



Ophthalmic Payments via PCSE Online

Frequently Asked Questions

In 2019 Primary Care Support England (PCSE) is introducing new digital services for Ophthalmic Payments. There will be two options for moving to digital ways of working:

- PCSE Online is a web-based option for submitting GOS forms – you can simply log on to the secure area of the PCSE website, select the appropriate GOS form and complete the necessary details.
- eGOS is an option for opticians who use Practice Management Systems (PMS). PCSE is working with PMS providers to enable GOS claims to be submitted electronically.

This guide provides answers to some of the frequently asked questions on the key things you need to know about using the **PCSE Online** option for Ophthalmic Payments.

1. What is Ophthalmic Payments via PCSE Online?

Currently, PCSE Online is used by practices for ordering paper GOS forms. In future, PCSE Online will also be used for:

- Submitting GOS claims
- Tracing and tracking the status of claims
- Viewing itemised statements

2. How will it work?

Users will log on to the secure area of the PCSE website with their individual username and password, select the appropriate GOS form and complete the necessary details.

The information for the online GOS forms will be much the same as is currently required for the paper forms, but the electronic system will automatically validate each entry. Any missing information, errors or incomplete mandatory fields will be flagged up before a form can be submitted, significantly reducing the likelihood of claims being rejected and improving the accuracy of payments.

Regulations have been changed to allow GOS forms to be signed electronically by the patient, optometrist and contractor.

3. What difference will it make to my practice?

The online service will bring a number of benefits including greater accuracy of payments. Online submissions will also:

- Offer a more secure way of submitting claims
- Be validated in real time, flagging up any errors or omissions before the form can be submitted
- Reduce the number of rejected claims
- Give greater visibility to track and trace claims online
- Provide more detailed statements at the click of a button
- Simplify the reconciliation process
- Remove the need to post and manually process claims

4. When can we use PCSE Online for ophthalmic payments?

We are working towards having the ophthalmic payment processes available on PCSE Online in 2019.

5. How do we access PCSE Online?

PCSE Online is web-based, so you will need to be connected to the internet. You can use PCSE Online on any computer device that has internet access, including laptops, tablets and desktop computers.

6. Which forms will be available on PCSE Online?

GOS 1, 3, 4, 5 & 6 can be completed and submitted online.

GOS 2 forms will remain paper-based and can still be ordered via the Supplies section of PCSE Online.

It will also be possible to submit notifications for domiciliary visits and Pre-reg training grant claims.

7. Is it possible to prepare forms in advance before patients arrive?

Yes. There is a 'save for later' function so multiple forms for different patients can be completed in advance in preparation for the appointments. Signatures can only be taken when the patient is present as their signature is authorisation that the information provided is correct.

8. Will opticians be able to check on PCSE Online when a patient had their last NHS sight test?

No – Patient eligibility will be checked as part of the Probity process after the claim has been paid.

9. How will the electronic signatures work and what technology will I need?

Patients, optometrists and contractors will be able to sign GOS claims electronically. This can be done using:

- A touchscreen device, such as a PC, tablet or phone
- By using a touchpad, mouse or other pen input device connected to a PC
- Scanning a QR code with a touchscreen device and signing on the device

What is a QR code?

Quick Response Codes (QR codes) are barcodes that can be read using smartphones or tablets. The QR code is scanned using either the practice/store's touchscreen device or a patient's smartphone or tablet if they prefer. When the QR code is scanned it will provide a link to a signature screen. When the patient signs, an electronic copy of the signature will appear on the online form.

Will the optician's signature automatically be saved on the electronic systems or will they have to sign it as well?

The signature cannot be stored – the eyecare regulations* state the signature can't be a reproduced image.

10. Will contractors be able to bulk sign GOS forms?

Yes. This functionality is being built-in to PCSE Online.

11. Will there be changes to submission and payment dates?

There are currently no plans to change submission or payment dates.

The online forms are validated in real time which means they can be submitted closer to the payment date because you won't have to allow time for posting/delivery and processing.

You can submit GOS forms on the same day you see a patient, and not wait to send them all at once.

12. How will contractors be able to track the status of their claims?

You can track the status of claims by logging on to PCSE Online, selecting the *Search for a claim option*, which will then bring up all the claims submitted and the status of each one.

13. Will there be any changes to our statements?

Statements will be available to view on PCSE Online. The electronic, monthly statements will be more detailed than the current paper versions, showing the name of the patient and the contractor's transaction number.

This extra detail will simplify the reconciliation process.

*The National Health Service (Primary Dental Services and General Ophthalmic Services) (Amendment) Regulations 2017 – Point 8. <https://www.legislation.gov.uk/uksi/2017/1056/contents/made>

Where can I find out more about the eGOS option?

eGOS is another option for submitting GOS claims electronically for any opticians who use Practice Management Systems (PMS). eGOS will provide an interface between PMS and PCSE systems allowing GOS claims to be submitted electronically.

Customer information will be populated directly from the details already captured in the PMS and then claims can be authorised using electronic signatures. Some Practice Management Systems will offer the option to view statements as well. Where this isn't an option, all eGOS submissions will be available to view on PCSE Online. You will need to register to see your statements.

PCSE is working with PMS providers, who are developing this technology to offer to their clients.

Please speak to your PMS provider or head office to find out more about their plans to roll out electronic payment solutions on their systems.

What is happening to paper forms?

All the existing GOS forms will be phased out and replaced with re-designed paper forms that will allow them to be scanned once they are sent to PCSE for processing. The new forms will use Optical Character Recognition (OCR), as is used for driving license and passport application forms.

The information needed to complete the new forms will be much the same as is currently required, but the look and layout will be different due to OCR boxes that will need to be accurately and neatly completed to avoid rejections.

The new forms will be scanned and checked using an automated process which means they can only be validated for payment if they include all the required information in the correct format.

The new forms will be available to order from PCSE Online in the same way you currently order GOS forms.

Further information

To find out more about the new online services for Ophthalmic Payments:

- Please keep visiting our website for more updates and frequently asked questions.
- PCSE's National Engagement Team (NET) can also provide support to practices. Their contact details can be found on the 'About' section of the PCSE website at: www.pcse.england.nhs.uk/net
- PMS providers and some of the larger chains will also have bespoke user guides and training for their systems that they will make available to their clients/staff. Please speak to them directly about this.