## 13.20 NMS Review

**Description**

The NMS (New Medicine Service) module provides comprehensive tracking and reporting of NMS activity within the pharmacy. It captures key service stages, compliance data, and payment reconciliation to ensure pharmacies can effectively monitor and manage their NMS delivery.

**Purpose**

The module is designed to give pharmacies a clear view of their NMS performance. It enables them to monitor progress against targets, identify outstanding opportunities, ensure compliance with weekly requirements, and manage financial reconciliation for claims and payments.

**Usage Notes**

* Review **NMS Claimed Current Year** regularly to compare actual claims with monthly targets.
* Use **Service Progress** to track where patients are in the NMS journey (completed, still to complete, engaged, missed, expired, declined).
* Check the **total claims ready for submission** before sending to payment systems.
* Monitor **weekly compliance** to maintain adherence to service requirements.
* Use **payment reconciliation** to match submitted claims with received payments and resolve discrepancies.

**Target Audience**

* Pharmacy managers monitoring service delivery.
* Pharmacists and staff responsible for carrying out NMS consultations.
* Finance and admin teams validating claims and payments.
* Regional or head office staff overseeing performance across multiple pharmacies.

**Key Metrics**

* **NMS Claimed (Year-to-Date)** vs. **Monthly Targets**
* **Service Progress Breakdown**: completed, still to complete, engaged, missed, expired, declined
* **Total Claims Pending Submission**
* **Weekly NMS Compliance Scores**
* **Payment Reconciliation Status**