# Processing English eGOS3 Claims
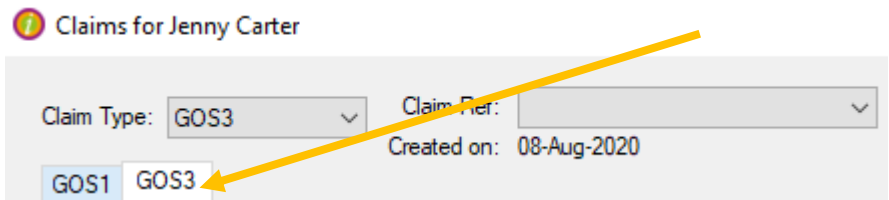i-Clarity Version 3. 3. 2

This describes a possible process for the journey of English electronic GOS3 forms within a practice using i-Clarity.
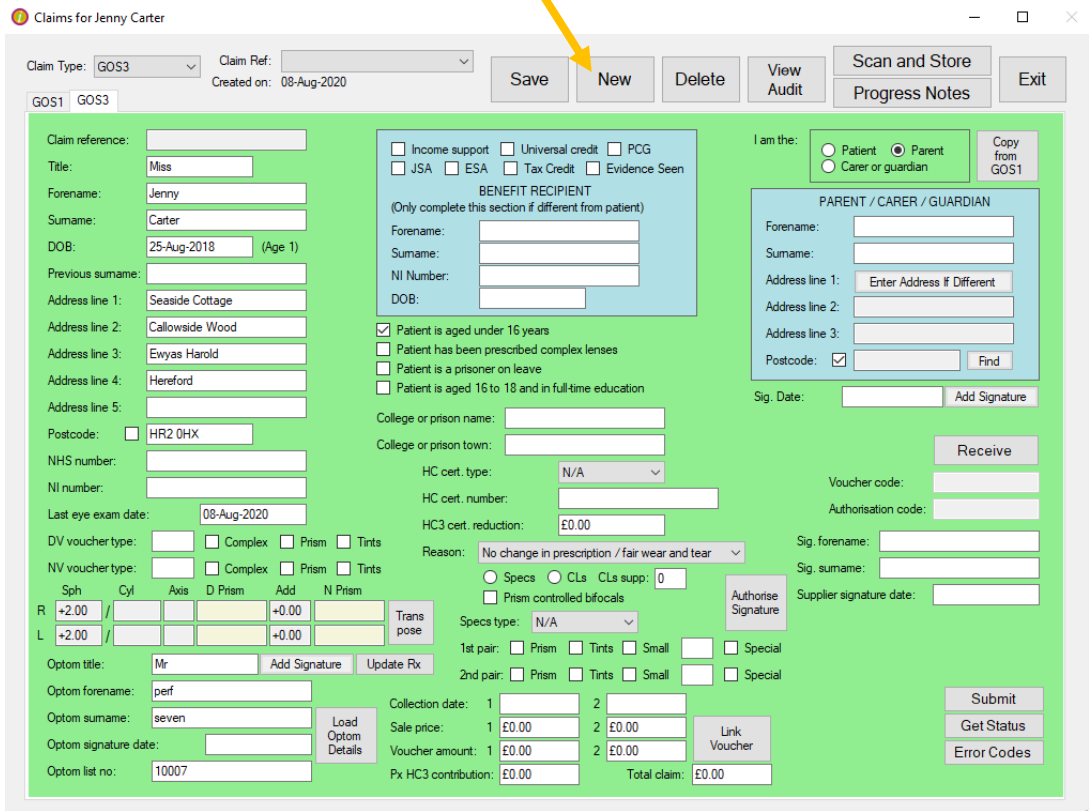
It was envisaged that most of the time the GOS3 claim will be started by the optometrist after they have signed the GOS1.

## Part 1: Optom Signature

After completing the GOS1, click on the GOS3 tab at the top of the form.



