

LOC HOT BRIEF

Confidential to Optical Contractors & Performers • June 2018 • Issue 71

LOCs are asked to ensure that this Hot Brief is circulated to all contractors and performers in their area as soon as possible.

Any LOC requiring advice/support on any aspect of their work should contact LOCSU on 020 7549 2051 or email info@locsu.co.uk

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2018 CET claims

The Department of Health & Social Care has confirmed the window for submitting 2018 CET claims is 2 July 2018 to 1 November 2018. A new process for submitting 2018 CET claims via the PCSE website has been agreed to ensure practices receive an acknowledgement when a claim has been received, and claims are processed and paid in a timely fashion.

A Hot Brief explaining the new process in detail will be issued once the 2018 CET Claim Form has been published by the Department of Health & Social Care next week.

Please note all 2017 CET claims should now have been paid by PCSE. Queries regarding unpaid 2017 CET claims should be directed to info@locsu.co.uk so that they can be escalated.

Reminder to register your practice(s) with PCSE Online

All practices need to register with PCSE Online to be able to:

- submit CET claims
- order supplies of GOS forms
- contact PCSE with queries
- ensure your practice receives regular communications and updates

For data security reasons, PCSE can only respond to email or phone queries from people who have registered to use PCSE Online (which has also been referred to as the 'PCSE Portal').

Online registration enables PCSE to carry out the necessary identification and verification checks – and ensures they only respond to authorised contacts in your practice.

If your practice is already registered on PCSE Online, the main contact/super user can add or amend users to your practice. You are advised to check the named contacts that are currently included under your practice registration and update accordingly.

Please note, if you have more than one practice you need to register each practice separately.

For more information about PCSE Online, including how to add or amend users in your practice, please visit www.pcse.england.nhs.uk/help.

If you are having problems registering your practice with PCSE Online, please contact pcse.datamanager@nhs.net.

Avoiding rejected GOS claims

Contractors will be aware that there has been a recent spike in the volume of GOS claims being rejected by PCSE and returned to their practice(s), including some claims that have been rejected in error. To ensure GOS claims can be processed and avoid unnecessary rejections, LOCSU, NHSE and PCSE are working together to make sure the criteria for rejections is clear for both PCSE staff and contractors. PCSE staff have been briefed on the agreed guidance and any training needs are being addressed.

The criteria for rejecting GOS claims has not changed but contractors are reminded to check all mandatory information is included on GOS claims before they are submitted and that the correct declaration is signed on sight test claims.

Top 5 reasons GOS claims are rejected:

1. Date of last sight test is left blank on a GOS1 or GOS6.
2. Contractors who are also Performers have signed a GOS1 or GOS6 in the Performer's declaration section only, rather than the claim section at the bottom as specified on the form.
3. Date of prescription missing on a GOS3.
4. Values not entered in the relevant boxes in the claim section on a GOS3.
5. In forms that have been signed by a patient's parent/guardian/carer, they have not entered their name below their signature.

Contractors are reminded that claim forms must be signed in all the relevant places and all signatures must be dated, otherwise the claim will be rejected by PCSE. Please see below best practice examples which highlight the other mandatory fields on the most common forms and to confirm what information is acceptable when completing certain fields.

[GOS1](#)

[GOS3](#)

[GOS6](#)

Guidance on “Filling and Signing GOS forms” can also be found in Section 5 of [Making Accurate Claims](#).

Please be aware that as May claims paid June had already been processed for the majority of areas before the refresher training on when to reject GOS claims was rolled out by PCSE, some contractors may receive some spurious rejections in relation to these claims. Please follow the process for resubmitting these claims that is outlined below.

If any contractors receive rejections for claims submitted in the next payment cycle i.e. June claims paid July, which they feel should have been accepted, please contact info@locsu.co.uk so that we can bring any errors to the immediate attention of PCSE’s management team.

How to submit previously rejected GOS forms

- Separate any previously rejected GOS forms from your normal/new GOS form submissions.
- Put a cross (X) in the top right-hand corner of each previously rejected form.
- Batch them together using a separate batch header for each GOS form type.
- Write clearly on the batch header(s) ‘PREVIOUSLY REJECTED’ underneath the name and address for payment box and securely fasten each batch together.
- Return the rejected forms to PCSE at the usual addresses:
 - Post: Primary Care Support England, PO Box 350, Darlington, DL1 9QN.
 - Courier: Capita Intelligent Communications, Building 17, Units 2 & 6, Lingfield Point, McMullen Road, DARLINGTON, DL1 1RW.

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