

New User Interface

Multi-Service Claim Submission

Quick Guide

July 2024

Disclaimer:

All names, images and any financial information are completely fictitious and have been created entirely for training purposes. The services shown are used generically and may not relate to your individual services.

What are Multi-Service Claim Submissions?

Multi-Service Claim Submissions mean that your Commissioner has requested that all service claims can be submitted as one claim rather than being submitted individually.

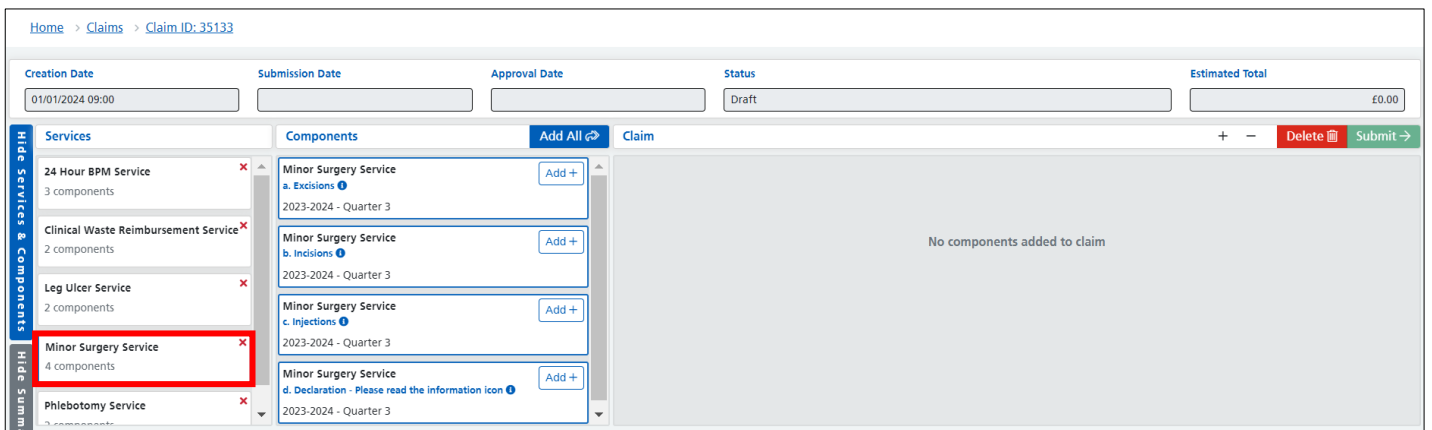
In this guide you will find information on the following:

- a) Submitting a Claim
- b) Withdrawing a Claim
- c) Dealing with Declined Claims

Submitting a Multi-Service Claim

The following instructions will guide you with the successful submission of your service claims.

1. Log into CQRS Local.
2. From your home page, click on the **Claims** menu tile.
3. Click on the **+New Claim** button.
4. Click on the first Service you are claiming for – for example – Minor Surgery.



5. Click on the **Add All** button (do not use the individual **Add+** buttons).

Home > Claims > Claim ID: 35132

Creation Date: 01/01/2024 09:00 | Submission Date: | Approval Date: | Status: Draft | Estimated Total: £0.00

Services

- 24 Hour BPM Service (3 components)
- Clinical Waste Reimbursement Service (2 components)
- Leg Ulcer Service (2 components)
- Minor Surgery Service (4 components)
- Phlebotomy Service (3 components)

Components

- Minor Surgery Service a. Excisions (2023-2024 - Quarter 3)
- Minor Surgery Service b. Incisions (2023-2024 - Quarter 3)
- Minor Surgery Service c. Injections (2023-2024 - Quarter 3)
- Minor Surgery Service d. Declaration - Please read the information icon (2023-2024 - Quarter 3)

Claim

No components added to claim

Buttons: Add All, Delete, Submit

6. The example Minor Surgery service and **ALL** its components have now been placed into the Claims section.

Home > Claims > Claim ID: 35132

Creation Date: 01/01/2024 09:00 | Submission Date: | Approval Date: | Status: Draft | Estimated Total: £2,975.00

