

This describes a possible process for the journey of English electronic GOS3 forms within a practice using i-Clarity, using the suggested hardware of a tablet for patient signatures and a graphics tablet or standard computer mouse for optometrist signatures and supplier signatures.

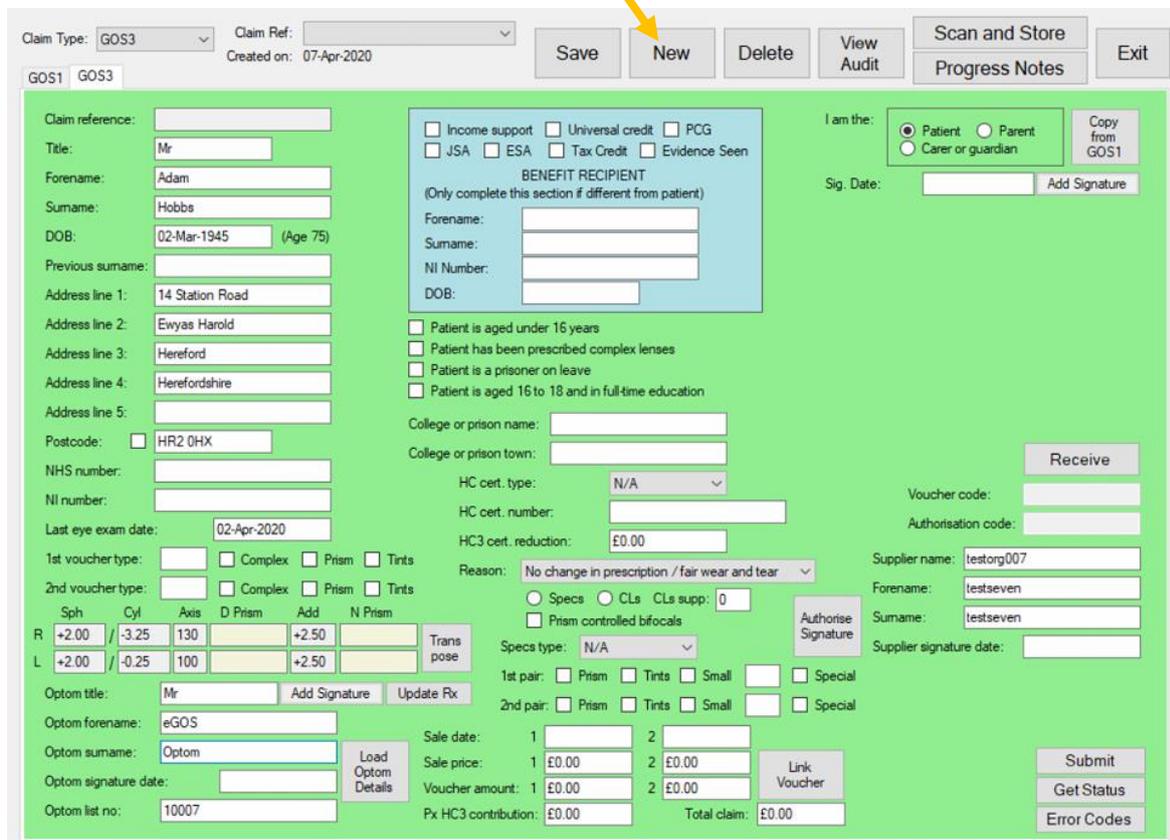
It was envisaged that most of the time the GOS3 claim will be started by the optometrist after they have signed the GOS1.

## Part 1: Optom Signature

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



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



Claim Type: GOS3 Claim Ref: Created on: 07-Apr-2020

Save New Delete View Audit Scan and Store Progress Notes Exit

GOS1 GOS3

Claim reference: Title: Mr Forename: Adam Surname: Hobbs DOB: 02-Mar-1945 (Age 75) Previous surname: Address line 1: 14 Station Road Address line 2: Ewyas Harold Address line 3: Hereford Address line 4: Herefordshire Address line 5: Postcode: HR2 0HX NHS number: NI number: Last eye exam date: 02-Apr-2020