New claims will have a green background. If the patient has an old claim displayed click on the new button at the top of the page.

The patient's name, DOB, and address will have automatically been populated, along with the patient's prescription and the optometrist details.

Complete the voucher type information.



*(Enter the distance and multi voucher types in the DV voucher type field. Enter near voucher types in the NV voucher field)*

Double click on the optom signature date.



This will enter today's date and open the signature box.

Sign in the box and click the save button under the signature box.



Exit the patient claims form.

# Part 2: Spectacle Dispense/Patient Order Signature

Complete the spectacles dispense on i-Clarity or create a sale for spectacles on the patient account.
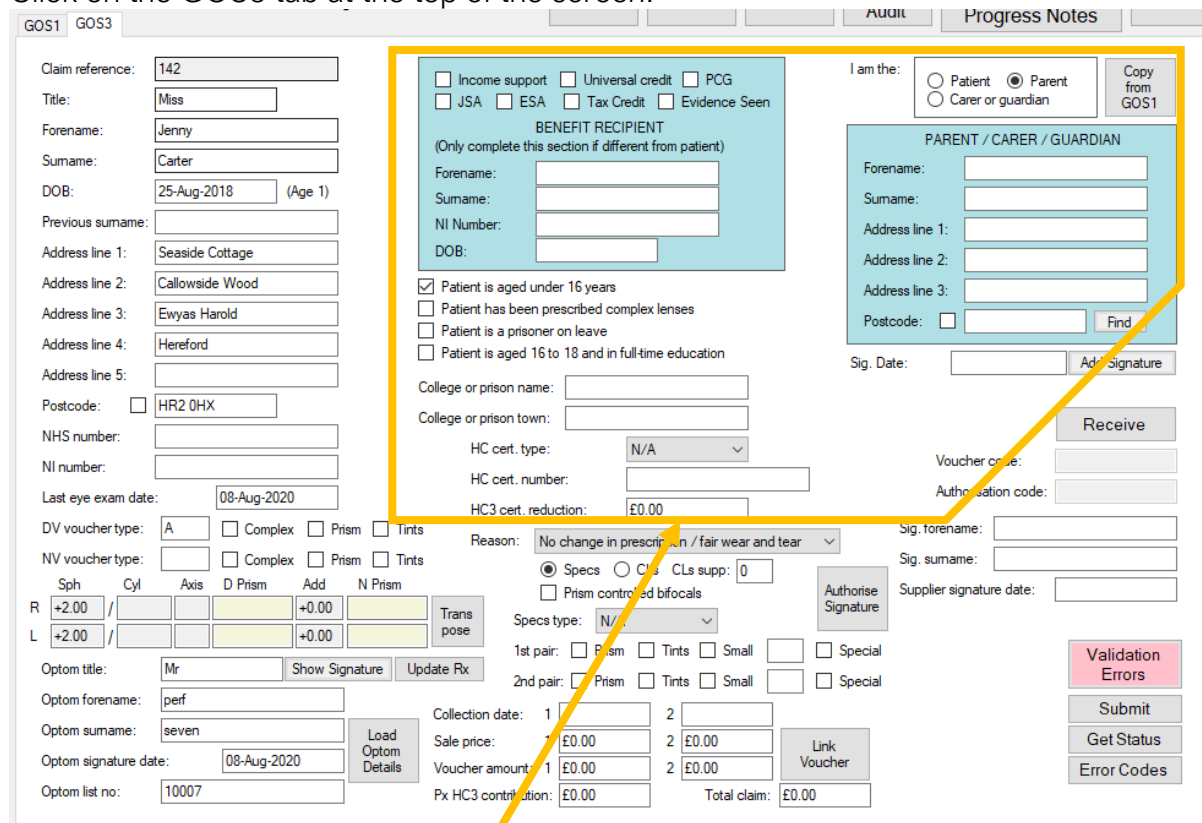
Once you have confirmed the dispense and clicked close on the dispense module the point of sale screen will open to show the patient account.