Services

- 24 Hour BPM Service (3 components)
- Clinical Waste Reimbursement Service (2 components)
- Leg Ulcer Service (2 components)
- Minor Surgery Service (4 components)
- Phlebotomy Service (3 components)

Components

No components to display

Claim

Minor Surgery Service a. Excisions (2023-2024 - Quarter 3)

Activity Window	Status	Tariff	Units	Estimated Value
2023-2024 - Quarter 3	Draft	£85.00 Per Unit	35	£2,975.00

Supporting Attachments: 0

Accepted File Types: pdf, doc*, xls*, od*, csv

Do not upload supporting attachments that contain Patient Identifiable Data (PID)

Attachments: No Files Attached

Buttons: Add All, Remove, Add Attachment

7. Select your next service from the list.
8. Again, click on the **Add All** button.

Home > Claims > Claim ID: 35134

Creation Date: 01/01/2024 09:00 | Submission Date: | Approval Date: | Status: Draft | Estimated Total: £0.00

Services

- 24 Hour BPM Service (3 components)
- Clinical Waste Reimbursement Service (2 components)
- Leg Ulcer Service (2 components)
- Minor Surgery Service (4 components)
- Phlebotomy Service (3 components)

Components

- 24 Hour BPM Service a. Practice Patient Per Test (2023-2024 - Quarter 3)
- 24 Hour BPM Service b. Non registered Patient Per Test (2023-2024 - Quarter 3)
- 24 Hour BPM Service c. Declaration - Please read the information icon (2023-2024 - Quarter 3)

Claim

Minor Surgery Service a. Excisions (2023-2024 - Quarter 3)

Activity Window	Status	Tariff	Units	Estimated Value
2023-2024 - Quarter 3	Draft	£85.00 Per Unit		£0.00

Supporting Attachments: 0

Accepted File Types: pdf, doc*, xls*, od*, csv

Do not upload supporting attachments that contain Patient Identifiable Data (PID)

Attachments: No Files Attached

Buttons: Add All, Remove, Add Attachment

9. Continue adding your services and **ALL** components.

Home > Claims > Claim ID: 35134

Creation Date: 01/01/2024 09:00 | Submission Date: | Approval Date: | Status: Draft | Estimated Total: £0.00

Services

- 24 Hour BPM Service (3 components)
- Clinical Waste Reimbursement Service (2 components)
- Leg Ulcer Service (2 components)
- Minor Surgery Service (4 components)
- Phlebotomy Service (3 components)

Components

No components to display

Claim

Minor Surgery Service a. Excisions (2023-2024 - Quarter 3)

Activity Window	Status	Tariff	Units	Estimated Value
2023-2024 - Quarter 3	Draft	£85.00 Per Unit		£0.00

Supporting Attachments: 0

Accepted File Types: pdf, doc*, xls*, od*, csv

Do not upload supporting attachments that contain Patient Identifiable Data (PID)

Attachments: No Files Attached

Buttons: Add All, Remove, Add Attachment

10. Now add further details as follows:

- a. Enter your Units in exactly the same way as before.
- b. Add your supporting documentation if requested.
- c. Scroll down to see the next component(s).
- d. Complete ALL Units boxes. If you haven't undertaken any components you MUST enter a zero.

Please note that the Retainer tick boxes are no longer used. Adding any retainer components to your claim replaces the tick box.

