

NHS Connecting for Health Ophthalmic Payments

Electronic submission of NHS GOS claims

**National Optometric Conference
20th & 21st November 2008**



NHS Connecting for Health

- Formed 1st April 2005
- Agency of the Department of Health
- To deliver better, safer care to patients, by bringing in new computer systems and services into the NHS



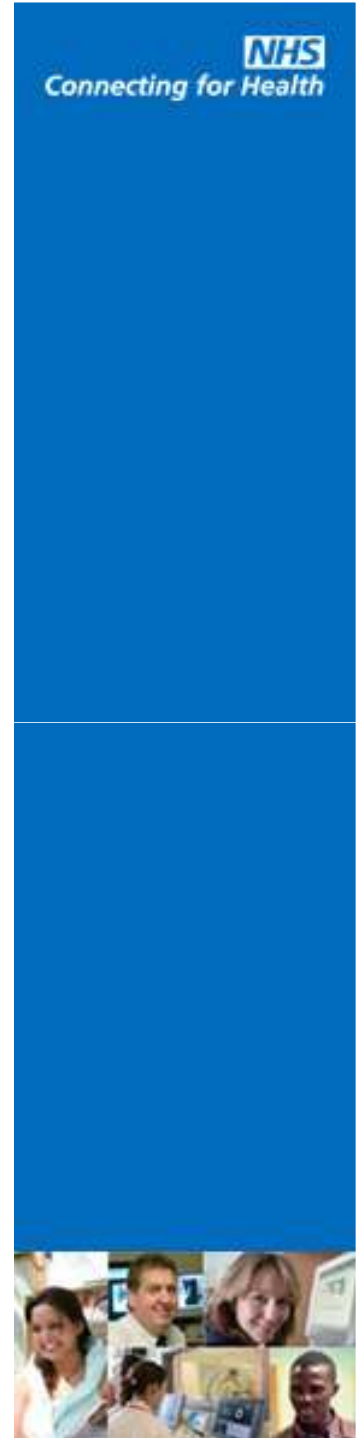
NHS Connecting for Health

- We are:
 - Steve Daniels
 - Hosted Services Manager
 - Mark Green
 - Principal Technical Specialist
 - Ophthalmic Payments



Specsavers Retail Systems

- We are: (cont)
 - Gerry Ashton



Ophthalmic payments

- Provided an ophthalmic payments system from April 1995
- Strategic planning group (SPG) commissioned a centralisation project with the PCT re-organisation in 2001



Centralised ophthalmic payments

- NHSNet access only (including SSL)
- Oracle 10g & Java 1.5.13
- National implementation in England & Wales from October 2002
- Uses virtual views



Centralised ophthalmic payments

- 892,635 GOS1 claims processed in August 2008
- £17,010,853 for GOS1 in August 2008



Ophthalmic electronic claims

- Background
 - NHS development funded by SPG
 - Project started June 2006
 - To work within the GOS regulations
 - To define suitable data structures to carry claims and responses



Ophthalmic electronic claims

- Background (cont)
 - To provide a single point for submission
 - To provide routines to process GOS1 & GOS6 claims
 - Test & accreditation facilities to be available



Ophthalmic electronic claims

- Background (cont)
 - Open invite sent to professional optician bodies and optical suppliers to participate in pilot
 - Ocuco, Specsavers, Boots Opticians & Optix requested the record layouts and responses for inclusion in their solutions
 - Pilot commenced May 2007



Ophthalmic electronic claims

- Accreditation
 - All suppliers submitting electronic claims must comply to the accreditation standard before claims are permitted to be processed on the live system



Ophthalmic electronic claims

- Encryption
 - All messages are encrypted to/from the central ophthalmic payments system
 - Each store or point of submission is allocated their specific encryption key



Ophthalmic electronic claims

- Protocol
 - Electronic links sub group defined the operational protocol to comply with the Regulations
 - GOS paper claim continues to be sent to the PCT as per the timings agreed within the protocol



Ophthalmic electronic claims

- NHS Net Mail Boxes
 - Live claims
 - Test & used for accreditation process



Ophthalmic electronic claims

- Processing live data files
 - Available Monday to Saturday
 - 8:00am to 23:30pm & 1:00am
 - Occurs every 30 minutes
 - on the hour
 - on the half hour



Ophthalmic electronic claims

- Processing live responses
 - Available Monday to Saturday
 - 8:15am to 23:45pm & 1:15am
 - Occurs every 30 minutes
 - 15 minutes past the hour
 - 15 minutes to the hour



Ophthalmic electronic claims

- Processing
 - Encrypted data file sent to mail box
 - Data file format checked
 - Sender checked for accreditation approval



Ophthalmic electronic claims

- Processing (cont)
 - GOS claims verified
 - GOS regulations applied
 - Errors sent back to sender, via an encrypted response file
 - Compliant claims allocated to PCT



Processing electronic claims

- At this point compliant GOS claims have a **REQUESTED** claim status
- Requested claims can not be paid without change of claim status
- On change of status to **ACCEPTED** claims can be entered into an open payment cycle for payment:-
 - automatically
 - manually



Processing electronic claims

- GOS claims which aren't accepted are assigned rejection codes and have their claim status set to **REJECTED~rejection code**
- An automatic response is sent to the sender when the claim status is changed, both **accepted** and **rejected**



Viewing requested claims

The screenshot shows a web browser window displaying the NHS Ophthalmic Payments interface. At the top left is the NHS logo and the text 'TEST PRIMARY CARE TRUST'. At the top right is the page title 'Ophthalmic Payments'. Below the title is a horizontal menu with links: [Back](#), [Help](#), [Main Menu](#), [Map](#), [Change Organisation](#), [OE Menu](#), and [Log-out](#). The main heading is 'Enter or Check Claims'. Below this heading are four links: [Enter New Claims](#) with a right-pointing arrow, [Check Entered Claims](#) with a right-pointing arrow, [Check Historic Claims](#) with a right-pointing arrow, and [Check Electronic Claims for Payment](#). A horizontal line is positioned below the links. The browser's address bar at the bottom shows a lock icon and the text 'Internet'.

