**NHS Business Services Authority briefing note**

**GP 2020/21 flu vaccine assurance service**

**December 2020**

This briefing note is to inform Clinical Commissioning Group and NHS England and NHS Improvement colleagues regarding NHSBSA’s process for assuring GP 2020/21 flu vaccine reimbursement claims on behalf of NHS England and NHS Improvement.

**Background**

NHS Business Services Authority (NHSBSA) process and calculate reimbursement and remuneration claims from GP practices for administered flu vaccines that have been locally procured. Item of service fees for administered flu vaccines are processed through CQRS.

NHSBSA has been requested by NHS England and NHS Improvement to deliver a national post payment verification (PPV) process regarding flu vaccines for the 2020/21 season. This is to ensure DHSC supplied and locally procured stock is claimed for correctly. Further details can be found at [gov.uk](https://www.gov.uk/government/publications/accessing-government-secured-flu-vaccines-guidance-for-gps).

A similar PPV process is delivered for community pharmacy administered flu vaccines by NHSBSA under separate arrangements.

**Support for General practices**

As processor of vaccine reimbursement claims, NHSBSA support GP practices with claiming queries each year. This will remain in place, with some additional pre-payment support delivered between January and March 2021.

GP practices will be asked to complete a declaration no later than end of April 2021. Guidance and support on completing the declaration, accompanied by available practice-level data, will be developed and disseminated by NHSBSA.

NHSBSA will reconcile declarations against data from flu vaccine manufacturers, item of service fee and vaccine reimbursement claims to give assurances to DHSC and NHS England and NHS Improvement that reimbursement claims are submitted correctly.

NHSBSA aim to provide assurance once nationally, without the need for individual GP practices to reconcile their data. Where the declaration and or post-payment reconciliation of data identifies exceptions or queries, these will be managed by NHSBSA centrally to minimise disruption and duplication for GP practices as well as local, regional and national commissioning / finance teams.

**Timely reimbursement submission**

It is expected much of the administration of locally procured stock will be completed by December 2020.

In order to minimise both duplication for commissioners and practices and ‘cross-over’ with a possible COVID-19 vaccination programmes, GP practices are being advised to submit all 2020/21 Flu reimbursement claims as early as possible. For the majority, this will ideally be by the end of December 2020 and no later than end of April 2021.

GP practices will be updated about this around the time of issuing December’s reimbursement application forms (FP34Ds). NHS England and NHS Improvement national teams are supporting this and engaging with national professional representatives.

Where under-claiming is identified as part of the declaration process in April 2021, NHSBSA will be available to support the appropriate submission and processing of any outstanding claims.

Claims received after the end of April 2021 will be processed but are likely to require further scrutiny and verification, increase complexity for GP practices and run counter intuitively to the objectives of the declaration. In order to avoid delay in payment processing and/or the delivery of post-payment verification, GP practices are advised to submit as early as possible.

The processing timeline may generate some queries for local and regional teams. Please share this briefing note with those likely to receive queries so that they can be directed to the contact details below.

**Under and over claiming of reimbursement**

Where GP practices’ April 2021 declaration and/or NHSBSA’s data reconciliation identifies underclaiming, NHSBSA will support GP practices to submit further claims, review this against available data and process these for payment, if appropriate.

Where GP practices’ April 2021 declaration and/or NHSBSA’s data reconciliation identifies overclaiming, NHSBSA will support GP practices to review this and confirm their agreement. Where this is agreed NHSBSA will work with PCSE to recover this from ongoing payments.

**Use of secure email**

Issuing of relevant guidance, data and the declaration for completion will be via NHSmail. NHSBSA will work with GP practices and relevant teams to collate the relevant details.

**Engagement with local and regional teams**

NHSBSA welcome input from Clinical Commissioning Groups, Integrated Care Systems (if appropriate) and NHS England and NHS Improvement regional teams on the design and roll-out of the service. We will work with national teams to identify the most appropriate ways to deliver this, including the possibility of establishing a working group of relevant representatives early in 2021.

**Reporting outcomes from the exercise**

GP practices, Clinical Commissioning Groups and NHS England and NHS Improvement regional teams will be notified of the outcome of post-payment reconciliations at the point of resolution. For the majority, it is expected that this will be for information only and no action will be required.

Where exceptions or queries are identified, NHSBSA will liaise directly with practices to resolve these. In exceptional circumstances, this may require escalation to relevant local and regional teams. Where this is the case, escalation to local and regional teams will be accompanied by relevant case details.

NHSBSA will be available to provide full case details and deliver further actions when instructed to do so by Clinical Commissioning Groups and/or NHS England and NHS Improvement regional teams.

A national assurance report will be made available on completion of the exercise.

**Queries**

If local or regional teams, or GP practices have any queries, please email [nhsbsa.gpsupport@nhs.net](mailto:nhsbsa.gpsupport@nhs.net).