Home > Claims > Claim ID: 35134

Creation Date: 01/01/2024 09:00 | Submission Date: | Approval Date: | Status: Draft | Estimated Total: £0.00

Services: 24 Hour BPM Service (3 components), Clinical Waste Reimbursement Service (2 components), Leg Ulcer Service (2 components), Minor Surgery Service (4 components), Phlebotomy Service (2 components)

Components: 24 Hour BPM Service (3 components)

Claim: Minor Surgery Service (a. Excisions) | Activity Window: 2023-2024 - Quarter 3 | Status: Draft | Tariff: £85.00 Per Unit | Units: [] | Estimated Value: £0.00

Supporting Attachments: 0 | Evidence Required | Add Attachment

Please upload your completed template. Thanks

Do not upload supporting attachments that contain Patient Identifiable Data (PID)

Attachments: No Files Attached

Minor Surgery Service (b. Incisions)

11. When you finished, click on the **Submit** button.

Home > Claims > Claim ID: 35134

Creation Date: 01/01/2024 09:00 | Submission Date: | Approval Date: | Status: Draft | Estimated Total: £0.00

Services: 24 Hour BPM Service (3 components), Clinical Waste Reimbursement Service (2 components), Leg Ulcer Service (2 components), Minor Surgery Service (4 components), Phlebotomy Service (2 components)

Components: 24 Hour BPM Service (3 components), 24 Hour BPM Service (a. Practice Patient Per Test) (2023-2024 - Quarter 3), 24 Hour BPM Service (b. Non registered Patient Per Test) (2023-2024 - Quarter 3), 24 Hour BPM Service (c. Declaration - Please read the information icon) (2023-2024 - Quarter 3)

Claim: Minor Surgery Service (a. Excisions) | Activity Window: 2023-2024 - Quarter 3 | Status: Draft | Tariff: £85.00 Per Unit | Units: [] | Estimated Value: £0.00

Supporting Attachments: 0 | Accepted File Types: pdf, doc*, xls*, od*, csv | Add Attachment

Do not upload supporting attachments that contain Patient Identifiable Data (PID)

Attachments: No Files Attached

Minor Surgery Service (b. Incisions)

Please note that if any of the Units boxes are left blank, the system will not allow you to submit the claim. You will see the following messages:

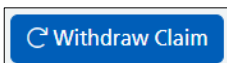


Remember, if you haven't undertaken any components you MUST enter a ZERO – this will make the claim complete.

Withdrawing a Claim

If your Commissioner has allowed this, you will see a **Withdraw Claim** button as shown below. You may want to withdraw a claim if you discover, for example, that the information you have submitted may not be correct. A claim can be withdrawn if it's in any of the following two statuses.

- Pending Tier 1 Review
- Pending Tier 2 Review



Once you withdraw a claim, the status will change to 'Draft' and will have an **Edit** button. Once you have clicked on this button you will be able to make your amendments and then Submit the claim. The status will then change to Pending Tier 1 Review (this will always be the case – even if it had a previous status of Pending Tier 2 Review).

Dealing with Declined Claims

A claim can be declined for a number of reasons and this guide covers the following reasons why a claim may have been declined. These are:

- Incorrect Values Submitted
- Incorrect Evidence Submitted

Please note that some of the services listed in this document are for demonstration purposes and may not relate to any of the services you have signed up to.

Incorrect Values Submitted

1. From your CQRS Local home screen, click on the **Claims** menu tile.
2. Click on the **Edit** button.

ID #	Creation Date #	Submission Date #	Approval Date #	Status #	Estimated Value #	Action
19863	01/07/2023	01/07/2023		Tier 1 Review Declined	£48.00	

3. You will then see the component(s) that was declined. The status shows Tier 1 Review Declined. It also shows the reason why it had been declined along with the details of the Commissioner who declined the claim.

