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| Daily Update |
| Thursday 6th May 2021 |

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|  | This daily update contains important information for community pharmacy teams about the ongoing response to the COVID-19 pandemic.

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| In today's update: Post-Payment Verification for the Pandemic Delivery Service; Care Identity Service upgrade; NHS "Hints and Tips". **Post-Payment Verification for the Pandemic Delivery Service**The NHS Business Services Authority (NHSBSA) has started undertaking a post-payment verification (PPV) process for the Advanced Service component of the Pandemic Delivery Service.Over a period of nine months, the service helped clinically extremely vulnerable patients to shield, where a volunteer was not available to collect medicines on their behalf. Data on the delivery service indicates that over 8,000 pharmacies provided the Advanced Service from its start until December 2020, at a cost of just under £15 million. Pharmacies were asked to maintain appropriate records to support claims and possible post-payment verification of those claims.While the vast majority of payment claims for this service were reasonable, a small number were higher than expected, and the NHSBSA, on behalf of NHS England and NHS Improvement (NHSE&I), is in the process of writing to the 44 pharmacies identified to date, requesting evidence to support the payment claims that they submitted.PSNC has been consulted on the verification process and has sought to ensure that it is appropriately targeted, proportionate, and fair to those contractors asked to provide records. This process is part of the wider post-payment verification (provider assurance) process for Advanced Service payments to community pharmacy.[**Learn more about the PPV process**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=a2bd9134e3&e=12757307a1)**Care Identity Service (CIS) upgrade**The CIS is the national online system for managing NHS Smartcards. The CIS will soon be moving to an online cloud-based environment to improve system performance and user experience.NHS Digital has confirmed that the upgrade is scheduled to be carried out from 6.30pm on Friday 7th May through to 8.00pm on Monday 10th May 2021. Subsequently, some parts of the CIS may not run as expected and, if you wish to apply changes to your Smartcard using CIS, you should do so either before or after the upgrade. EPS and Smartcard authentication in PMR systems will continue to run as usual. If you experience a unique EPS issue with your Smartcard – flag this to your system supplier by email using the [**EPS escalation routes**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=c369a4b0ac&e=12757307a1).Find out more about [**Smartcards**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=605fd8b7c0&e=12757307a1) and [**CIS**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=457c30e4ef&e=12757307a1).**New issue of NHS "Hints and Tips"**NHS Prescription Services produces a quarterly newsletter called "Hints & Tips for dispensing contractors". The latest edition contains some helpful information and advice on recent Serious Shortage Protocols (SSPs), endorsing free of charge items such as contraceptives, and more.To view the current and previous issues of "Hints & Tips" click [**here**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=acf5a4a9f0&e=12757307a1). |

**Keep up-to-date on COVID-19 with our hub page:**[**psnc.org.uk/coronavirus**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=b671e78d7a&e=d3dc5e7fbd) |  |

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