

Post-payment verification of General Ophthalmic Services National Briefing: Update October 2018

In June 2018 NHSBSA launched a pilot to deliver a standardized approach to Ophthalmic Post Payment Verification (PPV). The pilot was initiated due to variations and inconsistencies in approach to Ophthalmic PPV across England. The pilot has been delivered on behalf of NHS England by NHSBSA, who have a proven track record in delivering similar services for Pharmacy and Dentistry.

Focusing on the West Yorkshire and Harrogate and Wessex areas, the pilot has been delivered in line with the NHS England Eye Health Policy Book and General Ophthalmic Services (GOS) regulations. Each month NHSBSA selects a number of GOS Contractors to take part in the PPV exercise, based upon a standardized sampling methodology. For each contractor selected, NHSBSA checks a sample of their GOS submissions against evidence presented by the contractor to provide assurance to NHS England that claims are being made appropriately. There are three outcomes for each GOS claim reviewed:

- **Claim Verified:** the evidence provided was sufficient to justify the claim.
- **Claim Verified with feedback:** in cases where the evidence is sufficient but there are learning or improvement opportunities for the contractor, the NHSBSA Ophthalmic Provider Assurance team may provide additional advice and guidance.
- **Claims Not Verified:** In the event that an inappropriate claim is discovered a dialogue is established with the contractor to try and find a way of evidencing the appropriateness of the claim. If the claim cannot be evidenced, then the payment will be recovered.

Clinical input into the process is currently provided by NHS England optometric clinical advisors. Clinical advisors approve any potential reclaims and also work with the Ophthalmic Provider Assurance Team to ensure that the education and guidance shared with contractors is robust and consistent.

This new way of working provides a unique opportunity for providing support to GOS contractors through the identification of issues and the provision of meaningful feedback. It also allows this information to be captured at a regional and ultimately national level. To date the top five issues which have been flagged for education and guidance are:

Top 5 Reasons for Feedback	
1.	An early re-test code must be used if the sight test is undertaken at a shorter interval than those identified in the MoU guidelines.
2.	Ensure information recorded on both the GOS form and in patient records is consistent.
3.	When claiming a GOS 4, give a full reason for repair/replacement of glasses in the patient record.
4.	Please ensure what is written on the voucher reflects what you have claimed.
5.	Ensure records are clear and legible for auditing purposes.

Over time, the aim of the service is to expand and improve the information and guidance made available to contractors in collaboration with the Optical confederation. This may include reporting that enables contractors to benchmark against similar peers and carry out self-audits. The pilot is currently being evaluated and a business case developed, with the aspiration of beginning a national rollout in 2019.

NHSBSA will provide a further briefing in December 2018, which will contain more information around the volume of PPV activity and outcomes.

For more information please visit the NHSBSA website:
<https://www.nhsbsa.nhs.uk/ophthalmicproviderassurance>