

NHSBSA Provider Assurance Ophthalmic – email address changes

The NHS Business Services Authority (NHSBSA) Provider Assurance Ophthalmic team administers GOS contract management, GOS 4 pre-authorisation for adults and Post Payment Verification for ICBs.

The email addresses for ophthalmic providers to use for these services have changed. The new email addresses below are now to be used for the following areas:

pao-cm@nhsbsa.nhs.uk – For GOS contract new applications, variations, and terminations.

pao-ppv@nhsbsa.nhs.uk – For Post Payment Verification account queries.

pao-support@nhsbsa.nhs.uk – For Egress accounts and NHSMail set-up codes.

pao@nhsbsa.nhs.uk – For GOS 4 pre-authorisation for adults and any other PAO enquires.

There will be a small transition period where emails sent to the old addresses will be automatically forwarded. This ends on Tuesday 1 August. After this date, emails sent to the old email addresses will not be received by the NHSBSA, so please make sure you use the new email addresses from this point on.

For any further information, go to [NHSBSA Provider Assurance Ophthalmic](#).