

CGS Claim Submission Guidance

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Digital submissions for Community Glaucoma Service (CGS)

Digital submissions for Community Glaucoma Service (CGS) registration and assessment claims will closely resemble the functionality of the eOphthalmic web form (OWF) and be deployed on the eOphthalmic Web Payments platform.

If you do not already have an existing eOphthalmic user account please visit our [website](#) where you will find information on getting an account set up.

The following guidance shows you how to submit CGS claims using the OWF.

Logging in



eOphthalmic Web Payments

Welcome to the eOphthalmic webforms service.

This service is for authorised users only. Anyone attempting unauthorised access will be considered for appropriate legal action.

By entering claim and patient data using this service you are able to store and submit payment claims electronically to Practitioner Services for processing. Under the Data Protection Act you are the data controller for such personal health data.

For general information, forms and guidance browse our National Services Scotland website at <https://www.nss.nhs.scot/browse/ophthalmic-services>

Alternatively contact Practitioner Services Customer Service team on 0131 275 6300 or email nss.psdophthalmic@nhs.scot

The Customer help desk hours are Monday to Thursday 0830 until 1630, Friday 0830 until 1600.

Other resources for professionals involved in providing eye care services in Scotland which include the Community Glaucoma Service are available at www.eyes.nhs.scot.

User Name

Password

[Unable to login?](#)

SYSTEM OUTAGE EXAMPLE MESSAGE

eOphthalmics has been updated to version 2.2.17.0

Logging in

You need to log in to eOphthalmic Web Payments using the username and password provided by us.

Access to eOphthalmic web payments is via a secure NHS network. Alternatively, you can use an IPsec tunnel. These solutions allow a safe transfer of confidential data.

Transition to digital claims for Community Glaucoma Service The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.

Selecting Optometry Practice



eOphthalmic

Logged in as:	cbrown	Log Out
GOC:	019250	Last Log in: Wed, Dec 17, 2025 13:37
OLN:	22511	Enabled for Practice:

Authentication Successful! Welcome Back, Chris Brown

Select Optometry Practice

Optometry Practice:

Continue

Please select a Practice.

Select Optometry Practice

Once you have logged in, select the practice you are working in. If you work in multiple practices they will show in the drop down.

Transition to digital claims for Community Glaucoma Service The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.

eOphthalmic Homepage - select Community Glaucoma Service

The screenshot shows the eOphthalmic homepage. At the top left is the NHS National Services Scotland logo. The main title 'eOphthalmic' is centered. A user information box at the top right contains the following details: 'Logged in as: cbrown', 'GOC: 019250', 'OLN: 22511', 'Last Log in: Fri, Mar 27, 2026 08:41', and 'Enabled for Practice: 19764 (Oak Street Opticians)'. A 'Log Out' link is also present. Below this is the 'eOphthalmic Homepage' title. The interface is divided into three main sections: 'eOphthalmic Options' containing 'GOS Claims' and 'Community Glaucoma Service'; 'GOS Options' containing 'GOS Patient Examination History'; and 'User Administration' containing 'Maintain User', 'Maintain Security Questions', 'Change Password', and 'Change Practice'. A blue callout box on the right points to the 'Community Glaucoma Service' link.

eOphthalmic Homepage

The eOphthalmic homepage will then allow you to select Community Glaucoma Service.

Transition to digital claims for Community Glaucoma Service The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.



CGS Service- Create request and activity history



eOphthalmic

Logged in as:	cbrown	Log Out
GOC:	019250	Last Log in: Wed, Dec 17, 2025 13:37
OLN:	22511	Enabled for Practice: 19764 (Oak Street Opticians)

CGS Service

CGS Administration

- [Create CGS Request](#)
- [CGS Practice Activity History](#)

[Back to Ophthalmic Homepage](#)

Create CGS Request

Create a CGS Patient Management or CGS Patient Assessment

CGS Practice Activity History

Practice CGS Activity displays all claims created and submitted.

Identify Patient and History



eOphthalmic

Logged in as:	Joe	Log Out
GOC:	321	Last Log in: Wed, May 15, 2024 12:21
OLN:	54321	Enabled for Practice: Ophthalmic (First Practice)

Identify Patient and History

CHI*	<input type="text"/>
Forename*	<input type="text"/>
Surname*	<input type="text"/>
Date of Birth*	<input type="text"/>
Sex*	<input type="radio"/> Male <input type="radio"/> Female
Post Code	<input type="text"/>

* - mandatory field

Identify Patient and History

When you select a registration or assessment option, you will be prompted to search for a patient. All fields marked with an asterisk are mandatory.

