

Primary Care Support England

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Find out more about GP Payments

GP Payments

Claims Portal

Version V2.0 - 29th June 2022



NHS

England

Primary Care Support England

Introduction

GP Payments administration is now managed through PCSE Online.

You can now create, track and review all of your practice premises claims and locum cover cost claims through the new claims portal. The system will also create a direct link to your commissioning office for them to approve these claims, as well as pre-approve any locum cover requests.



All of your practice claims can now be tracked and logged in PCSE Online. Highlighting any errors before submission.

With our new notification system, as soon as your claim has been reviewed and a decision has been made, you will receive an email telling you the outcome.

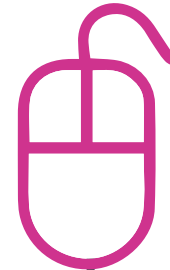
Quicker, easier to track, secure.

To use this guide, your user administrator needs to ensure you have been set up in PCSE Online with at least one of the following roles:

- **GPP - View Claims**
- **GPP - Claims Admin**

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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How do I Submit a locum cover cost claim



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Further Support





Claims Portal - Video Overviews

When your claim has been reviewed by your commissioner and they have made a decision, you will receive an email as well as a PCSE Online notification. This will let you know that you have to log into PCSE Online to check your claims portal/

Click on the **Play** button below to see a summary of how to process a claim and what to look out for when it has been reviewed by your commissioner.

