

## Querying a Prescription Item Payment

1 Items/Forms can be queried from prescription form views when using either the “Search Form” screen or the “Account Items Screen”.

2 Once an Item/Form query is submitted to BSO a notification of the query is published. This notification contains the reason recorded as to why the item is being queried and who raised the query. As well as allowing the form and the payment to be viewed

3 Once the query is actioned by BSO a further notification is published. It will have the marker “Query Completed” after the form id. This new notification will detail any amended information and will contain details of the issue raised.

Any adjustment to payment due will be included in the next pharmacy scheduled Payment. The payment run is normally the 5th last banking day of each month.

4 When the new account is published in “Payment History” each individual item that has been adjusted can be viewed via the hyperlink “View Post Payment Adjustments” in the “Adjustments” section of the top sheet. If any adjustment has required a VAT adjustment this can be viewed via the hyperlink “View Post Payment VAT Adjustments” in the “Adjustments” section of the top sheet.

5 Via the hyperlink specific queries can be filtered or searched for. The hyperlink also shows the total item value of each adjustment, when the query was raised, what was queried and the outcome. When you hover over and click anywhere on the row it acts as a hyperlink and opens the form allowing you to see any additional information. Once this form is opened the ability to query an item on the form by clicking the “Make new Query” button is available.

Make new query

### Post Payment Form Checks

Drug Item	Outcome
InVita D3 25,000units/1ml oral solution	<b>Item miscoded by the Chemist Contractor</b>
Query: 3rd item miscoded - Invita - 11116/3 Raised By: [redacted]	

Form	Form 05217100390 – Query Completed	08/03/2019 11:08:32
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### Notifications

February 2019 Search

Type	Description	Effective From
Form	Form 05217100390 - Query	25/02/2019 17:13:34

Adjustments

Type	Fee (£)
Adjustment To Payment	1129.32
Post Payment Adjustments	<a href="#">View Post Payment Adjustments</a>
Post Payment Vat Adjustments	<a href="#">View Post Payment Vat Adjustments</a>

### Post Payment Adjustments

Copy Spreadsheet PDF Search all columns: [input]

Form Id	Date Query Raised	Query	BSO Error Type	Adjustment Paid (£)
04744450331	25/02/2019	4th Item 36603/5 Hydrocortisone injection Raised By:	Item Keyed Incorrectly	5.153
0520009683	25/02/2019	Cost £120.00 per 100 so £144.00 for 120 Raised By:	Internal Coding Error	24.480

## Querying a Prescription Item Payment - FAQ's

1

Can I see both the item prior to and following the amendment being made?

**Yes**, In account items for the month the form/item was originally paid there will be a row for both the original and new item. Items which were amended will have a "Yes" in the "Adjusted" column

FormID	BSO Code	AutoCoded	Adjusted	Description	Quantity	Price	ZD	MD/AFD Fee	MD/AFD Amount	OOP	FC	PPA	C
05206765684	182	No	No	Vitamins capsules	28	0.433	No	3	1.20	0.00	1	1	
05206765684	12881	No	No	FlavourPac oral powder 4g sachets orange	28	13.627	No	3	1.20	0.00	1	3	
05206765684	13302	No	No	Atorvastatin 40mg tablets	28	1.160	No	3	1.20	0.00	1	1	
05206765684	13881	No	Yes	Levocetirizine 5mg tablets	28	4.079	No	3	1.20	0.00	1	1	
05206765684	13964	No	No	Solifenacin 10mg tablets	28	33.516	No	3	1.20	0.00	1	2	

2

The "ZD"/"Dispensing Fee" status of an item has recently changed and I have received a back payment in respect of this but the account items still show the old "ZD"/"Dispensing Fee" Status should I query the item?

**No**, The attributes of the item are shown as per the drug Masterfile of that payment month and will remain as such. Any arrears owing were calculated outside the system and the total monies paid are shown in the in "Adjustment to Payment" hyperlink in the adjustments section of your account.

Adjustments	
Type	Fee (£)
Adjustment To Payment	1659.58

3

I am looking for a September 2019 form but I can't find it on the September 2019 account.

The September 2019 account is prescriptions paid in September 2019 i.e. August 2019 prescriptions. Prescriptions are paid one month in arrears therefore September 2019 prescriptions will be detailed in the October 2019 account. The only exception to this are returns which will appear in the account relating to the prescription month in which they were resubmitted.

**Please Note!**

Any drug item queried will be actioned in line with the rules and payments which were applicable in the original payment month.