

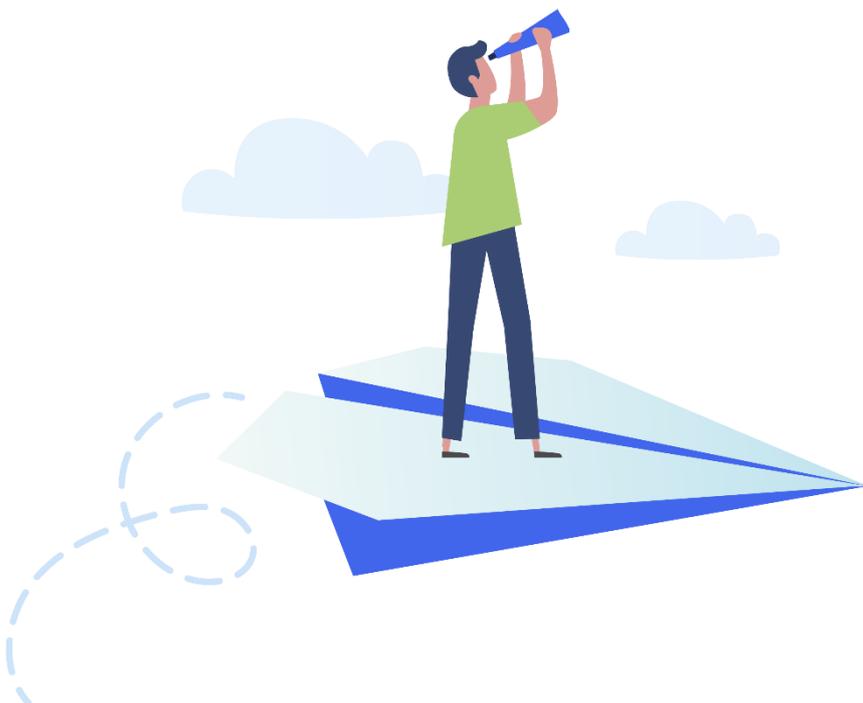


Pharmacy
Manager

Pharmacy Manager Reimbursements User Guide

Version 1.1

07 June 2022



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Reimbursements

The **Reimbursements** feature is designed to help with the submission of your total prescription figures to the MYS Portal at the month end. It captures and populates your EPS totals automatically and provides tools to record Paper prescription totals and other activities such as FP57 refunds, New Medicine Services (NMS) and Appliance Use Reviews (AUR) totals:

← Reimbursements
[Manage Your Service \(MYS\)](#)

Overview **Record Figures**
[VIEW FP34 REPORT](#)

Month: July 2021

Total

Total Forms	Total Items
2,929	7,044

EPS* Includes the EPS 5 day window

Type	Exempt	Paid	Old Rate
Forms	2,584	105	0
Items	6,391	123	0
Total Forms	Total Items		
2,689	6,514		

Paper

Type	Exempt	Paid	Old Rate
Forms	212	28	0
Items	458	72	0
Total Forms	Total Items		
240	530		

Activities & Refunds

Type	Qty
NMS	35
AUR (Home)	0
AUR (Premises)	0
FP57	1 (€9.35)

EPS Items & Forms
Paper Items & Forms
Activities & Refunds

Date of Entry ↓	Forms Exempt	Forms Paid	Forms Old Rate	Items Exempt	Items Paid	Items Old Rate
05/08/21*	13	0	0	38	0	0
04/08/21*	11	1	0	30	2	0
03/08/21*	31	1	0	86	2	0
02/08/21*	1	0	0	1	0	0
01/08/21*	0	0	0	0	0	0
31/07/21	0	0	0	0	0	0

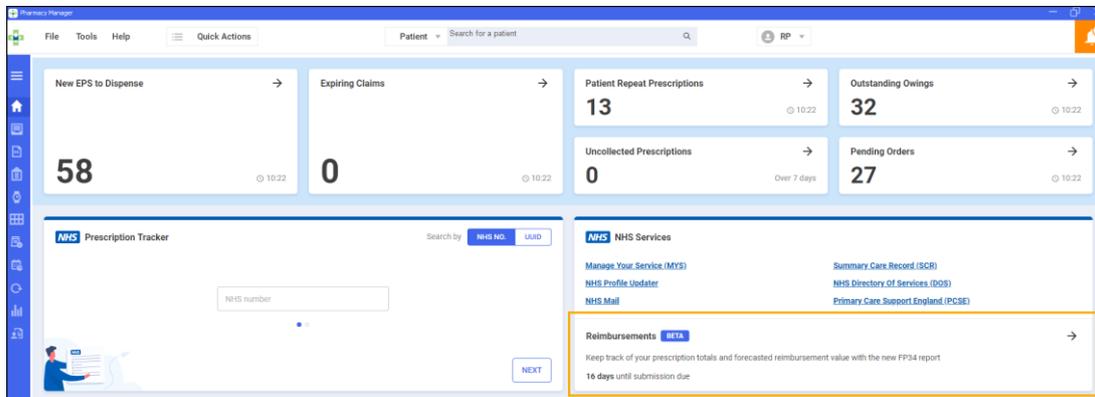
Select the links below for more information:

- [Accessing the Reimbursements screen on page 5](#)
- [Viewing and Navigating the Reimbursements screen on page 7](#)
- [Recording your Prescription Figures on page 13](#)
- [Viewing and Editing Recorded Figures on page 14](#)
- [Submitting your Month End Prescription Totals on page 16](#)
- [Viewing the FP34 Report on page 17](#)

Accessing the Reimbursements screen

To access the **Reimbursements** screen:

1. On the **Pharmacy Manager Dashboard**, from the **NHS Services** tile select the **Reimbursements** section:



The screenshot shows the Pharmacy Manager Dashboard with several key metrics and a list of services. The **Reimbursements** section is highlighted with an orange border. It includes a 'NEXT' button and a note about the submission deadline.