Phlebotomy + - Remove

a. Per Bleed i

Activity Window	Status	Tariff	Units	Estimated Value
2023-2024 - Quarter 1	Tier 1 Review Declined	£4.00 Per Unit	<input type="text" value="12"/>	£48.00

Supporting Attachments 0

Accepted File Types: pdf, doc*, xls*, od*, csv Add Attachment

Do not upload supporting attachments that contain Patient Identifiable Data (PID)

Attachments:

No Files Attached

Decline History

The number of bleeds entered (12) appear far less than in previous submissions. Please can you revise and re-submit. Thanks

suzanne.cliffe4@nhs.fake - 26/09/2023 13:30

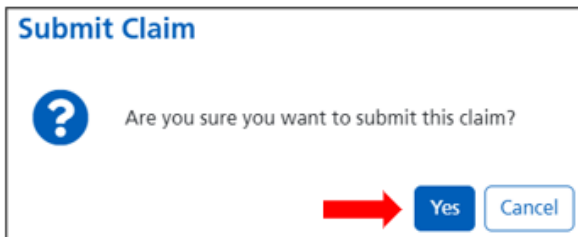
4. In this example, the number of bleeds we had achieved was actually 47 and not 12. This can easily be corrected by over-typing the correct number of units as shown below.

Phlebotomy					+ - Remove
a. Per Bleed					
Activity Window	Status	Tariff	Units	Estimated Value	
2023-2024 - Quarter 1	Tier 1 Review Declined	£4.00 Per Unit	47	£188.00	

5. Once you have made your alterations, scroll to the top of the screen and click on the green **Submit** button.



6. Next, click on the **Yes** button to confirm that you wish to submit the claim.



7. Your claim is now with the Commissioner and will have a new status of Pending Tier 1 Review. Your claim reference number will remain the same.

Incorrect Evidence Submitted

If your claim has been declined due to an incorrect evidence document, you can easily correct this by following these steps. **Remember to never submit any kind of information which contains patient identifiable information.**

1. Follow steps 1-3 above.
2. The Commissioner has indicated that July's invoice has been provided instead of August's invoice. Proceed by clicking on the **Delete** button.

Supporting Attachments Evidence Required

Evidence Requirement Details: Add Attachment

Please provide the invoice from the clinical waste service provider. Thank you.

Accepted File Types: pdf, doc*, xls*, od*, csv

Do not upload supporting attachments that contain Patient Identifiable Data (PID)

Attachments:

Clinical Waste Service Provider Invoice - July.docx	Download	Delete
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Supplementary Information +

Decline History -

You have submitted July's claim form. Please can you remove the attachment and provide August's claim form. Thanks.

suzanne.cliffe4@nhs.fake - 26/09/2023 14:33

The file has been successfully removed from the system.

3. To re-add the correct file, click on the **Add Attachment** button.

The screenshot shows the 'Supporting Attachments' section with a count of 0. It includes an 'Evidence Requirement Details' box with the text 'Please provide the invoice from the clinical waste service provider. Thank you.' and 'Accepted File Types: pdf, doc*, xls*, od*, csv'. A red arrow points to the 'Add Attachment' button. Below this is a warning box: 'Do not upload supporting attachments that contain Patient Identifiable Data (PID)'. The 'Attachments' section shows 'No Files Attached'.

4. Locate to the area where you have filed away your document. Double click on the file, or select it once followed by clicking on the **Open** button.

The screenshot shows a file selection dialog box with a list of files. The file 'Clinical Waste Service Provider Invoice - Aug.docx' is selected and highlighted with a red box. Below the list is a file type filter set to 'Customised Files (*.pdf;*.docx;*)'. The 'Open' button is also highlighted with a red box.

5. The correct file has now been successfully uploaded to CQRS Local.

The screenshot shows the 'Supporting Attachments' section with a count of 1. The 'Evidence Requirement Details' box is the same as in the previous screenshot. The 'Attachments' section now shows the file 'Clinical Waste Service Provider Invoice - Aug.docx' with 'Download' and 'Delete' buttons. A red arrow points to the file name.

6. Scroll to the top of the screen and click on the green **Submit** button.

Help and Support

The CQRS Service Desk is here for you. If you have any queries, please contact us using the contact details below:

Telephone: 0330 124 4039

Email: support@cqs.co.uk

Useful Training Resources

New User Interface Guide for Service Providers: [Click here](#)

New User Interface FAQ Document: [Click here](#)

Video Tutorial: [Click here](#)