow.

2. TOPICS

2.1. Terminology

Reference:	2.1.1.	Supplier	Celesio	Date	23-Dec-15
Question:		On ETC0101.003 use case – can we confirm that a 'user' here can be either a person or the system?			
NHS Wales Response:		The term user in this case is used generically to describe the entity that initiates the dispensed claim.			

Reference:	2.1.2.	Supplier	Boots	Date	4-Jan-16
Question:		Naming - Can we have a standard set of names for the message types. ETC Message Requirements Register uses:- - Dispensed Claim - Claim Submission - eWP34C The External Interface Spec talks about:- - period ETC transaction notifications - period ETC control summary Are these the same thing?			
NHS Wales Response:		Noted. This is a weakness in the documentation which has been addressed in the latest versions.			

2.2. Connectivity & Authentication

Reference:	2.2.1.	Supplier	Boots	Date	4-Jan-16
Question:		Data Access Component - The External Interface Specification talks about a Data Access Component (eg in 010.004). Please provide further detail on this and your authentication model.			
NHS Wales Response:		Our apologies – this is an inconsistency in terminology. This refers to establishing a connection to the web services described in section 3. The EIS document has been updated to reflect this.			

Reference:	2.2.2.	Supplier	EMIS	Date	8-Jan-16
Question:		EIS-ETC Service 0-2.doc – section 2.4 pre-conditions, how is the user authenticated and authorized?			
NHS Wales Response:		The endpoints will be locked down to specific IP addresses in much the same way as the Choose Pharmacy environment. As the paper form is the primary driver for payment, identification of the contractor will be achieved by matching DispensingOrg.ID in the dispensed claim message to the scanned paper form using the unique prescription identifier. Only paper forms with a matching ETC message will be processed automatically. Other paper forms will be processed via exception handling. ETC messages that do not match a paper form will not be processed at all. As the traffic will be confined to the N3 / NHS Wales networks and the messages do not contain patient identifiable information, we currently do not see a			

				requirement for encryption.	

Reference:	2.2.3.	Supplier	EMIS	Date	8-Jan-16
Question:		What is involved in setting up and configuring the Data Access component?			
NHS Wales Response:		Please see response to Boots (reference 2.2.1). The "Data Access Component" is merely a reference to the connection between the CP system and the ETC web service. This has been amended for clarity in the latest version of the EIS.			

Reference:	2.2.4.	Supplier	EMIS	Date	8-Jan-16
Question:		Will there be any certificates to install at the pharmacy and manage?			
NHS Wales Response:		At this point, we do not anticipate there being any requirements to install certificates.			

2.3. Message Flow

Reference:	2.3.1.	Supplier	Celesio	Date	23-Dec-15
Question:		ETC010 use case – can we confirm that we could send a claim message each time we issue a form to a patient as we do in the rest of the UK, i.e., we do not have to batch the claims if we don't want to? The flow implies this can be done but the word document keeps referring to batches.			
NHS Wales Response:		Yes – messages can be sent individually or stored for later submission should there, for example, be a requirement in the pharmacy business process to include a checking process before sending. For clarity the ETC web service is designed to receive individual dispensed claim messages. There is no concept of a "batch" of claims inside an XML "wrapper". If CP systems store dispensed claim messages for later transmission, these must be sent sequentially, one message at a time. Dispensed claim messages must be submitted by midnight on the 5th day of the month following completion of the dispensing process for the prescription form to which they relate i.e. the same cycle as paper forms submission.			

Reference:	2.3.2.	Supplier	Celesio	Date	23-Dec-15
Question:		ETC010 use case – what is the time frame for recalling or amending a claim if you realize an error has been made? Can you recall/amend?			
NHS Wales Response:		We would need more detail on the scenarios in which a recall or amendment would be sent. The requirements were drafted on the assumption that the claim message would not be sent until all actions related to the acts of dispensing and endorsing had been completed and the claim was "ready" for submission i.e. in the same way that a pharmacy decides that a paper form is ready for submission. There is no amend/recall functionality in the current version of the test instance of the ETC web service. However, there is scope to include this functionality but we would need a better understanding of the business process in pharmacy to ensure that this functionality is fit for purpose. We would suggest the following and would welcome suppliers' views on whether this functionality would fit relevant business scenarios: - Amend: - • Resubmit the dispensed claim message with identical identifiers to the original message. • The ETC web service will move the original message to a history record and store the new message as "Live". • Amendments must be submitted by midnight on the 5th day of the month following completion of the dispensing process for the prescription form to which they relate i.e. the same cycle as paper forms submission. Recall: - • A flag is added to the Dispensed Claim message (top level element) to indicate a recall. • The ETC web service performs a "soft" delete i.e. flags the "live" message a recalled and awaits any potential amendment.			
Update (Aug 2016)		Above functionality is confirmed and is included in the requirements registers as functional requirements ETC1RRQ022 and ETC1RRQ023.			

