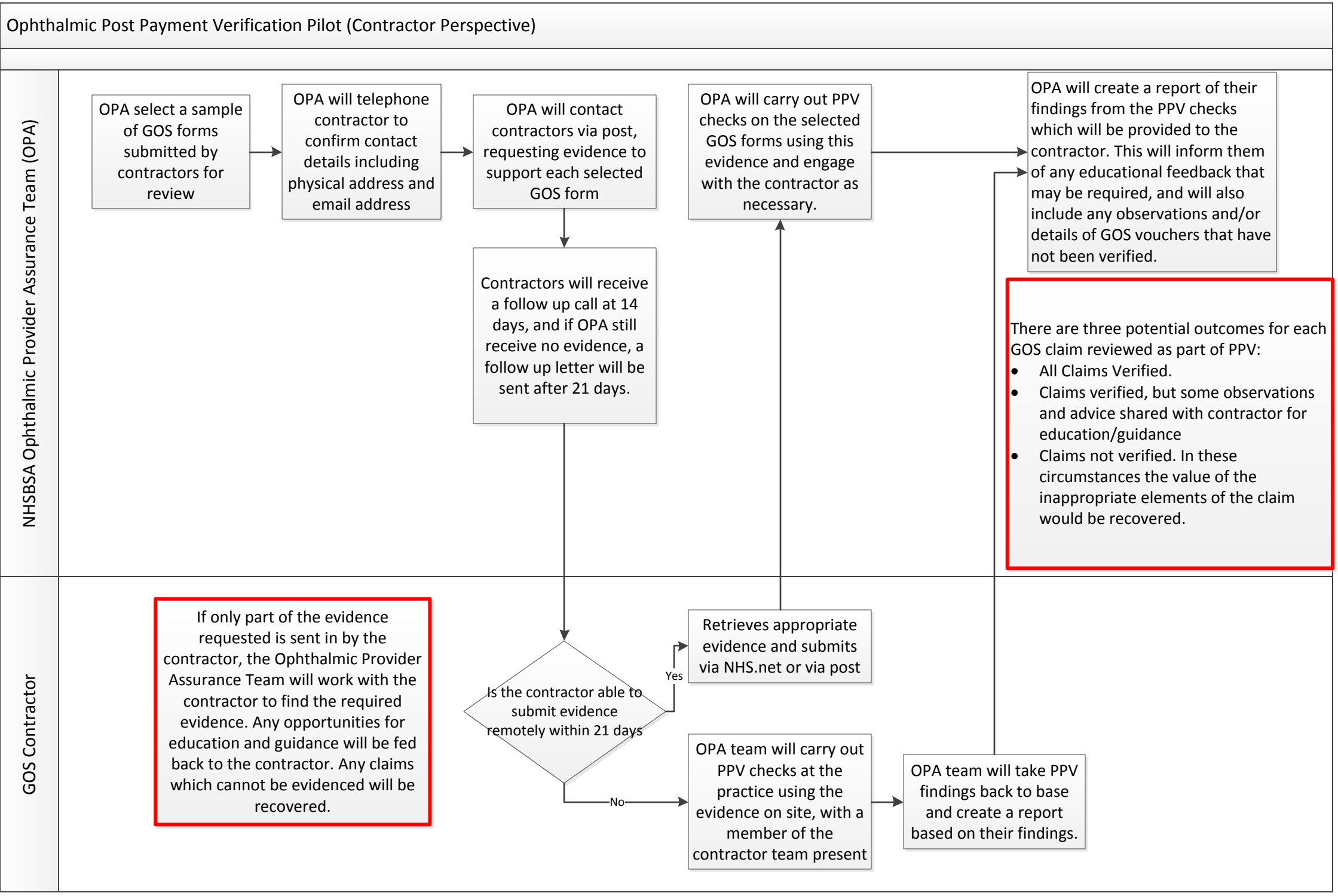
Ophthalmic Post Payment Verification Pilot (Contractor Perspective)
NHSBSA Ophthalmic Provider Assurance Team (OPA)
OPA select a sample of GOS forms submitted by contractors for review
OPA will telephone contractor to confirm contact details including physical address and email address
OPA will contact contractors via post, requesting evidence to support each selected GOS form
Contractors will receive a follow up call at 14 days, and if OPA still receive no evidence, a follow up letter will be sent after 21 days.
OPA will carry out PPV checks on the selected GOS forms using this evidence and engage with the contractor as necessary.
OPA will create a report of their findings from the PPV checks which will be provided to the contractor. This will inform them of any educational feedback that may be required, and will also include any observations and/or details of GOS vouchers that have not been verified.
There are three potential outcomes for each GOS claim reviewed as part of PPV:
• All Claims Verified.
• Claims verified, but some observations and advice shared with contractor for education/guidance
• Claims not verified. In these circumstances the value of the inappropriate elements of the claim would be recovered.
GOS Contractor
If only part of the evidence requested is sent in by the contractor, the Ophthalmic Provider Assurance Team will work with the contractor to find the required evidence. Any opportunities for education and guidance will be fed back to the contractor. Any claims which cannot be evidenced will be recovered.
Is the contractor able to submit evidence remotely within 21 days
Yes
Retrieves appropriate evidence and submits via NHS.net or via post
No
OPA team will carry out PPV checks at the practice using the evidence on site, with a member of the contractor team present
OPA team will take PPV findings back to base and create a report based on their findings.