**To Resend or Resubmit, that is the Question**

**Resend/ing** = a request for payment of an item which **is not** on MOH records; usually meaning the item **has not been paid** before.

**Resubmit/ting** = a request to re-process an item which **is in** the MOH system, e.g. **has (usually) been paid** previously.

**Note**: an item marked **Resend** or **Resubmit** will automatically go into the next claim created. If the item is marked **Resending** or **Resubmitting** it is already in a NEW claim waiting to be sent.

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**In General…**

Find and **fix** the error (use the tools listed below)

1. **Resend /1 paid?**
   - **Yes**: **Resend /1**
   - **No**: **Resubmit /1**

2. **Was the /1 amended?**
   - **Yes**: **Resend repeat/s**
   - **No**: **Resubmit repeat/s**

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**Credits** can break these guidelines, if in doubt call us.

**Tools:**
- In the claim, use **Claim History F5** to check previous payment/non-payment
- Check the script itself for any anomalies, e.g. the /1 is marked NS and the repeats A4
- Check for edits. Go to **3. Reports > 8. Audit reports > 1. Audit prescriptions**, run the report selecting the Rx number, ticking **Show all edited items** using the right dates.
- Use external sources, such as Special Authority Lookup - taking careful note of the start/expiry dates

**If a script item has been rejected several times and you would like advice on what to do next, call us, we’ll help you sort it out.**