



Circular No. 31/18

1st November 2018

Re: Claim Submission

Dear Pharmacist,

In 2017 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.

Enclosed is the 2019 schedule of submission dates for pharmacy claims, outlined clearly in calendar format. The colour coded calendar will assist your pharmacy team in preparation for claims submission to the Primary Care Reimbursement Service (PCRS). To ensure claims are submitted by the due date(s), which will facilitate timely payments we recommend the calendar is placed prominently in your pharmacy so staff are aware of 2019 schedule.

PCRS cannot be held responsible for any technical issues that arise outside of our direct control. Pharmacy businesses should build a contingency into their submission schedule to deal with such unforeseeable technical problems that arise from time to time. In addition, normal financial contingency arrangements are a matter for the pharmacist. A 'Transmission History' tool has been added to the 'Pharmacy Application Suite' to assist in confirming files have been received on time.

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

Enclosed you will also find a supply of yellow bags, treasury tags, summary certificates and elastic bands required to submit your supporting paperwork. The address should be clearly visible on the yellow bag and the Pharmacy number should be inserted in the box provided .

Within the yellow bag provided 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 yellow 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 services available on our 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 yellow bags please email [PCRS.Supplies@hse.ie](mailto:PCRS.Supplies@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