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Health Service Executive, Primary Care Reimbursement Service
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Circular No. 012/21

27th May 2021

Re. Pharmacy Reimbursement in June 2021

Dear Pharmacist,

As you will be aware, the HSE was subject to a cyber-attack on 14th May. Significant disruption to core HSE services has occurred and the organisation is working as quickly as possible to recover fully.

The purpose of this circular is to specify key actions which need to be taken in relation to May pharmacy claims which are normally reimbursed in June.

Fortunately, following forensic examination, it is confirmed that the HSE PCRS computer systems and data have not been compromised in any way. However, our computer systems and external connections are subject to the same national monitoring and restoration approval processes. These are designed to ensure a safe return to normal processing and to give confidence to stakeholders.

The HSE PCRS will not be able to receive your May claims electronically at the start of June.

Pharmacies will be paid on account, in lieu of electronic claims, in June rather than being paid on foot of processing your electronic claims. This payment on account will be reconciled when the actual reimbursement of your electronic claims is completed. The HSE PCRS expects to reimburse "May electronic Claims" and "June Claims" in July 2021.

Please note that your manual hardcopy claims documentation which cannot be processed electronically (EC, Dental, Methadone etc.), should be submitted as normal.

This circular includes critical instructions for the delivery of your May and June electronic claims. These instructions have been written in conjunction with your pharmacy software vendor and the Irish Pharmacy Union. See the Appendix below for further details.

We wish to apologise for the inconvenience caused to you and appreciate your support in working these alternative arrangements.

Yours faithfully,

Shaun Flanagan
Primary Care Eligibility & Reimbursement



Appendix: Instructions for May and June Claims

Please note that these instructions are agreed with your pharmacy software vendor. Your software vendor will contact you separately via email on how to manage this process in your software system.

Also note that you should follow the instructions below, appropriate for your particular software system.

Pharmacy Sites Using the CLANWILLIAM Software System

1. Please attempt to send your May Claim file at the beginning of June as you normally would.
2. This will return an error; however please note that it will still generate your Claim file as normal.
3. Locate the Claim file on your computer and store it for safe keeping (detailed instructions about how to do this will be provided by Clanwilliam Health by email).
4. This Claim file will then be submitted to the PCRS later (this date will be provided to you in June)
5. At the beginning of July, it is anticipated all services will be back to normal and you can submit your June file as normal.

Pharmacy Sites Using the McLERNON Software System

1. **DO NOT ATTEMPT** to transmit May's claim at the beginning of June.
2. May's claim will automatically rollover and will be included with the June submission at the beginning of July.
3. Any attempt to transmit May's claim will fail and lock out EClaims until the 9th working day.
4. Hit **No** on any prompts to download final exceptions as these are currently unavailable due to PCRS being offline.

Pharmacy Sites Using the TOUCHSTORE Software System

1. Prepare your May claims as normal (validating, verifying) but please **DO NOT** transmit the file.
2. Prior to the 1st July a configuration update will be applied to your system to allow the sending of the May and June periods in a single file.
3. Prepare and submit your June Claims – your May claims will be sent in the same file.