From this screen you can click on the 'GO to NHS Claims' button.
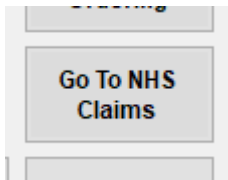


This will open the patient claim module.

Click on the GOS3 tab at the top of the screen.



It is advised that at least the patient entitlement is checked, and the patient signature is captured as a minimum before that patient leaves the practice.

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Check the patient entitlement selection and make any necessary amendments in the central column.

Double click in the patient signature box, this will populate it with today's date and open the signature box.

*If the form is being signed by the parent/carer/guardian that signed the GOS1 then you can click the 'copy from GOS1' button to copy the details of the parent/carer/guardian from the last GOS1.*

I declare that the information given on this form is correct and complete. I understand and accept that if I withhold information or provide false or misleading information, I may be liable to prosecution and/or civil proceedings. I confirm I am entitled to an NHS optical voucher and I consent to the disclosure of relevant information for the purpose of checking this and in relation to the prevention and detection of fraud. I agree to repay the voucher value if I am later found not to be entitled to it. My name and address are as shown. I wish to order glasses/contact lenses and I am entitled to this voucher today for the reason selected on this form.

Once the patient has signed, click the save button under the signature.

*Once the patient has signed you can now exit the form and complete the spectacle order information at a more convenient time, if convenient you can continue to complete the dispense section of the claim.*

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Complete the following fields where applicable on the GOS3 Claim.
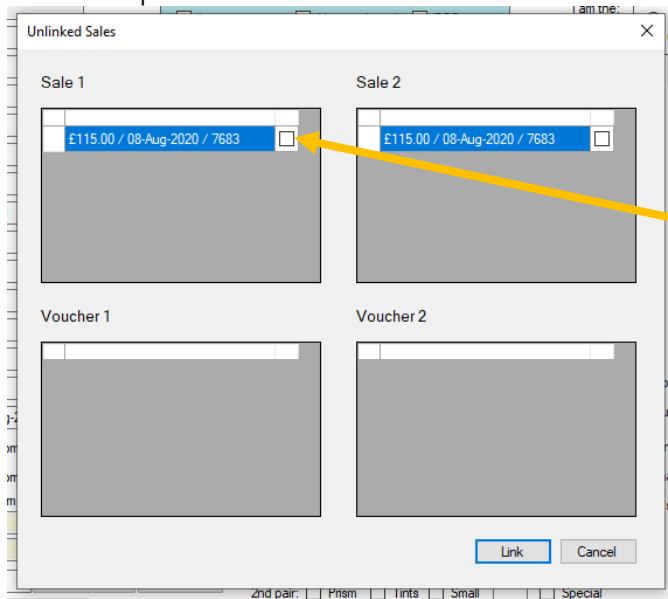


The deferred payment now needs to be linked to the claim. To link the payment and insert the sale and voucher values into the claim click the 'Link Voucher' button.
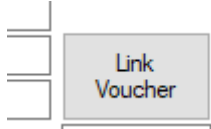


This will open a new window call 'unlinked sales'



Any available spectacle sales that can be linked to the claim will be displayed in both top boxes.

From the 'Sale 1' section tick the box next to the relevant sale.

