

CQRS Local

New Service Provider Interface

Frequently Asked Questions

Q. Why has the user interface changed?

A. The claim user interface has been redesigned to give an improved user experience and additional functionality. Some of the highlights include; instant saving, an ability to upload supporting documentation, inclusion of supplementary information to support a claim as well as the facility to withdraw a claim. Depending on your Commissioner preference, you will have functionality to submit either single or multi-service claims.

Q. When will the new system go live?

A. This will be deployed on or around 02 January 2024 in time for your Quarter 3/Month 9 claims.

Q. Will we be able to submit multiple services per claim?

A. This will be decided by your Commissioning Organisation. You will be notified if this will be allowed in due course.

Q. Will I still have to submit all components relating to a service?

A. Yes, even if you haven't done any work for that component. Just enter a zero into the units box unless your Commissioner advises otherwise.

Q. Will there still be a retainer tick box?

A. No - The tick box is now redundant. As soon as you add a component from the Component section to the Claim section that component is then part of the claim, so no need to then tick a box.

Q. Can I still upload supporting /evidence documents even if there isn't a requirement to?

A. Yes. You can upload multiple documents to support a claim. When submitting attachments, you must ensure that you do not upload files which contain Patient Identifiable Data (PID) which includes EMIS/TPP, NHS Numbers, patient names, and/or addresses.

Q. How do I deal with a Declined/Rejected Claim?

A. This will be done in the same way as the older interface. Instructions on how to deal with such claims can be found within the training section. The location of such documents can be found at the bottom of this document.

Q. Can I recall a claim once it has been submitted?

A. Yes. They can be recalled before they are approved by a Tier 2 Commissioner. Further information can be found in the training section as well as in the [video tutorial](#) (forward to 16 mins 12 secs).

Q. Can I remove a component from a claim?

A. Yes. The delete button lets you remove a component from the claim. Once removed it will appear back in the components list. Please note: any details entered, or files attached to that component will be lost when the component is removed from the claim.

Q. Can we still have a mixture of single and multi-level claim submissions?

A. No. Your Commissioner will have already decided on how you will be submitting your claims. Please refer to the [video tutorial](#) titled Single and Multi-Service Claim Submissions Explained. Details can be found below.

Q. What is a Monetary Tariff?

A. Rather than entering a number of units for example, you will enter how much you are claiming for. This could be for example – £150. Such components will require you to upload an invoice prior to submission of the claim.

Q. What is Supplementary Information?

A. This will contain any number of items and will require either a whole number, decimal, text, or yes / no response. Please note: This section will only be visible if the Commissioner has specified that they need extra information when claiming the component.

Q. Where will I find training material to help me?

A. Please see all the relevant links below.

Document/File Name	Location
Single and Multi-Service Claim Submissions (Video Tutorial)	Click Here
Single and Multi-Service Claim Submissions Explained (Video Tutorial)	Click Here
New Interface User Guide	Guide will be available soon
Dealing with a Declined Claim	Guide will be available soon