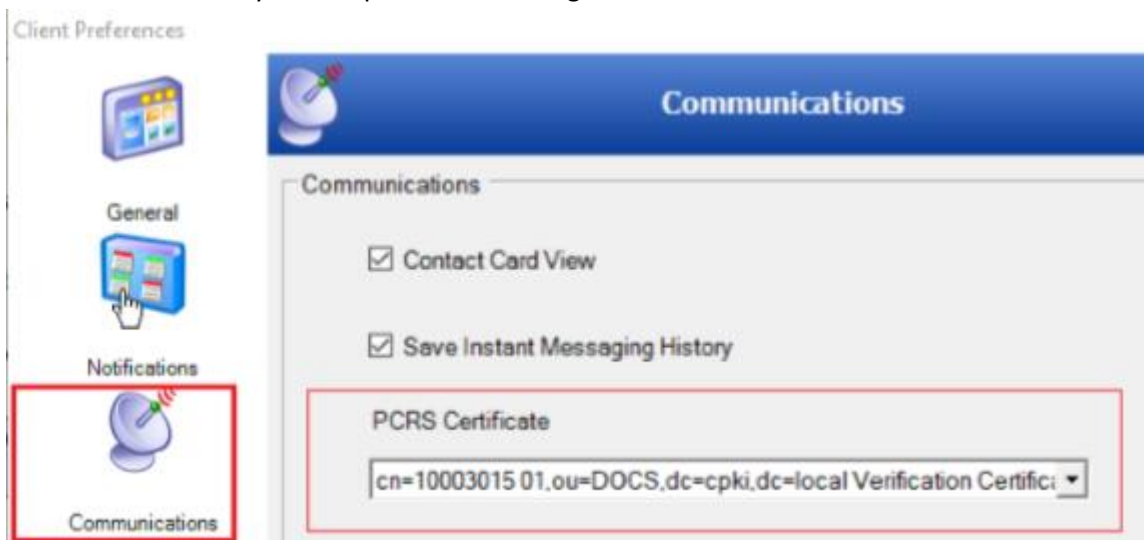


- Question:** If my patient is registered for CDM do I also need to submit a Cycle of Care Visit for Diabetes?

Answer: No.
- Question:** What certs do I need on my pc?

Answer: You will need a valid PCRS Certificate and a Healthlink Certificate.
- Question:** PCRS Registration Date is not populating.

Answer: Check have you a valid PCRS Certificate on your machine and that it is selected in Edit > Preferences > Communication. Check the PCRS website directly and verify patient has been registered. If registering the patient, confirm you are added the correct registration date as Visits will only be accepted after the Registration date.

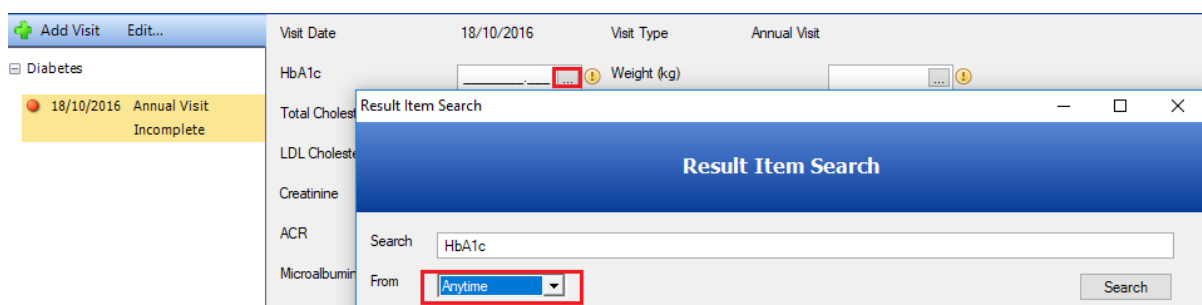


- Question:** Can I submit returns for more than 1 doctor?

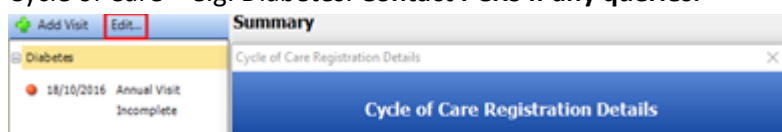
Answer: You should only have 1 cert for multiple doctors and 1 user name or password. Otherwise you will get this error: **User cannot represent this GMS doctor number.** Login to Doctor Application Suite on PCRS website, click Transition, select Contact Links > Request link & search for doctor. Get the doctor to login as explained and accept this request. You should only have 1 cert for multiple doctors. **Contact PCRS if any queries.**
- Question:** I cannot submit all my diabetic imported visits.

Answer: Only 1 annual visit and 1 follow up visit can be submitted per year. The follow up visit cannot be within 4 months of the annual visit. Visits recorded outside of these timelines are added as Additional Visits and cannot be submitted.
- Question:** Tests e.g. HbA1C are not showing up but they are in the patients chart.

Answer: Click the ellipsis button beside the Test and select Anytime from the dropdown list. Select the result nearest the Exam date. Test results should be within 6 months of the Exam date. Change the Search Criteria field to expand the search e.g. 'Hb' as the lab may have the test named differently.



7. **Question:** Which Diabetic patients are included?
Answer: Only diabetic Type II (Coded as ICD Code E10 or ICPC Code T90) GMS or DV patients over 18 and below the **CDM Age** should be registered for the Cycle of Care.
8. **Question:** Where do I go on the PCRS website to register a patient for the Cycle of Care?
Answer: Login and select Doctor Suite, then select Panel Management and Health Check. **Ensure you select the correct date for Registration and not the default of today's date.**
9. **Question:** When I submit the claim I get an error advising no PCRS registration date.
Answer: Please check the visit date is **after** the PCRS Registration date.
10. **Question:** Can I add a visit if the PCRS website is down? [404 error]
Answer: Yes, enter the PCRS registration date manually (details on PCRS website). Save the visit details to send later. Before submission you can **recheck** the date by clicking Edit on the Cycle of Care – e.g. Diabetes. **Contact PCRS if any queries.**



11. **Question:** Where can I find the incomplete, unsent submissions?
Answer: Open My Control Panel > Claim Tracker > Cycle of Care
12. **Question:** Lab cannot calculate LDL Cholesterol and this field is mandatory.
Answer: Contact the Lab and see can they perform a direct LDL measurement rather than a calculation. Please see the FAQ below from Quest Diagnostics: <https://education.questdiagnostics.com/fag/FAQ164>
13. **Question:** Is the data that is being transferred anonymous or is it patient identifiable?
Answer: The data sent is split into two parts.
 - A) A clinical message which goes via Healthlink to a HSE data repository. This data is pseudo anonymised.
 - B) A reimbursement message which goes via healthlink to the PCRS. This contains patient identifiable data so the PCRS can link back to the GMS patient & confirm their GMS Validity & Registration on the Cycle of Care. **For further information please contact the ICGP or consult the GPIT guidelines in relation to GDPR.**
https://www.icgp.ie/go/in_the_practice/information_technology