This will then display the deferred payments used against this sale in the bottom voucher 1 section.
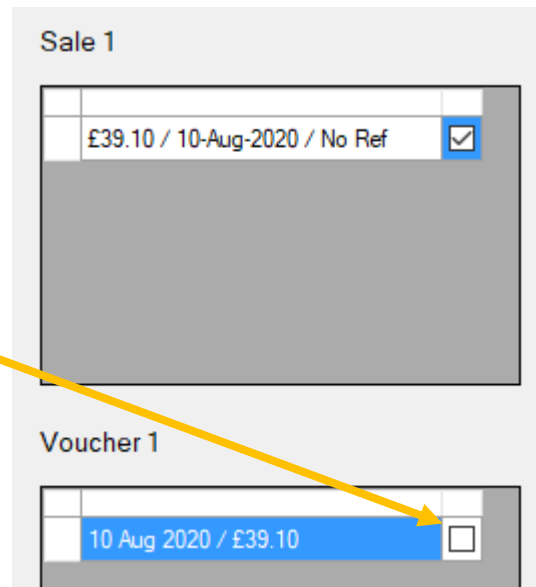


Tick the box next to the correct voucher payment.

If there are two pairs of spectacles to be claimed for then complete this for the right-hand column titled 'Sale 2' and 'Voucher 2'.

Then click link.

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The sale and voucher amounts will then populate the claim (these can be overwritten if required).

| Collection date: | 1 | | 2 | |
|---|---|---|---|---|
| Sale price: | 1 | £39.10 | 2 | £0.00 |
| Voucher amount: | 1 | £39.10 | 2 | £0.00 |
| Px HC3 contribution: | | £0.00 | Total claim: | £39.10 |

Link Voucher

*If there is only one pair of glasses being supplied (distance, reading or bif/vari) the data is to be entered as 1st pair. If two pairs are being supplied, the data for the distance pair is entered as 1st pair and reading pair is entered as 2nd pair.*

## Part 3: Spectacle Collection/Patient Received Signature

After you have completed the spectacle order open the patient claim form.

Click on the GOS3 tab

Double click on the collected date field to enter today's date (manually type the date if you prefer).



Click on the 'Receive' button.



This will open a new window with space for a patient signature.



Ask the patient to sign in the black outlined box.

If the form is being signed by the parent/carer/guardian and it is the same parent/carer/guardian who signed the initial GOS signature. You can click the 'Copy from Sig 1' button to copy across their details.
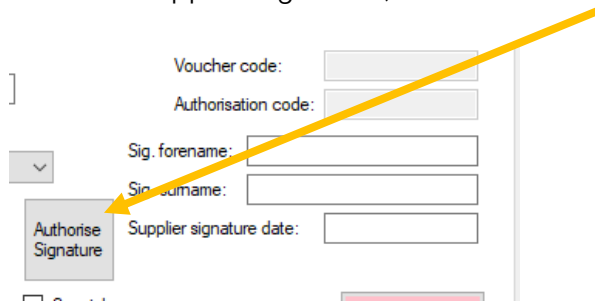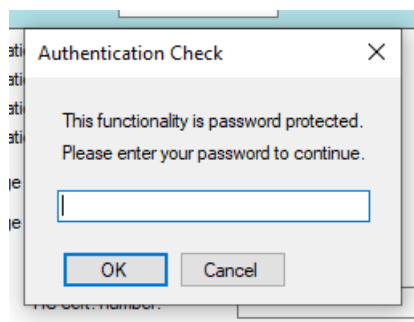
# Part 4: Supplier Signature and Submission.

To add a supplier signature, click on the 'Authorised Signature' box.



After clicking the 'Authorised Signature' button a password box will appear.
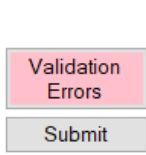


Enter your i-Clarity password and click OK.

Today's date will be automatically entered in the 'Supplier signature date' field. Your name will be automatically entered in the signature forename and signature surname fields. A signature box will appear.



Complete your signature and click the save button underneath the signature box.



Above the submit button is a 'Validation Errors' button. If this is still visible, click on the button to view the errors and then make any corrections.

Once the validation errors button has disappeared click the 'Submit' button.

Please wait while i-Clarity captures all the signatures, submits them to the PCSE website along with the claim data, and waits for a response from the PCSE website.

# Part 5: Checking Claim Status

The status of your submitted claims can either be checked on the PCSE website or through i-Clarity.

