New User Interface
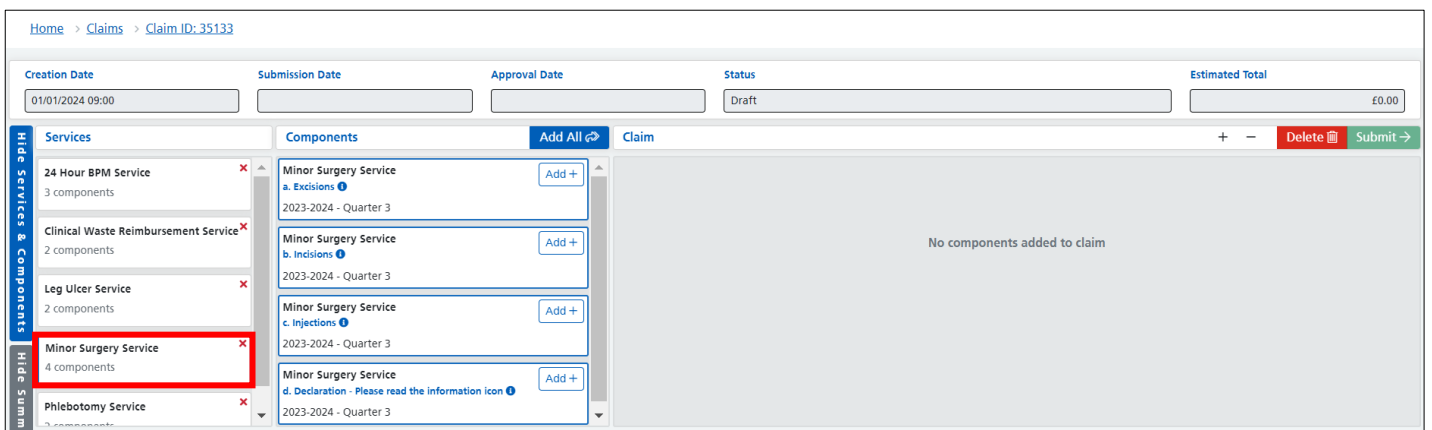# Single-Service Claim Submission

January 2024

Disclaimer:

All names, images and any financial information are completely fictitious and have been created entirely for training purposes. The services shown are used generically and may not relate to your individual services.
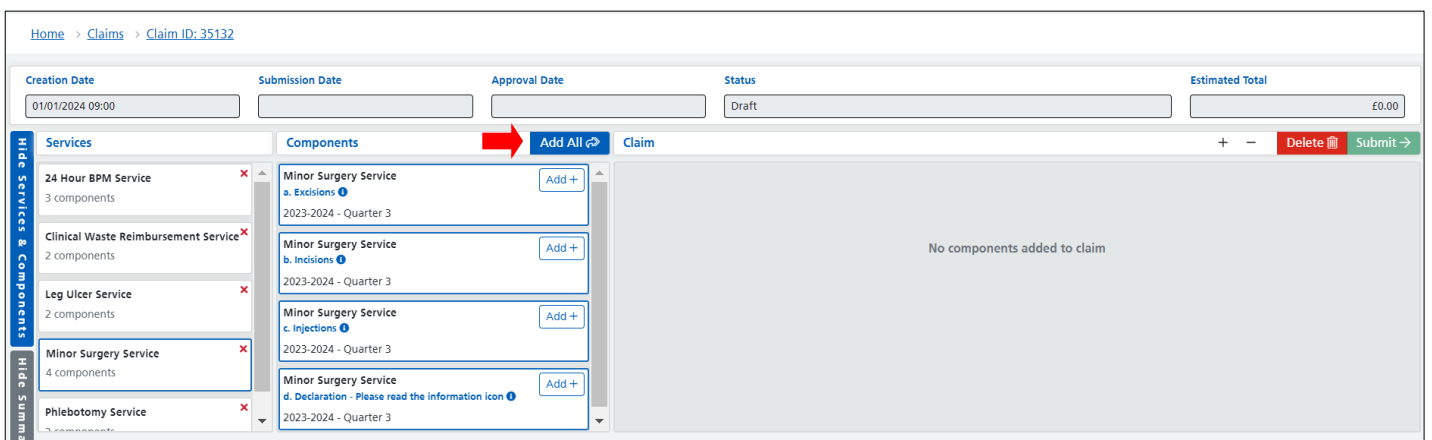
What are Single-Service Claim Submissions?

