

Submitting GOS Forms online

# Welcome Pack



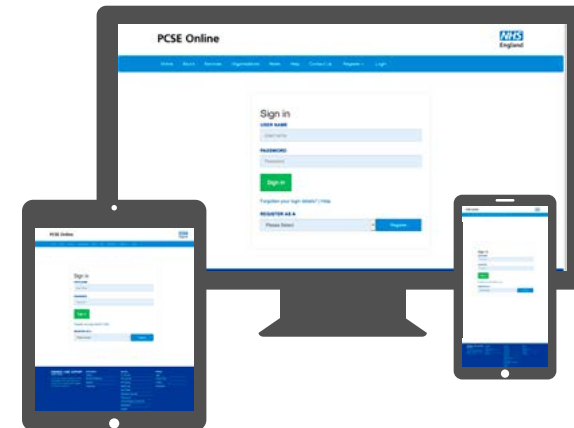
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## Introduction

In a digital-age, we want to provide you with a more efficient way to submit, track and manage your claims. This is why we have taken your ophthalmic claims service online.

This guide has been created to support you in getting set up to submit your claims electronically and offer you some helpful hints and tips along the way.



**PCSE** Online is just like filling out paper GOS forms only through an online web browser. It shows you when you have completed the different sections of the GOS form and prevents you from filling in the next section if there have been any errors

**eGOS** is the same technology but integrated into a Practice Management System (PMS)

**Monthly statements** and **CET claims** will be accessed using PCSE Online, even for those using eGOS through a PMS



## Benefits

Real time validation flags any errors or omissions before submission. Once the claim is correct, it is submitted through a secure system with no need for manual intervention by PCSE staff. Making GOS Claims online means less paper, less postage and saves you time having to correct any rejected claims.

Real time progress of a claim can be checked online 24/7 and statements have much more information at the click of a button to improve reconciliation.

More detailed statements

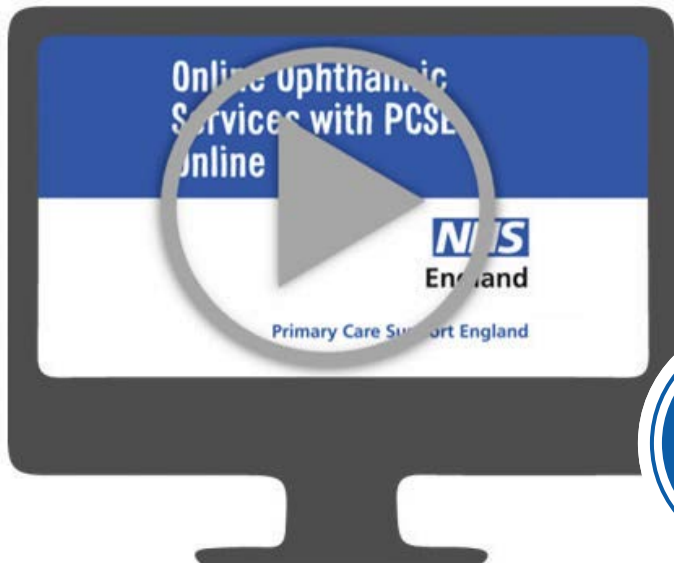
Fewer rejected claims

Save time and money

Track your claims

Reduced carbon footprint

Safer alternative to paper



"Submitting a form has never been easier"

Click the video above to see how one practice has found using PCSE Online



## Getting Started

PCSE Online is accessible on most browsers.

It is recommended that you check you have the latest version of one of the following browsers:



Google Chrome



Internet Explorer



Firefox



Opera



Safari

Whether using PCSE Online or eGOS in your store, consider the following:



Have a device that is connected to the internet (such as a desktop computer, laptop or tablet) in your reception desk area, your staff will be able to easily pre-populate forms.



By having a device with an internet connection in your testing room, your performer can log in and fill out the required info straight away.



