

LOC HOT BRIEF

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LOCs are asked to circulate this Hot Brief to all contractors and performers in their area as soon as possible.

Content:

- [New PCSE online form for Ophthalmic Payments enquiries](#)
- [CET claims](#)
- [Remember to register your practice\(s\) with PCSE Online](#)
- [Sending supporting information for queries](#)
- [Submission dates for GOS claims](#)

New PCSE online form for Ophthalmic Payments enquiries

In response to feedback from practices and colleagues across the optical sector, PCSE is introducing a new, simple online form for all ophthalmic payment queries.

With immediate effect, you should use the new online form to submit your enquiries to PCSE.

The tailor-made form contains different options to ensure your query gets to the right team as quickly as possible. There will be different categories according to who is submitting the form, for example:

- Contractor/optical practice
- Local Optical Committee
- Member of Public (for HC5 queries only)
- Regional Local Team

When you have selected the category relevant to you, the intuitive form will guide you to submit the details PCSE needs to ensure the quickest possible response time.

Once you submit your form, you will receive an acknowledgement email confirming your submission, along with a reference number which you can use to follow-up on your enquiry if needed.

Accessing the online form

- Please visit the 'Contact us' page of the PCSE website at: www.pcse.england.nhs.uk/contact-us
- Scroll down to the enquiries form and select 'Ophthalmic Payments' from the drop-down box
- Enter the required details as requested on the form
- Keep a record of your case reference number and use it in any subsequent correspondence about your query.

Details you will need to submit a query

To submit an enquiry via the online form you will need your:

- ODS code (also known as TP code), which begins with 'TP' followed by 3 alpha/numeric characters. If you do not know the ODS code for your practice you should contact the Exeter Helpdesk on 0300 3034 034 or E-mail: exeter.helpdesk@nhs.net
- Payment System Code: This is your Contractor Code and PCT Code which can be found in the two boxes on the top right corner of your GOS submission headers e.g. 5C5 121

Please note: If you are contacting from an RLT or LOC you can submit queries/requests directly using the form and you will not require this information.

CET claims

Please remember to submit your CET claim before the window closes on 1 November 2018.

To make submissions as easy as possible this year, you should use the online form to simply [upload your 2018 CET claim for payment](#).

The online process ensures an acknowledgement email is sent as soon as the claim is submitted. The subject of the acknowledgement includes the name of the performer that the CET is for, to help easily identify the claim. When the claim has been processed another email is subsequently sent to confirm it has been dealt with and that the grant will be paid in the next payment run.

The CET claim window remains open until 1 November 2018, and we would encourage contractors to submit their CET claims as soon as possible to ensure they can be swiftly processed for payment and not wait until the final deadline.

Further details and FAQs explaining the new online submission process are available on PCSE's dedicated [CET webpage](#) and the online submission form is available by simply selecting 'CET Claim' from the drop-down menu on the [Contact Us](#) page of the PCSE website.

Pre-Visit Notification of domiciliary visits

The enquiry form on the [Contact Us](#) page also provides the option to submit a Pre-Visit Notification of a domiciliary visit (PVN).

In order to complete the form, you will need to provide the same details currently required in a PVN and the following additional information:

- ODS code
- PCT code (this should be the same code that appears on the associated GOS 6 claim)

When all the details have been completed the PVN form will be available to **review, save and print as a pdf** for future reference before it is submitted. Please note you are required to keep a copy of all PVNs for post-payment verification purposes.

Each submission will receive an acknowledgment email with a unique case reference number. The subject heading of the email will include the postcode of where the visit is due to take place to help you easily identify which PVN the case reference number relates to.

The new form will ensure PCSE has all the information needed on a PVN to process the associated GOS 6 claim efficiently. It will also allow for substitutions and amendments to be made.

You can read more about the PVN process and FAQs on the [Ophthalmic Payments service](#) pages of the PCSE website.

Reminder to register your practice(s) with PCSE Online

You need to register your practice with PCSE Online to enable you to use the new online form and contact PCSE with queries. Registering also ensures you receive regular communications and updates from PCSE, as well as the ability to order GOS stationery.

For data security reasons, PCSE can only respond to email or phone queries from people who have registered to use PCSE Online (which has also been referred to as the 'PCSE Portal').

Online registration enables PCSE to carry out the necessary identification and verification checks – and ensures we only respond to authorised contacts in your practice.

If your practice is already registered on PCSE Online, the main contact/super user will be able to add or amend additional users in your practice. PCSE encourages you to check the named contacts that are currently included under your practice registration and update accordingly.

If you have more than one practice you need to register each practice separately.

For more information about PCSE Online, including how to add or amend users in your practice, please visit www.pcse.england.nhs.uk/help

Please note: PCSE's internet provider has advised that a technical fault prevented some recent queries submitted via the current general enquiry form getting through. This has now been resolved.

If you used the general enquiry form on the PCSE website to submit a query in July or August and have not received a response, [please resubmit your query](#). We are very sorry for any inconvenience caused. The technical issue **did not** apply to the following enquiry types:

- CET claims
- Pre-visit notifications

Please do not re-submit any submissions relating to these two enquiry types.

Sending supporting information for queries

If you have submitted a query to PCSE and they have requested you to send them supporting information by post, please ensure you mark the envelope for the attention of the **'Ophthalmic Payments Query Team'** and also **quote the case reference number** that relates to your query found on your batch header.

PCSE appreciates your cooperation in this matter as it will help them to ensure your query can be managed promptly.

Submission dates for GOS claims

PCSE would be grateful if GOS forms could be submitted to them on a **weekly basis** rather than sending them all one or two days before the submission cut-off date. Thank you for your support of this request.

If you do not know when your cut-off date is, you can check on PCSE's website where they have a list of [all cut-off dates](#) for every area. You can find this information and further via their [FAQs on the Ophthalmic Payments](#) page.

On [PCSE's website](#), simply go to Services > Ophthalmic Payments > and then scroll down the page to the FAQs.

Any LOC requiring advice / support on any aspect of their work should contact LOCSU at info@locsu.co.uk