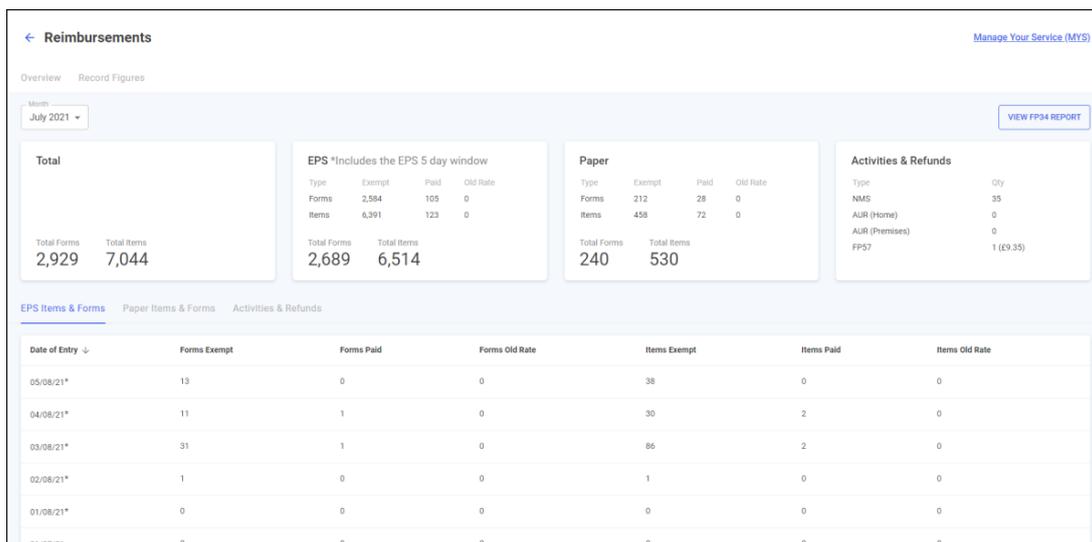
Metric	Value	Due Date
New EPS to Dispense	58	10/22
Expiring Claims	0	10/22
Patient Repeat Prescriptions	13	10/22
Outstanding Owings	32	10/22
Uncollected Prescriptions	0	Over 7 days
Pending Orders	27	10/22

Reimbursements BETA

Keep track of your prescription totals and forecasted reimbursement value with the new FP34 report
16 days until submission due

 **Note** - The countdown until submission section turns red 5 days before submission is due.

2. The **Reimbursements** screen displays:

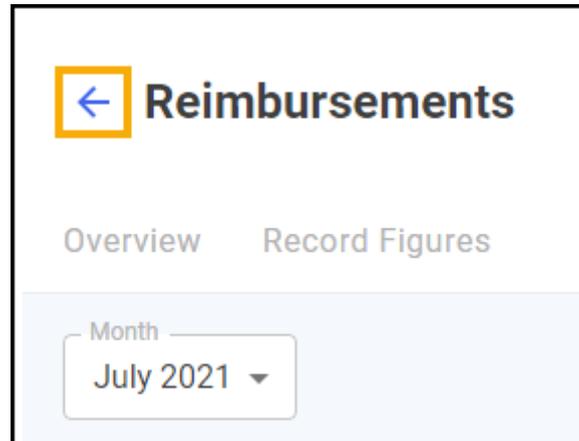


The screenshot shows the Reimbursements screen with a summary of items for July 2021. The 'Total' section shows 2,929 forms and 7,044 items. The 'EPS' section shows 2,689 forms and 6,514 items. The 'Paper' section shows 240 forms and 530 items. The 'Activities & Refunds' section shows 1 (€9.35) for FP57.

Total		EPS *Includes the EPS 5 day window				Paper				Activities & Refunds	
Type	Count	Type	Exempt	Paid	Old Rate	Type	Exempt	Paid	Old Rate	Type	Qty
Total Forms	2,929	Forms	2,554	105	0	Forms	212	28	0	NMS	35
Total Items	7,044	Items	6,391	123	0	Items	458	72	0	ALR (Home)	0
		Total Forms	2,689			Total Forms	240			ALR (Premises)	0
		Total Items	6,514			Total Items	530			FP57	1 (€9.35)

Date of Entry ↓	Forms Exempt	Forms Paid	Forms Old Rate	Items Exempt	Items Paid	Items Old Rate
05/08/21*	13	0	0	38	0	0
04/08/21*	11	1	0	30	2	0
03/08/21*	31	1	0	86	2	0
02/08/21*	1	0	0	1	0	0
01/08/21*	0	0	0	0	0	0
31/07/21	0	0	0	0	0	0

3. Select the arrow  at the top left of the screen to return to the **Pharmacy Manager Dashboard**:

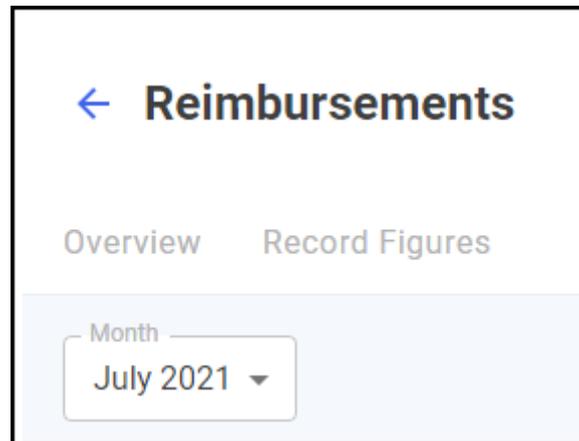


 See [Viewing and Navigating the Reimbursements screen](#) on page 7 for more information on the **Reimbursements** screen.