Unlike GOS claims, the Community Health Index (CHI) number is mandatory for CGS.



eOphthalmic

Logged in as:	Joe	Log Out
GOC:	321	Last Log in: Wed, May 15, 2024 12:21
OLN:	54321	Enabled for Practice: Ophthalmic (First Practice)

Identify Patient and History

CHI*	<input type="text" value="1231231231"/>	• Date of Birth is a required field and must be picked
Forename*	<input type="text" value="John"/>	
Surname*	<input type="text" value="Smith"/>	
Date of Birth*	<input type="text" value=""/>	
Sex*	<input checked="" type="radio"/> Male <input type="radio"/> Female	
Post Code	<input type="text"/>	

* - mandatory field

Identify Patient and History

If you fail to enter a mandatory field an error message will appear in red.

Errors

The screenshot shows the 'Identify Patient and History' form in the eOphthalmic system. The form contains the following fields and values:

CHI*	1231231231
Forename*	John
Surname*	Smith
Date of Birth*	01/05/2024
Sex*	<input checked="" type="radio"/> Male <input type="radio"/> Female
Post Code	AB1 1AB

* - mandatory field

An error message is displayed in a white box on the right side of the form:

Error
Patient Details not Matched

- Press 'Cancel' to review / change your search details.
- Press 'Proceed' to create a request based on search details.

Buttons for 'Cancel', 'Proceed', and 'Submit' are visible. A blue callout box on the right points to the error message.

Identify Patient and History

If you submit the patient search and the details do not match, an error will appear. You can press 'Cancel' to review or change your search details, or 'Proceed' to create a request based on your search details.

Found Patient Details



eOphthalmic

Logged in as:	Joe	Log Out
GOC:	321	Last Log in: Wed, May 15, 2024 12:21
OLN:	54321	Enabled for Practice: Ophthalmic (First Practice)

Patient's History and Results

	Patient Search Criteria	Found Patient Details	
CHI	1231231231	1234567890	<p>Warning! Found Patient CHI does not match search criteria.</p>
Forename	John	Chris	
Surname	Smith	Law	
Date of Birth	01/05/2024	07/09/1970	
Sex	Male	Male	
Post Code	AA1 1AA	AA1 1AA	
Last GOS Primary Eye Examination		08/05/2024	
CGS Registered		No	
Last CGS Primary Assessment		01/05/2024	
	<p>Proceed with Search Terms</p>	<p>Proceed with Patient</p>	

Return to CGS Home

Identify Patient and History

If you click 'Proceed' you will be presented with the 'Patient Search Criteria' which are the details you entered, and the 'Found Patient Details' which is what the search has brought back.

The example shown here has brought back two different patients and a warning message appears advising the "Found Patient CHI does not match the search criteria".

You can then choose to proceed with the patient details you have searched by selecting "Proceed with Search Terms" or the patient we have matched the details to by selecting "Proceed with Patient".

