



One-off COPD PHBs

A short guide to referring a new one-off COPD PHB to PPL

This short guide provides guidance on how to submit a one-off COPD referral to PPL.

Once the referral form is completed and submitted, the PPL support team will process the referral and associated purchase / payment in line with the timescales outlined in the SLA.

You will receive two notifications from the PPL support team –

- the first notification will confirm that the referral has been received
- the second notification will confirm that the referral has been processed and purchase / payment completed.

Referrals to the PPL PHB service can only be submitted by approved individuals from each site who have been granted access to the secure referral form. A list of these individuals for each site is available on the following webpage - www.myvirtualwallet.co.uk/oophb-copd

If you do not have access to Virtual Wallet but believe you should have access to submit referrals for your site, please speak to your line manager in the first instance.

Step 1 - Log into Virtual Wallet

- Type the following web address into your browser - www.myvirtualwallet.co.uk/oophb-copd - we suggest that you save this address to your favourites list.
- Click on the 'Log into Virtual Wallet' button as in the screenshot below:
- The following page will open in a new window. Enter your Virtual Wallet login details and click 'Login'



One Off COPD PHBs

This form is to be used by approved individuals to submit a one off COPD PHB referral to PPL.

To access the referral form, you will require your own Virtual Wallet log-in details.

If you do not have access to Virtual Wallet, please speak to your team manager or an approved referee for your site - a list of which can be found in the FAQs at the bottom of this page.

The links below will open in a new tab in your browser

How to submit a referral:

Step 1: Ensure you are logged into Virtual Wallet - you can do this by clicking on the link below.

[Log into Virtual Wallet](#)

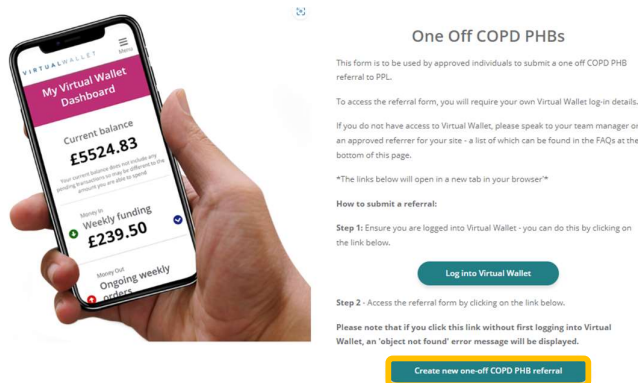
Login

Username

Password

[Login](#) [Forgot your password?](#)

Step 2 – Return to the browser tab displaying the www.myvirtualwallet.co.uk/oophb-copd homepage and click on the 'create new one-off COPD PHB referral' link, as in the screenshot below:



Step 2 - Complete the online referral form

The information you require to complete the form will vary depending on the items / services you are requesting.

All referrals will require:

- The individuals personal details – name, NHS number / case reference
- Approved value of the referral

Referrals for cash payments will require full bank account details to be provided.

Referrals for invoiced services require the uploading of an invoice for the service, that details the total amount to be paid and the bank account details of the service provider.

Referrals for the vouchers (digital or physical) require the selection of the appropriate retailer from the drop down list on the referral form.

Any referrals missing any information or attachments cannot be processed and will be returned to the referring professional.

When you press 'submit' on the referral, confirmation of the referral is displayed on the screen.

Step 3 – Acknowledgement

The referrer will receive an email acknowledging receipt of the referral. All referrals will be processed in line with the timescales agreed – a summary is available on the following webpage www.myvirtualwallet.co.uk/oophb-copd.

Step 4 – Confirmation of processing

When the referral has been processed, a second email will be sent to the referrer confirming that payment has been processed / the purchase has been completed.