Premises Claims

7m 42s

Click to play the video

Locum Cover Claims

8m 30s

Click to play the video

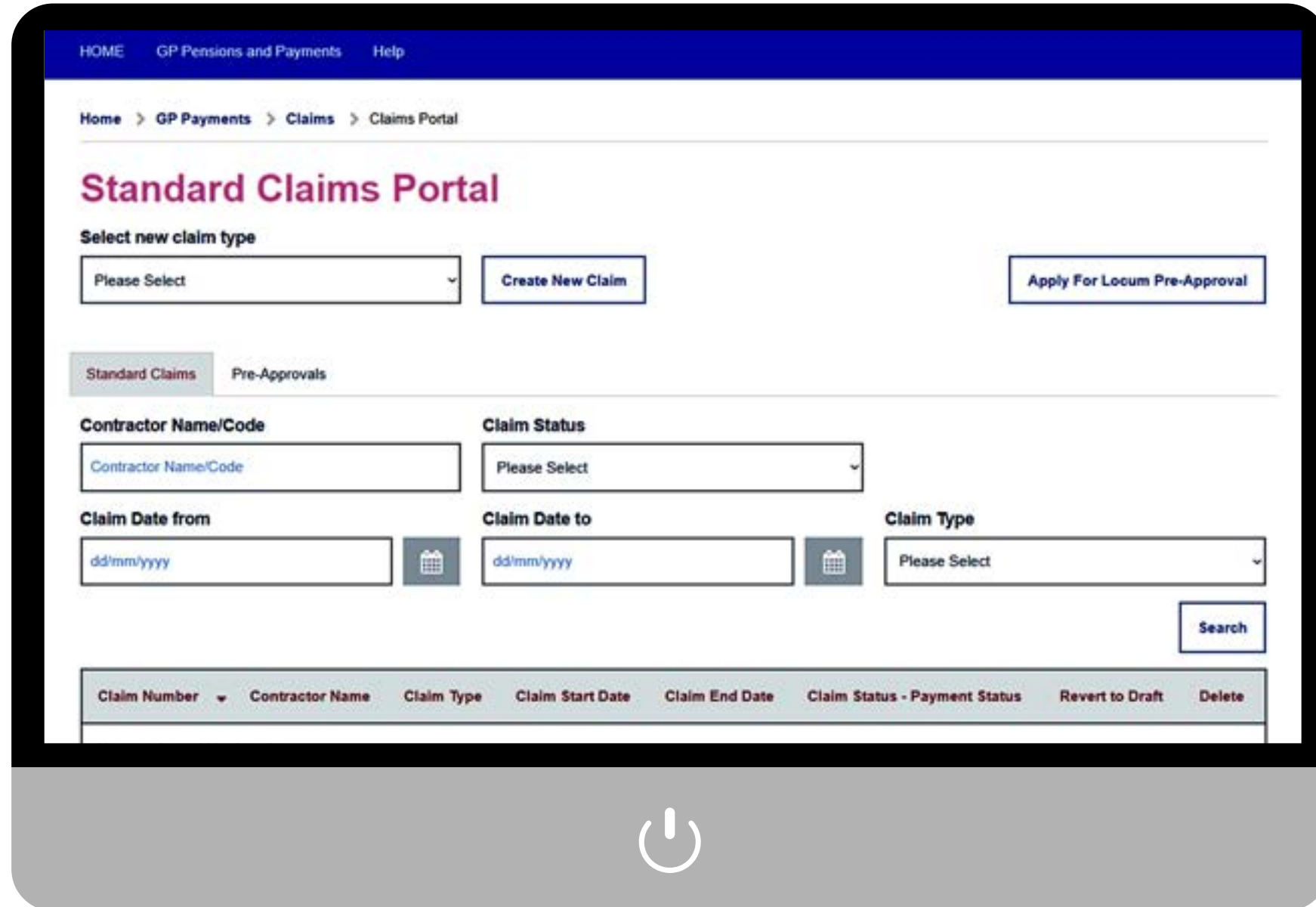


How do I Submit a Premises claim?

- Log into PCSE Online
- Click GP Payments
- Choose Payments
- Click Claims then Claims Portal

You will now be in the **Claims Portal** screen (see right)

Choose the relevant option from the Select new claim type drop down then click **Create New Claim**





How do I Submit a Premises claim?

Now you are in the **Premises Claims** screen. The next job is a simple one, Fill in the blanks!

Home > GP Payments > Claims > Claims Portal > Premises Claims

Premises Claims

The following form must be completed for the relevant Premises Claims. This must include the relevant attachment for the claim to provide supporting evidence for the approval process.

Select Premises Claim Type

Rates - Water

Claim Period Start Date 01/06/2021 **Claim Period End Date** 01/08/2021

Contractor Details

Contractor Code F81137 **Contractor Name** Dr D'Mello Jmt Practice **Contractor Address** Aaa Aaaaaaa,99 Aaaaaa Aaaa, Aaaaaa, RM16 3ET,Gr

File Upload

Choose files No file chosen

File Name	Action
test.pdf	Remove





How do I Submit a Premises claim

Continue down the page completing all fields and uploading the supporting documentation for your claim.

At any point you can cancel or save for later. If the claim is complete, click submit.



As soon as the claim is submitted, this will be sent to your local commissioner to review and approve. Once they have submitted their decision, you will receive a notification in PCSE Online.

The screenshot shows a web form for submitting a premises claim. It includes a file upload section with a 'Choose files' button and a table with columns for 'File Name' and 'Action'. Below this is a 'Pay Direct to Landlord' section with radio buttons for 'Yes' and 'No'. The 'Select Landlord' section has a dropdown menu currently set to 'Please Select'. A text area for 'Please enter additional details to support Application' contains the word 'TEST'. The 'Total Claim Amount for Premises' section has a text input field with the value '12,345.00'. At the bottom, there is a 'Declaration' section with a checkbox and a text area for the user to confirm the accuracy of the information.

File Name	Action
test.pdf	Delete

Pay Direct to Landlord Yes No

Select Landlord: Please Select

Please enter additional details to support Application: TEST

Total Claim Amount for Premises: 12,345.00

Declaration: I declare that the information I have given on this form is correct and complete. I understand that if it is not, the value of the claim may be recovered from my organisation. To enable



How do I Submit a Premises claim

Now that our claim has been submitted, you will see that the home screen of the claims portal has been updated and the water rate claim is now showing in our listing screen (highlighted) and it has the status Pending.

Click on the magnifying glass icons to see what other information you can see

Standard Claims Portal

Select new claim type

▼

Create New Claim

Apply For Locum Pre-Approval

Standard Claims
Pre-Approvals

Contractor Name/Code

Claim Status

Pending
▼

Claim Date from

📅

Claim Date to

📅

Claim Type

Please Select
▼

Search

Claim Number	Contractor Name	Claim Type	Claim Start Date	Claim End Date	Claim Status - Payment Status	Revert to Draft	Delete
2021080000047	Dr D'Mello Jmt Practic e	Rates - Water	01/08/2021	01/08/2021	Pending	C	

