

COVID-19: update about PCSE services

Dear Colleague,

We understand the challenges that the Covid-19 outbreak places on ophthalmic contractors and we want to keep you updated on what we are doing to support you during this time.

We continue to work with NHS England to prioritise essential services to avoid disruption to front line Primary Care providers. The fulfilment of supplies orders and the processing and payment of GOS claims will take priority. Other services, such as responding to queries, may take longer during this time.

Processing GOS claims during the COVID-19 outbreak

We can confirm that we are continuing to process and pay all GOS claims as normal, this includes the claims for essential or urgent care. We are working with NHS England on contingency plans should this situation change to ensure payments can continue to be made. We will provide you with updates if this situation changes. If you have any COVID-19 related queries the NHS England Primary Care Commissioning Team have asked that you email them at england.spockskh@nhs.net.

If you are a contractor that submits GOS claims electronically, using either PCSE Online or eGOS, we can confirm that there will be no impact on your payments for these claims as they do not require any manual processing. For those contractors who are using a touch screen device to sign GOS claims electronically, please follow the government advice by cleaning and disinfecting these regularly to reduce the risk of passing the infection on to other people, click [here](#) for more information.

We appreciate that these are uncertain times and we are doing everything we can to minimise the impact to essential services. If the situation changes and we need to introduce contingency measures for GOS payments, we will alert you via email. Updates are also available on the [PCSE website](#).

Best wishes,

Primary Care Support England (PCSE)