Reference:	2.3.3.	Supplier	Celesio	Date	23-Dec-15
Question:		ETC010.004 – the acknowledgement is for the whole bundle of claims, our contractors would prefer confirmation for each message so we have clarity on exactly what has been received and what hasn't. Is this possible?			
NHS Wales Response:		We apologize. This is due to a lack of clarity in the specification documents. It was always intended that the web service would provide an acknowledgement of			

		each individual message. The documentation has been updated in an attempt to make this clear.			

Reference:	2.3.4.	Supplier	Celesio	Date	23-Dec-15
Question:		ETC020 – it's not clear how frequently this message is sent – is it just monthly or is it sent with each bundle of electronic claims. What's the cut off dates for sending the information?			
NHS Wales Response:		We have reviewed this requirement in the light of suppliers' comments. The rationale behind the requirement was to enable a reconciliation to occur between the claims sent by the CP system and the claims received by the web service. It would seem to us that the more often this reconciliation is done, the greater the benefit i.e. the more frequent the reconciliation occurs, the earlier any potential issues would be identified. We would suggest that this is a daily submission to be sent by midnight each night and would welcome suppliers' input.			

Reference:	2.3.5.	Supplier	Boots	Date	4-Jan-16
Question:		Definition of 'dispensing' - The definition of 'dispensing' needs to be much more granular. We need to understand if the claim is to be generated / transmitted at the point of data entry, prescription assembly or supply to the customer? The English/Scottish models require claims to be generated at data entry and able to be updated at any point through the process of assembly, but not transmitted until the script is supplied to the customer. It would be good to avoid a specific process to send claims however we need appropriate safeguards to prevent incomplete or incorrect claims being sent.			
NHS Wales Response:		Please see response to Celesio (reference 2.3.1).The requirements were drafted on the assumption that the claim message would not be sent until all actions related to the acts of dispensing and endorsing had been completed and the claim was "ready" for submission i.e. in the same way that a pharmacy decides that a paper form is ready for submission.			

Reference:	2.3.6.	Supplier	Boots	Date	4-Jan-16
Question:		Non functional requirements - Please provide your non functional requirements e.g. relating to service availability, maximum file sizes, response times, allowed max time to send a claim following a dispense etc.			
NHS Wales Response:		The ETC web service is designed to be available 24:7 365 days per year subject to planned maintenance windows which will be published via he agreed communication route.			
		Support for the ETC web service will be available via the NWSSP service desk 9-5 Mon-Fri.			
		The ETC web service is designed to accept single dispensed claim messages sequentially therefore expected maximum file size would not normally exceed 3k due to the constraints of the XML schema. We would expect the ETC web service to deliver a response in less than 1 sec.			
		Dispensed Claim messages must be sent by midnight on the 5th day of the month following completion of the dispensing process for the prescription form to which they relate i.e. the same cycle as paper forms submission.			
		A "Non Functional Requirements" tab has been added to the ETC Message Requirements Register.			

Reference:	2.3.7.	Supplier	Boots	Date	4-Jan-16
Question:		Multiple Claims - Is it possible / required to raise multiple claims per 2DRX prescription in case of owings for example. Do we claim as we dispense items or claim all at once when dispensing has completed?			
NHS Wales Response:		Please see response to reference 2.3.1 and 2.3.5 above.			
Update (Feb 17)		After discussion at suppliers' forum it was agreed that whilst the functionality to handle "owings" as in the above example will be out of scope for the first iteration of ETC, it would be examined for inclusion in future releases.			

