



nDCVP Contractor Contact Communications June 2023

Method of returning enquiries in nDCVP

Functionality built into nDCVP supports the request from dispensing contractors where there are queries on their claims for the mode of communications to now be via email.

In nDCVP, a Contractor Contact screen will allow an operator to send an email to the contractor using their email address held on file – see *Examples on Pages 4, 5 and 6*. The email address nDCVP uses is the email address as provided by your Health Board (nhs.scot or nhs.net). This is the email address which you will access as part of your SOPs for clinical information or drug alerts.

Please note that emails from nDCVP will come from [NSS SDPaymentClaimReturn <NSS.SDPaymentClaimReturn@nhs.scot>](mailto:NSS.SDPaymentClaimReturn@nhs.scot) to your nhs.scot or nhs.net email address with the subject line 'Monthly Claim Payment Delayed - Please Contact NSS'.

All Unread		
From	Subject	Received
Today		
NSS.SDPaymentClaimReturn@nhs.scot	Monthly Claim Payment Delayed - Please Contact NSS	Thu 29/06/2023 17:40

Please also note that the NSS.SDPaymentClaimReturn@nhs.scot email address is for Claim Returns only and not general enquiries (i.e., is a certain drug allowed, etc.)

It is important to note that when sending the email a rule applies within nDCVP that it will not supply any Patient Identifiable data (in this case CHI Number) to any email addresses other than nhs.scot or nhs.net. If any email address is any other domain, the CHI number will be omitted.

If there is a change to an existing or a new email address, then the onus is on you to inform Practitioner Services via email through your usual dispensing enquiries route; whether that be Glasgow, Edinburgh or Aberdeen as found here:

<https://www.nss.nhs.scot/pharmacy-services/pharmacy-services/contact-us/>

Responding to enquiries from Practitioner Services

Importantly, when responding to Practitioner Services please respond by email to NSS.SDPaymentClaimReturn@nhs.scot ensuring that the content in the original email from Practitioner Services is included in your reply.



The main identifier with which to track the prescription and item(s) being queried will be the CHI number, as well as the CHI number and barcode number (if available) will be provided. This may be a change as to how you currently trace a claim within your PMR system.

It is in your own best interests to respond promptly (ideally within 7 days) to avoid the risk of the claim not being reimbursed.

Once a response has been returned to Practitioner Services via email an operator will then update the parked claim and move it on through the system based on the response provided by the contractor to completion.

Deferrals

If for any reason a response from a contractor is not received within the month and therefore the claim cannot be processed to completion, the claim will be deferred until the following month and then processed to completion on receipt on the required detail from the contractor.

To avoid the risk of the claim not being reimbursed we advise that the enquiry is responded to promptly (ideally within 7 days).

Deferrals time constraint

It is important to note the deferrals can only be made for 1 month, should no response be received in the second month the claim will **not** be reimbursed. It is the responsibility of the contractor to respond to an enquiry from Practitioner Services in a timely fashion to ensure accurate payment within month or the following month if deferred.

Mailbox management

As email will be the method of returning enquiries to resolve a claim it will be important to both:

- regularly check your emails on a daily basis, including the Junk email folder in the first instance
- regularly clean up your mailbox to ensure that the storage limitations are not exceeded which would stop any email being received including those regarding any claim enquiries issued from Practitioner Services

In summary

- Contractor contact will be via email from NSS SDPaymentClaimReturn <NSS.SDPaymentClaimReturn@nhs.scot>
- The email address requires to be the address in the contractor premises where Practitioner Services can make contact with those on site



- Patient Identifiable data (in this case CHI Number) will not be included to any email addresses other than nhs.scot or nhs.net.
- Importantly when responding to Practitioner Services please respond promptly (ideally within 7 days) by email to NSS.SDPaymentClaimReturn@nhs.scot ensuring that the content in the original email from Practitioner Services is included in your reply
- On receipt of a response to resolve the query the claim will then be processed for inclusion in the pharmacy payment
- Items may be deferred until the following month if the detail required to resolve the query is not returned to Practitioner Services within month
- Items deferred to a second month must be responded to within that second month otherwise the claim will not be reimbursed
- Regular checks of your mailbox for emails from Practitioner Services
- Regular maintenance of your mailbox to ensure storage limits are not exceeded halting incoming emails



Examples

DCVP

Contractor

Claim(s) could not be processed for the month of **August 2021** and will be excluded from payment until issues are resolved.

Please reply by email ensuring that the content in the original email from Practitioner Services is included in your response.



Form Serial Number: 98838810079

Barcode: A252 6201 444B 8MFW

Patient CHI:

Claim 1



	DMD ID	DMD Name	Quantity
Prescribed	39698511000001107	Levothyroxine sodium 50microgram capsules	28
Dispensed	39698511000001107	Levothyroxine sodium 50microgram capsules	28
Reason for referral	Price needed		

Items



Claim 2

Form Serial Number: 98838483910
Barcode: A258 8300 LFEB BRRE
Patient CHI:

Items

	DMD ID	DMD Name	Quantity
Prescribed	40886111000001105	Glutafin gluten free pizza base (Dr Schar UK Ltd)	45000
Dispensed	40886311000001107	Glutafin gluten free pizza base (Dr Schar UK Ltd) 300 gram 2 pizza bases	90000
Reason for referral	Quantity unclear, please clarify quantity dispensed.		

Form Serial Number: 98835217268
Barcode: A252 0500 YLUN G6FE
Patient CHI:

Claim 3

	DMD ID	DMD Name	Quantity
Prescribed	35914711000001101	Tamoxifen 10mg/5ml oral solution sugar free	150
Dispensed	28037311000001103	Tamoxifen 10mg/5ml oral solution sugar free (Ennogen Healthcare Ltd) 150 ml	150
Reason for referral	Endorsed manufacturer with no price on file. Please supply price or what was dispensed		

Items



Form Serial Number: 97855757275
Barcode: A252 6201 4934 3E8X
Patient CHI: |

Claim 4

	DMD ID	DMD Name	Quantity
Prescribed	15536711000001106	Lansoprazole 15mg/5ml oral solution	100
Dispensed	15536711000001106	Lansoprazole 15mg/5ml oral solution	100
Reason for referral	Item endorsed with manufacturer/brand not on current dm+d data file, please confirm what was dispensed and/or supply net cost price.		

Items