



Dear Colleague

## **PHARMACEUTICAL SERVICES: ROLL OUT OF UNIVERSAL CLAIM FRAMEWORK**

### **Summary**

1. This Circular informs NHS Boards and community pharmacy contractors of the details and timetable for the roll out of the Universal Claim Framework (UCF).

### **Background**

2. The Universal Claim Framework is a new ePharmacy service supporting electronic claiming for a range of community pharmacy services. It replaces the handwritten CPUS form with an electronic UCF message and makes use of a new CP4/3 form. UCF will allow community pharmacy contractors to manage and deliver pharmacy-led services from their Patient Medication Record (PMR) system as opposed to hand-writing CPUS forms.
3. UCF is being rolled out across all community pharmacy contractors from October 2017 to March 2018. An update to PMR software is required in order to use the UCF. Pharmacy system suppliers will be able to advise community pharmacy contractors on the timescales for the availability of UCF software.

### **Details**

4. The new framework will be underpinned by existing ePharmacy solutions and infrastructure and will include the introduction of electronic messages and enhancements to the PMR system. UCF is an electronic solution that meets all process and legislative requirements. Claims for re-imbursement are sent electronically as part of the dispensing process and included in the payment and reporting for that dispensing month, in the same way as for other ePharmacy

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#### **Addresses**

##### For action

Chief Executives, NHS Boards

##### For information

Chief Executive, NHS NSS  
Director of Practitioner Services,  
NHS NSS  
NHS Directors of Pharmacy

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supported services such as the Acute Medication Service (AMS) and the Minor Ailment Service (MAS).

5. All community pharmacy contractors are expected to work to achieve delivery of the UCF by **31<sup>st</sup> March 2018**.
6. UCF is expected to give the following benefits:-
  - Standardisation and consistency of claiming for pharmacy services
  - Quicker deployment of new services that can be supported by UCF
  - PMR systems providing support for services by reducing the number of handwritten forms for these services
  - Improved data quality and further information flows through use of electronic messaging
  - Opportunities for processing and automation efficiencies through use of standardised, quality information
  - Reduction in printing and stationery costs over time.
7. The services currently in scope for UCF are national services (with the exception of Healthy Start Vitamins) where a supply may be initiated based on the service specifications and for which reimbursement is required from Practitioner and Counter Fraud Services (PCFS) of NHS National Services Scotland (NSS). MAS is currently the only pharmacy initiated service with electronic support. This will be extended to include other community pharmacy services, including the new Pharmacy First services for urinary tract infection and impetigo, that are currently supported by use of a CPUS form:-
  - Unscheduled Care (UC)
  - Public health services (PHS) covering Smoking Cessation (SC) and Emergency Hormonal Contraception (EHC)
  - Healthy start vitamins (HSV)
  - Gluten-free Food Service (GFFS)
  - Urinary Tract Infection (Pharmacy First) (UTI)
  - Impetigo (Pharmacy First) (IPT)
  - Meningitis B Prophylactic (MVP)
8. The following UCF services - Unscheduled Care, urinary tract infections, impetigo and varenicline - require a form to be printed as part of the service description and shared with the person's GP practice so that they are aware what has been supplied to the patient. In the first instance these forms should be shared in the usual way but in the future the plan is to be able to share this information electronically once the new GP IT arrangements are rolled out from 2019.
9. In addition, the forms for MAS registrations, withdrawals and consultations should continue to be printed and submitted to PCFS to confirm patient eligibility for that service.

10. The forms for all other current UCF services do not need to be sent to PCFS - instead they will use the electronic claim messages to trigger reimbursement and remuneration for UCF services. Pharmacy contractors will **not** be reimbursed from the printed form if submitted to PCFS. In the event that a future UCF service may require a patient or pharmacist signature to be captured there is an option to mandate the form be printed and sent to PCFS. In this case there will be an instruction printed on the lower left corner of the form.
11. The printed UCF forms can continue to be used by pharmacy teams to support the dispensing and checking process in the pharmacy.
12. For most services supported by the UCF, the patient's Community Health Index (CHI) number is needed to send the electronic claim. This number may already be known through previous contact with the patient but where the patient's CHI number is not known the lookup facility in PCR allows the CHI number to be obtained using the patient's details. CHI is desirable but not mandatory for services where there is a greater degree of confidentiality or sensitivity such as Emergency Hormonal Contraception (EHC). That said, it is preferable to include CHI in an EHC consultation for a female registered with a GP practice in Scotland. However, for women from other parts of the UK a date of birth is sufficient.
13. Where the patient's CHI is not known and cannot be looked up or it is not possible to submit the claim electronically, the service should be provided according to the service specification and any associated guidance and a CPUS form should be completed manually and submitted to PCFS.
14. Further details, including Frequently Asked Questions, are contained in the Annex to this circular.