Reference:	2.3.8.	Supplier	Boots	Date	4-Jan-16
Question:		Errors and amendments - How are claim amendments managed, for example if we claim in error or a patient returns their medication after we have claimed?			
NHS Wales Response:		Please see response to reference 2.3.2 above.			

Reference:	2.3.9.	Supplier	EMIS	Date	8-Jan-16
Question:		Just to confirm that the response messages are synchronous			
NHS Wales Response:		We confirm that response messages are synchronous.			

Reference:	2.3.10.	Supplier	EMIS	Date	8-Jan-16
Question:		Are there any other messages when the payment processing team has queries.			
NHS Wales Response:		No. Queries will be handled via the exceptions process which will, in practice, replicate the existing prescription pricing process.			

Reference:	2.3.11.	Supplier	EMIS	Date	8-Jan-16
Question:		In the event of Service unavailability there will be no special handling e.g. retry. Simply messages will not send and error reported.			
NHS Wales Response:		Confirmed. The requirements were drafted on the assumption that CP systems would be able to queue messages until the service is restored.			

Reference:	2.3.12.	Supplier	EMIS	Date	8-Jan-16
Question:		Can a pharmacy drip feed claims or does it have to done once by the 5th?			
NHS Wales Response:		Yes. Please see response to Celesio (reference 2.3.1). For clarity dispensed claim messages must be submitted by the 5th day of the month following completion of the dispensing process for the prescription form to which they relate i.e. the same cycle as paper forms submission.			

Reference:	2.3.13.	Supplier	EMIS	Date	8-Jan-16
Question:		Like England, will there be the ability for sending Reclaims within the claim window?			
NHS Wales Response:		Please see response to Celesio (reference 2.3.2)			

Reference:	2.3.14.	Supplier	EMIS	Date	8-Jan-16
Question:		How would you expect owings (outstanding items) to be dealt with			
NHS Wales Response:		Please see response reference 2.3.7			

Reference:	2.3.15.	Supplier	EMIS	Date	8-Jan-16
Question:			What is the expected 'retry time out' period when claiming a script, before the system can reject the claim submission for a script? If there is not 'retry time out' does this mean the system user has to resend the claim message again manually or an auto retry attempt by the system itself acceptable for the case.		
NHS Wales Response:			The dispensed claim message can be resubmitted up to the monthly cut off period. An auto retry attempt by the system is acceptable.		

Reference:	2.3.16.	Supplier	EMIS	Date	8-Jan-16
Question:			In the case the where a previous claim message for prescription X has been sent on 4th of the following month and user has amended the same script and now attempts to send it on the 5th but the web Service is down. What happens then? Can user submit the script on the 6th or with the script be locked? (Locked meaning the previous claim send will stand and therefore when reconciling the paper script with electronic claim message submission will cause miss-match.)		
NHS Wales Response:			The dispensed claim message will be "locked" after the cut off date. NHS Wales has designed the web service architecture to maximise availability levels e.g. the end points will be hosted in multiple data centres to provide site resilience. In the rare event that an amendment to a dispensed claim message cannot be sent, the pharmacy should contact the NWSSP service desk to discuss contingency arrangements. In the event of a major outage NHS Wales would implement large scale contingency plans which may include extension of the submission deadline.		

Reference:	2.3.17.	Supplier	EMIS	Date	8-Jan-16
Question:			In the case the where the Web service is down around the requirement stated below: - "dispensed claim message will be submitted to the NHS Wales Shared Services Partnership using the agreed message transfer protocols by the midnight on the the 5th day of the month following completion of the dispensing process for the prescription form to which they relate" **Scenario 1** The user sends the electronic claim message on the 5th of July, however the web service is down and they cannot send the message with in the claim window period due to this issue, but they send the paper submission and they send the claim message for the script on 7th of July. How is case interpreted? **Scenario 2** Where the user has sent the electronic claim message and it has been successful be received by the web service however the response acknowledgement (for example 'successfully received') was not received by the system from the web service due to networking communication error. What happens in this case? As the web service will say 'Message successfully received' for Prescription X but the system user will see 'Unsuccessful claim' because the system did receive a "successfully received" message from the web service. Will this mean the script cannot be re-sent again for claim? Or Will it cause duplicate message sent for the same script and thus causing an error? Or Will the web service have a retry time out period to send this acknowledgement message?		
NHS Wales Response:			**Scenario 1 -** Please see response to reference 2.3.16 above.		