Viewing and Navigating the Reimbursements screen

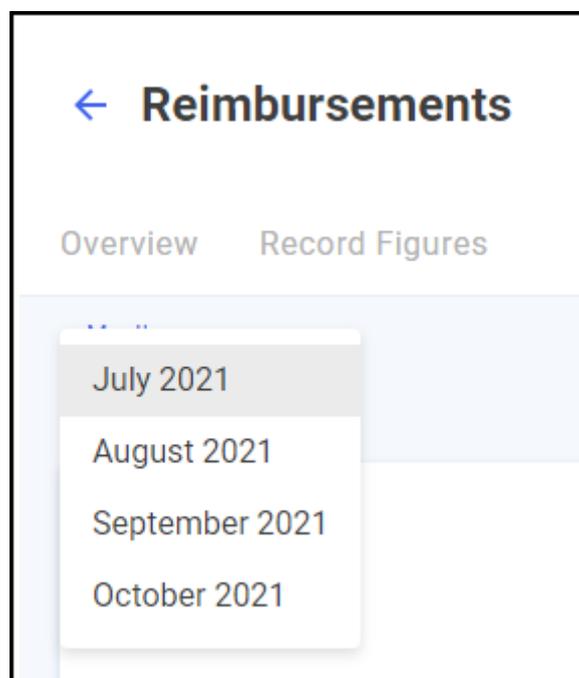
Date Filter

You can filter the data shown by month:



The default shown on start-up is the current dispensing month.

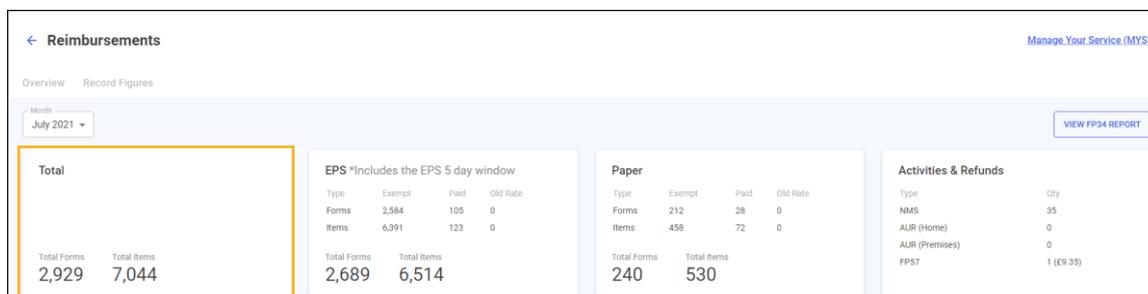
Select the drop-down arrow  to select a different month:



Reimbursement Tiles

The files display a summary of the reimbursement data over the selected month:

Total



← Reimbursements Manage Your Service (MYS)

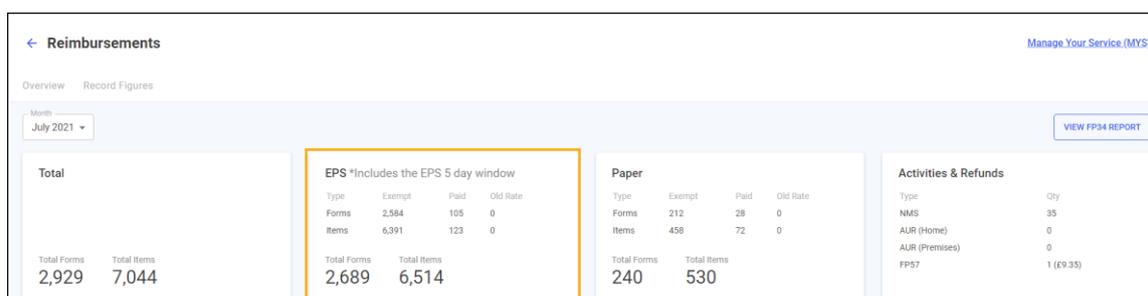
Overview Record Figures

Month: July 2021 VIEW FP34 REPORT

Total		EPS *Includes the EPS 5 day window				Paper				Activities & Refunds	
Type	Count	Type	Exempt	Paid	Old Rate	Type	Exempt	Paid	Old Rate	Type	Qty
Total Forms	2,929	Forms	2,584	105	0	Forms	212	28	0	NMS	35
Total Items	7,044	Items	6,391	123	0	Items	458	72	0	AUR (Home)	0
		Total Forms		Total Items		Total Forms		Total Items		AUR (Premises)	0
		2,689		6,514		240		530		FP57	1 (£9.35)

Displays the total number of items and forms claimed for over the selected month.