Single-Service Claim Submissions mean that your Commissioner has requested that all service claims should be submitted individually. You will need to process a 'New Claim' for each and every service claim.

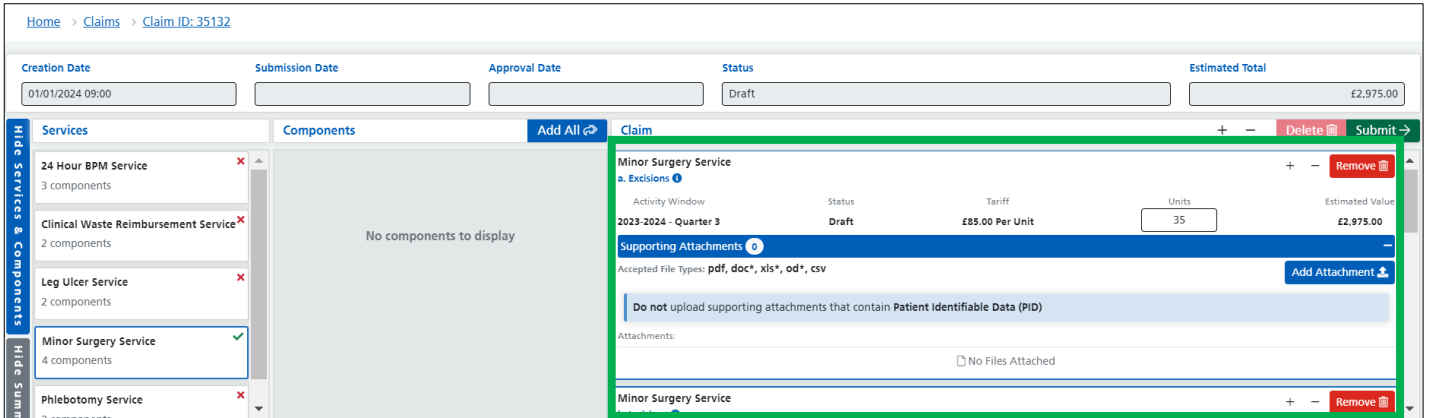The following instructions will guide you with the successful submission of your service claims.

1. Log into CQRS Local.
2. From your home page, click on the **Claims** menu tile.
3. Next is to click on the **+New Claim** button.
4. Click on the first Service you are claiming for.

