



# 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 in 2018

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.

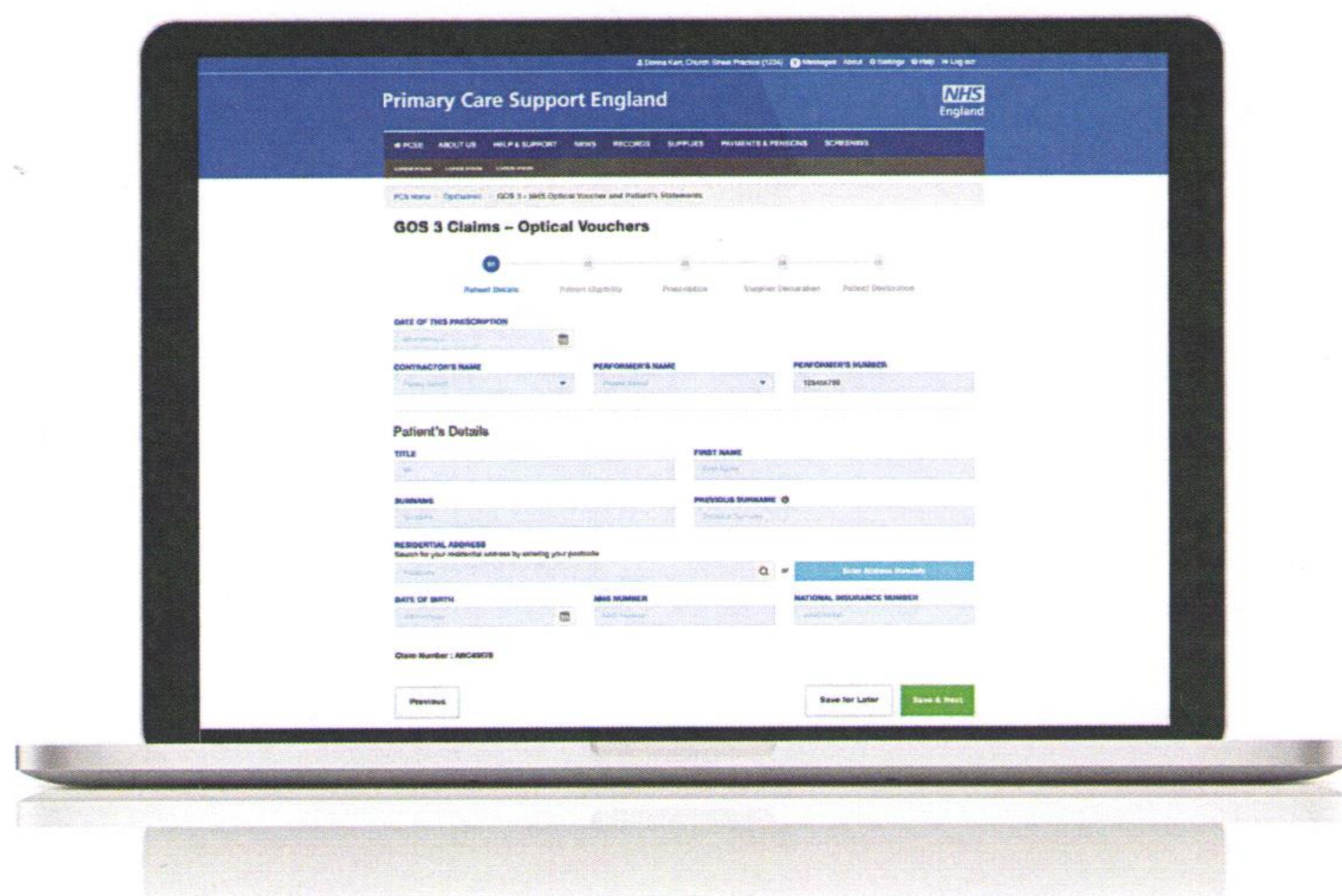
The move to electronic processes will remove the need for paper, reduce supplies and postage costs, offer greater visibility of claims, provide statements at the click of a button and in turn simplify your reconciliation processes (see our benefits table for more).

## 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.

PCSE Online will also enable you to submit claims for grants such as Continuing Education and Training (CET) and Pre-registration Training (PRT).

## 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 new forms will use optical character recognition (OCR), which will allow PCSE to scan and automatically validate them more quickly.

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

The new forms will be available to order on PCSE Online in due course.

## When are these changes happening?

We are working to have the e-solutions ready by Quarter 2 of 2018 but the date they will be available for contractors is subject to legislation change.\*

\*Quarters refer to the calendar year Jan - Dec.

## 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 the eGOS 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)