

PRIMARY CARE REIMBURSEMENT SERVICE (PCRS)

National Medical Card Unit (NMCU)

CUSTOMER CHARTER

Introduction

The Health Service Executive (HSE) provides a reimbursement service to primary care contractors who deliver health services to members of the public under its community schemes. The Primary Care Reimbursement Service (PCRS) is responsible for processing all claims for reimbursement from primary care contractors and for payments to a range of other service suppliers. Moreover, the PCRS provides statistical data and support to internal HSE customers and interacts with an assortment of external stakeholders.

The National Medical Card Unit (NMCU) is a business function within the PCRS that administers Medical Card and GP Visit Card applications from customers seeking assessment for eligibility under the General Medical Services (GMS) scheme.

The PCRS/NMCU is committed to providing its customers and stakeholders with a high standard of service consistent with the principles of Quality Customer Service, adopted for the public service.

This customer charter sets the standards of service customers can expect from the PCRS/NMCU. The Charter also provides information on how customer input can contribute to the continuous improvement of services provided by the PCRS/NMCU and outlines how to address concerns and complaints.

- ✦ **Our Vision** is 'To be an excellent and responsive public service'.
- ✦ **Our Mission** is 'To deliver a first class service in a consistent, transparent and efficient way' to everyone that engages with our service.

Working in line with our Vision and Mission, the PCRS/NMCU are committed to the delivery of services for our customers underpinned by the following principles:

Openness and Transparency

- ✦ **We will** provide clear, accurate and comprehensive information about our services, through all points of contact (e.g. phone, written, electronic). We will publish information and support material on the HSE website (www.hse.ie) and the PCRS website (www.PCRS.ie) (including; Statistical Analysis of Claims and Payment; Application Forms; National Assessment Guidelines; Circulars, Regulations) relating to our services
- ✦ **We will** explain why we are not in a position to give you access to information you may request.
- ✦ **We will** communicate clearly to you the reasons for a decision, when we make a decision that affects your interest.

Fairness, Consistency and Timeliness

- ✦ **We will** deliver our services in a fair, honest and consistent manner at all times.
- ✦ **We will** respond to your written, telephone or e-mail contact to our service, in an efficient and timely manner.

Courtesy and Consideration

- ✦ **We will** treat all customers with courtesy, respect and sensitivity in all our dealings with them.
- ✦ We will be polite, professional and act with integrity at all times.

Confidentiality/Privacy

- ✦ **We will** treat as confidential all personal information and data you provide to us and store it securely. The HSE will use and retain this information solely for the purposes it was given.
- ✦ **We will** not disclose or share your personal information with other people or organisations unless permission has been given by the person to whom the information relates, or the HSE is required by law to do so.
- ✦ **We have** updated our Privacy Statement in line with the 2018 General Data Protection Regulation (GDPR). A copy this statement can be downloaded from www.medicalcard.ie

Equality and Diversity

- ✦ **We commit** to providing services to all customers in a manner that upholds their rights to equal treatment irrespective of race, gender, socio-economic status, language, disability, and/or other social attributes.
- ✦ **We will** provide practicable facilitation to people with a disability or people with special needs (including people with hearing or sight difficulties) to access our services without disadvantage.
- ✦ **We will** accommodate customers who wish to engage with our services through the Irish language.

Performance Evaluation

- ✦ **We will** review service delivery standards on an on-going basis.
- ✦ **We will** provide a performance update for publication in the monthly HSE performance reports, which is available on the HSE website.
<http://www.hse.ie/eng/services/publications/performance-reports/>
- ✦ **We will** train and equip our staff to achieve improved levels of individual and organisational performance to meet customer needs.

Concerns and Complaints

If you wish to clarify any aspect of our service offering or, if you are dissatisfied with the service you received from the PCRS/NMCU, please contact us.

Queries should be directed, in the first instance, to the PCRS/NMCU Contact Centre:

Tel: 1890 252 919 (8am to 8pm Mon to Fri)

Email: clientregistration@hse.ie

If a query cannot be resolved to your satisfaction, you may refer your query to the PCRS/NMCU Customer Relationship Management Unit or, you can make a formal complaint to:

Ms Suzanne Doyle,
Designated Complaints Officer,
Health Service Executive,
Primary Care Reimbursement Service,
Exit 5, M50 North Road,
Finglas,
Dublin 11,
D11 XKF3

Your complaint will be processed in accordance with the HSE Complaint Policy and Procedures <http://www.hse.ie/eng/services/yourhealthservice/feedback/Complaint/>

If you make a complaint, we will investigate your complaint thoroughly, respond to you with our findings and provide redress where appropriate.

You will be advised of a further right of appeal to the Office of the Ombudsman.

“Help us to help you”

You can help us to give you a high quality standard of service by meeting **our expectations of you**. We ask that you:

- treat our staff in a respectful and courteous manner at all times
- recognise that the core services we provide are underpinned by legislation, guidelines and policies. This may mean we may not always be able to meet your service requirements and expectations in the way you may desire
- comply with requests in a timely manner for additional information or documentation and provide us with complete and accurate information, which will enable us to deal effectively with your service requirements
- inform the NMCU of any material change (including changes in your address) in circumstances that may impact on your continuing eligibility under the GMS Scheme

- let us know what you think of the service we provide
 - Customer feedback is welcomed and it informs the continuous review of performance standards and helps enlighten the development and continuous improvement of our service offering to meet evolving customer needs.

Contact Details

Postal Address:	Health Service Executive, Primary Care Reimbursement Service, Exit 5, M 50 North Road, Finglas, Dublin 11. D11 XKF3
Telephone: E-Mail Address:	Tel: 01 864 7100 (9am to 5pm Monday to Friday) Email: pcrs@hse.ie
National Medical Card Unit (NMCU) General Enquiries relating to: <ul style="list-style-type: none"> • Medical Card and GP Visit Card Dedicated support line for GPs: Primary Care Reimbursement Service (PCRS) Contactor Payments Units General Enquiries relating to: <ul style="list-style-type: none"> • Contractor reimbursement & support • Public refunds 	Tel: 1890 252 919 (8am to 8pm Mon to Fri) Tel: 01 864 7100 NMCU: option 1 Email: clientregistration@hse.ie Tel: 1890 252 920 (9am to 5pm Mon to Fri) Tel: 01 864 7100 { <ul style="list-style-type: none"> Doctors: option 2 Pharmacy: option 3 Dental: option 4 Optical: option 5 Public Refunds: option 6 Pharmacy Function: option 7 Contract Support: option 8 High Tech Medicine: option 9
Complaints:	Ms Suzanne Doyle, Designated Complaints Officer, Health Service Executive, Primary Care Reimbursement Service, Exit 5, M50 North Road, Finglas, Dublin 11, D11 XKF3 Email: pcrs.complaints@hse.ie yoursay@hse.ie LoCall: 1890 424 555: Your call will be answered by a staff member from the National Advocacy Unit