



Ophthalmic Schedule Communications

**August
2022**

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

Schedule close and payment dates

We publish the cut-off dates for claim submission and when each payment will be made for each month. You can view the [schedule close and payment dates](#) on our website.

Royal National Institute for the Blind (RNIB) Scotland Emotional and Practical Support Eyecare Liaison Officers (ECLO) Services

Are you aware of RNIB ECLO Services in Scotland?

RNIB Scotland provide ECLO (Eye Care Support Services) services in hospitals and community settings across Scotland, working with NHS and Health and Social Care Partnerships to help people living with sight loss.

We recognise that more patients with eye conditions are being managed locally by their optometrists in primary care. These patients and their family members and carers are still likely to benefit from emotional and practical support, RNIB Scotland have launched a Pilot Service across Scotland enabling Optometrists to make direct referral into our online referral portal enabling your customers to access ECLO support. Our ECLO's provide a one stop shop, providing emotional and practical support to patients, their family members and carers and making onward referrals to local and national services in accordance to customer need.

Providing you reassurance that any emotional and practical support your customers require can be accessed through a single referral point.

We would welcome referrals from you for anyone who:

- Has any degree of sight loss or is affected by sight loss. They may have a new diagnosis or a sight threatening condition.
- Has been offered or considered for certification as sight impaired (SI) or severely sight impaired (SSI), or who meets the eligibility guidelines. This includes those who are newly certified, those who are unsure, and those whose certification status has changed (for example from SI to SSI).
- Might benefit from emotional support. For example, anyone who appears to be upset or distressed, has not understood or taken in what you have said, or is expressing concerns about their future.
- Might need information about other support available; for example, Sensory Teams, Rehabilitation and Services for Children with Vision Impairment.
- Needs general support and advice about aids or adaptations, mentions practical difficulties when at work or at home, or who has been referred to the Low Vision Service.
- Has sight loss and is at risk of becoming Isolated, are at risk of falling, or who appear to be frail, or below the level needed for driving.
- Our ECLOs give patients the opportunity to discuss their sight diagnosis and access information about the things which are important to them. Our service provides support for children and adults, patients, family members and carers.

If you want to find out more about the service and registering for the portal access, please contact the service manager.

Rosemary Cameron,
ECLO Service Manager,

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For more information on ECLOs in Scotland from the RNIB website click [here](#)

Ophthalmic 24 forms

A recent analysis of the [OPH24 forms](#) showed that just over 70% of the forms we receive was due to wrong treatment being claimed, just over 20% of the forms were requesting us to delete a primary eye examination and just under 10% of the forms were due to duplicate claims being sent.

Getting your claim right first time

- **Examinations GOS1**

The supplementary adjustments were caused by not using the correct supplementary code or a claim was made for a supplementary examination that didn't take place.

Primary examination adjustments were caused by claims made for over 60 with photos taken but then were advised photos were not taken.

- **Vouchers GOS3/4**

Voucher adjustments are mainly caused by a practice not claiming the correct amount for the glasses they provide.

If you are providing glasses at less than a voucher value then eGOS and practice management systems allow for this lesser value to be claimed.

Also "fair wear and tear" not being declared causes the claim not to be paid due to insufficient prescription change however this is down to the practice not ticking the fair wear and tear box on the claim.

- **Payment location codes**

Please make sure you are submitting your claims from the correct payment location code. If you are an optician working in multiple practices you must make sure you select the correct payment location code for the store you are submitting the claims from.

Please make sure you check your all claims before you submit them for payment to help reduce the number of adjustments required.

Sending Ophthalmic 24 forms

We now only accept ophthalmic 24 forms by email. Always make sure you detail the form type OPH24 in the subject field of 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 OP24 being returned. Ophthalmic 24 forms should be emailed to: nss.psd-customer-admin@nhs.scot

Telephone: 0131 2756200 | email: NSS.psdophthalmic@nhs.scot
Visit [the Ophthalmic services page on the NSS website](#)

