



# Ophthalmic Schedule Communications

February paid  
March 2024

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

**Access the schedule close dates and payment timescales [here](#)**

**March paid April cut-off date: Thursday 11 April 2024 at 5pm**

## **Helpdesk closure over Easter break**

The Ophthalmic helpdesk will be closed on Friday 29 March and Monday 01 April 2024 for the Easter break. It will reopen at 8.30am on Tuesday 02 April 2024.

## **Practitioner Services website**

[Our website](#) is designed to help you find information that is useful to you. It is a useful tool for accessing information and guidance on important areas including [claims and allowances](#), [eSchedule reports](#), and [schedule close and payment dates](#).

We update our website regularly. Therefore, we invite you to please take time to familiarise yourself with the information that is available on our [website](#).

If you have any suggestions for any improvements or changes to the information that is available to you, please email us at [nss.psdophthalmic@nhs.scot](mailto:nss.psdophthalmic@nhs.scot)

## **ePractitioner Verification Certificates Reminder**

The systems that are used to support the submission of claims to practitioner services are due to have certificates renewed, specifically the ePractitioner Verification Certificate which is due for renewal by 24 March 2024. After this date, if the new certificate has not been installed on ePractitioner adapter servers this may affect your submissions to practitioner services.

We have written to each ophthalmic software supplier to support the work required to update these certificates. Practices should be ready to work with PMS providers to update the certificate and be aware of the date for when it should be completed. If you have not already done the update, please contact your supplier.

### **Reminder: Do NOT Send Any Mail to Bain Square**

No ophthalmic mail should be sent to Bain Square. Any mail sent to Bain Square will not be processed. Please read our [mail delivery guide](#) for instructions on where to send mail.

Telephone: 0131 2756200 | email:  
[NSS.psdophthalmic@nhs.scot](mailto:NSS.psdophthalmic@nhs.scot)

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

Visit [Scotland's national website for eye care services and eye health information – For the public For professionals](#)