EPS



← Reimbursements Manage Your Service (MYS)

Overview Record Figures

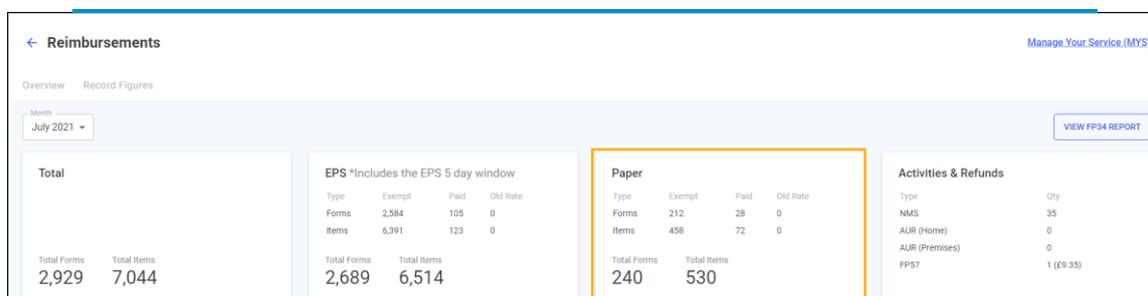
Month: July 2021 VIEW FP34 REPORT

Total		EPS *Includes the EPS 5 day window				Paper				Activities & Refunds	
Type	Count	Type	Exempt	Paid	Old Rate	Type	Exempt	Paid	Old Rate	Type	Qty
Total Forms	2,929	Forms	2,584	105	0	Forms	212	28	0	NMS	35
Total Items	7,044	Items	6,391	123	0	Items	458	72	0	AUR (Home)	0
		Total Forms		Total Items		Total Forms		Total Items		AUR (Premises)	0
		2,689		6,514		240		530		FP57	1 (£9.35)

Displays the total number of EPS items and forms claimed for over the selected month. It is split into the number of exempt and paid for prescriptions, also the number of prescriptions paid at the old charge rate.



Note - This data includes the EPS 5 day window data. For more information, see [EPS 5 day claim window](#) on page 18.



← Reimbursements Manage Your Service (MYS)

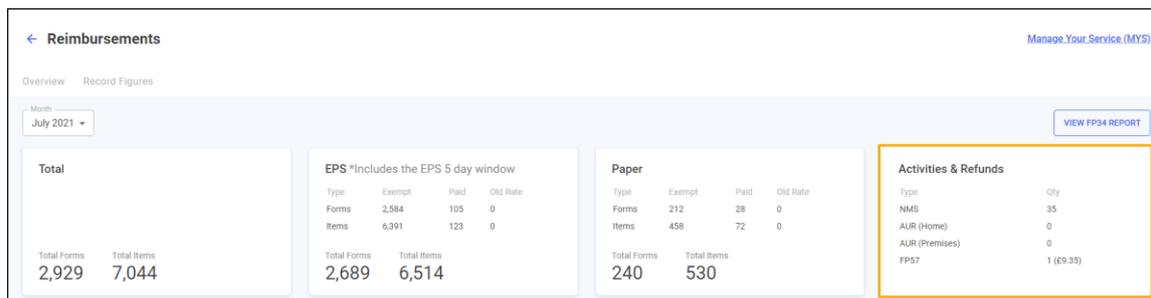
Overview Record Figures

Month: July 2021 VIEW FP34 REPORT

Total		EPS *Includes the EPS 5 day window				Paper				Activities & Refunds	
Type	Count	Type	Exempt	Paid	Old Rate	Type	Exempt	Paid	Old Rate	Type	Qty
Total Forms	2,929	Forms	2,584	105	0	Forms	212	28	0	NMS	35
Total Items	7,044	Items	6,391	123	0	Items	458	72	0	AUR (Home)	0
		Total Forms		Total Items		Total Forms		Total Items		AUR (Premises)	0
		2,689		6,514		240		530		FP57	1 (£9.35)

Displays the total number of Paper items and forms claimed for over the selected month. It is split into the number of exempt and paid for prescriptions, also the number of prescriptions paid at the old charge rate.

Activities & Refunds



Displays the total number of activities and refunds claimed for over the selected month:

- **NMS** - Number of New Medicine Services completed.
- **AUR (Home)** - Number of Appliance Use Reviews at home.
- **AUR (Premises)** - Number of Appliance Use Reviews at premise.
- **FP57** - Number of prescription refund forms submitted and the total value of the refunds.

Reimbursement Tables

The tables display the reimbursement data per day:

EPS Items & Forms

EPS Items & Forms						
Date of Entry ↓	Forms Exempt	Forms Paid	Forms Old Rate	Items Exempt	Items Paid	Items Old Rate
05/08/21*	13	0	0	38	0	0
04/08/21*	11	1	0	30	2	0
03/08/21*	31	1	0	86	2	0
02/08/21*	1	0	0	1	0	0
01/08/21*	0	0	0	0	0	0
31/07/21	0	0	0	0	0	0

The **EPS Items & Forms** table displays the following information:

- **Date of Entry** - Date the activity was received.
- **Forms Exempt** - Number of EPS forms received where patients are exempt.
- **Forms Paid** - Number of EPS forms received where patients pay for the prescription.
- **Forms Old Rate** - Number of EPS forms paid for at the old charge rate.
- **Items Exempt** - Number of EPS items received where patients are exempt.
- **Items Paid** - Number of EPS items received where patients pay for the prescription.
- **Items Old Rate** - Number of EPS items paid for at the old charge rate.

The table displays with the latest **Date of Entry** at the top. To sort by another column simply select the heading to sort either ascending or descending.



Note - This data includes the EPS 5 day window data, highlighted by an asterisk *. For more information, see [EPS 5 day claim window](#) on page 18.

Paper Items & Forms

Date of Entry ↓	Forms Exempt	Forms Paid	Forms Old Rate	Items Exempt	Items Paid	Items Old Rate
31/07/21	222	25	0	652	68	0

1 - 1 of 1 Rows per page: 10

The **Paper Items & Forms** table displays the following information:

- **Date of Entry** - Date the activity was recorded.
- **Forms Exempt** - Number of paper forms claimed where patients are exempt.
- **Forms Paid** - Number of paper forms claimed where patients pay for the prescription.
- **Forms Old Rate** - Number of paper forms paid for at the old charge rate.
- **Items Exempt** - Number of paper items claimed where patients are exempt.
- **Items Paid** - Number of paper items claimed where patients pay for the prescription.
- **Items Old Rate** - Number of paper items paid for at the old charge rate.

