

New Medicine Service Claiming Top Tips

The service provides support to people who are newly prescribed a medicine to manage a long-term condition, improve their adherence and enhance self-management.

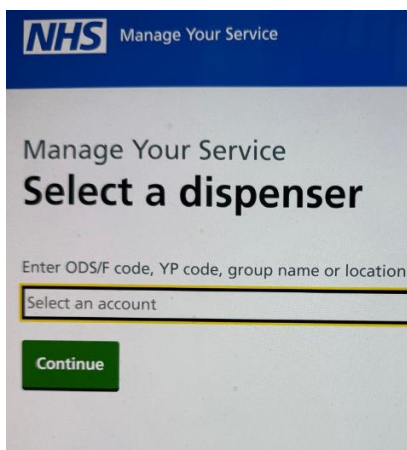
The service is split into three stages

- ❖ patient engagement.
- ❖ intervention; and
- ❖ follow up

From April 1, 2025, the fee structure changed to £14 per intervention or follow-up consultation, meaning a maximum of £28 can be claimed for both completed steps for one patient.

How to Claim:

1. **Log in to the MYS portal:** Access the [pharmacy contractor](#) portal for submitting service claims.



NHS Manage Your Service

Manage Your Service

Select a dispenser

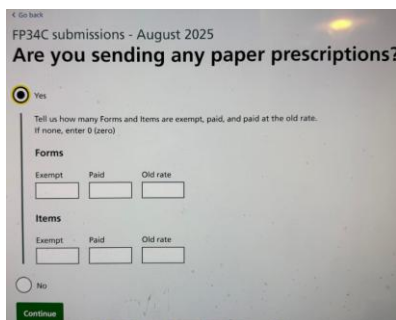
Enter ODS/F code, YP code, group name or location

Continue

Start a submission for the end of month claims

Submissions and payments	Period	Status	Action
Missed a submission? Telephone the help desk on 0300 330 1368 or email mys@nhsbsa.nhs.uk	August 2025	Not started	Start submission
	July 2025	Processed	View
	June 2025	Processed	View
	May 2025	Processed	View

Select Yes or No for the Paper and EPS prescription questions and insert the figures



FP34C submissions - August 2025
Are you sending any paper prescriptions?

☒ Yes

Tell us how many Forms and Items are exempt, paid, and paid at the old rate. If none, enter 0 (zero)

Forms

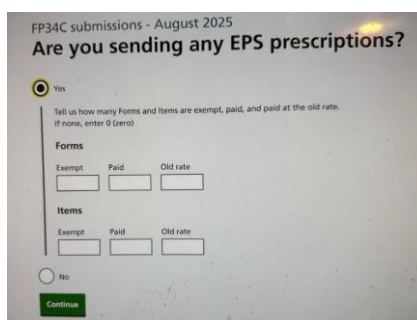
Exempt	Paid	Old rate

Items

Exempt	Paid	Old rate

☐ No

[Continue](#)



FP34C submissions - August 2025
Are you sending any EPS prescriptions?

☒ Yes

Tell us how many Forms and Items are exempt, paid, and paid at the old rate. If none, enter 0 (zero)

Forms

Exempt	Paid	Old rate

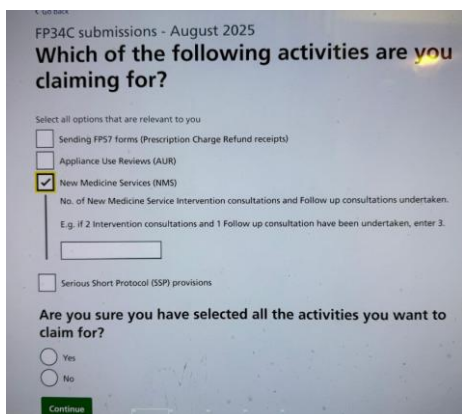
Items

Exempt	Paid	Old rate

☐ No

[Continue](#)

Select all options that you wish to claim and confirm. (For this top tips we will select New Medicines Service)



FP34C submissions - August 2025
Which of the following activities are you claiming for?

Select all options that are relevant to you

☐ Sending FPS7 forms (Prescription Charge Refund receipts)

☐ Appliance Use Reviews (AUR)

☒ New Medicine Services (NMS)

No. of New Medicine Service Intervention consultations and Follow up consultations undertaken.
E.g. if 2 Intervention consultations and 1 Follow up consultation have been undertaken, enter 3.

☐ Serious Short Protocol (SSP) provisions

Are you sure you have selected all the activities you want to claim for?

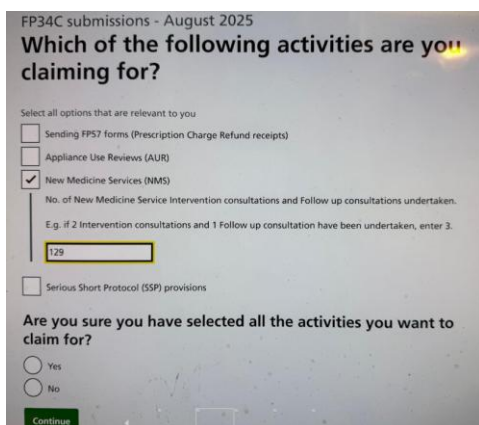
☐ Yes

☐ No

[Continue](#)

- State the number of NMS consultations:** Input the total number of completed NMS interventions and follow-up consultations provided to patients in the specific month.

