

## LOC HOT BRIEF

Confidential to Optical Contractors & Performers • May 2016 • Issue 49

### Private & Confidential

*Hot Briefs contain guidance and advice from the Optical Confederation and LOCSU on important issues relevant to all ophthalmic contractors and performers, which we would like LOCs to be aware of or to take action on.*

*LOCs are asked to ensure that Hot Briefs are 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](mailto:info@locsu.co.uk)**

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### Primary Care Support England (PCSE) Update

As mentioned in previous Hot Briefs, LOCSU and the Optical Confederation are continuing to raise concerns at the highest level about the issues ophthalmic contractors are facing with regard to the PCSE service provided by Capita for NHS England.

Capita have agreed a recovery plan with NHS England which includes expansion of the team dedicated to ophthalmic queries. Daily calls are taking place with Capita and NHS England to monitor the situation and will continue until we are certain that the service is operating at the expected level.

#### PCSE Customer Support Centre

The PCSE Customer Support Centre is dealing with a high volume of email and telephone enquiries from all contractor groups and the operational service is unfortunately still below the expected level.

As a reminder, ophthalmic payment queries should be sent to [Optical\\_Queries@capita.co.uk](mailto:Optical_Queries@capita.co.uk). Please include the practice name in the subject header of all email queries submitted.

Please note there is a backlog of queries for the ophthalmic team to get through so any contractor with potential cash flow issues should mark the email subject header as **“URGENT – non-payment of GOS claims – cash flow issue – [practice name]”** to ensure the query is given priority.

The telephone number for the Customer Support Centre is 0333 014 2884.

Portal and GOS form supplies queries should be sent to [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net).

## Batching of GOS claims

The process improvements referred to in [Hot Brief Issue 48](#) in respect of the areas that PCSE have transferred to batch processing of GOS claims are now being implemented.

PCSE have produced a revised GOS claims submission header for contractors in affected areas to use when sending GOS claims in each month. Please note the following key points:

- All contractors in the affected areas<sup>1</sup> should have received a letter from PCSE by early next week outlining the new process.
- Along with the letter contractors will receive three copies of personalised submission headers for each GOS form type for their practice to last for the next three months.
- These new submission headers should be used with immediate effect.
- Contractors are asked to make a photocopy of each completed submission header and submit both copies of each with their GOS claims. One copy will be returned to the contractor with the remittance note along with a list of any returned forms to assist payment reconciliation.
- Other aspects of the ophthalmic claims process, such as cut-off dates and the submission postal addresses, remain unchanged/as previously communicated by PCSE.

## Stock issues with GOS forms

It has come to light that a number of contractors have had problems obtaining supplies of GOS forms since changes to the PCSE supplies system were introduced by Capita at the end of March.

PCSE and NHS England are working to resolve the stock and delivery issues but in the meantime it is vital that we ensure there is no disruption to patient care.

The Department of Health and NHS England have agreed that good quality photocopies of sight test and voucher forms will be allowed for a 2-week period to allow contractors to carry on seeing NHS patients until they receive stock.

LOCSU and the Optical Confederation have stressed that it is unacceptable that contractors are having to bear the cost of copying forms and it is imperative that the supplies issues are resolved as quickly as possible.

Contractors who haven't already done so should register on the PCSE portal to order future supplies of GOS forms <http://pcse.england.nhs.uk/register/>

Portal and GOS form supplies queries should be sent to [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net).

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<sup>1</sup> Affected areas are contractors whose claims are submitted to Darlington, Leeds, Maidstone, Preston, Reading and Surbiton and those whose claims were previously processed by SBS or Serco.

## **GOS 6 notifications**

There has been some confusion regarding changes to the GOS 6 notification arrangements in some areas.

PCSE have confirmed that for all affected areas<sup>1</sup>, domiciliary notifications can be emailed (from an nhs.net email address), posted or faxed.

Fax: 0113 277 6912

Email (from an nhs.net email address): [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net)

Post: Primary Care Support England, PO Box 350, Darlington, DL1 9QN

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