



Ophthalmic Schedule Communications

April 2022

Welcome to the schedule communications, where you will find useful information and helpful tips!

Administration form changes from 1 May 2022

Guide to submitting forms or queries to Practitioner Services

We have been reviewing how we receive correspondence from practitioners. As the majority of forms are now received by email and responded to by email, we advise that, from the 01/05/2022, the following Ophthalmic forms must be submitted by email from a nhs.scot email account:

- [OPH 24](#) – Adjustments;
- [OPH 25](#) – Non-payments;
- [OPH 26](#) – Patient detail amendments.

E-Ophthalmic (e-GOS) set up:

- [username and password](#) set up;
- [personal identification number](#) (PIN);
- [acceptable use policy](#).

Ophthalmic online report (e-schedules) forms:

- [1201](#) - Online reporting registration form;
- [1202](#) - Close an online account;
- [1203](#) - Amending payment location codes on your existing user account.

Any paper forms received by post after 01/05/2022 will be returned for resubmission by email, the only exception being HES (Hospital Eye Service) forms, which will continue to be submitted as paper copies and sent to:

D&O Operations department

Practitioner Services
Gyle Square
1 South Gyle Crescent
Edinburgh, EH12 9EB

All forms types detailed above should be submitted via e-mail from a nhs.scot email account to NSS.psd-customer-admin@nhs.scot any queries received from a non nhs.scot email account will **not be** processed.

Please Note: The form type should be detailed in the subject field i.e. OPH 24 - Adjustment, OPH 25 – Non payment, OPH 26 - PDA, eOphthalmic set up, Ophthalmic e-schedules forms etc.

Responses to these enquiries will also be sent via email.

Any forms requiring only the optician's signature can be submitted from their nhs.scot email account and will not need to be signed by them. However, if submitted by a practice manager or receptionist, the form must be signed by the optician, scanned and sent as a pdf from a nhs.scot email account.

If any forms require more than one signature, they must be signed by the appropriate people, scanned and sent as a pdf from a nhs.scot email account.

OPH24 and OPH25 forms

From 1 May 2022 the period to submit OPH24 forms will be 6 months instead of the current 12 months. This means any adjustments to paid claims must be submitted on an electronic 24 form within 6 months of the payment date.

From 1 May 2022, OPH25 forms for GOS 1 forms must be submitted on an electronic OPH25 form within 4 months of the completion date.

This is to allow us time to investigate your GOS 1 enquiry and allow you time to submit the claim within the 6 months stated in the regulations if it has not been successfully submitted previously.

From 1 May 2022, OPH25 forms for GOS 3 or 4 claims must be submitted on an electronic OPH25 form within 2 months of the completion date.

Claim cut-off dates – April paid May Schedule

Electronic: To be confirmed

Post (HES forms only): Friday 29 April 2022 4pm

Telephone: 0131 2756200 | email: NSS.psdophthalmic@nhs.scot

Visit [the Ophthalmic services page on the NSS website](#)

This is to allow us time to investigate your GOS voucher enquiry and allow you time to submit the claim within the 3 months stated in the regulations if it has not been successfully submitted previously.

OPTIX reply letters

These forms should not be returned to us as they relate to GOS 1, GOS 3 and GOS 4 claims submitted via e-ophthalmic and the claim must be resubmitted via e-ophthalmic with the necessary amendment if payment is still being requested. We cannot amend rejected claims submitted via eOphthalmic.

GOS claims containing discretionary vouchers

The GOS form should be completed as at present with signatures at the relevant parts, then scanned and emailed with the discretionary voucher from a nhs.scot email account to NSS.psd-customer-admin@nhs.scot

Uncollected glasses GOS claims

The GOS form should be completed as at present with signatures at the relevant parts, then scanned and emailed from a nhs.scot email account to NSS.psd-customer-admin@nhs.scot

Support available for your NHS connection

Most practices have been supplied with a CAT20 connection to access their NHS electronic services. In the unlikely circumstance of you being unable to connect to these services we have produced guidance and advice on how to [manage your CAT20](#).

If you complete all the checks advised within this troubleshooting list and still cannot connect to the NHS sites please contact National Information Systems Group (NISG) who will be able to provide further assistance on 0141 282 2100.

Claim cut-off dates – April paid May Schedule

Electronic: To be confirmed

Post (HES forms only): Friday 29 April 2022 4pm

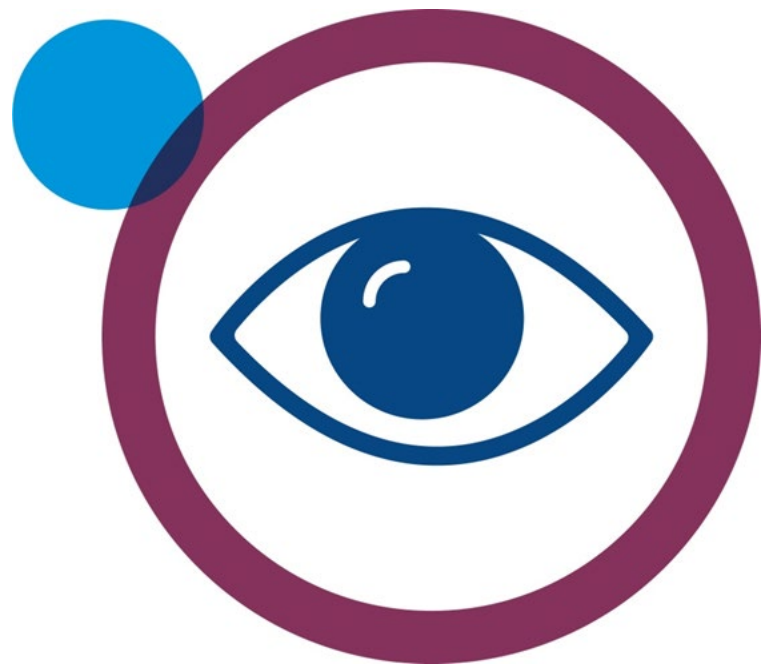
Telephone: 0131 2756200 | email: NSS.psdophthalmic@nhs.scot

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Helpdesk Closure over Easter

The ophthalmic helpdesk and the eOphthalmic unlock line will be closed on Friday 15 April and Monday 18 April 2022 for the Easter break. They will reopen at 8.30am on Tuesday 19 April 2022. Please note our offices at Gyle Square, Edinburgh will also close on these dates.

Remember, you can set up security questions on your eOphthalmic account, which means if you are locked out of your account, you can reset your password at any time, without having to contact us. This feature is especially useful if you work evenings or weekends when our helpdesk is closed. The answers to the security questions you set will validate your identity when resetting your password. Please remember the answers are case sensitive. There is [guidance](#) available on our web site that helps you set up your security questions if you have not already done so.



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