NHS
TEST PRIMARY CARE TRUST

Ophthalmic Payments

[Back](#) [Help](#) [Main Menu](#) [Map](#) [Change Organisation](#) [OE Menu](#) [Log-out](#)

Enter or Check Claims

[Enter New Claims](#) ⇨
[Check Entered Claims](#) ⇨
[Check Historic Claims](#) ⇨
[Check Electronic Claims for Payment](#)

Internet



Viewing requested claims

Check Electronic Claims for Payment

[Back](#) [Help](#) [Log-out](#)

Refresh Clear

Optician Code: 1 Green & Jones Batch Number: 000002764 GOS Type: GOS 1 Status: Requested

1 record

Claim Number	Record Reference Number	Surname	Other Names	Date Of Birth	Total
1159085	1	Anderson	Luc	03/05/1937	3.52

Internet



To approve or reject a requested claim

GOS 1 Application for NHS sight test - August 2005

Reject Reason :

Patient Details		Payment Cycle : 1/12/03-1/1/04: TES ▼	
PCT Code: TES	* List Organisation	Name: TEST PRIMARY CARE TRUST	
Optician Code : <input type="text" value="11"/>	* List Optician	Green & Jones	
Address: <input type="text"/>		(Street Name)	
Prac Uniform List No. : <input type="text" value="OL4334555TES"/>	List Prac Uniform List No.		
Supplementary List Uniform List Number : <input type="text" value="SOL9TES"/>	List Local Supplementary List Members	List All	Name : George Bush
Assistant Optician : <input type="text"/>	List Optician	Name :	
Assistant Prac Uniform List No. : <input type="text"/>	List Prac Uniform List No.		
Mr/Mrs/Miss/Ms : <input type="text" value="Mr."/> ▼	<input type="text" value="Anderson"/>	Previous Surname: <input type="text"/>	
* (Surname)			
Other Names (Forenames): <input type="text" value="Luc"/>	* List Patients	Date of Birth: <input type="text" value="03/05/1937"/>	* List Patients
Address: <input type="text" value="12"/>	<input type="text"/>	(Building Number) List Patients	

Done



Ophthalmic electronic claims

- Benefits
 - Closer working relationship between PCT and practice
 - GOS validation rules are the same for everyone
 - Any claims which are rejected will be returned within 30 minutes of transmission with appropriate rejection codes



Ophthalmic electronic claims

- Benefits (cont)
 - The claim may be much more easily identified and the paper claim retrieved, inspected, corrected and resubmitted if appropriate
 - Payment reconciliation easier, due to use of internal patient number on claim & payment reports



Ophthalmic electronic claims

- Benefits (cont)
 - Possible extended 'cut off' date for electronic claims
 - Possible duplicate claims are identified



Ophthalmic electronic claims

- Phase III
 - Strategic planning group have instigated the next phase to link:
 - GOS 3 claims
 - GOS 4 claims
 - GOS 5 claims
 - Electronic Statements
 - Pilot expected to commence in early 2009



Ophthalmic electronic claims

- Activity as of 23/10/08
 - 142 activation requests processed
 - 133 active stores
 - 80 stores using automatic process
 - 52 PCTs
 - 26 Payment organisations



Ophthalmic electronic claims

- Claims Volumes
 - Entered May 2007 - Oct 2008
 - **299,321** manual approvals
 - **357,485** automatic approvals
 - **656,806 total claims**





GOS1 Electronic Submission

National Optometric Conference
2008

Gerry Ashton

GOS1 Electronic Submission

- Trials
- Deployment Status
- Benefits
- Issues
- Future
- Questions




GOS1 Electronic Submission Trials

- Hants & I.o.W. PPSA, Winchester, May 2007
- Hants & I.o.W. PPSA, Andover, July 2007
- Devon PPSA, Exeter, July 2007
- Further 5 x trial practices across 5 x NHS payment organisations, August 2007




GOS1 Electronic Submission Deployment Status

- All Specsavers England / Wales practices equipped, September 2007
- First Welsh LHB (Monmouthshire), July 2008
- 133 practices connected across 26 x payment organisations as of October 2008 (nearly 25% of England / Wales practices)
- Activation of further practices on-going



GOS1 Electronic Submission Benefits

- Earlier payment of claims
- Faster response to claim
- Reduced number of rejected claims
- Consistent “best practice”



GOS1 Electronic Submission Issues

- Last Test Date
- Patient signature – paper copy is master
- Variations in practice across PCTs
- Amendments to GOS1 content

GOS1 Electronic Submission Future

- On-going activation of practices for GOS1
- GOS3/4
- Scotland, Northern Ireland?

Ophthalmic electronic claims

- Questions