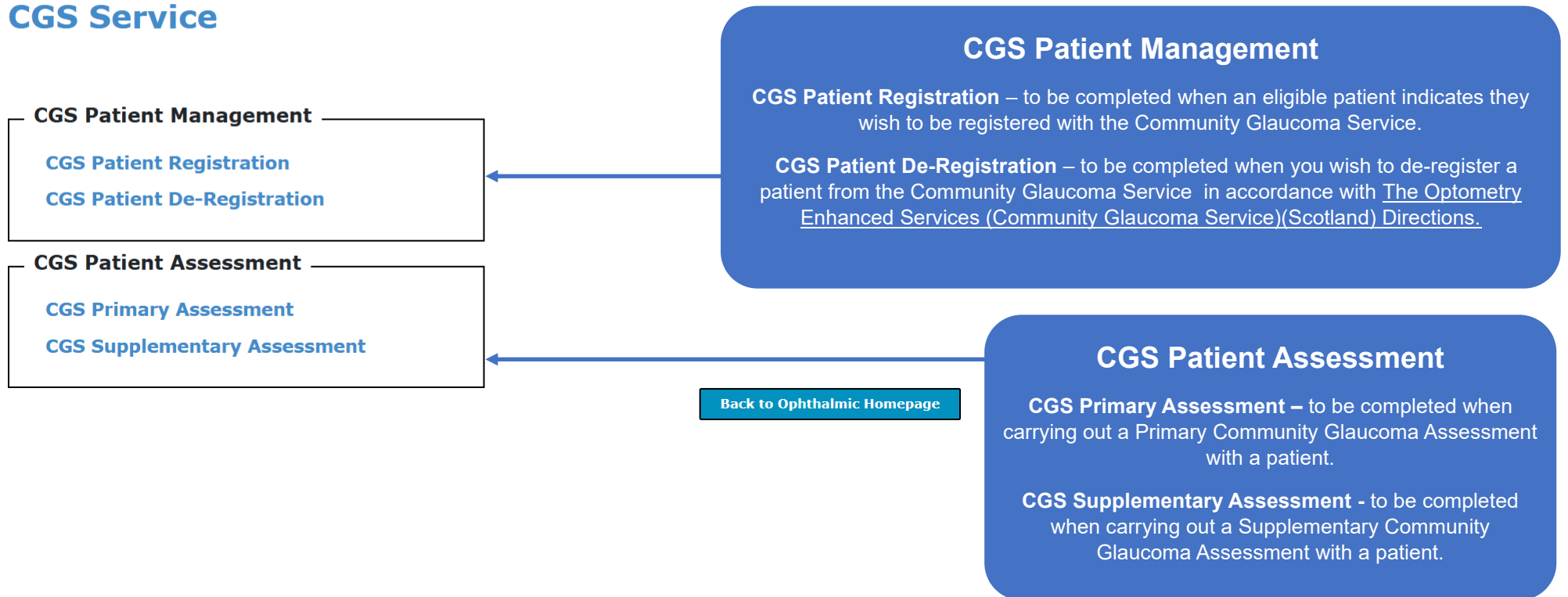
CGS Service



eOphthalmic

Logged in as:	cbrown	Last Log in:	Wed, Dec 17, 2025 13:37	Log Out
GOC:	019250	Enabled for Practice:	19764 (Oak Street Opticians)	
OLN:	22511			

CGS Service



Registration

Case ID

CGS Service - Registration

Patient details CGS Registration

CHI Number* <input type="text" value="1231231231"/>	Forename* <input type="text" value="John"/>	Surname* <input type="text" value="Smith"/>
DoB* <input type="text" value="01/05/2024"/>	Gender* <input type="text" value="Male"/>	
Address		
* <input type="text"/>		
* <input type="text"/>		
<input type="text"/>		
Postcode*	<input type="text"/>	

Cancel Save Previous Next


CGS Service – Registration


Patient Details - You will be presented with the Patient Details tab which will be populated with the CHI number, Forename, Surname, Date of Birth and Gender from the search. You will need to manually enter the patient's address and postcode. All these fields are mandatory. If you fail to complete any of the fields an error will appear in red.

Case ID 28583 / 000033 / 1

CGS Service - Registration

Patient details **CGS Registration**

Date of Patient Consent* 

Name of Hospital Eye Service* 

CGS Service - Registration

You should then click 'next' and you will move into the CGS registration tab.

Date of Patient Consent – enter the date on which the patient provided their consent and/or signature.

Name of Hospital Eye Service – select the name of the HES the patient was attending from the dropdown. The dropdown will appear when you click in the field, and a 'hover text' feature is available for when a name has been truncated in the text box.

Once you have completed the fields, click 'Submit'.

Deregistration



eOphthalmic

Logged in as: cbrown	Log Out
GOC: 019250	Last Log in: Fri, Mar 27, 2026 08:41
OLN: 22511	Enabled for Practice: 19764 (Oak Street Opticians)

Case ID 19764 / 100116 / 0

CGS Service - Deregistration

Patient details **CGS Deregistration**

Date of CGS Deregistration*	<input type="text" value="02/04/2026"/>
Deregistration Reason*	<div style="border: 1px solid #ccc; padding: 5px;"><p>Please select..</p><p>Please select..</p><p>No longer meets clinical criteria – Referred to HES</p><p>No longer meets clinical criteria – Moved to GOS</p><p>Informed Dissent</p><p>Irrevocable breakdown in relationship with patient</p><p>Patient failed to engage with provider</p><p>Patient committed an act of violence to staff</p></div>

[Cancel](#) [Save](#) [Previous](#) [Next](#) [Submit](#)

CGS Service – De-registration

If you need to de-register a patient from the CGS you must enter the Date of CGS De-registration and the De-registration Reason from the dropdown.

