

20 July 2020

Dear colleagues

Changes to GOS claims

We are writing to inform you about an upcoming change in GOS claims forms. With practices now moving to submitting GOS claims online, the current paper GOS forms will cease on 30 September 2020. New style paper forms, designed for use if online claims are not possible, will be in operation from 1 October 2020.

What is the electronic GOS payments system?

A new online system for submitting GOS claims was launched in October 2019 by Primary Care Support England (PCSE) and NHS England & Improvement. This system was designed to replace the 18 million paper forms that move around the country each year, making the process of submitting claims easier for optical practices, improving cashflow and reporting for all, and establishing a clear environmental benefit at the same time.

Practices of all types and sizes have since moved over to the online claims system. PCSE has been working closely with Practice Management Software (PMS) providers to assist with their software updates, and directly with practices to support roll outs across the country. Feedback to date has been that the system is intuitive to use, easy to adapt to and provides more clarity on status and payments than paper forms.

Making claims during COVID-19

We recognise that optical practices are focused on adjusting to the new demands placed on them by COVID-19. Electronic submission maximises safety for staff involved, we ask that practices move to the online claims system as a priority.

Additional safety measures have also been put in place, such as enabling 'COVID-19' to be entered in the patient signature box for claims submitted during the crisis, removing the need for patient contact.

How to move to online claims:

- If you are part of large chain, please contact your head office to understand their rollout plans
- If you use a PMS system please speak to your provider directly to understand how to switch to online submissions. If your PMS provider is not yet ready you can use PCSE Online free of charge in the interim.
- If you do not use a PMS then you can use PCSE Online. To get set up simply email pcse.user-registration@nhs.net to get started.



To ensure that practices are supported every step of the way to move to the online system by 30 September, we have streamlined the registration process. PCSE has also produced resources to support practices with user registration, getting set up and making claims.

We thank you for your continued support during these times and the changes you are making to maintain eye care provision for your patients. Should you have any questions relating to the information provided in this letter, please contact the PCSE team directly at pcse.optomengagement@nhs.net.

Kind regards
NHS England & NHS Improvement
Optical Services Commissioning