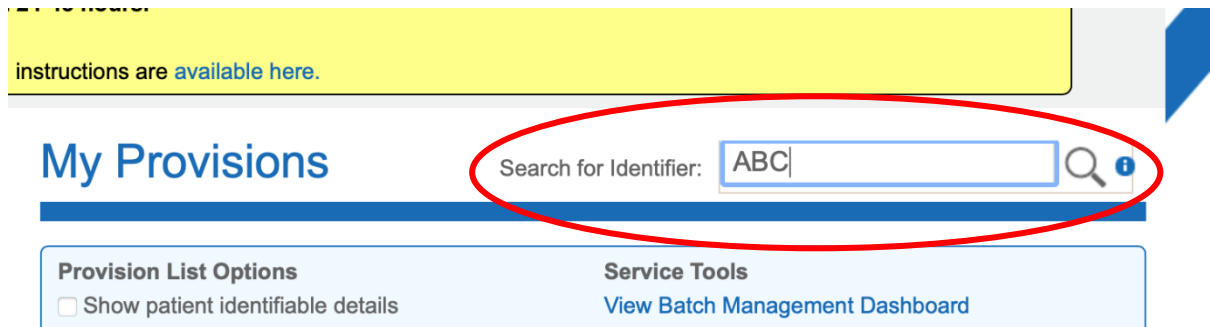




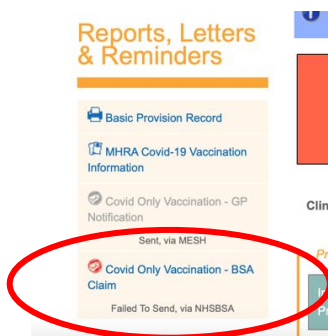


Any claims that haven't gone through will show on the list as 'Not sent' and you can just tick those to view them.

The report will show you the date the claim was made and the patient's initials so you can easily identify the affected records by using the search function on PharmOutcomes.



Open the record and look at the claim information on the left-hand side of the screen.



It will say 'Failed to Send via NHSBSA'.

Save the record again and check the claim message. It should change to the following: 'Queued to send', then 'In Progress, via NHSBSA', and finally 'Sent, via NHSBSA'.

It can take a few minutes for the claim to go through all the stages.