



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Feidhmeannacht na Seirbhíse Sláinte  
Seirbhís Aisíocaíochta Cúraim Phríomhúil  
Plás J5  
Lárionad Gnó na Páirce Thuaidh  
Bealach Amach 5, M50  
An Bóthar Thuaidh  
Fionnghlas  
Baile Átha Cliath 11  
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Primary Care Reimbursement Service  
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Dublin 11  
D11 PXT0

Tel: (01) 864 7100  
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Circular No. 041/16

30<sup>th</sup> August 2016

### Re: Manual Claim Submission

Dear Pharmacist,

In 2015 the HSE Primary Care Reimbursement Service (PCRS) processed in excess of 80 million business transactions. We endeavour to provide you with an excellent service and strive to ensure your claims are processed in an efficient and timely fashion. Your continued assistance and co-operation in relation to the procedures for the submission of claims is greatly appreciated.

Over 98.7% of pharmacy contractors now submit electronically. There are a number of advantages for you in submitting your claims electronically:

- there is no need for you or your staff to manually code your claims;
- there is a quicker turnaround for payments for e.g. July claims are paid in August;
- You can access your Detailed Payment Listings online and reclaims identified at file loading stage can be corrected by you, resubmitted and included with your payment.

We are encouraging you to consider moving to electronic claiming and should you have any queries or wish to discuss transitioning to electronic submission please contact Pharmacy Processing Unit at 01 8647100.

#### Payment arrangements

To qualify for **normal payment**, claims submitted after midnight on the 3<sup>rd</sup> working day, and before midnight on the 7<sup>th</sup> of the month, qualify for normal payment. Supporting paperwork must be received by the PCRS by close of business (17:00) on the 7<sup>th</sup> of each month.

In the event that the 7<sup>th</sup> of any month falls on Saturday or Sunday, or a Public Holiday, supporting paperwork should be received by PCRS on the next working day after the 7<sup>th</sup> of the month.

To ensure your claims are processed promptly, please ensure the appropriate claim forms for the schemes should be tagged together with a properly completed Summary of Claims Certificate at the top of the bundle.

Enclosed please find a supply of green bags, address labels, treasury tags, summary certificates and elastic bands required to submit your supporting paperwork. Please ensure the address is clearly visible on the green bag and insert your pharmacy number in the box provided.

Within the green bag provided, which distinguishes manual pharmacies, please submit claims in two separate bundles as follows:

Bundle 1: GMS Regular, GMS Repeat, Hospital Emergency, Stock Order and Dental Claims secured using elastic bands.

Bundle 2: DPS, LTI, High Tech, HAA and EC Claims secured using elastic bands.

**Please ensure no sharp objects are used to secure the content in the green bag(s) as staples and other sharp material can present a hazard when opening the bag(s).**

Supporting paperwork which is received after the close off date or not presented as requested will be put to one side and processed as time allows.

We have enhanced the services available on Pharmacy Application Suite on [www.pcrs.ie](http://www.pcrs.ie) to enable you to order additional supplies of the following items:

- Unified Claim Forms
- GMS Summary Forms
- DPS Summary Forms
- LTI/EEA/HAA Summary Forms
- Methadone Summary Forms
- High Tech Summary Forms
- DPS Emergency Registration Forms
- Treasury Tags

If you require additional green bags please email [PCRSSupplies@hse.ie](mailto:PCRSSupplies@hse.ie) or fax your order to 01-8343535.

Thank you for your co-operation in relation to this matter.

Yours faithfully,



Anne Marie Hoey

Primary Care Reimbursement & Eligibility