

Pre-authorisation of Adult GOS 4 claims

National Briefing

Under GOS (General Ophthalmic Services) Regulations (Optical Payments and Charges Regulations 2013) children and adult patients who qualify for GOS can receive a repair or replacement voucher (GOS4) if they lose or damage their glasses. Children qualify for unlimited repair and replacements, but adults only qualify if a health condition has led to the loss or breakage of the glasses, i.e., arthritis. Under current regulation, all adult claims must be approved by NHS England prior to the service being provided to the patient. However there is significant variation in terms of how this process is currently managed.

In order to introduce a standardised and robust approach, NHS Business Services Authority (NHSBSA) have been asked by NHS England to run a national pilot for the pre-authorisation of adult GOS 4 vouchers. It is envisaged that this pilot will begin in November 2018. The process for pre-authorising GOS 4s for adults will be as follows:

1. Patient aged over 16 goes to GOS contractor and asks for repair or replacement
2. GOS contractor rings NHSBSA on 0300 330 9403 between 08:00 and 16:30 and explains the circumstances of the request.
3. NHSBSA Caseworker will check reasons against a standardised list of conditions. Alternatively they will escalate to a clinical advisor if the circumstances are not covered by the list.
4. If the request is not approved the caseworker will provide the contractor with a reason and log the details of the call.
5. If the request is approved the contractor will be issued with a unique code. The contractor should then write this code on the GOS 4 form and submit to PCSE for payment.
6. PCSE will check the form during processing. If the patient is over 16 and there is no code on the form, they will reject the payment. If there is a code included PCSE will process the payment.
7. NHSBSA will then check GOS 4 submissions as part of post payment verification. Any claims that have been submitted inappropriately (i.e. with missing or incorrect codes) will be recovered via the PPV process.

A follow up briefing will be circulated once the date of go-live has been confirmed. All GOS 4 claims for adults will need to be submitted in this way for the duration of the pilot.