5. Click on the **Add All** button (do not use the individual Add+ buttons).
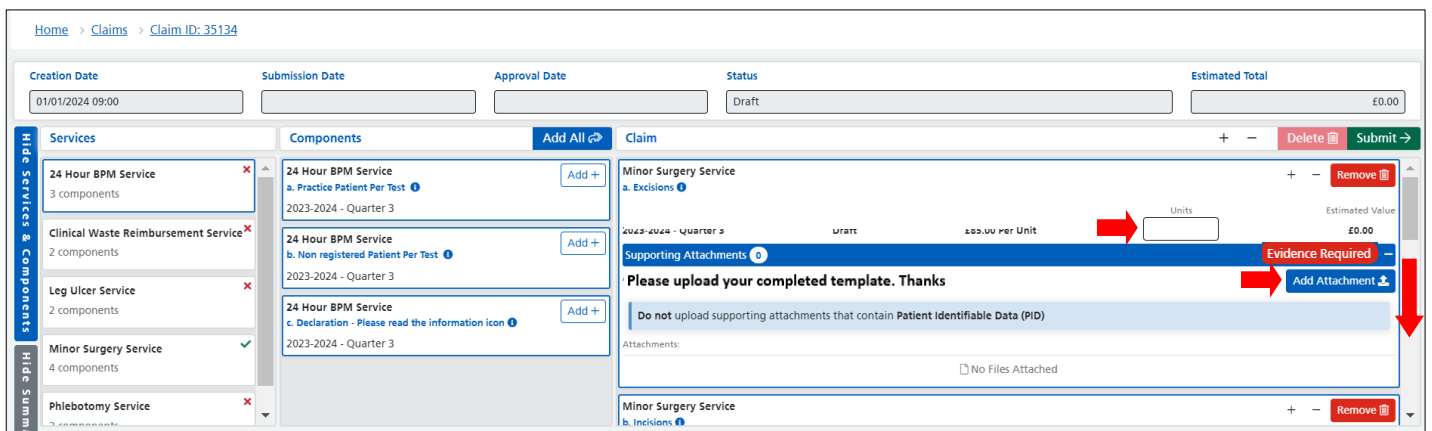
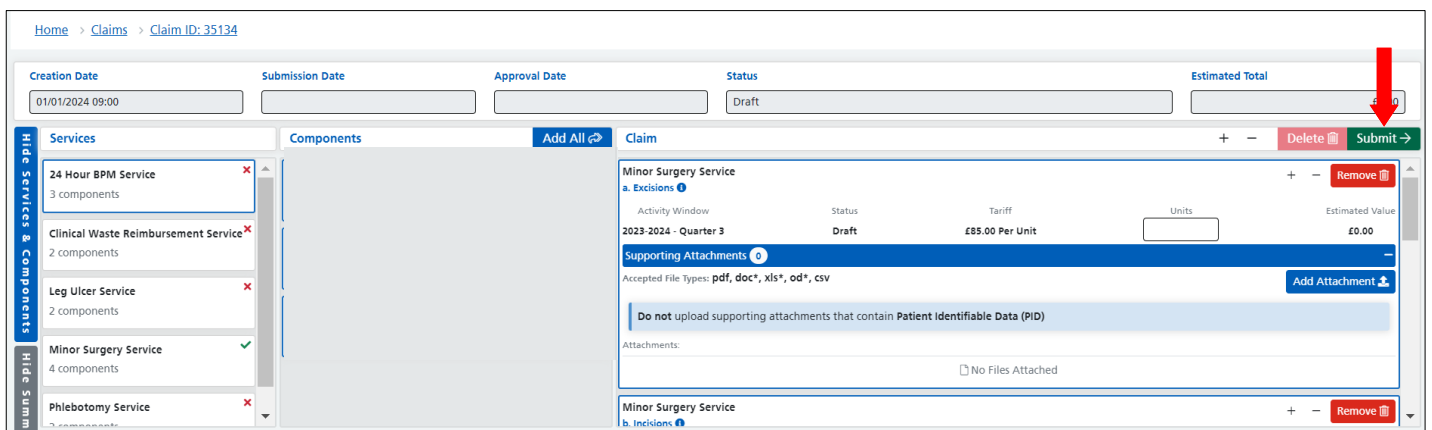6. Minor Surgery and ALL its components have now been placed into the Claims section.

7. Now do the following:

a) Enter your Units in exactly the same way as before.
b) Add your supporting documentation if requested.
c) Scroll down to see the next component (s).
d) Complete ALL Units boxes. If you haven't undertaken any components you MUST enter a zero.

Please note that the Retainer tick boxes are no longer used. Adding any retainer components to your claim replaces the tick box.

8. When you have finished, click on the **Submit** button.

9. To process your next claim, follow the exact same steps from step 2 above.

Remember, if you haven't undertaken any components you MUST enter a zero – this will make the claim complete. If any Units boxes have been left blank, you will see the below messages when you attempt to submit the claim.

Claim validation failed

Errors
Unit value is invalid

Help and Support

The CQRS Service Desk are here for you. If you have any queries, please contact us using the contact details below:

Telephone: 0330 124 4039
Email: support@cqrs.co.uk

Useful Training Resources

New User Interface Guide for Service Providers: Click here

New User Interface FAQ Document: Click here

Video Tutorial: Click here