For this example, we have completed 65 completed Interventions and 64 completed Follow Up therefore, I will submit a claim for 129 NMS.



FP34C submissions - August 2025
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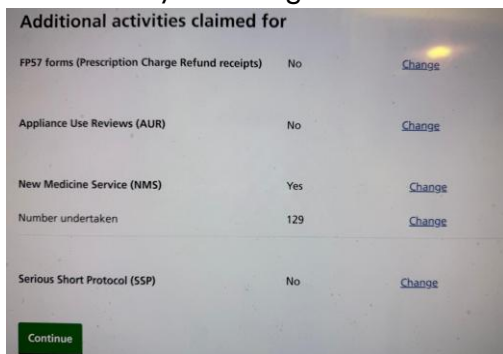
Are you sure you have selected all the activities you want to claim for?

☐ Yes

☐ No

[Continue](#)

3. **Submit your claim:** Ensure your claim is submitted by the 5th day of the month immediately following the month in which the NMS service was delivered.



Additional activities claimed for		
FP57 forms (Prescription Charge Refund receipts)	No	Change
Appliance Use Reviews (AUR)	No	Change
New Medicine Service (NMS)	Yes	Change
Number undertaken	129	Change
Serious Short Protocol (SSP)	No	Change

[Continue](#)

Key Points for Claiming:

- **Service Eligibility:** A patient is eligible if they are newly prescribed a medicine for a long-term condition (like asthma, diabetes, or heart failure). The list of medicines can be found [here](#)
- **Payment:** Each NMS consultation (either Intervention or Follow-Up) attracts a £14 fee.
- **Claiming Separate Consultations:** Pharmacies claim for the Intervention and Follow-Up consultations, and these are entered as one lump sum at the end of month submission until the IT platform is updated to submit separate claims. Please ensure you add together the Intervention and Follow Up to obtain a total number as show above.
- If the provision of the service spans over two months, for example May and June, the claim for the Intervention consultation provided in May can be claimed in the MYS claim relating to May. The Follow up consultation provided in June should be claimed in the MYS claim relating to June.
- **Monthly Claiming:** You claim for the NMS provision in the same month the consultation was completed. Pharmacy contractors must submit claims via the MYS portal by the 5th day of the month following the service provision.
- NMS will expand to include depression as an eligible therapeutic area. This will be reflected in the updated service specification and NMS Eligible Drug List. More information can be found [here](#)

Resources to use during consultations

[Interview schedule with notes](#)

[Interview schedule without notes](#)

[NMS Worksheet](#)

[Coding to be used to record the ethnic group of people](#)

[NMS GP Feedback Form \(Microsoft Word\)](#)

[NMS GP Feedback Form \(PDF\)](#)

New Medicine Service – when are payments claimable?

August 2025

The table below sets out the range of scenarios associated with the NMS and when payments are claimable.

Stage	Patient action	Pharmacy action	Claimable?
Engagement	A patient refuses the offer of the service or refuses to give their consent for information sharing.	Pharmacy makes a record that refusal occurred.	No
Intervention consultation	Patient does not attend appointment.	Pharmacist tries to contact patient at least once but fails to speak to them.	No
Intervention consultation	Patient cannot be reached on the telephone at the agreed time.	Pharmacist tries to contact patient on at least one further occasion but fails to speak to them.	No
Intervention consultation	Patient withdraws their consent.	Pharmacist records this in the patient's record.	No
Intervention consultation	Patient attends the appointment / telephone consultation and is taking multiple new medicines.	Patient has a problem with one medicine which requires referral to the GP practice, but other medicines do not necessitate a referral. Patient continues on to Follow up.	Intervention consultation fee claimable
Intervention consultation	Patient attends the appointment / telephone consultation and is taking one new medicine.	Patient has a problem with the new medicine which requires referral to the GP practice.	Intervention consultation fee claimable
Intervention consultation	Patient attends the appointment / telephone consultation and is taking multiple new medicines.	Patient has a problem with all medicines which requires referral to the GP practice.	Intervention consultation fee claimable

Follow up consultation	Patient does not attend appointment.	Pharmacist tries to contact patient at least once but fails to speak to them.	No
Follow up consultation	Patient cannot be reached on the telephone at the agreed time.	Pharmacist tries to contact patient on at least one further occasion but fails to speak to them.	No
Follow up consultation	Patient attends the appointment/telephone consultation.	Using the Follow up questions from the NMS interview schedule, the pharmacist determines that the patient's GP has stopped the new medicine.	Follow up consultation fee claimable
Follow up consultation	Patient attends the appointment/telephone consultation.	Patient is adhering to the treatment programme and has no problems with their medicines.	Follow up consultation fee claimable
Follow up consultation	Patient attends the appointment/telephone consultation.	New or continuing problems are identified either with the treatment or in relation to the patient's self-management of their condition. Further information and support is provided to the patient were necessary and in the pharmacist's clinical judgement the patient needs to be referred to their GP.	Follow up consultation fee claimable
Follow up consultation	Patient attends the appointment/telephone consultation.	New or continuing problems are identified either with the treatment or in relation to the patient's self-management of their condition. Further information and support is provided to the patient were necessary and in the pharmacist's clinical judgement the patient does not need to be referred to their GP practice.	Follow up consultation fee claimable