	Scenario 2 - In this scenario the dispensed claim message can be re-sent. The ETC web service is designed to accept multiple re-submissions of the same dispensed claim message up to the cut-off date. The ETC web service is not designed to confirm receipt of the response message by the PMR system and will therefore only send one response message per submission.

Reference:	2.3.18.	**Supplier**	Boots	**Date**	23-Feb-17
Question:		Do we include just 'successful' claims [in the Claim Submission message] or also those we attempted to send but response from NHS Wales timed out (i.e. no validation message was received back)			
NHS Wales Response:		The Claim Submission message is intended as a mechanism to reconcile submissions with receipts. It would therefore seem to be a safer course to include all submissions to enable a full reconciliation process at the pharmacy end.			

Reference:	2.3.19.	**Supplier**	Boots	**Date**	23-Feb-17
Question:		And similarly, if we send a resubmitted claim on a later day, do we include this claim again in claim submission report for this later day?			
NHS Wales Response:		Yes, as the submission date would be updated and that updated claim would be part of the day's submissions.			

Reference:	2.3.20.	**Supplier**	Boots	**Date**	23-Feb-17
Question:		Do you want a daily submission report if zero claims have been made (i.e. store closed- e.g. Sunday, bank holiday)			
NHS Wales Response:		Yes.			

Reference:	2.3.21.	**Supplier**	Boots	**Date**	23-Feb-17
Question:		Will you accept more than one report in a day – i.e. if your IT systems are down/un-contactable. Can we send the previous day(s) reports with the current day report?			
NHS Wales Response:		Yes. The Declarations.Date attribute must be the submit date of the Dispensed Claim submissions listed in the Submissions.SubmittedClaimIDs element. This will distinguish the current day's message from any previous day's resubmitted message.			

Reference:	2.3.22.	**Supplier**	Boots	**Date**	23-Feb-17
Question:		Do we get an acknowledgment response for daily submission report?			
NHS Wales Response:		Yes, you get an Xml success response from the Claim Submission message. This will include any discrepancies between what has been found in our database and what you believe is submitted.			

2.4. Dispensed Products

Reference:	2.4.1.	Supplier	Celesio	Date	23-Dec-15
Question:			ETC1RRQ016 - Where a form contains an extemp preparation is the whole form excluded from ETC or do we send an ETC for other items on the form and somehow mark the extemp prep for manual claim?		
NHS Wales Response:			Where a form contains an extemporaneously dispensed preparation all items on the form should be included in the dispensed claim message. The extemp preparation will be presented with the ProdCode, ProdDict, ProdDictVer, QtyVal, QTYUoM, and QTYUoMCode blank. We consider Celesio's suggestion that the item should be marked to be useful. An EP endorsement has been added to the list of allowed values for endorsements in the ETC Message Requirements Register and ETC1RRQ016 has been updated to reflect this change.		

Reference:	2.4.2.	Supplier	Celesio	Date	23-Dec-15
Question:			Dispensed Claim Definition the ProdCode - If we are using a non dm+d product what do you want in the message or are you saying that for any form where one of the items is not dm+d then no claim message is sent?		
NHS Wales Response:			Where a form contains a non DM+D product, all items on the form should be included in the dispensed claim message. The non DM&D product will be presented with the ProdCode, ProdDict, ProdDictVer, QtyVal, QTYUoM, and QTYUoMCode blank. With reference to Celesio's suggestion that extemp items should be marked, we think that the same consideration is applicable. The non DM&D item should be marked with a DM endorsement code which has been added to the list of allowed values for endorsements in the ETC Message Requirements Register and ETC1RRQ020 has been added to the list of functional requirements.		

Reference:	2.4.3.	Supplier	Boots	Date	4-Jan-16
Question:			Instalments and Specials/Extemps - While we have no problem with these being excluded initially we would like them both included on a roadmap for future implementation as there is significant benefit in being able to claim electronically for these items.		
NHS Wales Response:			Agreed.		