CGS Primary Assessment

Case ID 28583 / 000020 / 1

CGS Service - Primary Assessment

Patient details					Prescription Details (for information)					CGS Primary Assessment				
Most Recent GOS Prescription										Prescription Date 25/08/2017				
Right					Left									
Spherical +/-	Cylindrical +/-	Axis	Prism	Base	Spherical +/-	Cylindrical +/-	Axis	Prism	Base					
+ 3.75	+ 1.50	3.00	0.0 IN		D + 2.25	+ 0.75	13.00	0.0 IN						
+ 6.00	+ 1.50	3.00	0.0 IN		N + 4.50	+ 0.75	13.00	0.0 IN						

CGS Service – Primary Assessment

Prescription Details (for information) - If you are carrying out a CGS Primary Assessment the patient search will bring back the patient's previous prescription and this will be displayed on the second tab.

Case ID

CGS Service - Primary Assessment

Patient details Prescription Details (for information) **CGS Primary Assessment**

Date of Last CGS Primary Assessment

Date of CGS Primary Assessment*

Clinical Condition*

Outcome of Assessment (*Select all that apply)

<input type="checkbox"/> Recall - CGS Primary	<input type="checkbox"/> Recall - CGS Supplementary
<input type="checkbox"/> Refer to GP	<input type="checkbox"/> Refer to Another Optometrist
<input type="checkbox"/> Refer to Secondary Care / Hospital	

CGS Service – Primary Assessment

CGS Primary Assessment - in the third tab you will need to enter the date of the patient's last CGS Primary Assessment, the date of the Primary assessment being carried out, the patient's clinical condition which should be selected from the dropdown and the outcome of their assessment (tick all applicable boxes).

CGS Supplementary Assessment



Case ID

CGS Service - Supplementary Assessment

Patient details Prescription Details (for information) **CGS Supplementary Assessment**

Date of CGS Supplementary Assessment*

Reason for Supplementary Assessment*

Clinical Condition*

Outcome of Assessment (*Select all that apply)

Recall - CGS Primary Recall - CGS Supplementary

Refer to GP Refer to Another Optometrist

Refer to Secondary Care / Hospital

CGS Service – Supplementary Assessment

CGS Supplementary Assessment - if you are carrying out a CGS Supplementary Assessment you will need to enter the date of the patient's CGS Supplementary Assessment in the third tab. You will also need to select the reason for the supplementary assessment from the dropdown, and the clinical condition of the patient. You will also need to select the outcome of the assessment (all applicable boxes should be ticked).

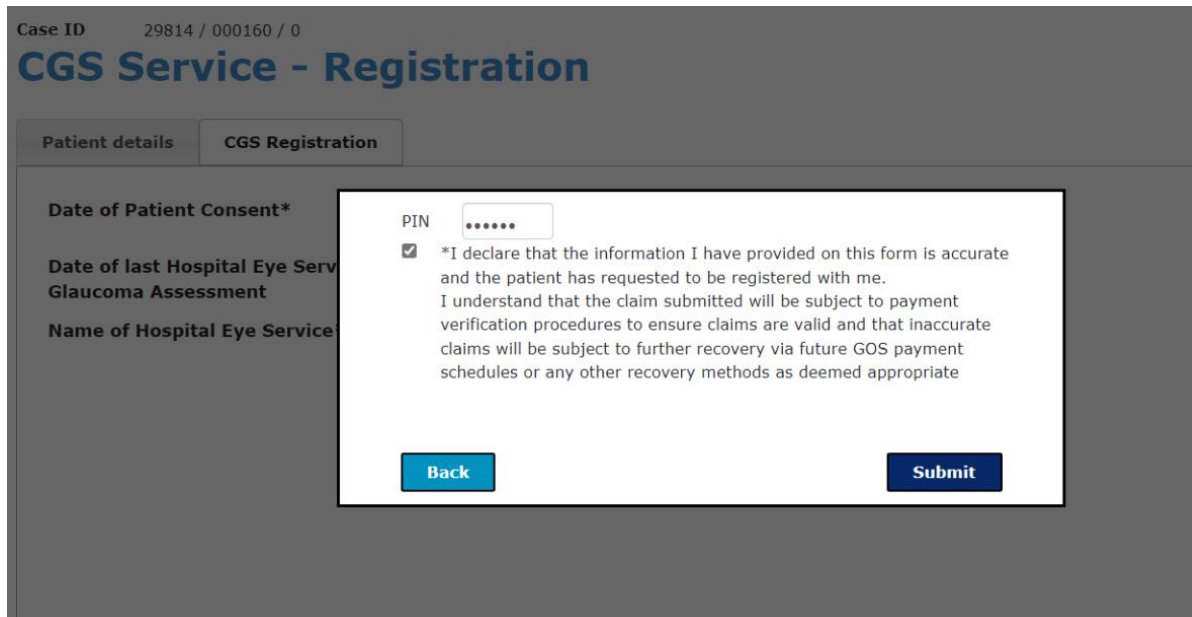
During PCGA change noted in patients glaucoma or ocular hypertension

