

How Real Time Exemption Checking works



Prescriptions

When the Real Time Exemption Checking (RTEC) service is live in your pharmacy system, you will be able to check the patient's exemption status digitally for electronic prescriptions. All other prescriptions are out of scope.

When the service goes live the following exemptions will become available:

Go live

- Maternity
- Medical
- Prescription prepayment
- HC2 (full help)
- Tax credits

The remaining exemptions will go live at a later date:

Later

- Income Support
- Universal Credit
- Income-based Jobseekers Allowance
- Income-related Employment & Support Allowance
- Pension Credit Guarantee Credit

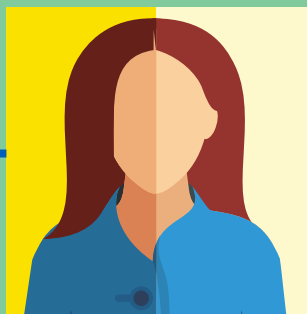
Claiming

Claim as normal. There is no need to populate exemption information for an RTEC 'confirmed' prescription. This will automatically carry through.

If, for any reason, the claim is submitted and exemption information is incorrect, then recall the claim and utilise the claim amend functionality.

If a patient is confirmed as exempt through RTEC, tokens do not need to be submitted to the NHS Business Services Authority (controlled drug process still applies).

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Yes

Patient **does not need** to declare exemption status
No patient signature is required

Is the patient digitally exempt?

Unknown

Follow normal dispensing process

If there is a delay between dispensing and collection, you may wish to carry out another RTEC check at point of collection

Exemption returned

Unknown

Patient **should** declare exemption status
Patient signature is required

For more information, or to check their exemption status or entitlement, patients should visit www.nhsbsa.nhs.uk

It is important that the patient's details held by the NHSBSA are up to date and match the details held by their GP.

If patients need to update their details with the NHSBSA, they can contact:

- For medical and maternity exemption certificates, and prescription prepayment certificates - call us on 0300 330 1341
- For NHS tax credit exemption certificates - call us on 0300 330 1347
- For HC2 certificates - call us on 0300 330 1343