1st voucher type: 2nd voucher type: Sph Cyl Axis D Prism Add N Prism R +2.00 / -3.25 130 +2.50 L +2.00 / -0.25 100 +2.50 Trans pose

Optom title: Mr Add Signature Update Rx Optom forename: eGOS Optom surname: Optom Optom signature date: Optom list no: 10007

Income support JSA ESA Tax Credit Evidence Seen Universal credit PCG

BENEFIT RECIPIENT (Only complete this section if different from patient) Forename: Surname: NI Number: DOB:

I am the: Patient Parent Carer or guardian Copy from GOS1

Sig. Date: Add Signature

HC cert. type: N/A HC cert. number: HC3 cert. reduction: E0.00 Reason: No change in prescription / fair wear and tear Specs type: N/A 1st pair: 2nd pair: Prism Tints Small Special

Patient is aged under 16 years Patient has been prescribed complex lenses Patient is a prisoner on leave Patient is aged 16 to 18 and in full-time education College or prison name: College or prison town:

Voucher code: Authorisation code: Supplier name: testorg007 Forename: testseven Surname: testseven Supplier signature date:

Receive

Authorise Signature

Sale date: 1 2 Sale price: 1 E0.00 2 E0.00 Voucher amount: 1 E0.00 2 E0.00 Link Voucher Px HC3 contribution: E0.00 Total claim: E0.00

Submit Get Status Error Codes

Claim reference:

Title:

Forename:

Surname:

DOB:  (Age 75)

Previous surname:

Address line 1:

Address line 2:

Address line 3:

Address line 4:

Address line 5:

Postcode:

NHS number:

NI number:

Last eye exam date:

1st voucher type:  Complex  Prism  Tints

2nd voucher type:  Complex  Prism  Tints

	Sph	Cyl	Axis	D Prism	Add	N Prism
R	+2.00	-3.25	130		+2.50	
L	+2.00	-0.25	100		+2.50	

Optom title:

Optom forename:

Optom surname:

Optom signature date:

Optom list no:

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

Complete the voucher type information.

Last eye exam date:

1st voucher type:  Complex  Prism  Tints

2nd voucher type:  Complex  Prism  Tints

	Sph	Cyl	Axis	D Prism	Add	N Prism
R	+2.00	-3.25	130		+2.50	
L	+2.00	-0.25	100		+2.50	

Double click on the optom signature date.

Optom title:

Optom forename:

Optom surname:

Optom signature date:

Optom list no:

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

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

L  /

Optom title:

Exit the px claims page.

## Part 2: Spectacle Dispense

Complete the spectacle dispense or create a sale for spectacles.

