
Community Pharmacy Seasonal Influenza Vaccination Advanced Service 2020/21 – Guidance on Submitting a Claim for Payment

NHSBSA has made changes to the digital claim form for the 2020/21 flu service, migrating it to form part of the Manage Your Service (MYS) portal. This will be the only method available to make payment claims for the service, the digital method using a unique URL and the paper claim form will no longer be available.

If you have not yet registered for a Manage Your Service user account, the MYS access authorisation form and guidance on how to register is available from the [NHSBSA website](#).

Digital flu vaccination payment claims submission process

1. Once you have registered for an MYS user account, you will be able to start making payment claims for the flu service from 1 September 2020. To start, log into your MYS account and click 'Flu Claim'
2. From the drop down list, select the month you would like to submit your payment claims for and click next.
3. Input your vaccine totals as a numeric value (no other values will be accepted). Do not enter value '0' for any vaccines that haven't been administered in that month; the field should be left blank and a numeric value should only be inserted if you have administered at least one vaccine.

The vaccine totals must be for the full month and they can only be submitted once. Values **cannot** be inputted daily or saved in the application for submission later.

4. You will then be asked if you would like to submit totals for another month. If you would like to make a payment claim for another month, select yes and then click next. If not, select no and click next.
5. You will then be presented with a declaration of your flu vaccination payment submission, which should be checked and amended where necessary. Once finalised, enter the first name and surname of the person submitting the claim, tick the box to accept the declaration (your electronic signature) and click send submission. An additional email address can also be added before your declaration is submitted, so that a copy of the confirmation email is also sent to this address, e.g. to an owner, director or head office. This does not need to be an NHSmail address.
6. Once submitted, an on-screen confirmation message will appear and an email will be sent to your NHSmail address and to the additional email address (if provided). This will confirm that your submission has been received by the NHSBSA and will contain a summary of your submission.

If you submit the incorrect totals and need to make an amendment to your claim, you should contact the NHSBSA helpdesk (details below).

Management information report for contractors

As part of the MYS portal you can download a monthly overview flu claim submission report for your individual pharmacy or for all pharmacies in your payment group if you are a user with Management level permissions. For Head Offices, you can also create an MYS account if you have a personal NHSmail address, and download a submission claim report for those

branches within your organisation that have submitted a claim. Alternatively, you can send a request for a monthly report to the project helpdesk at nhsbsa.mys@nhs.net, please remember to state your YP Code.

Contact us

For further information contact us by email (nhsbsa.mys@nhs.net)