Patient presented with concerns related to their glaucoma or ocular hypertension

Glaucoma as per the CGS Directions

Ocular Hypertension as per the CGS Directions

CGS Claim Submission- PIN



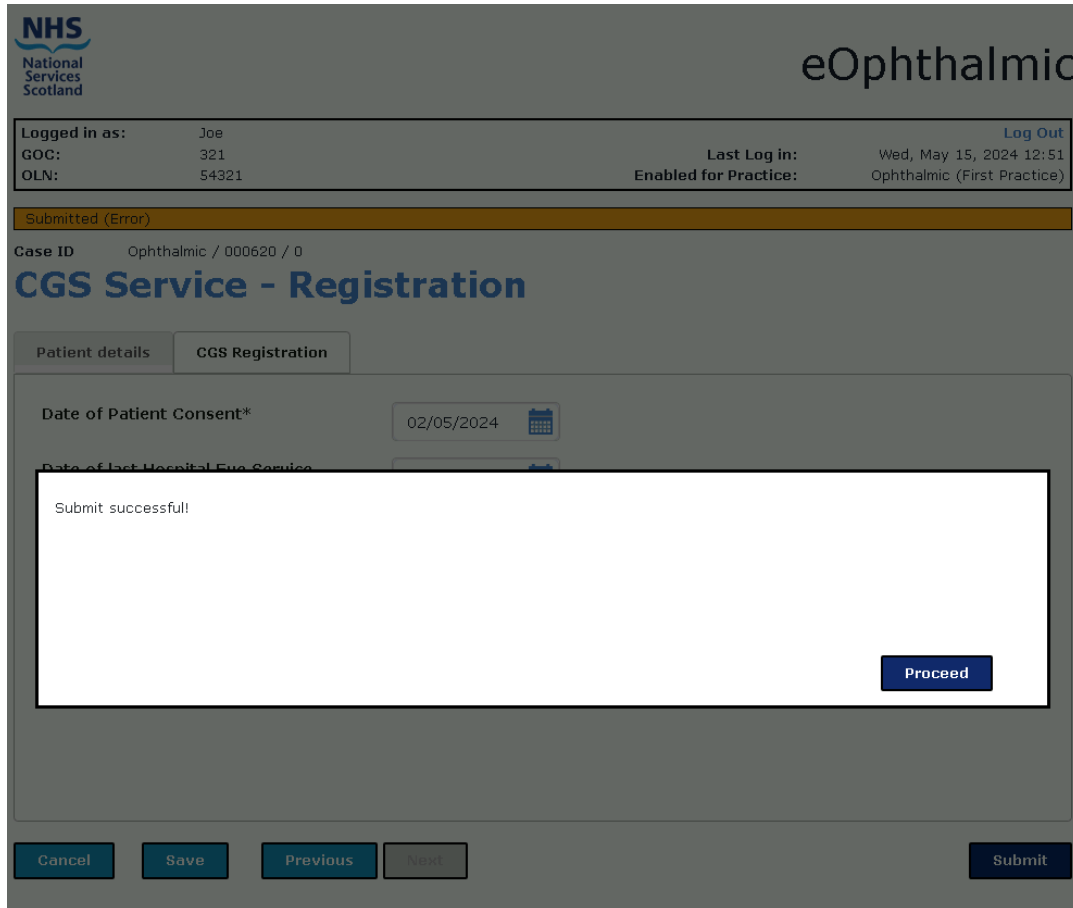
The screenshot shows a web form titled "CGS Service - Registration" with a Case ID of 29814 / 000160 / 0. The form has two tabs: "Patient details" and "CGS Registration". The "CGS Registration" tab is active. On the left side of the form, there are labels for "Date of Patient Consent*", "Date of last Hospital Eye Service Glaucoma Assessment", and "Name of Hospital Eye Service". A pop-up box is overlaid on the form, containing a PIN input field with six dots, a checked checkbox, and a declaration: "*I declare that the information I have provided on this form is accurate and the patient has requested to be registered with me. I understand that the claim submitted will be subject to payment verification procedures to ensure claims are valid and that inaccurate claims will be subject to further recovery via future GOS payment schedules or any other recovery methods as deemed appropriate". At the bottom of the pop-up box are two buttons: "Back" and "Submit".

