



Ophthalmic Schedule Communications

June 2022

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

Ophthalmic 25 forms

After reviewing the OPH25 Non Payment enquiry form we now require practices to follow additional considerations before submitting their form. This is because General Ophthalmic Service forms are created electronically and we require the unique claim details before we can investigate. The changes to OPH25 came into effect from 1 June 2022, please familiarise yourself with these changes and share this guidance with your team.

Completing the OPH25 forms

Practice details including postcode, the estimated schedule month/year, 5 digit payment location code and signature/date must be entered.

PRACTICE NAME & ADDRESS

Enter clearly, inc postcode

SCHEDULE DATE
MONTH YEAR

PAYMENT
LOC CODE

OPTICIAN'S SIGNATURE DATE

Claim cut-off dates – June paid July Schedule

Electronic: To be confirmed

Post (HES forms only): Thursday 30 June 2022 4.30pm

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

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

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;

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.

Following from the claim details, the new mandatory information required is as follows:

- Payment location number;
- Claim reference number;
- Submission count.

These three details make each of your GOS claims unique and form the 12 digit Case ID that we report on your monthly payment schedules for each claim.

CLAIM DETAILS								
Patient's Full Name			Date of Birth	Date of Supply	Completion Date	Total Claimed	Date sent	Form Type
Payment Loc Code	Claim Ref	Sub count	Result of investigation by PSD					

Payment location numbers are 5 digits.

The claim reference number provides us with evidence that the claim existed at the time of submission and will be displayed below the ribbon at the top of the claim screen.

Submission count will be 0 for a first submission of a claim, if the claim had failed for eGos rules and further attempts were made then the submission count will be higher.

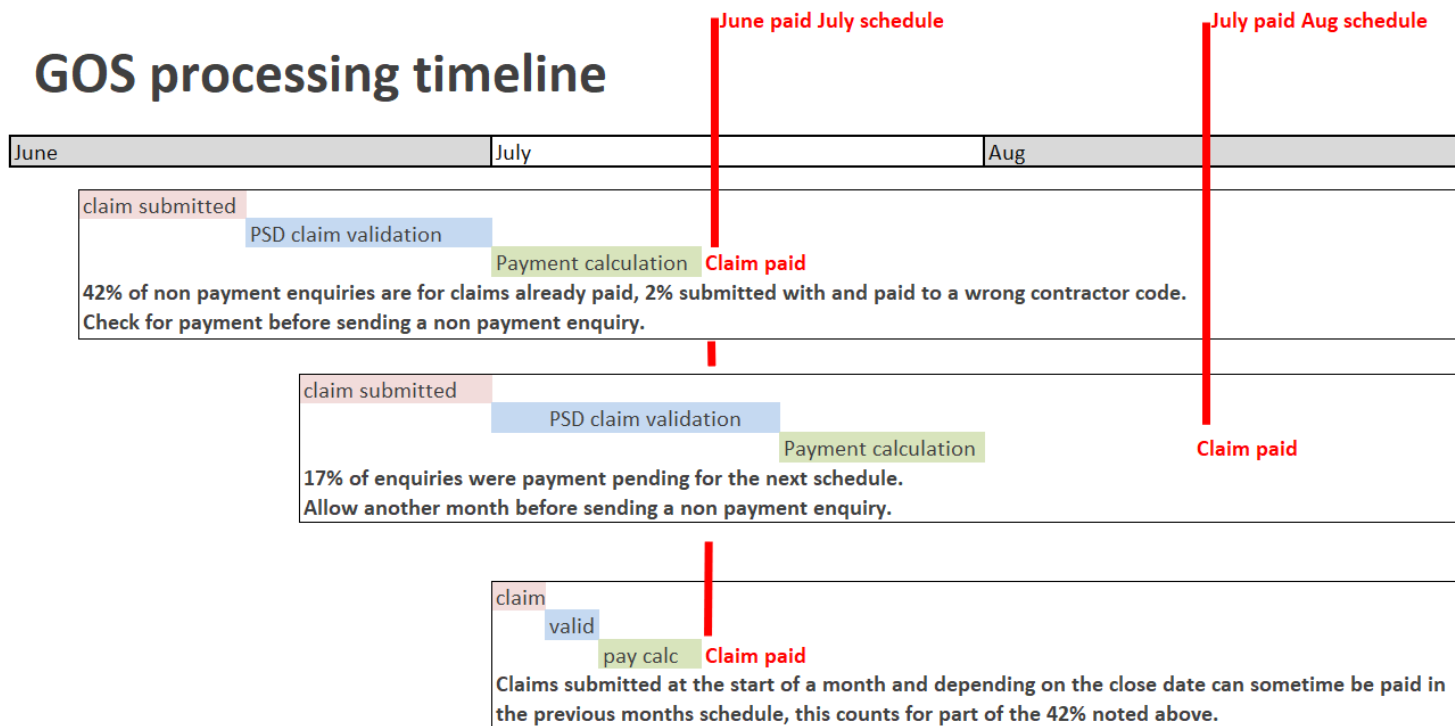
The first five digits of the claim reference are your location number, the next six are the reference number and the final digit is the submission count.

Considerations before submitting the OP25 forms

Practices should not be submitting an OP25 on the first month following a claim submission, from 1 June 2022 these will be returned.

We are finding nearly 60% of non payment enquiries are paid or pending payment and further 6% of enquiries are not completed correctly.

GOS processing timeline



Preparing the email

Always make sure you detail the form type OPH 25 in the subject field for your email. Responses to these enquiries will only be carried out if all the data fields are completed. Failure to provide the supporting evidence will result in the OP25 being returned.

Ophthalmic 25 forms should be emailed to:

nss.psd-customer-admin@nhs.scot

NSS Practitioner Services Customer Satisfaction Survey

NSS Practitioner Services are keen to know how we are performing and how you feel about the services we provide. We are also embarking on a significant digital transformation of our services. Understanding how much you know about these future changes, and knowing what your priorities and concerns are, will help us to continue providing the best possible service to you.

We would like to invite you and your colleagues to fill in our **Customer Satisfaction Survey** using the link below. Please forward the survey to your team members and encourage them to participate too. Customer views and feedback are critical to us and we would like to hear from as many practitioners as possible. The survey closes on 30 June.

<https://forms.office.com/r/SbpcCp0Ekk>

