



Primary Care Support England



GP Payments

Commissioner Claims Portal

Version V3.0 - 29th June 2022



England

Primary Care Support England

Introduction

GP Payments administration is now managed through PCSE Online.

In the claims portal, you can review and submit a decision on all the practice claims submitted in your region. With our two tier approval system, you can be safe in the knowledge that before you approve a claim, it has been carefully reviewed by one of your trusted colleagues.



Every submission is tracked and logged through PCSE Online.

With our new notification system, as soon as a claim has been submitted to your office for review, you will receive an email informing you of this.

We are working with NHS England and Improvement to implement direct payments to landlords. At present, a practice cannot choose this option but we will update you by email once this function is available.

Contents

If there is a specific section in this guide that you would like to see, please **click** one of the icons below to be taken straight to that section.

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Claims Portal - Video Overviews

Now that you have registered to use the GP Payments screens within PCSE Online, it's time to take a look at what you can do within the "Claims Portal".

Click on the **Play** button below to see a walkthrough of your new claims portal.

Claims Portal Overview

5m 46s

Click to play the video



I've received a notification of a claim being submitted

An email has just arrived telling you that a practice in your area has submitted a claim. In this instance, you can either click the link shown in the email or log into PCSE Online separately.

Once you are logged in, click on the **envelope icon (Top right)** You will now see a list all the submissions that have been made.

The screenshot shows the 'My Notification' page in the PCSE Online system. The page has a blue header with 'HOME GP Pensions and Payments Help'. Below the header, there is a breadcrumb 'Home > My Notification' and a title 'My Notification'. A search bar is labeled 'Search by Notification Text'. Below this are two date pickers: 'From Date' and 'To Date', both showing 'dd/mm/yyyy' and a calendar icon. A 'Status' dropdown menu is set to 'All', and a 'Search' button is next to it. Below the search filters is a table with the following columns: ID, Notifications, Received On, Status, Action(s), and Delete. The table contains one row with the following data:

ID	Notifications	Received On	Status	Action(s)	Delete
1	Claim number 2021080000013 for Locum Cover Cost Claims has been submitted. Your approval is required. To view the claim, please click on the claim number, review the claim and take the necessary action to authorise or reject where necessary.	13/08/2021 09:07	New	Review	<input type="checkbox"/>

Below the table, the start of an email notification is visible: 'Dear NHSENG ApproveThree,'. At the bottom of the screen, there is a power button icon.



Two tier approval – Step 1) Validate the Claim

Now that we have seen the notification, we know there is a premises claim that needs validating.

First you will need to:

- Click GP Payments
- Choose Payments
- Click Claims and then Claims Approval

You will now be in the claims portal.

Click on the magnifying glass icons to see how this works.

Home > GP Payments > Claims > Claims Approval

Standard Claims Approval

Standard Claims

Contractor Name/Code:

Claim Status:

Claim Date from:

Claim Date to:

Claim Number	Contractor Name	Claim Type	Claim Start Date	Claim End Date	Claim Status - Payment Status	Claim Amount (£)	Approved Claim Amount (£)	Authorisation Justification	Action
2021080000047	Dr D'Mello Jmt Practic e	Rates - Water	01/06/2021	01/08/2021	Pending	12,345.00	<input type="text" value="0.00"/>	<input type="text"/>	<input type="button" value="Validate"/> <input type="button" value="Reject"/>
2021040000008	Kingfisher Surgery	Matts Claims	22/04/2021	01/05/2021	Pending	500.00	<input type="text" value="0.00"/>	<input type="text"/>	<input type="button" value="Validate"/> <input type="button" value="Reject"/>





Two tier approval – Step 2) Approve or reject the claim

Once a colleague has validated the claim, you will receive a notification telling you that the claim is ready for a final decision.

- Log in to PCSE Online
- Click GP Payments
- Choose Payments
- Click Claims and then Claims Approval

You will now be in the claims portal.

Click on the magnifying glass icons to see how this works.

HOME GP Pensions and Payments Help

Home > GP Payments > Claims > Claims Approval

Standard Claims Approval

Standard Claims Pre-Approvals

Contractor Name/Code

Claim Status

Claim Date from

Claim Date to

Claim Number	Contractor Name	Claim Type	Claim Start Date	Claim End Date	Claim Status - Payment Status	Claim Amount (£)	Approved Claim Amount (£)	Authorisation Justification	Action
2021080000047	Dr D'Mello Jmt Practic e	Rates - Water	01/08/2021	01/08/2021	Validate	12,345.00	12,340.00	<input type="text" value="Text"/>	<input type="button" value="Approve"/> <input type="button" value="Re-Validate"/>
	Kinofiber	Health						<input type="text"/>	<input type="button" value="Approve"/>



Where can I view old claims that have been worked?