The table displays with the latest **Date of Entry** at the top. To sort by another column simply select the heading to sort either ascending or descending.

Activities & Refunds

Date of Entry ↓	FP57 Forms	FP57 Refunded	AUR (Home)	AUR (Premises)	NMS
31/07/21	0	0	0	0	35

1 - 1 of 1 Rows per page: 10

The **Activities & Refunds** table displays the following information:

- **Date of Entry** - Date the activity was recorded.
- **FP57 Forms** - Number of FP57 forms submitted.
- **FP57 Refunded** - Value of FP57 forms submitted.
- **AUR (Home)** - Number of Appliance Use Reviews completed at home.
- **AUR (Premises)** - Number of Appliance Use Reviews completed at the premises.
- **NMS** - Number of New Medicine Services completed.

The table displays with the latest **Date of Entry** at the top. To sort by another column simply select the heading to sort either ascending or descending.

From the **Reimbursements** screen you can do the following:

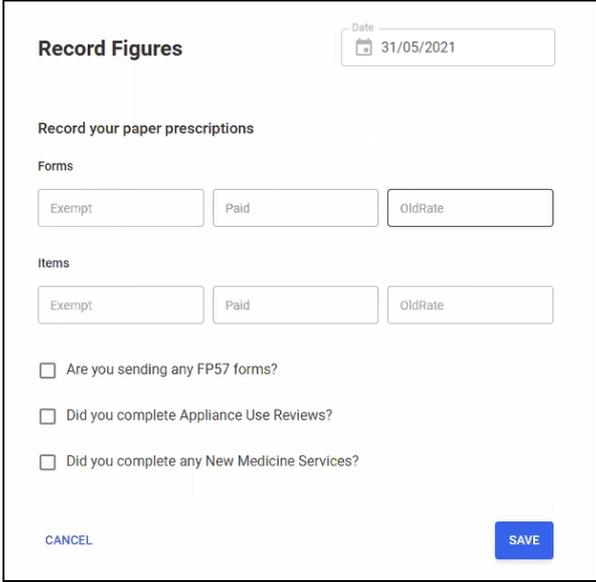
- [Recording your Prescription Figures](#) on page 13
- [Viewing and Editing Recorded Figures](#) on page 14
- [Submitting your Month End Prescription Totals](#) on page 16
- [Viewing the FP34 Report](#) on page 17

Recording your Prescription Figures

To record your prescription figures for paper prescriptions, NMS, FP57 refunds or AURs:

1. From the **Reimbursements** screen, select the **Record Figures** tab and then select **RECORD FIGURES** :

The **Record Figures** screen displays:



The screenshot shows the 'Record Figures' screen with the following elements:

- Title:** Record Figures
- Date:** 31/05/2021
- Section:** Record your paper prescriptions
- Forms:** Three input fields labeled 'Exempt', 'Paid', and 'OldRate'.
- Items:** Three input fields labeled 'Exempt', 'Paid', and 'OldRate'.
- Checkboxes:**
 - Are you sending any FP57 forms?
 - Did you complete Appliance Use Reviews?
 - Did you complete any New Medicine Services?
- Buttons:** CANCEL (bottom left) and SAVE (bottom right).

2. The date defaults to today's date, change if required.
3. Record your paper prescriptions data:
 - **Forms** - Enter the number of Exempt, Paid and Old Rate forms.
 - **Items** - Enter the number of Exempt, Paid and Old Rate items.
 - **Are you sending any FP57 forms?** – Select the box and then enter the number of FP57 forms submitted and the total amount refunded.
 - **Did you complete Appliance Use Reviews?** - Select the box and then enter the number of Appliance Use Reviews carried out at the patient's home or at the premises.
 - **Did you complete any New Medicine Services?** - Select the box and then enter the number of New Medicine Services completed.
4. Select **SAVE**  to save and exit the **Record Figures** screen or select **CANCEL**  to leave without saving any changes.

The **Record Figures** table updates with the new figures.



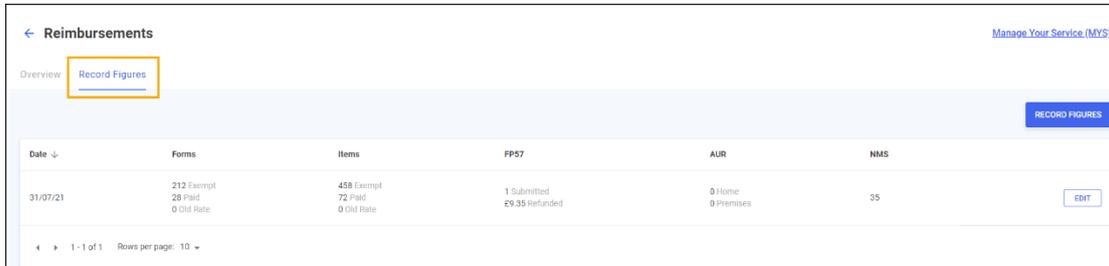
See [Viewing and Editing Recorded Figures](#) on page 14 for more information.

