

User issue: Unable to submit a claim after updating the MDO table

Why do I get an error when I try to continue after completing the MDO (Medical Defence Organisation) table?

When you are logging a claim on the NHS Resolution Report and Manage a Claim portal, you may see an error after clicking 'Continue', even though it looks like you have completed the MDO table.

This happens because the system requires specific information to be entered before it can move to the next step.

How do I resolve the issue and submit my claim?

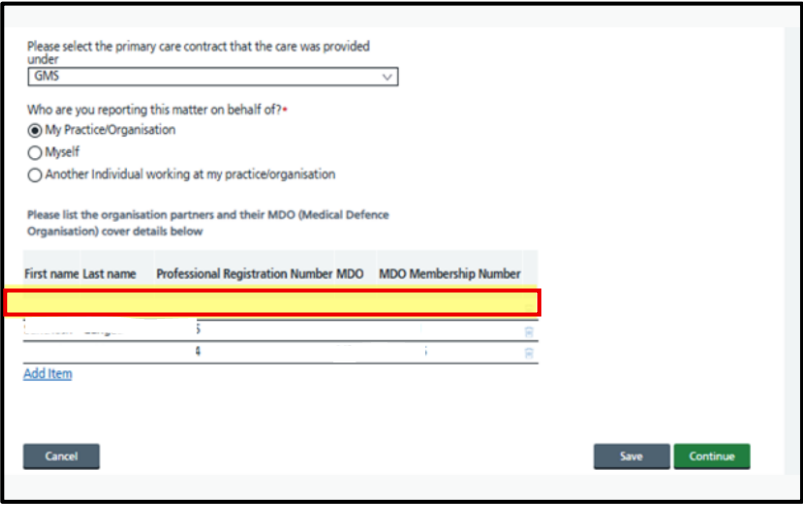
The system requires line 1 of the MDO table to be completed before you can continue. Currently, you are not prompted to enter information into line 1 when you first click into the table, so it is easy to miss.

If line 1 is left blank:

- The system cannot process your claim
- You will see an error when you click 'Continue'
- The error message does not clearly show that line 1 is the issue.

What should I do to avoid this error?

- Make sure you **enter information in line 1 of the MDO table** (highlighted here) **before clicking 'Continue'**
- Double-check the first line of the table if you see an error
- Look for any highlighted fields and ensure they are completed.



Please select the primary care contract that the care was provided under

GMS

Who are you reporting this matter on behalf of?*

☒ My Practice/Organisation

☐ Myself

☐ Another Individual working at my practice/organisation

Please list the organisation partners and their MDO (Medical Defence Organisation) cover details below

First name	Last name	Professional Registration Number	MDO	MDO Membership Number

[Add Item](#)

Cancel Save Continue

Is this an issue with my claim?

No. Your claim is not incorrect. This is a known system behaviour where the error message does not clearly point to the missing information.