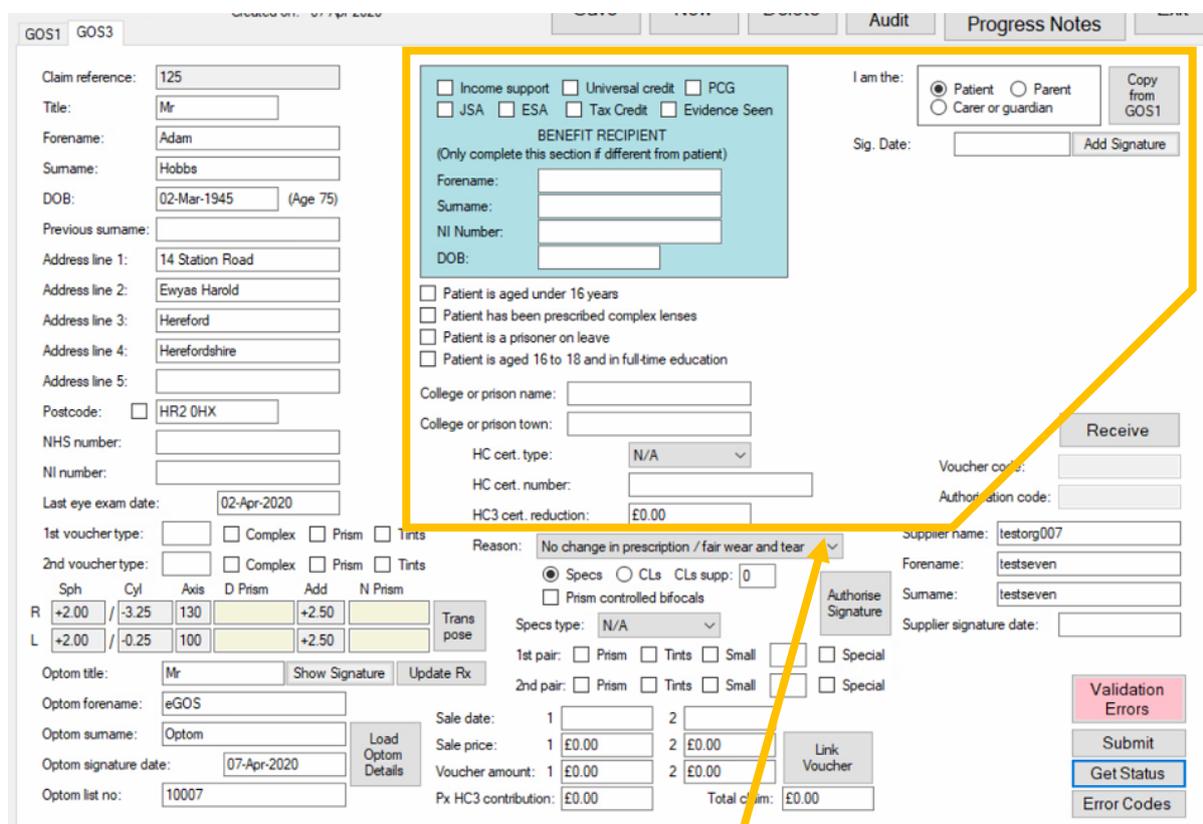
Once you have confirmed the dispense and clicked close the point of sale system will automatically open.

From here you can click on the 'Go to NHS Claims' button



This will open the patient claim module.

Click on the GOS 3 tab



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

Income support     Universal credit     PCG  
 JSA     ESA     Tax Credit     Evidence Seen  
**BENEFIT RECIPIENT**  
 (Only complete this section if different from patient)  
 Forename:   
 Surname:   
 NI Number:   
 DOB:

Patient is aged under 16 years  
 Patient has been prescribed complex lenses  
 Patient is a prisoner on leave  
 Patient is aged 16 to 18 and in full-time education  
 None of the above

College or prison name:   
 College or prison town:   
 HC cert. type:   
 HC3 cert. number:   
 HC3 cert. reduction:

Check the patients 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.

I am the:  Patient     Parent  
                    Carer or guardian   

Sig. Date:    



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.

        Prism controlled bifocals       

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

*If the form is being signed by a parent/carer/guardian select the correct bullet. This will open a space for their details. You can use the 'Copy from GOS1' button to copy the parent/carer/guardian details from the last GOS1 if applicable.*

Once the patient has signed you can now exit the form and complete the spectacle order information later at a more appropriate time or complete the spectacle order information now.

Complete the following section on the GOS3 claim.

Reason:  ←

Specs  CLs CLs supp:  ←

Prism controlled bifocals

Specs type:  ←

1st pair:  Prism  Tints  Small  Special ←

2nd pair:  Prism  Tints  Small  Special ←

The deferred payment now needs to be linked to the claim. To link the payment and insert sale value of the dispense click the 'Link Voucher' button.



This will open a pop up called 'Unlinked Sales'

Unlinked Sales

Sale 1

£39.10 / 27-Sep-2019 / 7578	<input type="checkbox"/>
-----------------------------	--------------------------

Sale 2

£39.10 / 27-Sep-2019 / 7578	<input type="checkbox"/>
-----------------------------	--------------------------

Voucher 1

	<input type="checkbox"/>
--	--------------------------

Voucher 2

	<input type="checkbox"/>
--	--------------------------

Link Cancel

Any available spectacle sales that can be linked 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'

Sale date:	1	07-Apr-2020	2	<input type="text"/>
Sale price:	1	£65.00	2	£0.00
Voucher amount:	1	£39.10	2	£0.00
Px HC3 contribution:		£0.00		
			Total claim:	£39.10

Link Voucher

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

Sale date:	1	<input type="text" value="07-Apr-2020"/>
Sale price:	1	<input type="text" value="£65.00"/>
Voucher amount:	1	<input type="text" value="£0.00"/>
Px HC3 contribution:		<input type="text" value="13.00"/>