Viewing and Editing Recorded Figures

Viewing your Recorded Figures

To view your figures for paper prescriptions, activities and refunds:

1. From the **Reimbursements** screen select the **Record Figures** tab:



Date ↓	Forms	Items	FP57	AUR	NMS
31/07/21	212 Exempt 28 Paid 0 Old Rate	458 Exempt 72 Paid 0 Old Rate	1 Submitted €9.35 Refunded	0 Home 0 Premises	35

2. The **Record Figures** screen displays, all the daily entered figures display in the table:

- **Date of Entry** - Date the activity was recorded.
- **Forms** - Number of paper forms claimed for split into Exempt, Paid and Old Rate.
- **Items** - Number of items claimed for split into Exempt, Paid and Old Rate.
- **FP57** - Number of FP57 forms submitted and the refunded value.
- **AUR** - Number of Appliance Use Reviews completed at home and the premises.
- **NMS** - Number of New Medicine Services completed.

Editing Recorded Figures

From the **Record Figures** screen you can edit the entered figures:

1. Find the day that you wish to edit and select **EDIT** . The **Record Figures** screen displays:

Record Figures Date

Record your paper prescriptions

Forms

<input type="text" value="Exempt"/> 198	<input type="text" value="Paid"/> 29	<input type="text" value="OldRate"/> 0
--	---	---

Items

<input type="text" value="Exempt"/> 564	<input type="text" value="Paid"/> 51	<input type="text" value="OldRate"/> 0
--	---	---

Are you sending any FP57 forms?

3

£ 28.05

Did you complete Appliance Use Reviews?

Did you complete any New Medicine Services?

0

2. If you wish to delete the day's figures select **DELETE** .
3. Edit the days figures as required:
 - **Forms** - Enter the number of Exempt, Paid and Old Rate forms.
 - **Items** - Enter the number of Exempt, Paid and Old Rate items.
 - **Are you sending any FP57 forms?** - Select the box and then enter the number of FP57 forms submitted and the total amount refunded.
 - **Did you complete Appliance Use Reviews?** - Select the box and then enter the number of Appliance Use Reviews carried out at the patient's home or at the premises.
 - **Did you complete any New Medicine Services?** - Select the box and then enter the number of New Medicine Services completed.

4. Select **SAVE**  to save and exit the **Record Figures** screen or select **CANCEL**  to leave without saving any changes.

The **Record Figures** table updates with the new figures.

Submitting your Month End Prescription Totals

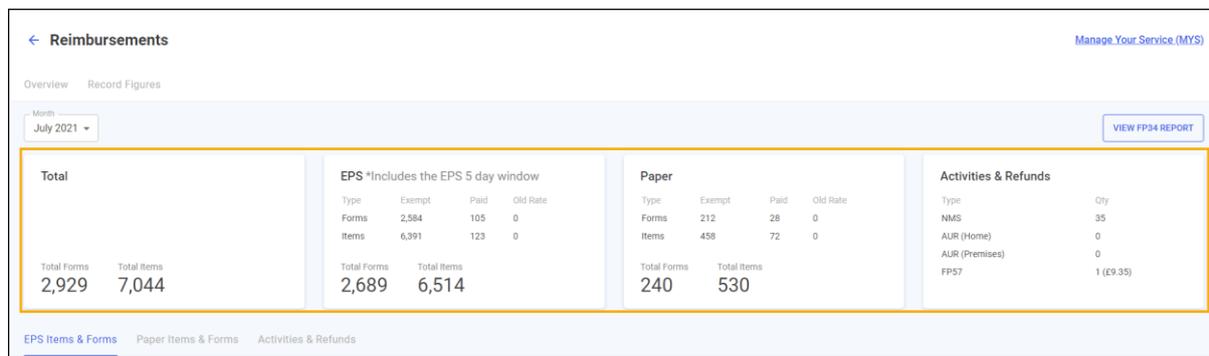
To submit your month end figures to the MYS Portal:

1. On the **Reimbursements** screen filter the data to the month that you wish to submit your month end prescription totals for.

2. Select **Manage Your Service (MYS)** [Manage Your Service \(MYS\)](#).



3. The **MYS Portal** opens in a web browser, sign in and input your prescription totals from the files on the **Reimbursements** screen as required:

The screenshot shows the 'Reimbursements' screen with a summary table of prescription totals for July 2021. The table is divided into four columns: Total, EPS, Paper, and Activities & Refunds.

Total		EPS *Includes the EPS 5 day window				Paper				Activities & Refunds	
Type	Qty	Type	Exempt	Paid	Old Rate	Type	Exempt	Paid	Old Rate	Type	Qty
Forms	2,584	Forms	212	105	0	Forms	212	28	0	NMS	35
Items	6,391	Items	458	123	0	Items	458	72	0	AUR (Home)	0
										AUR (Premises)	0
										FP57	1 (£9.35)
Total Forms	2,929	Total Forms	2,689	Total Items	6,514	Total Forms	240	Total Items	530		

Viewing the FP34 Report

The FP34 report displays a detailed breakdown of the Total Reimbursement (see note below) you should expect based on the values claimed over the selected date range. The report captures Drug and Appliance costs, Prescription Fees, charges collected from patients, your prescription totals data and provides a summary of your expensive items.



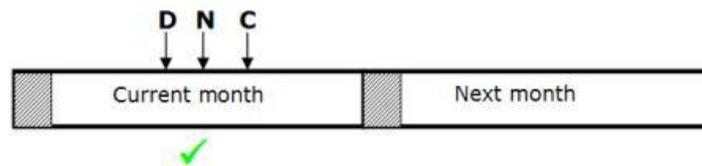
Note - Total Reimbursement due is based on EPS items claimed and paper prescriptions labelled within **Pharmacy Manager** in the selected date range.

The new FP34 report includes EPS prescriptions claimed up till the 5th of the month. The calculations are handled by **Pharmacy Manager**, therefore if you were to run a report from the 1st of the month till the last day of the month you can be confident that any claimed EPS prescriptions claimed within the 5 day window will be included in the total.