Reference:	2.4.4.	Supplier	EMIS	Date	20-Feb-17
Question:			Does the XSD have an array for dispensed item?		
NHS Wales Response:			Apologies, it seems that we have not updated the XSD to reflect a previous discussion on dispensing multiple items to fulfill a single prescription item e.g. where assorted flavours are supplied. The current XSD does allow an array of Dispensed Item elements to be submitted for a single Prescribed Item. This will be re- circulated in the revised documentation set.		

2.5. Endorsements

Reference:	2.5.1.	Supplier	Celesio		Date	23-Dec-15
Question:		Valid endorsements, NCSO - Doesn't mention that we can add additional information such as price - does this mean no more info can be provided or do you expect this to be added with the other endorsing string, e.g. IP				
NHS Wales Response:		A price may be presented in the EndVal field when a CS (NCSO) endorsement in presented. The ETC Message Requirements Register has been updated to clarify this.				

Reference:	2.5.2.	Supplier	Celesio		Date	23-Dec-15
Question:		Endorsing in general – I assume that you are still expecting the endorsing strings to be printed as well as sent in the claim message as a back-up process?				
NHS Wales Response:		Yes – nothing in the ETC specification documentation should be read as having any impact on the existing paper endorsing process..				

Reference:	2.5.3.	Supplier	EMIS		Date	20-Feb-17
Question:		Would it be possible to know what other Prescriber Endorsements are available for a Welsh 2DRx Prescription. As far as I can see, these are the only ones below: - • ACBS • Female Symbol • SLS				
NHS Wales Response:		We confirm that those are the current prescriber endorsements in Wales. The Female Symbol endorsement, as it applies to prescription charges, will only be relevant for prescriptions written in England and dispensed in Wales as there is no patient charge for Welsh prescriptions. This means that it will be out of scope for ETC claims.				

Reference:	2.5.4.	Supplier	EMIS		Date	20-Feb-17
Question:		Will Assorted flavours (AF) be introduced as a prescriber endorsement in the near future?				
NHS Wales Response:		There are no plans to introduce AF in Wales at present. We would expect multiple flavours to be prescribed using the relevant DM&D code e.g. Fortisip Bottle assorted -3400411000001106. This would trigger the rule that accepts the dispensing of multiple flavours.				

Reference:	2.5.5.	Supplier	EMIS		Date	20-Feb-17
Question:		Will Assorted flavours (AF) be introduced as a prescriber endorsement in the near future?				
NHS Wales Response:		There are no plans to introduce AF in Wales at present. We would expect multiple flavours to be prescribed using the relevant DM&D code e.g. Fortisip Bottle assorted -3400411000001106. This would trigger the rule that accepts the dispensing of multiple flavours.				

2.6. Response Messages

Reference:	2.6.1.	Supplier	Celesio	Date	23-Dec-15
Question:		ETC Response definition - Are there standard error messages? Just having a string means we cannot automate any resolution of errors. What is your expectation with errors - do you expect them to be fixed or is it ok that payment will revert to using the paper prescription for any forms that error? What happens if the claim submission message fails? What's the use case for failures? ETC Response definition & eWP34c, Month of dispensing - What is your definition of dispensing as on our system the dispensed date is the date we produce the labels not the date we issue the items to the patient. This message relates to many claim messages which may have been dispensed, based on our definition, over several months - which month would you want in this field?			
NHS Wales Response:		The ETC web service will check for and respond to the following: - • Invalid XML in the dispensed claim message • An invalid dispensing org. ID in the dispensed claim message • SQL server unavailable to persist the dispensed claim message The ETC Message Requirements register has been updated to include definition of response messages. Use cases have been added to the EIS to describe the process.			

Reference:	2.6.2.	Supplier	EMIS	Date	8-Jan-16
Question:		In the case of invalid XML as this could happen in rare scenarios where xml get corrupted. Does the web service respond with 'unsuccessful claim submission'? Therefore can the system allow the user to resend the script again for claim submission?			
NHS Wales Response:		Yes the ETC web service will allow the resubmission of a dispensed claim message in these circumstances.			

