

## Post Payment Verification (PPV)

Following discussions with several contractors and concerns raised by LHBs in relation to Post Payment Verification of MURs it has been agreed to produce some top tips to help to support the process:

- The PPV team do not need to see a signed consent form for an MUR following the change in directions as of 1 April 2015
- The PPV team do not need to see a printed copy of the MUR if they will be able to view it electronically – however if you are restricted in relation to space/ number of computer terminals in the dispensary it may be easier to print the MURs.
- Under normal circumstances the PPV team will aim to be in the pharmacy for less than 2 hours, however to support this process contractors are advised to prepare for the visit using the list provided in advance, particularly where the PPV team will be checking against paper records.
- The PPV team reconcile the information claimed on NECAF against the MUR record, so it is important to ensure that whoever makes the claim on NECAF completes this accurately and understands the importance of the claim – both from a financial perspective and in relation to the data it provides.
- Financial recovery takes place only where the MUR claim cannot be verified or where it does not meet the Regulations. Examples of recoveries include:
  - An MUR claimed on NECAF but the record cannot be located
  - An MUR claimed for a patient on only one medicine (where the medicine is not a high risk medicine)
  - An MUR claimed for on NECAF by one pharmacist but carried out by a different pharmacist who is not listed on the All Wales Pharmacy Database to provide MURs
  - A second MUR carried out for the patient within a 12 month period where there is no record or known clinical reason that would warrant a second MUR. (Pharmacists are advised to record a reason where a second MUR is required)
- Significant concern has been raised by the PPV teams in relation to where the date of the MUR recorded on NECAF and the date of the MUR on the MUR paperwork differs – as this is felt to be a significant error, which the PPV team believes should lead to a financial recovery. CPW have informed Shared Services that some electronic records for MURs do not allow for the date to be changed if the record is written up at a later date, as such currently a difference in date will be recorded as an admin error. Contractors are, however, advised to record somewhere on the MUR the date that the MUR was

carried out if different to the date stated on the MUR. The date entered onto NECAF should be the date the MUR took place and not the date that the MUR was claimed.

- Local Health Boards are concerned by the high number of administration errors reported from PPV visits. To reduce the number of admin errors contractors are advised to:
  - Check that the number of medications entered onto the MUR match those entered onto NECAF
  - Check that the number of actions entered onto the MUR match those entered onto NECAF – all actions discussed with a patient should be recorded on the relevant section of the MUR form
  - Check that all possible target groups have been selected e.g. if a patient is on respiratory, blood pressure and a high risk medicine then all 3 boxes should be selected.
  
- Further information is available on the CPW website at <http://www.cpwales.org.uk/Contractors-Area/Pharmacy-Contact---Services/Post-payment-Verification-Arrangements.aspx>
  
- Shared Services are extending the PPV process to include flu vaccinations as of January 2017. Contractors are advised to store signed patient consent forms for flu vaccination in chronological order to ease the process of PPV.
  
- Financial recovery takes place only where the Flu vaccination claim cannot be verified or where it does not meet the Service specification. Examples of recoveries include:
  - A flu vaccination claimed on NECAF where the patient's Flu consent form cannot be located
  - A flu vaccination claimed on NECAF by one pharmacist but carried out by a different pharmacist who is not listed on the All Wales Pharmacy Database to provide flu vaccination in Wales
  - Where the consent form has not been signed by the patient
  
- Due to the addition of Flu vaccination into the PPV process the maximum number of claims checked will be 80 MURs and 20 Flu vaccinations.

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