EPS 5 day claim window

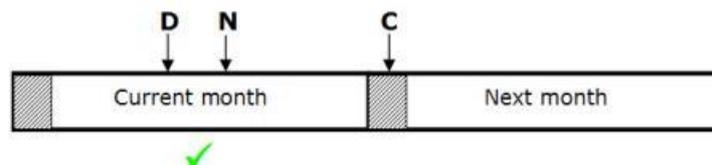
Determination is made as to whether a prescription should be counted in the current month's figures or next month's figures.

Scenario 1



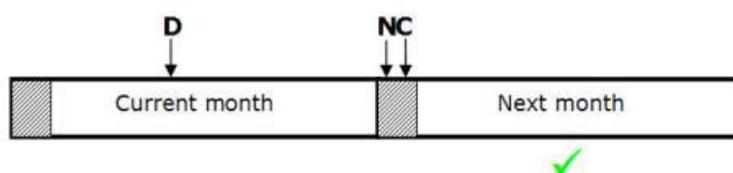
If the prescription was dispensed (D), notified (N) and claimed (C) in the current month, then the prescription will be included in the figures for the current month.

Scenario 2



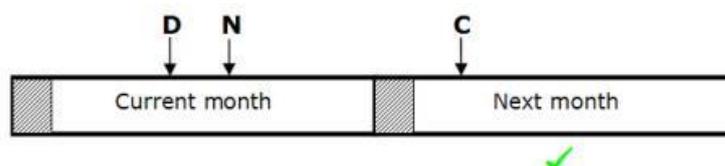
If the prescription was claimed (C) in the next month before the cut-off point (day five), but was notified (N) in the current month, the prescription will be included in the figures for the current month.

Scenario 3



If the prescription was dispensed (D) in the current month, but claimed in the next month but before the cut-off point, but the notification (N) was not carried out in the current month, then the prescription will be included in the figures for the next month. It will not be included in the current month's figures.

Scenario 4



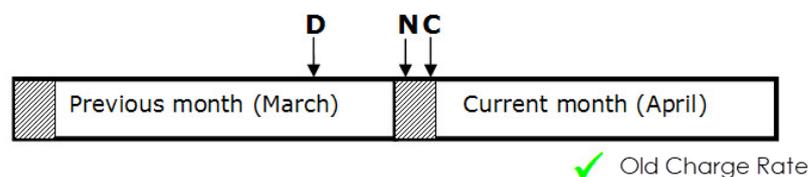
If the prescription was claimed (C) in the next month but after the cut-off point, the prescription will be included in the next month's figures regardless of when it was notified and therefore will be ignored for the current month's figures.

Whether to count against the old charge rate or new

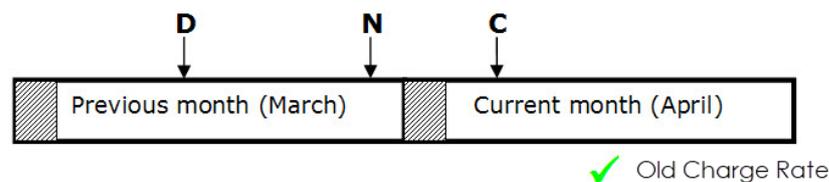
When the NHS introduce a new prescription charge rate there may be occasions where a prescription that is included in the counts for the current month will be charged at the previous month's rate. In the examples below the charge rate changed on the 1st of April.

The following scenarios may exist, overlapping the period when there is an NHS charge increase:

- A prescription is dispensed (D) in March but notified (N) and claimed (C) in first five days of April will be included in the April payment at the old rate:



- A prescription is dispensed (D) and notified (N) in March but claimed (C) in April after the first five days will be included in the April payment at the old rate:

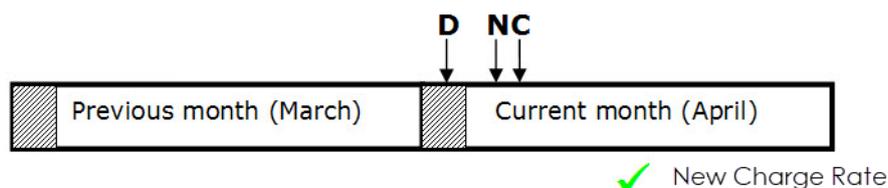


When the figures are to be included in April's counts but the prescription was dispensed in March the figures will be added up against the old NHS charge counts.

In this situation there will be two sets of prescription form and item counts where a charge was made to the patient indicating how many of them were from the old rate and how many of them were from the new NHS charge.

New Charge Rate

Prescriptions that are dispensed (D), notified (N) and Claimed (C) in April will be included in the April payment at the new rate:

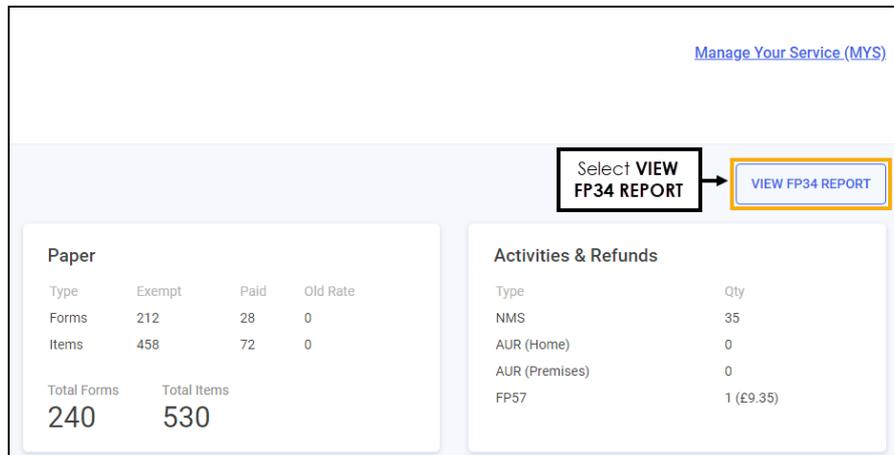


Viewing the FP34 Report

To view the FP34 report:

