



Paul Kehoe, T.D.
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

14th June 2023

PQ: 26298/23

To ask the Minister for Health if he will consider streamlining the PCRS Reporting service for GPs to allow for longer timeframes for submission of claims due to the high demand on GPs and the increased burden of workload, to provide greater flexibility with regard to extensions requested by GPs, and to improve the turnaround time to resolve issues with claims on hold; and if he will make a statement on the matter. -Paul Kehoe

Dear Deputy Kehoe,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question (Reference 26298/23), which you submitted to the Minister for Health for response.

General Practitioners are encouraged to submit claims in a timely fashion. Manual claims must be submitted by the 7th day of the month, in order to ensure prompt payment. Should the 7th of the month fall on a weekend or public holiday, the deadline for claims submission will be extended until the close of business on the next working day.

Online claims can be entered by the last day of the month and will be paid by the 15th day of the following month. In order to discharge its obligations in relation to public accountability, the PCRS reserves the right to audit the original claims from time to time, and to evidence third party verification. Should a contractor wish to submit claims outside of the claim submission dates they should make a request in writing to the PCRS with the reason for the delay.

On occasion as part of controls and assurance processes PCRS becomes aware of claims around which concerns emerge, in such circumstances PCRS seeks additional information from contractors to enable PCRS to validate and verify claims received and to ensure that all valid claims are paid as promptly as possible but that invalid claims do not become a cost to the exchequer.

The HSE PCRS is required to ensure that only claims submitted in compliance with contractual commitments are reimbursed. The HSE PCRS is committed to ensuring that it pays the right contractors the right amount through the right scheme and fee type at the right time and on behalf of the right client. The HSE has processes in place to ensure that it carries out these functions and ensures that the monies entrusted to it by the taxpayer and authorised by the Oireachtas are appropriately governed, overseen and monitored. The HSE PCRS keeps its financial control systems under review at all times and regularly updates them to ensure the above aims are met.

Yours sincerely,

A handwritten signature in cursive script, appearing to read 'Suzanne Doyle', written in black ink.

Suzanne Doyle
Primary Care Eligibility & Reimbursement Service