Displaying 1-1 of 1 items

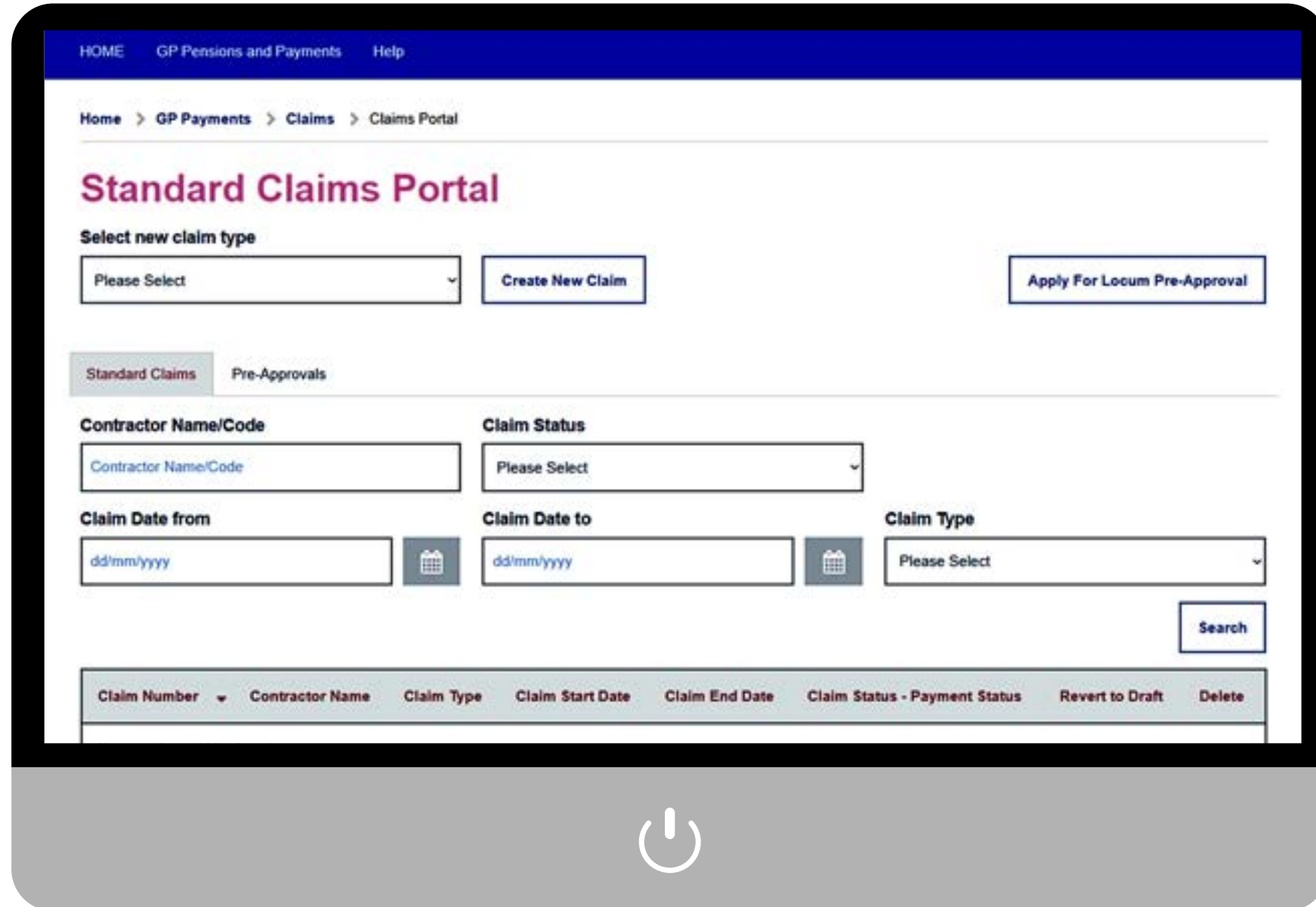


Applying for locum cover and why?

- Log into PCSE Online
- Click GP Payments
- Choose Payments
- Click Claims then Claims Portal

You will now be in the Claims Portal screen (see right)

Choose the relevant option from the Select new claim type drop down then click Create New Claim





Applying for locum cover and why?

Now you are in the form that allows you to apply for locum cover and the next job is a simple one, Fill in the blanks!

The screenshot shows the 'PCSE Online' interface for NHS England. The page title is 'Locum Cost Claim Pre-Approval Application Form'. Below the title, there is a navigation breadcrumb: 'Home > GP Payments > Claims > Claims Portal > Locum Cost Claim Pre-Approval'. The main heading is 'Locum Cost Claim Pre-Approval Application Form'. Below this, there is a paragraph of text: 'The following form must be completed for all Locum Cost Claims besides Locum Cover for GP Unplanned Sickness. If approved, the contractor will be granted pre-approval for the period the performer is absent, to submit claims for Locum Cover in the GP absence.' The form contains several input fields: 'Select Claim type for Pre-Approval' (a dropdown menu with 'Please Select' as the current selection), 'Absent Performer Details' section with 'GMC Code' and 'Performer Name' fields, and 'Absence Dates' section with 'Absence Start Date' and 'Absence End Date' fields, both with date pickers. The 'Contractor Details' section is partially visible at the bottom. The NHS England logo is in the top right corner of the interface.





Applying for locum cover and why?

