

## LOC HOT BRIEF

Confidential to Optical Contractors & Performers • August 2017 • Issue 61

### Private & Confidential

*Hot Briefs contain guidance and advice from the Optical Confederation and LOCSU on important issues relevant to all ophthalmic contractors and performers, which we would like LOCs to be aware of or to take action on.*

*LOCs are asked to ensure that Hot Briefs are circulated to all contractors and performers in their area as soon as possible.*

**Any LOC requiring advice/support on any aspect of their work should contact LOCSU on 020 7549 2051 or email [info@locsu.co.uk](mailto:info@locsu.co.uk)**

### Content:

1. New address for submitting GOS claim forms by courier from 29 August 2017
2. Important update about contacting PCSE
3. Claims relating to ophthalmic payments and performers list delays
4. How to claim your CET grant in 2017 – Important Update

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### 1. New address for submitting GOS claim forms by courier from 29 August 2017

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Please note that as of **29 August 2017** the new address for **contractors who use couriers** to submit GOS claim forms to PCSE is:

Capita Intelligent Communications  
Building 17, Units 2 & 6  
Lingfield Point  
McMullen Road  
DARLINGTON  
DL1 1RW

This replaces the previous Roundhouse Road address that couriers have been using. Anyone who uses a courier service to send GOS forms to PCSE should use this new address for all deliveries from, and including, the 29 August.

All claims submitted via Royal Mail should continue to be sent to:

Primary Care Support England  
PO Box 350  
Darlington  
DL1 9QN

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## 2. Important update about contacting PCSE

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To enable PCSE to respond to email and telephone queries and for you to be able to order supplies, including GOS forms, contractors are required to register on the PCSE portal. Portal registration enables PCSE to carry out the necessary identification and vetting checks to respond to enquiries from contractors. Without this, PCSE is unable to respond to enquiries due to data protection.

If your practice is already registered on the portal, the main contact/super user will be able to add or amend additional users. Please check the named contacts that are included under your practice's portal registration and update accordingly.

If your practice is not currently registered, please email [pcse.datamanager@nhs.net](mailto:pcse.datamanager@nhs.net) with the following information:

- Main contact name
- Email address
- Telephone number
- Practice name
- Practice address including post code
- Organisation code (If you know it. This is your unique 5-digit reference beginning with 'TP' e.g. TP1N5)

For more information about the portal, including adding or amending users, please visit [www.pcse.england.nhs.uk/help](http://www.pcse.england.nhs.uk/help)

Once registered on the portal, your practice will receive regular emails with updates about your service, including future service developments for submission of GOS forms electronically.

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## 3. Claims relating to ophthalmic payment and performers list delays

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Contractors and Performers are reminded that NHS England have established a process to consider claims relating to ophthalmic payments and performers list that **closes on Friday 8 September 2017** (see [Hot Brief Issue 60](#) for full details).

### Performers List

Optometrists who wish to submit an application relating to a delay in obtaining an NHS England Performers List number should **email details of the delay to [pcse.ppinfo@nhs.net](mailto:pcse.ppinfo@nhs.net) by Friday 8 September 2017 with “Ophthalmic NPL claim – optometrist name – OPL number” in the subject header.**

### Ophthalmic Payments

Contractors that have experienced a late payment relating to GOS sight tests and/or voucher claims submitted up to 31 March 2017 should complete the [Ophthalmic Payment Claim Form](#). Guidance on completing the form can be found on the [LOCSU website](#). If a payment is still outstanding relating to this period, you should use the form to escalate the issue, even if you have already notified PCSE of the matter.

**Completed forms should be emailed to [pcse.gos-review@nhs.net](mailto:pcse.gos-review@nhs.net) by Friday 8 September 2017 with “Ophthalmic payment claim – contractor name – contractor code” in the subject header. The information provided in the form will then be considered by NHS England.**

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#### 4. How to claim your CET grant in 2017 – Important Update

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Please remember PCSE can only process claims for CET allowance payments if they come from a contractor. Please note CET claims submitted by email to PCSE must come from the email address that the contractor has registered with PCSE to access to portal to order supplies of GOS forms.

If you have not yet submitted your CET claim please ensure the email is sent from the address the contractor has registered with PCSE.

If you have already submitted your CET claim please do not send a duplicate. PCSE are currently processing the claims they have received and will contact you direct if there are any issues with your claim.

##### Reminder of the process to claim your CET grant

Claims for CET undertaken by ophthalmic practitioners between 1 January to 31 December 2016 must be submitted between 1 July 2017 and 31 October 2017 to PCSE at [PCSE.Optical@nhs.net](mailto:PCSE.Optical@nhs.net).

As a reminder, CET allowance payments are payable to contractors. A payment can be claimed by a contractor in respect of either:

- a) CET he/she has undertaken personally in the year between 1 January to 31 December 2016
- b) CET undertaken in the year between 1 January to 31 December 2016 by an ophthalmic practitioner on the Ophthalmic Performers List. The CET allowance for 2016 is £545

Please follow the steps below to submit a claim:

1. Complete the form which can be found [via this link](#) or on the [Department of Health Website](#)
2. Sign and date the form in the appropriate place(s)
3. Scan the signed form and attach to an email
4. Put '2017 CET claim' in the email subject header
5. Email to [PCSE.Optical@nhs.net](mailto:PCSE.Optical@nhs.net). **You must use the email address the contractor has registered with PCSE to access the supplies portal**

You will receive a case reference number from PCSE once they have received your claim form. Please note you are asked to submit only one claim form per email so that you each form has a unique case reference that can be tracked. The preferred route for submitting CET claims is by email to [PCSE.Optical@nhs.net](mailto:PCSE.Optical@nhs.net) but if you prefer to submit by post you must send to:

Primary Care Support England  
PO Box 350  
Darlington  
DL1 9QN

Any LOC requiring advice / support on any aspect of their work should contact LOCSU on 020 7549 2051 or email [info@locsu.co.uk](mailto:info@locsu.co.uk)