1. Set the date range to the month that you wish to view.
2. From the **Reimbursements** screen select **VIEW FP34 REPORT**

VIEW FP34 REPORT



[Manage Your Service \(MYS\)](#)

Select **VIEW**
FP34 REPORT

VIEW FP34 REPORT

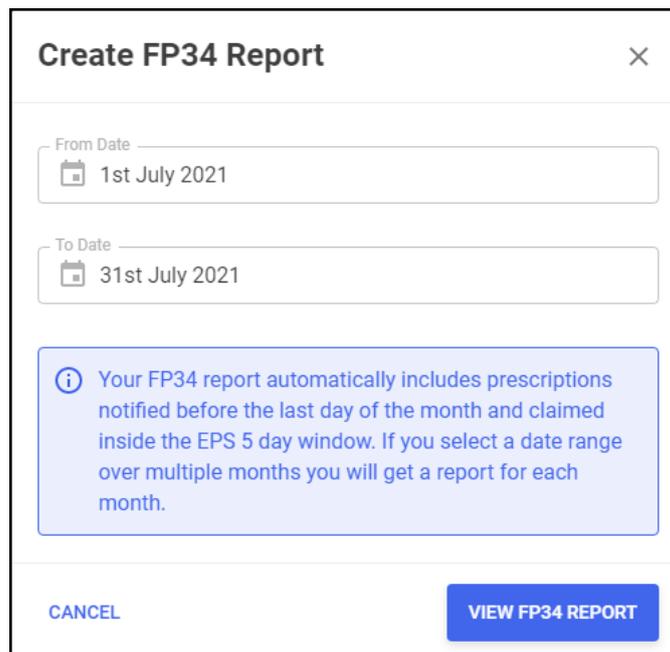
Paper

Type	Exempt	Paid	Old Rate
Forms	212	28	0
Items	458	72	0
Total Forms	240	Total Items	530

Activities & Refunds

Type	Qty
NMS	35
AUR (Home)	0
AUR (Premises)	0
FP57	1 (£9.35)

3. The **Create FP34 Report** screen displays:



Create FP34 Report ✕

From Date

To Date

i Your FP34 report automatically includes prescriptions notified before the last day of the month and claimed inside the EPS 5 day window. If you select a date range over multiple months you will get a report for each month.

CANCEL
VIEW FP34 REPORT

4. Set the **From Date** and **To Date** as required.

 **Note** - The FP34 report automatically includes prescriptions notified before the last day of the month and claimed inside the EPS 5 day window.

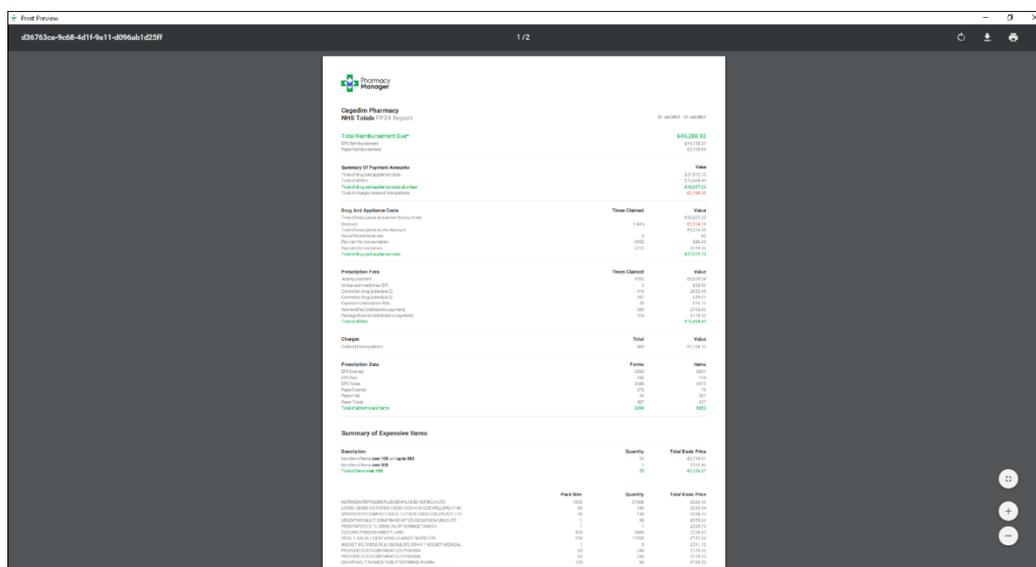
 **Note** - If you select a date range over multiple months you will get a report for each month in the same output.

5. Select **VIEW FP34 REPORT**  to view the report.

The **VIEW FP34 REPORT** button on the **Reimbursements** screen displays as:

-  - Report is loading
-  - Report has loaded
-  - Report has failed to load

6. The **Print Preview** screen displays the FP34 Report as a PDF:



 **Disclaimer** - The FP34 values are calculated using the EPS items claimed for and the paper prescriptions labelled within **Pharmacy Manager** over the set date range.

7. From the menu you can either:

-  - Download the PDF to a file location.
-  - Print the PDF.

8. Select  to close the **Print Preview** screen.