## Checking the status of an individual claim in i-Clarity.

Open the patient record of the claim you would like to check the status of.

Click on the 'Px Claims' button.
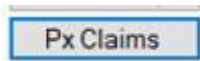


The patient claim will open.

Click on the GOS3 tab.



In the bottom right corner click on the button called 'Get Status'.
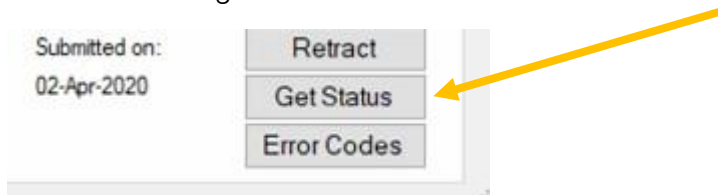




An eGOS Claim Status box will open, please wait while i-Clarity checks the PCSE website for the claim status.

Once the status of the claim has been received it will be displayed in the box.



Once the claim status has been retrieved a button will appear on the claim form called 'Show last status'. This allows you to check the last status received from the PCSE website at any time. i-Clarity will also show the status of the claim next to the claim number at the top of the form.
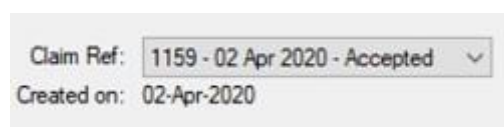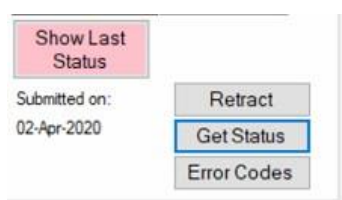
## Checking the status of multiple claims

Open the deferred payments module.

Select the payment status 'Not yet paid, submitted between…' and the payment type 'Voucher'.

Click Retrieve records.



At the bottom of the page click on the button, 'Update Claim Statuses'.
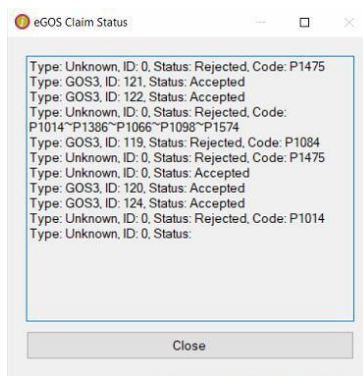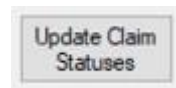




Please wait while i-Clarity checks the PCSE website for the claim status.

Once received, the status of the claims will be listed in the box.

Click Close.

The Status of each claim will also be listed against each payment line.
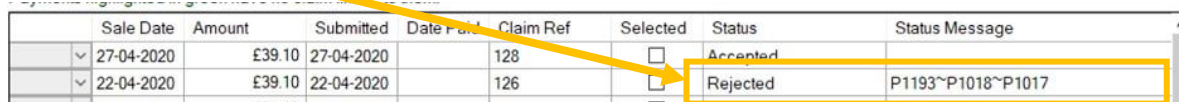
Use the scroll bar along the bottom of the grid of payments to scroll to the right and display the claim status.



| | Sale Date | Amount | Submitted | Date Paid | Claim Ref | Selected | Status | Status Message | |
|---|---|---|---|---|---|---|---|---|---|
| ∨ | 06-04-2020 | £39.10 | 06-04-2020 | | 124 | ☐ | Accepted | | |
| ∨ | 06-04-2020 | £95.40 | 06-04-2020 | | 122 | ☐ | Accepted | | |
| ∨ | 06-04-2020 | £67.50 | 06-04-2020 | | 121 | ☐ | Accepted | | |
| ∨ | 06-04-2020 | £39.10 | 06-04-2020 | | 120 | ☐ | Accepted | | |
| ∨ | 03-04-2020 | £14.60 | 03-04-2020 | | 118 | ☐ | Accepted | | |
| ∨ | 03-04-2020 | £208.60 | 03-04-2020 | | 117 | ☐ | Accepted | | |
| ∨ | 03-04-2020 | £39.10 | 03-04-2020 | | 116 | ☐ | Accepted | | |
| ∨ | 03-04-2020 | £59.30 | 03-04-2020 | | 116 | ☐ | Accepted | | |
| ∨ | 03-04-2020 | £39.10 | 03-04-2020 | | 114 | ☐ | Accepted | | |

