

Dear Community Pharmacy Contractors,

## **Shortened Manual Claim Journey for MYS NHS Discharge Medicines Service (NHS DMS)**

Following feedback from Community Pharmacy England, NHS England and the NHS Business Authority (NHSBSA) will be introducing a significantly streamlined process for making claims for NHS DMS via the Manage Your Service (MYS) portal. This new shortened MYS claims journey for NHS DMS is designed to be more user-friendly and efficient, reducing the time and effort required for community pharmacy teams to make and submit their claims.

The new shortened MYS journey will go live on 6 July 2025. As a result, the old journey will no longer accept claims from 23:59 on 5 July 2025.

The new MYS process will allow contractors to make and submit claims for the three stages of NHS DMS. Please note contractors can still do all three stages of the service or a combination of stages 1, 2 or 3 depending on the needs of the patient; contractors should only submit claims for payment once all the stages they are able to do are completed.

### **What action should contractors take?**

#### **Claims up to and including 30 June 2025**

All DMS activity up until 30 June 2025 and within the 3 month claim period, that has been completed should be claimed and submitted using the NHSBSA's existing NHS DMS journey via the MYS portal. The current journey will be retired at 23:59 on 5 July 2025.

Any NHS DMS data of activity started on or before 30 June 2025 **but not completed** should be entered into the new shortened MYS journey from 6 July 2025.

#### **Claims from 1 July 2025**

Contractors should use the new shortened MYS journey to claim for any activity for the service that will be completed from the 1 July 2025. The new MYS journey will be available from 6 July 2025.

### **FAQs**

#### **Do I need to complete all three stages before I submit a claim?**

You can submit a claim either for a fully completed DMS provision (i.e. all three stages provided) or for part completion, where only some of the stages have been completed. However, a claim for part completion may only be made where one of the reasons set out below applies:

- Patient uncontactable or withdraws consent following completion of Stage 1
- Patient moves community pharmacy after stage 1 of the service has been provided
- Temporary community pharmacy closures mean the complete service cannot be provided/the service activity will not be completed by 30 June 2025. All the

service data should be entered on the new journey once completed from 6 July 2025 onwards.

**How do I claim for unclaimed DMS consultations undertaken and completed before 1 July 2025?**

Data for all unclaimed completed DMS consultations should be entered and submitted using the existing journey; you have until 23:59 on 5 July 2025 to make this claim before the old journey is retired. However, any data entered into the old system and not declared will be viewable but not editable after 23:59 on 5 July 2025. To claim for these from 6 July 2025, you do not need re-enter this data into the new shortened MYS journey, you are able to view and submit the data within the **three-month claim period to be paid for these**.

**Will I still have a three-month claim period?**

Yes, the three-month claim period as outlined in the Drug Tariff still applies.

**I have started the DMS process and expect to complete it by 30 June 2025; how shall I claim?**

Data for all completed DMS activities should be entered and submitted using the existing MYS journey; you have until 23:59 on 5 July 2025 to make this claim before the old journey is retired.

**I have completed one or two stages of the DMS activity but will not complete the final stage until after 1 July 2025; how shall I claim?**

Wait until you have completed all the stages you are able to and then enter the required data and submit using the new shortened MYS journey from 6 July 2025.

**I completed stages 1 and 2 and was expecting to complete stage 3 after 1 July 2025 but can no longer do that; can I still claim for the work I have done?**

Yes, however depending on when you are ready to submit the claim will determine which journey you should use:

- If you are ready to submit the claim on or before 5 July 2025 then input the necessary data for stages 1 and 2 into the existing MYS journey and submit before 23:59 on 5th July 2025, or
- If you are ready to submit the claim on or after 6 July 2025 then input the necessary data for stages 1 and 2 into the new shortened MYS journey from 6 July 2025 and submit by 5 August 2025, or within the three-month claim period.

**Will there be any Post-Payment Verification (PPV) on NHS DMS claims?**

Details are still to be finalised, but it is expected that there will be a PPV exercise on NHS DMS claims submitted via either system. Contractors will need to retain evidence to demonstrate compliance with the service specification for three years and have this available at the pharmacy should they be selected for a PPV review.

**Contact details**

For further information on clinical IT systems, please contact your system provider. If you need any MYS assistance, please contact the NHSBSA MYS Helpdesk by email at [mys@nhsbsa.nhs.uk](mailto:mys@nhsbsa.nhs.uk) or call 0300 330 1368.

For any questions regarding the NHS Discharge Medicines Service (DMS) please contact the Pharmacy Integration Team email at [england.pharmacyintegration@nhs.net](mailto:england.pharmacyintegration@nhs.net).