CGS Service – Submission

When you click 'submit' a pop up box will appear asking you to enter your PIN, and to declare that the information you have provided is accurate, that the patient has requested to be registered and that you understand that the claim submitted will be subject to payment verification procedures.

Transition to digital claims for Community Glaucoma Service The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.

Successful Submission




The screenshot shows the NHS eOphthalmic interface. At the top left is the NHS National Services Scotland logo. The page title is "eOphthalmic". A user information box shows "Logged in as: Joe" with a "Log Out" link, "GOC: 321", "OLN: 54321", "Last Log in: Wed, May 15, 2024 12:51", and "Enabled for Practice: Ophthalmic (First Practice)". A yellow banner indicates "Submitted (Error)". Below this, the "Case ID" is "Ophthalmic / 000620 / 0". The main heading is "CGS Service - Registration". There are two tabs: "Patient details" and "CGS Registration". The "Date of Patient Consent*" is set to "02/05/2024". A white pop-up box with a black border contains the text "Submit successful!" and a "Proceed" button. At the bottom of the form are buttons for "Cancel", "Save", "Previous", "Next", and "Submit".

CGS Service – Submission

When your claim has been submitted successfully, a pop up box will appear advising it has been successful.

Transition to digital claims for Community Glaucoma Service The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.


CGS Administration- Practice Activity History



localhost:5000 says

Selection includes Requests that have been Parked or Submitted with Errors. Do you want to proceed?

OK
Cancel



Logged in as: Joe

GOC: 321

OLN: 54321

[Log Out](#)

Last Log in: Wed, May 15, 2024 12:21

Enabled for Practice: Ophthalmic (First Practice)

CGS Service - Practice Activity History

All

Incomplete

From:

To:

Name	CHI	Action	Status	Date	Action	Delete ?
Ada Ada	1231231231	CGS Patient Deregistration	Parked	05/13/2024	View	<input type="checkbox"/>
Agnieszka Markowska	1231231231	CGS Primary Assessment	Parked	03/27/2024	View	<input checked="" type="checkbox"/>

Return to CGS Home

Checked: 1 / 16

Delete

CGS Service – Practice Activity History

The Practice Activity History page shows all CGS registrations, de-registrations and assessment claims.

Parked claims are claims that have not been submitted. The status may also show as submitted with errors and you can click on these claims to view the errors.



eOphthalmic

CGS Service – Practice Activity History

You can filter how you view claims using the dropdowns.

Logged in as: Joe [Log Out](#)
 GOC: 321 Last Log in: Wed, May 15, 2024 12:21
 OLN: 54321 Enabled for Practice: Ophthalmic (First Practice)

CGS Service - Practice Activity History

Name	CHI	CGS Patient Registration	Status	Date	Action	Delete ?
Justyna Czarna	1231231231	CGS Patient Registration	Submitted	03/28/2024	View	<input type="checkbox"/>
Katarzyna Rurka	1231231231	CGS Patient Registration	Submitted	03/28/2024	View	<input type="checkbox"/>
Tomasz Pies	1231231231	CGS Patient Registration	Submitted	03/27/2024	View	<input type="checkbox"/>
Chris Law	1234567890	CGS Patient Registration	Submitted	05/13/2024	View	<input type="checkbox"/>

[Return to CGS Home](#)

Checked: 0 / 12

[Delete](#)

Transition to digital claims for Community Glaucoma Service The layout for this guidance is based on screenshots environment, and there may be cosmetic differences when viewing the web form.



eOphthalmic

Logged in as: Joe [Log Out](#)
GOC: 321 **Last Log in:** Wed, May 15, 2024 12:21
OLN: 54321 **Enabled for Practice:** Ophthalmic (First Practice)

CGS Service - Practice Activity History

CGS Service – Practice Activity History
You can also filter the claims by date.

From: To:

Name	CHI	Action	Status	Date
Ada Ada	1231231231	CGS Patient Deregistration	Parked	05/13/

[Return to CGS Home](#)

May 2024

Mo	Tu	We	Th	Fr	Sa	Su
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

[Clear](#) [Today](#)

Contact us | If you have any queries relating to digital submissions for CGS claims please contact us at nss.psdophthalmic@nhs.scot / 0345 034 2458