

Paid Item Queries Guide

Overview

This guide outlines the procedure for raising paid item queries via email, contractors with access to FPPS can raise these queries via FPPS – [see guidance](#)

1

Enter the contractor number.

If you are raising queries for multiple contractor numbers, please submit a separate spreadsheet for each.

CONTRACTOR NUMBER

2

Enter the Pharmacy Form ID for each queried item.

This can be found in Column P on the Account Item Schedule (sent monthly with the account information).

Do not duplicate Form IDs. If multiple queries relate to the same form, list all items in the Drug Name column.

CONTRACTOR NUMBER

PharmacyFormID	Comment
265740006	

265740006

P

PharmacyFormID

265740006

3

Enter the item name and a short description of the query.

Do NOT use commas as this affects system processing.

If querying multiple items on one form, include all items in one comment and do not duplicate the Form ID.

CONTRACTOR NUMBER	
PharmacyFormID	Comment
265740006	Sertraline 50mg tablets paid for 2 should be 28
265740100	Sodium Valproate paid should be fluoxetine
265742504	no MD fees paid on form should be 9
265751234	fluoxetine quantity should be 30 - diazepam quantity should be 28
265752400	Ensure quantity coded incorrectly should be 3500

4

Email the completed spreadsheet to: PharmacyPaymentQueries@hscni.net

Subject line must include contractor number and the month the queries relate to

5

When processed you will receive a reply email with a breakdown of adjustments.

This may include items from multiple emails or other departments.

Items correctly paid will not appear as no adjustment is needed.

Post Payment Adjustment Report

07244900196	09/07/2025	BSO - code/qty 14681/30 Raised By: BSO	Item miscoded by the Chemist Contractor	1.320	269200462	143002
07277810881	09/07/2025	BSO - item 2 code 14854 Raised By: BSO	Code number unclear which lead to a punching error	15.701	269201953	143003
06634934786	09/07/2025	BSO - item 2 qty 20 Raised By: BSO	Item miscoded by the Chemist Contractor	94.024	269200443	143004
07269593886	09/07/2025	BSO - item 4 code 14199 Raised By: BSO	Item Keyed Incorrectly	0.875	267277341	143005