



# Future service developments for Ophthalmic Payments

The vision for primary care support services is to transform what were previously locally managed operations, into a modern and efficient national customer-focused service.

## Introducing electronic GOS submissions

Through the services transformation programme, PCSE is looking to create easy-to-use systems that will simplify and speed up the ophthalmic payments process by:

- Introducing two new electronic options for securely submitting GOS claims
- Launching an online service to track claims and view statements, helping to reconcile payments more easily.

## What difference will the new developments make?

PCSE receives and manually processes almost 20 million handwritten GOS forms a year. In a digital-age we want to provide you with a more efficient way to submit, track and manage your claims.

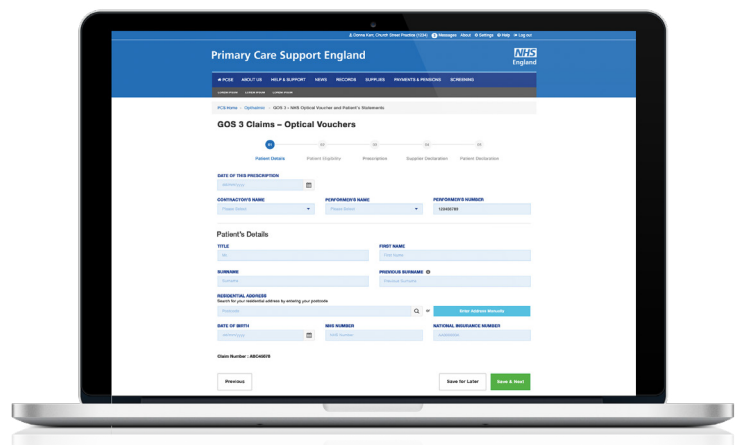
The move to electronic processes will remove the need for paper, reduce supplies and postage costs, offer greater visibility of claims, provide statements at the click of a button and in turn simplify your reconciliation processes. A paperless process will also have a positive environmental impact by significantly reducing the amount of forms being printed and posted. See our benefits table for more.

## How will the new electronic systems work?

eGOS is the new electronic solution for those 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, removing the need for any paper-based forms.

eGOS will also allow users to track their claims and view statements via their PMS system.

PCSE is working with PMS providers who are developing this technology to offer to their clients, as well as some of the multiples who we anticipate will adopt this approach.



**PCSE Online** (which has previously been referred to as the 'PCSE Portal') will offer a web-based option for submitting GOS forms. You will simply log on to the secure area of the PCSE website, select the appropriate GOS form and complete the necessary details.

The information for the online forms will be much the same as is currently required for paper GOS forms but the electronic system will automatically validate each entry. This means any missing information or errors will be flagged up before the form can be submitted, significantly reducing the likelihood of forms being rejected.

Once submitted, you will be able to see the status of claims and view your statements online.

## What's happening to the paper forms?

Where practices are unable to adopt eGOS or PCSE Online, the paper forms will still be available. All the existing GOS forms are being replaced with re-designed and modernised forms that will use scan-friendly technology.

The information required to complete the forms will remain largely unchanged, it is just the layout and look that will be updated.

## When are these changes happening?

PCSE is working to have the solutions available in 2019. Final implementation dates will be agreed with NHS England and will be informed by significant testing of the new solutions to ensure they are accurate and effective.

## What do you need to do?

We want you to make an informed choice about which solution best suits your needs:

- Look out for further updates from PCSE about the new developments for PCSE Online and eGOS – we will be sending email bulletins, putting information in with your paper statements and updating our website [www.pcse.england.nhs.uk](http://www.pcse.england.nhs.uk)
- Speak to your PMS provider or head office to discuss their plans to roll out a new electronic solution.

## Where can you find out more information?

If you have any enquiries about the service developments, please contact your local National Engagement Team (NET) representative. Their contact details can be found on our website at: [www.pcse.england.nhs.uk](http://www.pcse.england.nhs.uk)

# At a glance: What are the benefits of each payment option?

BENEFITS	OPTIONS		
	eGOS	PCSE Online	Re-designed paper forms
Electronic submission of forms	✓	✓	x
Automatic validation of forms	✓	✓	x
Ability to see the status of claims online/ electronically	✓	✓	✓*
Access to statements online/electronically	✓	✓	✓*
Greatly improved traceability of claims online/ electronically	✓	✓	✓*
Simplified reconciliation processes created by the ability to view statements and see the status of claims online/electronically	✓	✓	✓*
Easy access to management information because claims data can all be held in one system	✓	x	x
Fewer claims rejected due to information being electronically inputted	✓	✓	x
No need to order, store and distribute paper forms	✓	✓	x
Reduction in print and postage costs	✓	✓	x
Reduction in paper forms has a positive environmental impact	✓	✓	x

\* Only if you register for PCSE Online