



Circular 018/21

21.07.21

## Re: July Reimbursement Update

Dear Pharmacist,

The purpose of this circular is to provide an update regarding reimbursement in July 2021 under a number of headings.

Firstly, I am glad to say that many more services, processes and systems have returned to normal after the cyber-attack. Your assistance and co-operation through this period has been much appreciated.

### (1) May and June Claim Reimbursement

In normal times, pharmacists and the HSE collaborate together to provide medicine to eligible patients for reimbursable products. That collaboration requires access to HSE computer systems which were not available. Pharmacists dispensed in good faith and were assured that we would reimburse accordingly.

For July reimbursement, it has not been possible to stop normal validations and claims will not have been paid in some cases. This must be corrected by PCRS after the fact.

Our commitment to reimburse these claims stands and claims unpaid in July will be resolved in August 2021. Pharmacists do not need to take any action at this point in relation to unpaid May and June claims.

### (2) Hardship Claim Reimbursement

Our colleagues in local HSE offices who capture hardship claims for reimbursement by PCRS, have access once more to the PCRS hardship claiming system. This will allow for hardship claims to be reimbursed in August also. PCRS will work with local health offices to the maximum extent possible to ensure that backlogs are cleared quickly.

### (3) Pharmacy Covid-19 Vaccination Claims

It was not possible to include reimbursement for the June vaccinations in July payments. However, it is expected that June and July vaccinations will be reimbursed in August 2021.

Finally, I would like to re-iterate on behalf of the HSE, appreciation for the support of all community pharmacists during a very difficult period of time in the health service. The inconvenience caused by the cyber-attack is regretful and the work to resolve these issues fully is prioritised within the HSE.

Yours faithfully,

PP *Ivan Mc Carthy*

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Shaun Flanagan  
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