Payments highlighted in green have no claim linked to them.
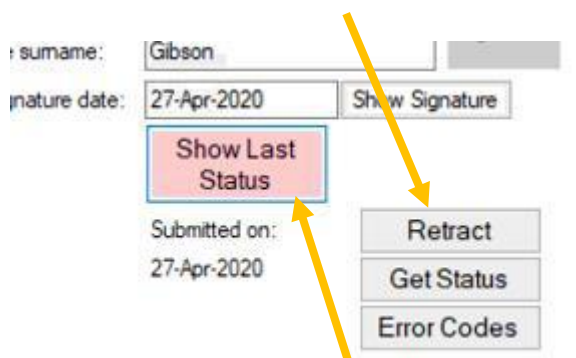
## Rejected Claims

If a claim is rejected it will also display a status message with the PCSE rejected reason code.

| | Sale Date | Amount | Submitted | Date Paid | Claim Ref | Selected | Status | Status Message | |
|---|---|---|---|---|---|---|---|---|---|
| ∨ | 27-04-2020 | £39.10 | 27-04-2020 | | 128 | ☐ | Accepted | | |
| ∨ | 22-04-2020 | £39.10 | 22-04-2020 | | 126 | ☐ | Rejected | P1193~P1018~P1017 | |

From the deferred payment module showing the payment status 'Not yet paid, submitted between…' and the list of the payment types 'Voucher, double click on the patient name to open the rejected patient claim.

On the claim click the 'retract button'.
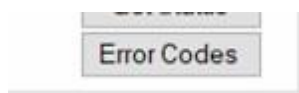
surname: Gibson

signature date: 27-Apr-2020    Show Signature

Show Last Status

Submitted on: 27-Apr-2020

Retract

Get Status

Error Codes

This will allow you to edit the claim information.

*Once the claim has been retracted the* payment in deferred payments will be unsubmitted and it will reappear in the deferred payment list 'not yet submitted'.

On the claim you will be able to click on the 'Show last status' button to show the error code from the PCSE.

The meaning of the error codes are listed in i-Clarity. To view the error codes, click on the button 'Error Codes'.

Error Codes

This will open the 'Business and Validation Error Codes' form.

**Business and Validation Error Codes** — □ ✕

Search by code: [ | ]

Search by text: [ ]

Refresh

| Code | Condition | Message |
|---|---|---|
| P0003 | Patient's first names field contains invalid information | Please ensure the patient's first name field only contains alphabetical characters. |
| P0004 | Patient's surname field contains invalid information | Please ensure the patient's surname name field only contains alphabetical characters. |
| P0005 | Patient's previous surname field contains invalid information | Please ensure the patient's previous surname name field only contains alphabetical characters. |
| P0006 | Patient's address field contains invalid information | Please ensure the patient's address field only contains numbers and alphabetical characters. |
| P0007 | Patient's postcode field is missing information | Please ensure the patient's postcode is provided. |
| P0008 | Patient's postcode field contains invalid information | There is an error in the patient's postcode field. Please ensure the field contains a combination of numbers and alphabetical characters. If a postcode is not available, then put N/A in this field. The following list shows all valid Postcode formats. "A" indicates an alphabetic character and "N" indicates a numeric character.<br>AN NAA - e.g. M1 1AA<br>ANN NAA - e.g. M60 1NW<br>AAN NAA - e.g. CR2 6XH<br>AANN NAA - e.g. DN55 1PT<br>ANA NAA - e.g. W1A 1HQ<br>AANA NAA - e.g. EC1A 1BB |
| P0009 | Patient's date of birth field is missing information | Please complete the patient's date of birth field. |
| P0010 | Patient's date of birth field contains invalid information | Please ensure the patient's date of birth field contains a valid date. The format should be DDMMYYYY. |
| P0011 | The patient's date of birth provided is in the future | Please ensure the patient's date of birth field does not contain a date in the future. |
| P0012 | NHS number field contains invalid information | Please ensure the information provided for the NHS number field is made of 10 digits. |