Make sure you have a device to capture the patient's electronic signature. This could be a tablet, phone, touchpad, even a kindle. Or you can just use the mouse connected to your computer.

## Choosing the right access

Whether you're using PCSE Online or eGOS through your PMS provider, the first step is to set up your User Administrators who can then assign appropriate access to other users of the system.

If you've not yet done this then get in touch with [pcse.user-registration@nhs.net](mailto:pcse.user-registration@nhs.net). Once you're registered you can get moving on assigning the required user roles.

Below are the user roles you will need to assign. Users can be assigned multiple roles where appropriate.



**Performer Declaration:** Ophthalmic Performers who will be completing the Performer Declaration on GOS Claims and CET Claims will need the **GOS Performer** role

**View and Edit all GOS claims:** Reception Staff and Dispensing Staff who need to view and enter data on GOS claims should be assigned the **GOS Claim Manager** role

**Contractor Declaration:** GOS Contractors and their designated signatories who will be completing the Contractor Declaration on GOS Claims and CET Claims will need the **Contractor Signatory** role

**Supplier Signatory:** Staff involved in dispensing and/or collections, who are not contractor signatories, need the **Supplier Signatory** role. This role is also needed by staff in Dispensing Only outlets

**View Statements:** Users permitted to view monthly statements, whether using PCSE Online or eGOS, require the **OPH Statement View** role to do so

**View Statements – Head Office:** If you are part of a chain then you can assign a user who can view statements for all practices in the chain. Head office staff need the **OPH Head Office** role to view all GOS statements for all practices

If you are a User Administrator and need support setting up additional users, we've created a handy guide to help you. Click this icon.



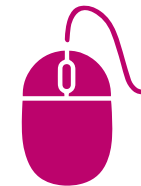
## Electronic Signatures

A key part of online submissions is the ability to capture patient, Optometrist and contractor signatures electronically. This removes all paper from the system and is easy to do.

You can use any of the following:



A dedicated touchscreen device, such as a PC, tablet or mobile phone



A touchpad, mouse or other pen input device connected to a PC



Scanning a QR code with any touchscreen device and signing on the device



## Moving online with a PMS provider

If you're using a Practice Management System (PMS), please contact your provider to ask when you can start submitting your GOS forms electronically via their system. They will need to send you an activation code before you can do this.

If you're not sure how to get in-touch with your PMS provider, you will find their contact details [here](#) on the PCSE website. If your PMS provider is not yet ready you can use PCSE Online free of charge in the interim.

If using eGOS through your PMS for claims, appropriate users will need to be given the OPH Statement View and GOS Claim Manager roles to be able to view monthly statements and track the status of claims using PCSE Online.



Click the video right to see how one practice has found using eGOS.

We are actively working with the following PMS providers:



## Further support

Here are a few of the links that you may find useful.

Click on the Icons below to see:



User management guides to support with setting up additional users



User guides to help you with submitting GOS forms and accessing online statements



PCSE Online to support you with any questions you may have regarding any of our services

## Hints and Tips



Remember! You can prepopulate the GOS forms prior to your patients entering the store



Performers and contractors details are pulled through automatically so you do not need to enter those details



Contractor Signatory can bulk sign GOS claims under the claim submissions rather than signing GOS forms individually



Performers, Contractor Signatory and the Supplier Signatory have to log in with their details to sign the relevant sections



If you have several branches your users can have one login but you will need to assign them to the individual branches

# Contact us

For further support and information, please visit our website:



**PCSE Online**  
[www.pcse.england.nhs.uk](http://www.pcse.england.nhs.uk)



**Online enquiries form**  
<https://pcse.england.nhs.uk/contact-us/>

Or alternatively, you can call our:



**Customer Support Centre**  
**0333 014 2884**

Primary Care Support England

**Your feedback helps us to make things better.**

How satisfied are you with this Online GOS Claims Welcome Pack?



**Very Satisfied**



**Satisfied**



**Dissatisfied**



**Very Dissatisfied**

