NHS
Business Services Authority

Provider Assurance Ophthalmic Services

Pre-authorisation process for GOS4 adult claims

Under GOS regulations, children qualify for repair and replacements of glasses on a GOS4. Adults only qualify if a health condition has led to the loss or breakage of the glasses and they are in receipt of a benefit.

All claims for adult GOS4 vouchers will need to be pre-approved by the NHSBSA Provider Assurance Ophthalmic team. The process for contractors to obtain pre-authorisation for GOS4 is as follows:

1. Patient aged 16 and over asks you to repair or replace their glasses and explains why it is required.

2. If you agree a repair or replacement is required, email our Provider Assurance team using nhsbsa.paos@nhs.net with:

- your ODS code (will be in format TPXXXX)
- patient's date of birth
- patient's unique practice patient ID (there's no need to include the name of the patient)
- if the patient is in receipt of any benefits to confirm their eligibility for GOS4
- medical reason for the GOS4 claim
- date you were first made aware of the claim

Please note, all queries must be made by GOS contractors - if patients contact us directly, they will be directed back to the appropriate contractor.

3. Under instruction from the Optometric Fees Negotiating Committee, we will ask you the following questions:

- Is the GOS4 claim due to the ongoing impact of COVID-19?
- Are the lost or damaged spectacles older than two years old?
- Has an optometrist/dispensing optician determined a sight test is not currently required? If yes, you will need to provide the optometrists or dispensing opticians name and GOC number.

4. Once we have received all of the information from you, we will assess the claim. For a voucher to be authorised, the cause of the damage or loss must be linked to an underlying medical condition. Qualifying medical conditions include:

- alcoholism/ substance abuse
- arthritis
- brain injury
- dementia
- diabetes
- epilepsy
- heart attack
- Huntington's disease

- learning disability
- mental health condition
- motor neurone disease
- multiple sclerosis
- muscular dystrophy
- Parkinson's disease
- physical disability
- stroke
- vertigo
- visual impairment

If you encounter a medical condition which is not on this list, we will escalate to a clinical adviser for further review. We will endeavour to resolve cases like this as quickly as possible.

5. If your request is not approved, we will provide you with a reason and log the details of your request.

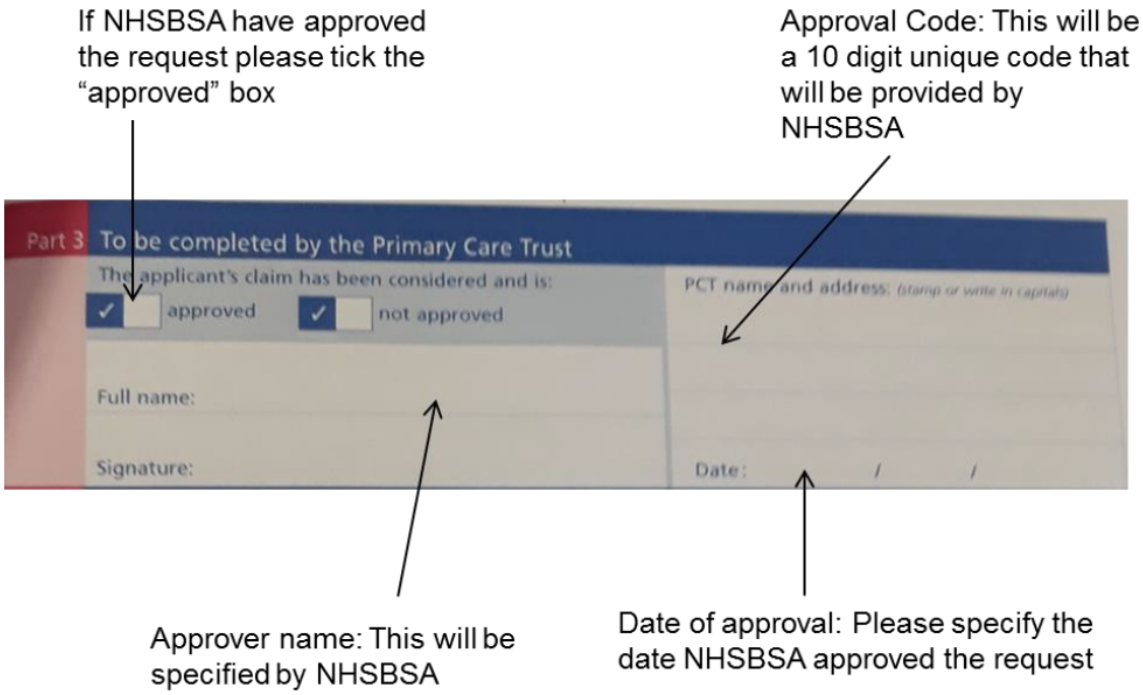
6. If your request is approved, we will provide you with the following:

1. 10-digit authorisation code
2. approver Name
3. date of approval

Once approved, you must update part 3 of the GOS4 voucher with the information above. You should also tick the approved box in part 3 - see diagram below for a step by step guide. Failure to update the form with each of these pieces of information may result in payment being rejected.

You must also complete the rest of the GOS4 form in full, including specifying the reason for the GOS4 in Part 1.

The voucher form should then be submitted to Primary Care Support England (PCSE) for payment in the normal manner.



7. Once you've submitted the GOS form to PCSE, it will be reviewed prior to payment. If the patient is over 16 and there is no code on the form, the claim will be rejected. If there is a code included on the form, then PCSE will process the payment.

8. We will then check GOS4 submissions as part of Post Payment Verification (PPV). Any claims that have been submitted without appropriate authorisation will be recovered via the PPV process.

You should maintain accurate patient records relating to GOS4 claims and include the authorisation code issued by us in the patient record.

Please note, where authorisation requests are made direct to NHS England or PCSE, the contractor will be advised to contact us.

If you have any queries, please contact us on 0300 330 9403.

For additional information, please see our website: https://www.nhsbsa.nhs.uk/what-we-do/ophthalmic-provider-assurance