Close

You can either scroll through the list of codes or enter the code in the 'Search by code:' box and then click refresh.
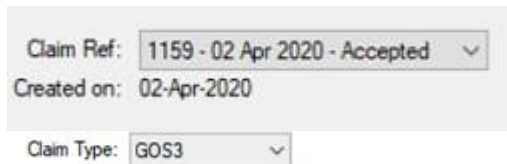
This will then change the display to show the relevant code reason.

Because the claim has been retracted you can make the necessary amendments and then resubmit the claim.

<u>Viewing Previous Claims</u>

If you need to view a previous claim for a patient; open the patient record and click on the 'Px Claims' button.

Select from the drop-down list the Claim type you would like to view:

Claim Ref: 1159 - 02 Apr 2020 - Accepted
Created on: 02-Apr-2020

Claim Type: GOS3

At the top of the patient claim is a drop-down list titled 'Claim ref'.

Clicking on this drop down will show you all the patient's previous claims for that type of form. Selecting a claim ref from the drop-down list will display that claim below.

## Completing a HC3 Claim

| HC cert. type: | N/A ⌄ |
| HC cert. number: | |
| HC3 cert. reduction: | £0.00 |

Select HC3 from the 'type' drop down
Enter the certificate number
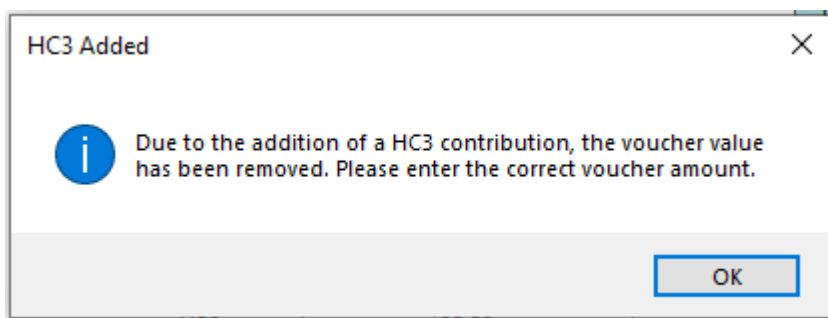Enter the certificate reduction

| HC cert. type: | HC3 ⌄ |
| HC cert. number: | 312345678 |
| HC3 cert. reduction: | 30.00 |

The certificate reduction amount will be entered into the Px HC3 contribution field and you will be presented with the following amount.

| Collection date: | 1 | | 2 | | |
| Sale price: | 1 | £0.00 | 2 | £0.00 | Link Voucher |
| Voucher amount: | 1 | £0.00 | 2 | £0.00 | |
| Px HC3 contribution: | 30.00 | | Total claim: | £-30.00 | |

**HC3 Added** ✕

ⓘ Due to the addition of a HC3 contribution, the voucher value has been removed. Please enter the correct voucher amount.

OK

When you link the payment to the claim the voucher amount and sale amount will not automatically be complete, please complete this manually before submitting.

| Collection date: | 1 | | 2 | | |
| Sale price: | 1 | £40.00 | 2 | £0.00 | Link Voucher |
| Voucher amount: | 1 | £39.10 | 2 | £0.00 | |
| Px HC3 contribution: | £30.00 | | Total claim: | £9.10 | |