## Roll out of UCF

15. The UCF functionality has been developed based on the existing paper-based experiences for these services. Pharmacy system suppliers have developed their solutions which have either been tested or are in the process of being tested by the ePharmacy team prior to roll out. Further information on implementation schedules will be available from the system suppliers.
16. Contractors should continue to use CP2/3 and CPUS forms up until their PMR system has been updated and enabled with UCF functionality. Once this has been done then new CP4/3 forms should be used in support of pharmacy services. The CPUS form will still remain for use in exceptional circumstances such as when the PMR is unavailable. and can continue to be ordered using the current process.
17. Queries with the roll out timescales or any technical difficulties should be reported to the ePharmacy Helpdesk on telephone 0131 275 6600.
18. Community Pharmacy Scotland has been consulted on the terms of this circular.

## Action

### 19. NHS Boards are asked to;

- Copy this Circular to all Community Pharmacy Contractors on their local lists who should review and update their Standard Operating Procedures (SoPs) where relevant and appropriate to take account of the new form and processes for claim submission ;
- Copy this circular to Health and Social Care Partnerships and the Area Pharmaceutical Committee for information.

Yours sincerely



**Rose Marie Parr**

Chief Pharmaceutical Officer/  
Deputy Director Pharmacy & Medicines Division

## **Universal Claim Framework Frequently Asked Questions**

### **1. Which forms do I use?**

You should continue to use CP2/3 and CPUS forms until your PMR system has been updated for the Universal Claim Framework (UCF). Once this has been done then you should use the CP4/3 forms in support of UCF pharmacy services.

### **2. When will I get the CP4/3 forms?**

You will receive your forms in advance of your PMR UCF software update.

### **3. When should I start using the CP4/3 form?**

You should start to use the CP4/3 forms once your PMR software has been updated to support UCF and UCF has been enabled.

### **4. What should I do with the CP2/3 forms once I start using the CP4/3 forms?**

In the first instance you should hold onto your CP2/3 forms. This means that your NHS Board can allocate these old forms to a pharmacy that has still to receive their update for UCF and may have run short of CP2/3 forms. This minimises the number of forms that have to be destroyed. After a period of time you will be advised on how to dispose of your old forms.

### **5. What, if any, additional changes does UCF deliver?**

UCF also includes improvements and changes to MAS. MAS will now be an electronic claims only service. This means that it is important as part of your housekeeping arrangements to make sure all MAS claims are successfully sent electronically. If not then there will be no reimbursement from the paper form.

UCF also includes functionality that allows MAS claims where a CHI is not known to be submitted for payment after 7 days utilising a dummy CHI number that is added automatically by the PMR system.

You will no longer need to add the code 99996 to any of the services, such as the Gluten Free Food Service or Smoking Cessation Service, as the relevant GP practice is printed automatically where required.

### **6. What if I have problems with my PMR?**

You should contact your PMR helpdesk if you have problems or issues.

### **7. What information / guidance will be provided?**

PMR suppliers will be updating their User Guides to provide guidance on all the UCF services.

**8. Will I need new hardware?**

Existing hardware will support the introduction of the UCF.

**9. Is there any additional information I need to add as part of UCF?**

The **GP practice code** (not the GP code as is currently required on CPUS forms) will be required for the Unscheduled Care PGD, UTI, impetigo and varenicline forms. If you do not know the practice code then you must look it up using the GP practice list available at [http://www.communitypharmacy.scot.nhs.uk/unscheduled\\_care.html](http://www.communitypharmacy.scot.nhs.uk/unscheduled_care.html) and add it to the patient's PMR record and the electronic claim message. Once you have done this one, the GP practice details will be recorded in your PMR system for future use.

**10. Has the Unscheduled Care PGD been updated to reflect UCF?**

Yes the latest version of the NHS 24 Unscheduled Care PGD has been updated to reflect these changes and refers to the use of CP4/3 forms.

**11. Where can I get further information on what is required for each of the UCF services such as whether the form needs to be printed and/or sent to the GP practice or CHI is mandated?**

The Practitioner Services website has a link to the UCF parameters. You can access it here: <https://nhsnss.org/services/practitioner/pharmacy/pharmacy-services/universal-claim-framework/>