Continue down the page completing all fields and uploading the supporting documentation for your claim.

At any point you can **Cancel** or **Save** for later. If the claim is complete, click **Submit**.



As soon as you have submitted your locum cover request, this will be sent to your local commissioner to review and approve. Once they have submitted their decision, you will receive a notification in PCSE Online.. You cannot claim for the locum cover until this is approved.

The screenshot shows a web form titled "Contractor Details". At the top, there are two date pickers with the format "dd/mm/yyyy". Below this is the "Contractor Details" section, which includes three input fields: "Contractor Code" (a dropdown menu with "Please Select" as the current value), "Contractor Name", and "Contractor Address".

Below the input fields is a section titled "Please attach the relevant evidence to support the Pre-Approval Application". It features a file upload button labeled "Choose files" and a status indicator "No file chosen". To the right of the file upload area is a blue icon with a plus sign.

The next section is "Please enter additional details to support Application", which contains a large text area with the placeholder text "Custom text entry max 140 characters".

Below the text area is a "Declaration" section. It contains a paragraph of text: "I declare that the information I have given on this form is correct and complete. I understand that if it is not, the value of the claim may be recovered from my organisation. To enable NHS England or its delegated authority to check entitlement and to prevent and detect fraud I consent to the disclosure of relevant information from this form with and by PCSE (Capita) on behalf of NHS England, the NHS Business Services Authority, Department for Work and Pensions, HM Revenue & Customs, NHS Digital, NHS Counter Fraud Authority, Local Authorities and bodies performing functions on their behalf."

At the bottom of the form is a "Declaration Date" section. It includes a date picker with the format "dd/mm/yyyy" and a checkbox labeled "Tick to Confirm".





How do I Submit a locum cover cost claim?

Before you can submit a claim for locum cover cost, you need to ensure that you have submitted a pre-approval request to your commissioner and that this has been approved.

- Log into PCSE Online
- Click GP Payments
- Choose Payments
- Click Claims then Claims Portal

You will now be in the **Claims Portal** screen (see right)

Choose the relevant option from the **Select New Claim** type drop down then click **Create New Claim**.

The screenshot shows the 'Standard Claims Portal' interface. At the top, there is a navigation bar with 'HOME', 'GP Pensions and Payments', and 'Help'. Below this is a breadcrumb trail: 'Home > GP Payments > Claims > Claims Portal'. The main heading is 'Standard Claims Portal'. Underneath, there is a section 'Select new claim type' with a dropdown menu set to 'Please Select', a 'Create New Claim' button, and an 'Apply For Locum Pre-Approval' button. Below this, there are two tabs: 'Standard Claims' (selected) and 'Pre-Approvals'. The form fields include: 'Contractor Name/Code' (text input), 'Claim Status' (dropdown menu), 'Claim Date from' (text input with a calendar icon), 'Claim Date to' (text input with a calendar icon), and 'Claim Type' (dropdown menu). A 'Search' button is located at the bottom right. At the bottom of the screen, there is a table header with columns: 'Claim Number', 'Contractor Name', 'Claim Type', 'Claim Start Date', 'Claim End Date', 'Claim Status - Payment Status', 'Revert to Draft', and 'Delete'. A power button icon is visible at the bottom center of the screen.



How do I Submit a locum cover cost claim?

Now you are in the **Locum Cover Claim** screen. The next job is a simple one, Fill in the blanks!

Remember! You can only submit a claim when you reach the date of the first day of the pre-approved locum claim. You will not be able to make a claim before the approved start date.

The screenshot shows a web application interface for submitting a Locum Cost Claim. The breadcrumb trail is: Home > GP Payments > Claims > Claims Portal > Locum Cost Claim Form. The main heading is "Locum Cost Claim Form". Below the heading is a paragraph of instructions: "The following form must be completed for all Locum Cost Claims, in order to validate the pre-approval for the relevant claims types the user completing the form must enter Claim ID from their approved Pre-Approval form. If the Pre-Approval form has not been completed/rejected by the authoriser the user will not be able to submit this claim form." The form consists of several sections: "Claim Period Start Date" and "Claim Period End Date" (both with date pickers), "Select Claim type" (a dropdown menu), "Pre-Approval Claim ID" (a text input field with a help icon), "Absent Performer Details" (GMC Code and Performer Name), "Contractor Details" (Contractor Code, Contractor Name, and Contractor Address), and "Locum Cover Details" (a table with columns for GMC Code, Locum Name, Total Claim Amount for Cover, Start Date, End Date, and Action). The interface is displayed on a monitor with a power button icon at the bottom center.