Reference:	2.6.3.	Supplier	EMIS	Date	8-Jan-16
Question:		What are the main differences between ETC Dispensed Claim Message Acknowledgement and ETC Claim Submission Message Acknowledgement?			
NHS Wales Response:		The ETC Dispensed Claim Message Acknowledgement responds to the submission of each individual dispensed claim message. The ETC Claim Submission Message acknowledgement responds to the submission of the end of period Claim Submission message. It provides a list of dispensed claim message IDs that are confirmed as received by the ETC web service. It is intended as a mechanism for PMR systems to reconcile submitted dispensed claims messages against those confirmed as received should they wish to do so.			

Reference:	2.6.4.	Supplier	Boots	Date	4-Jan-16
Question:		Exception Mgmt - What is the process for managing exceptions including file transmission errors and file content errors. If a file is rejected we need to know the reason and the expected course of action to remediate if any action is required.			
NHS Wales Response:		See response to Celesio reference 2.6.1.			

2.7. Testing & Accreditation

Reference:	2.7.1.	Supplier	Boots		Date	4-Jan-16
Question:		Testing / Compliance - What is your expectation on pre-implementation testing? Do you have test environments we can use, is there a specific testing regime we have to complete?				
NHS Wales Response:		The address in section 3 of the EIS refers to the endpoint in the test environment that has already been created. Live endpoint addresses will be added to the EIS once the live infrastructure is commissioned. The testing and compliance regime with be based on the 2DRX model. More details will be available shortly.				
Update (Feb 17)		The EIS has been updated with new test and live environment details. Test scenario packs have been distributed.				

Reference:	2.7.2.	Supplier	EMIS		Date	8-Jan-16
Question:		What test environments will be available during the development and testing phase?				
NHS Wales Response:		The current build of the test environments are referred to in section 3 of the EIS.				
Update (Feb 17)		See reference 2.7.1.				

2.8. Change of Ownership

Reference:	2.8.1.	Supplier	EMIS	Date	8-Jan-16
Question:		How would you deal with change of ownership situations where pharmacies are taken over mid-month and sending electronic claims?			
NHS Wales Response:		We would expect that, where the Dispensing Org ID changes as a result of the take-over, dispensed claim messages submitted following the take-over would contain the new ID. These would then be matched to the paper forms submitted via the existing process.			
Update (Feb 17)		Change of ownership scenarios are described in the embedded document. ETC - Change of Ownership.pdf			

2.9. Manual & Complementary Processes

Reference:	2.9.1.	Supplier	EMIS		Date	8-Jan-16
Question:			Is there more detail available for claim submission guidelines where the system user can be informed about i.e. deadlines or claim window when a claim message should be sent, how their claims will be calculated so they can fill the WP34C form accurately?			
NHS Wales Response:			The ETC project has recently set up a Customer Assurance work stream to work with pharmacy business users to ensure contractors enjoy the full benefits of the ETC solution. A key output for this work stream will be to update the existing submission guidance to contractors to account for the requirements of ETC.			

2.10. Out of Scope Functionality

Reference:	2.10.1.	Supplier	Celesio	Date	23-Dec-15
Question:			eWP34c – It's unclear between the specification and the requirements whether the eWP34c can be built and tested or whether you are saying there is no way of testing this functionality and thus we shouldn't build it or what?		
NHS Wales Response:			eWP34C is out of scope of the initial development as per the agreement at the NHS Wales / CP System Supplier meeting of 21st January 2014. This is recorded in the ETC Message Requirements Register against functional requirements ETC1RRQ009, ETC1RRQ010 and ETC1RRQ011.		

Reference:	2.10.2.	Supplier	Celesio	Date	23-Dec-15
Question:			Paid Item List - Is the paid item list in scope or not? (From the process flow) If so we need further detail of this process.		
NHS Wales Response:			This is not currently in scope and is included on the process flow as an indication of a potential future development – please see the key. The current processes for notifying contractors of paid items is via eSchedule and the electronic data extracts provided to larger chains who do not have an N3 connection at their head offices (and hence no access to eSchedule). We would need to work with suppliers and contractors to understand requirements to take account of differences in business models e.g. financial i.e. paid item data is only returned to head offices in some instances, regional hubs in others and to individual stores in others. ETC1RRQ021 has been added to the ETC Message Requirements Register with a status of "proposed".		