On the home screen of the claims portal, there is a listing function that allows you to filter through historic claims that have been:

- Submitted
- Actioned

Click on the magnifying glass icons to see how this works.

The screenshot shows the 'Standard Claims Approval' interface. At the top, there are navigation links: HOME, GP Pensions and Payments, and Help. Below this is a breadcrumb trail: Home > GP Payments > Claims > Claims Approval. The main heading is 'Standard Claims Approval'. There are two tabs: 'Standard Claims' (selected) and 'Pre-Approvals'. The search filters include:

- Contractor Name/Code: A text input field with a magnifying glass icon.
- Claim Status: A dropdown menu currently set to 'Approved'.
- Claim Date from: A date input field with a calendar icon.
- Claim Date to: A date input field with a calendar icon.
- A 'Search' button on the right.

 Below the filters is a table with the following columns: Claim Number, Contractor Name, Claim Type, Claim Start Date, Claim End Date, Claim Status - Payment Status, Claim Amount (£), Approved Claim Amount (£), Authorisation Justification, and Action. The table contains one visible row:

Claim Number	Contractor Name	Claim Type	Claim Start Date	Claim End Date	Claim Status - Payment Status	Claim Amount (£)	Approved Claim Amount (£)	Authorisation Justification	Action
2021040000006	The Grove Surgery	Health Centre Rent	01/04/2021	30/06/2021	Approved	50,000.00	25,000.00	Approved	

 The bottom of the screen shows a grey bar with a white power button icon.



Step-by-step clicks

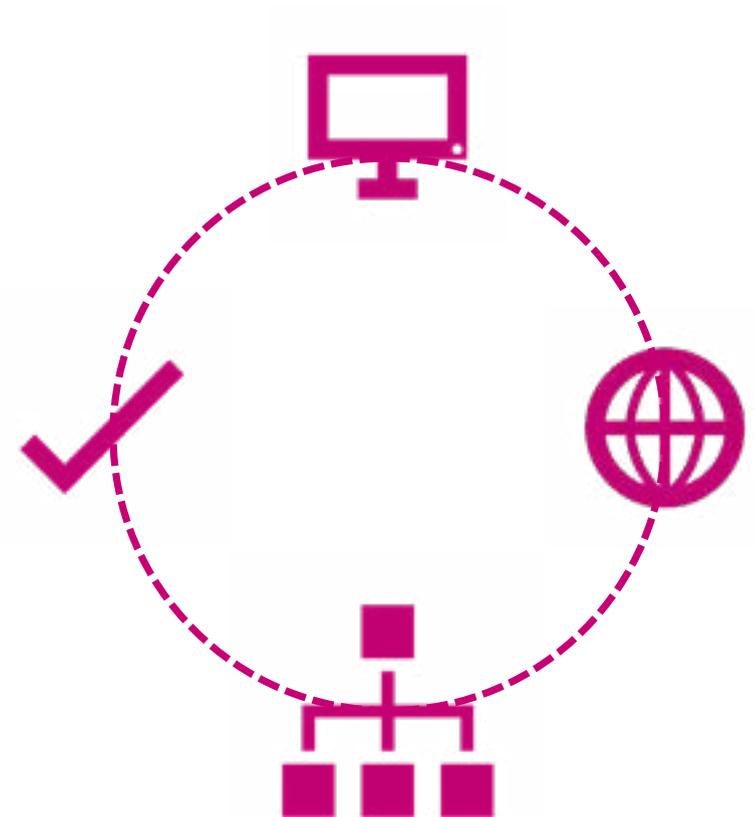
Each process within the claims portal has been summarised below in a series of quick clicks. If you would like to see these processes in more detail, return to the contents page and click on the relevant process to see this.

How to validate a claim

1. Log in
2. GP Payments
3. Payments
4. Claims
5. Filter the claim list down to "Pending Claims"
6. Click on the hyperlinked claim number
7. Review the information submitted
8. Click back (this will take you back into the claims portal)
9. Enter the amount you wish to validate
10. Enter notes to back up your decision
11. Click "Validate"

How to approve or reject a claim

1. Log in
2. GP Payments
3. Payments
4. Claims
5. Filter the claim list down to "Validated Claims"
6. Click on the hyperlinked claim number
7. Review the information submitted
8. Click back (this will take you back into the claims portal)
9. Review the amount you wish to approve
10. Enter notes to back up your decision
11. Click "approve"





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Your feedback helps us to make things better.

How satisfied are you with this interactive guide for managing claims?

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied



Go back to the contents page

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For further support and information, please visit our website:



PCSE Website

www.pcse.england.nhs.uk

To visit PCSE Online:

PCSE Online

For queries relating to a particular service, please use our:



Online Enquiries Form

<https://pcse.england.nhs.uk/contact-us/>

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