Home > GP Payments > Claims > Claims Portal > Locum Cost Claim Form

Locum Cost Claim Form

The following form must be completed for all Locum Cost Claims, in order to validate the pre-approval for the relevant claims types the user completing the form must enter Claim ID from their approved Pre-Approval form. If the Pre-Approval form has not been completed/rejected by the authoriser the user will not be able to submit this claim form.

Claim Period Start Date
dd/mm/yyyy

Claim Period End Date
dd/mm/yyyy

Select Claim type
Please Select

Pre-Approval Claim ID
Pre-Approval Claim ID

Absent Performer Details

GMC Code
GMC Code

Performer Name
Performer Name

Contractor Details

Contractor Code
Please select

Contractor Name
Contractor Name

Contractor Address
Contractor Address

Locum Cover Details

GMC Code	Locum Name	Total Claim Amount for Cover	Start Date	End Date	Action
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How do I Submit a locum cover cost claim?

Continue down the page completing all fields and uploading the supporting documentation for your claim.

At any point you can **Cancel** or **Save** for later. If the claim is complete, click **Submit**.



Once you have claimed a reimbursement for your locum cover, you will be re-directed back into the claims portal where you will be able to see your locum cover request in the main table on the screen.

Claim Code	Locum Name	Total Claim Amount for Cover	Start Date	End Date	Action
No data found.					
Add More Locum Cover Details					
File Upload					
<input type="button" value="Choose files"/> No file chosen					
Please enter additional details to support Application					
<input type="text" value="Custom text entry max 140 characters"/>					
Total Claim Amount for Cover					
<input type="text"/>					£
Declaration					
I declare that the information I have given on this form is correct and complete. I understand that if it is not, the value of the claim may be recovered from my organisation. To enable NHS England or its delegated authority to check entitlement and to prevent and detect fraud I consent to the disclosure of relevant information from this form with and by PCSE (Capita) on behalf of NHS England, the NHS Business Services Authority, Department for Work and Pensions, HM Revenue & Customs, NHS Digital, NHS Counter Fraud Authority, Local Authorities and bodies performing functions on their behalf.					
Declaration Date					
<input type="text" value="dd/mm/yyyy"/>					<input type="checkbox"/> Tick to Confirm





How do I amend a claim?

Once that you have submitted your claim, you may realise that you have made an error in the initial submission. This may be that you attached the wrong supporting evidence to the claim or that you requested an incorrect amount.

Either way, amending a claim is simple. Click on the magnifying glass icons to see how this is done.

Standard Claims Portal

Select new claim type

Please Select ▼

Create New Claim

Apply For Locum Pre-Approval

Standard Claims

Pre-Approvals

Contractor Name/Code

Contractor Name/Code

Claim Status

Pending ▼

Claim Date from

dd/mm/yyyy

Claim Date to

dd/mm/yyyy

Claim Type

Please Select ▼

Search

Claim Number	Contractor Name	Claim Type	Claim Start Date	Claim End Date	Claim Status - Payment Status	Revert to Draft	Delete
2021080000047	Dr D'Mello Jmt Practic e	Rates - Water	01/06/2021	01/08/2021	Pending	C	

Displaying 1-1 of 1 items

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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.

Submitting a premises claim

1. Log in
2. GP Payments
3. Payments
4. Claims
5. Choose your new claim type (premises claim)
6. Create new claim
7. Select premises claim type
8. Enter claim period start date and end date
9. Choose your contractor code
10. File upload (supporting evidence)
11. Upload button
12. Enter additional details to support the claim
13. Enter total claim amount for the premises
14. Tick the declaration box
15. Submit

Apply for locum pre-approval

1. Log in
2. GP Payments
3. Payments
4. Claims
5. Apply for locum pre-approval
6. Select claim type for pre-approval
7. Enter Absent Performer details (GMC Code, Absence start and end date)
8. Choose contractor code
9. File upload (supporting evidence)
10. Upload button
11. Enter additional details to support the cover
12. Tick the declaration box
13. Submit

Submitting a locum claim

1. Log in
2. GP Payments
3. Payments
4. Claims
5. Choose your new claim type (locum cover)
6. Create new claim
7. Enter the claim period start date and end date
8. Select claim type
9. Enter absent performer details
10. Enter contractor details
11. Add more locum cover details (information about the performer who undertook the locum cover)
12. File upload (supporting evidence)
13. Upload button
14. Enter additional details to support the claim
15. Enter total claim amount
16. Tick the declaration box
17. Submit



Primary Care Support England

Your feedback helps us to make things better.

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

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied



Go back to the contents page

Contact Us

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/>

Or alternatively, you can call our:



Customer Support Centre

0333 014 2884