

25th November 2019

Circular No. 042/19

Re: Claim Submission, Data Processing Agreement and Future Circulars

Dear Pharmacist,

We endeavor 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.

Claim Submission

Enclosed is the 2020 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 Eligibility Reimbursement Service (PCERS). 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 the 2020 schedule.

PCERS 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 electronic files have been received on time.

The screenshot shows the Pharmacy Suite web application. At the top left is the HSE logo. To its right, it says 'Pharmacy Suite' and 'Username:'. Below this is a navigation bar with tabs: 'Welcome', 'Claiming' (circled in red), 'Reporting', 'Correspondence', 'Supplies', 'High Tech Module', and 'Logout'. On the left side, there is a vertical menu with buttons for 'Home', 'Claiming', 'Eligibility Confirmation', 'Reporting', and 'Correspondence'. The main content area is titled 'Claiming' and contains three links: 'Vaccination Services', 'Phased Dispensing', and 'Transmission History' (circled in red). On the right side, there are two boxes: 'Help' with a 'Contact Us' link, and 'Useful Links' with links to 'HSE' and 'IPU'.

In order to qualify for early payment supporting paperwork must be received by close of business on the **5th of each month**. If the deadline falls on the weekend or bank holiday, it moves to the next available working day. 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.

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 find a supply of yellow bags, treasury tags, summary certificates and elastic bands required to submit your supporting paperwork. The address is pre-populated on the yellow bag and should not be altered however 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).

The Pharmacy Application Suite on www.pcrs.ie will enable you to order additional supplies of the following items should you so require.

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

If you require additional yellow bags please email PCRS.Supplies@hse.ie or fax your order to 01- 8343535.

Data Processing Agreement

The General Data Protection Regulation (REGULATION (EU) 2016/679) and the Data Protection Act 2018 oblige the HSE to put in place a data processor agreement, to cover those specific circumstances when activities undertaken, under your contract with the HSE, constitute data processing on behalf of the HSE.

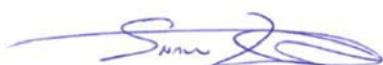
This document is now available to you to read now on your Pharmacy Suite. From December 2019 pharmacists will be obliged to confirm they accept the Data Processing Agreement.

Future Circulars

Going forward all circulars issued to pharmacy will only be published online via Pharmacy Suite and HSE website.

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

Yours Sincerely



Shaun Flanagan
Primary Care Eligibility & Reimbursement Service



HSE, Primary Care Eligibility & Reimbursement Service
 J5 Plaza, North Park Business Park
 Exit 5, M50,
 North Road,
 Finglas, Dublin 11.
 D11 PXT0

PHARMACY CLAIMS CALENDAR

2020

CLAIMS SUBMISSION GUIDELINES

JANUARY

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

FEBRUARY

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MARCH

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APRIL

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MAY

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JUNE

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JULY

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AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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26	27	28	29	30	31	

Step 1: Submit Claims

Early Pay - To qualify for early payment, electronic claims must be received by the PCERS no later than midnight on the **3rd working day** of the month.

The deadline for the receipt of supporting paperwork must be received by the PCERS by 5pm on the **5th* day** of each month

Normal Pay - Files submitted after midnight on the 3rd working day, and before midnight on the **7th* day** of the month, qualify for normal payment. The deadline for the receipt of supporting paperwork must be received by the PCERS by 5pm on the **7th day** of each month.

Step 2: Exceptions Files

Exception files are available for download no later than 4 working days from receipt of file and in most cases are available within 24 hours. The final corrected exception file must be transmitted by midnight on the **8th working day**.

Notes:

*Deadlines

In the event that a deadline falls on a Saturday / Sunday / Public Holiday, supporting paperwork should be received by PCERS on the next working day.

Payment Dates

EARLY PAY: Bank files submitted on 14th working day, for payment into pharmacy accounts on 15th working day.

NORMAL PAY: DPS: 5/6/7th of the following month.

GMS: 19/20/21st of the following month.

Bank holiday

1st January	New Year's day holiday
17th March	St. Patrick's day
13th April	Easter Mon
4th May	Bank Holiday
1st June	Bank Holiday
3rd August	Bank Holiday
26th October	Bank Holiday
25th December	Christmas day
28th December	Bank Holiday

- Bank holiday
- To qualify for early pay
- To qualify for normal pay
- Paperwork due date EP