

New User Interface

Single-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 Single-Service Claim Submissions?

Single-Service Claim Submissions mean that your Commissioner has requested that all service claims should be submitted individually. You will need to process a 'New Claim' for each and every service claim.

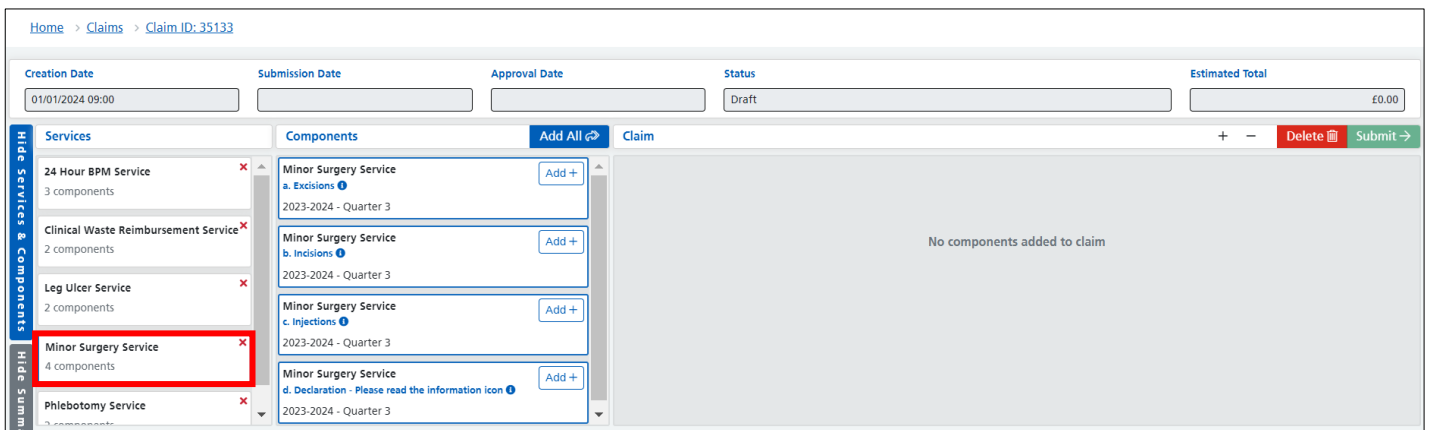
In this guide you will find information on the following:

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

Submitting a Single-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. Next is to click on the **+New Claim** button.
4. Click on the first Service you are claiming for.



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 | **Components** | **Add All** | **Claim** | + - | Delete | Submit

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

6. Minor Surgery 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 | **Components** | **Add All** | **Claim** | + - | Delete | Submit

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:

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 | Add Attachment

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

Attachments: No Files Attached

7. Now add further details as follows

- Enter your Units in exactly the same way as before.
- Add your supporting documentation if requested.
- Scroll down to see the next component(s).
- 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 | **Components** | **Add All** | **Claim** | + - | Delete | Submit

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:

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

Supporting Attachments: 0 | Evidence Required | Add Attachment

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

Attachments: No Files Attached

8. When you have finished, click on the **Submit** button.

The screenshot shows the NHS Claims system interface for Claim ID: 35134. The top navigation bar includes 'Home > Claims > Claim ID: 35134'. Below this, there are input fields for 'Creation Date' (01/01/2024 09:00), 'Submission Date', 'Approval Date', 'Status' (Draft), and 'Estimated Total'. A red arrow points to the 'Submit' button in the top right corner. The main area is divided into 'Services' and 'Components' sections. The 'Services' section lists: 24 Hour BPM Service (3 components), Clinical Waste Reimbursement Service (2 components), Leg Ulcer Service (2 components), Minor Surgery Service (4 components), and Phlebotomy Service. The 'Components' section shows a table for 'Minor Surgery Service' with columns for 'Activity Window' (2023-2024 - Quarter 3), 'Status' (Draft), 'Tariff' (£85.00 Per Unit), 'Units', and 'Estimated Value' (£0.00). There is also a 'Supporting Attachments' section with a warning: 'Do not upload supporting attachments that contain Patient Identifiable Data (PID)'. The 'Attachments' section shows 'No Files Attached'.

9. To process your next claim, follow the exact same steps from step 2 above.

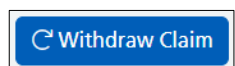
Remember, if you haven't undertaken any components you MUST enter a ZERO – this will make the claim complete. If any Units boxes have been left blank, you will see the below messages when you attempt to submit the claim.



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 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	 Edit

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
a. Per Bleed ⓘ

Activity Window: 2023-2024 - Quarter 1 Status: **Tier 1 Review Declined**  Tariff: £4.00 Per Unit Units: Estimated Value: £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
a. Per Bleed ⓘ

Activity Window: 2023-2024 - Quarter 1 Status: **Tier 1 Review Declined** Tariff: £4.00 Per Unit Units:  Estimated Value: £188.00


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

Delete 🗑️ Submit →

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

Submit Claim

Are you sure you want to submit this claim?

 Yes Cancel

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.

The screenshot shows the 'Supporting Attachments' section with a count of 1. 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 warning banner states 'Do not upload supporting attachments that contain Patient Identifiable Data (PID)'. Below the 'Attachments:' section, a file 'Clinical Waste Service Provider Invoice - July.docx' is listed with 'Download' and 'Delete' buttons. A red arrow points to the 'Delete' button. At the bottom, a message says 'You have submitted July's claim form. Please can you remove the attachment and provide August's claim form. Thanks.' with a red arrow pointing to the message. A timestamp 'suzanne.cliffe4@nhs.fake - 26/09/2023 14:33' is visible in the bottom right.

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 the same 'Evidence Requirement Details' and 'Accepted File Types' as the previous screenshot. The 'Attachments:' section now shows 'No Files Attached'. A red arrow points to the 'Add Attachment' button in the top right corner.

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. 'Clinical Waste Service Provider Invoice - Aug.docx' is selected and highlighted with a red box. Other files in the list include 'Clinical Waste Service Provider Invoice - July.docx', 'Clinical Waste Service Provider Invoice.docx', 'Collection Days.docx', and 'Supplier Contract.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. It includes the same 'Evidence Requirement Details' and 'Accepted File Types'. The 'Attachments:' section now shows '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@cqrs.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](#)