*If the patient has a HC3 contribution, then the voucher amount will not be automatically populated. A message will appear to advise you of this and to request you manually add the correct voucher amount.*

HC3 Added



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

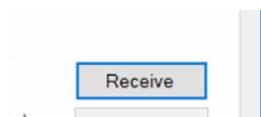
OK

### Part 3: Spectacle collection

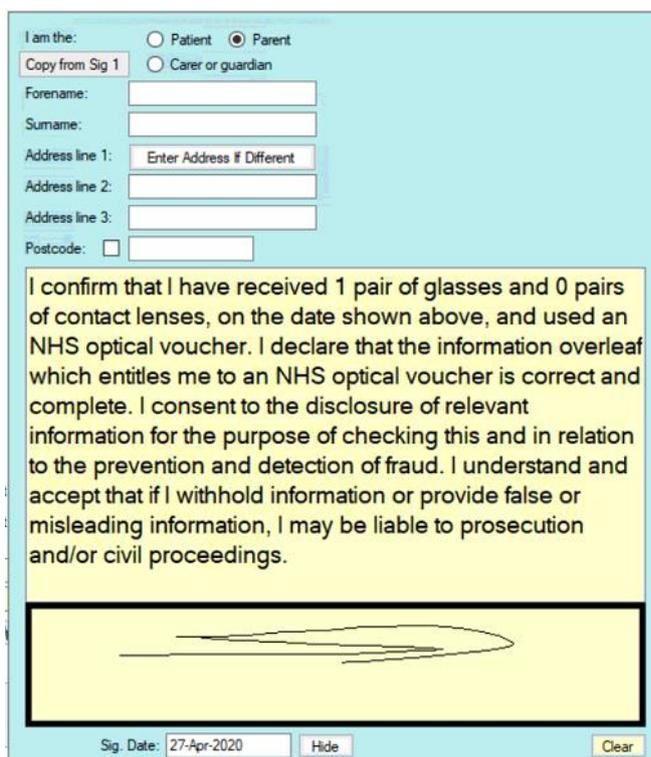
After you have completed the spectacle collection open the patient claim form.

Click on the GOS 3 tab

Click on the 'Receive' button



This will open a new window with space for a patient signature and enter today's date in the 'Sig. Date' box.

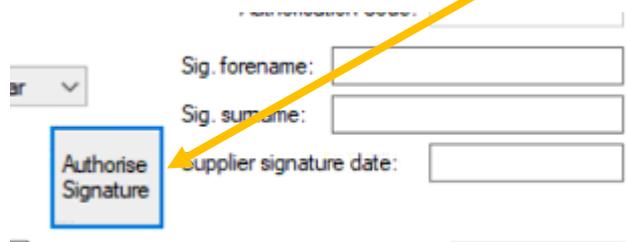
A screenshot of a form for patient signature. At the top, it asks 'I am the:' with radio buttons for 'Patient' (unselected) and 'Parent' (selected). Below this is a 'Copy from Sig 1' button and another radio button for 'Carer or guardian' (unselected). There are input fields for 'Forename:', 'Surname:', 'Address line 1:', 'Address line 2:', 'Address line 3:', and 'Postcode:'. The 'Address line 1:' field has a placeholder text 'Enter Address if Different'. Below the input fields is a large yellow box containing a confirmation statement: 'I confirm that I have received 1 pair of glasses and 0 pairs of contact lenses, on the date shown above, and used an NHS optical voucher. I declare that the information overleaf which entitles me to an NHS optical voucher is correct and complete. 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 understand and accept that if I withhold information or provide false or misleading information, I may be liable to prosecution and/or civil proceedings.' Below the text is a large black rectangular box for a signature. At the bottom, there is a 'Sig. Date:' field with the value '27-Apr-2020', a 'Hide' button, and a 'Clear' button.

Pass the tablet to the patient to sign within the black box, click save.

*If the form is being signed by a parent/carer/guardian select the correct bullet point. This will open a space for their details. You can use the 'Copy from Sig 1' button to copy the parent/carer/guardian details from initial GOS3 patient signature.*

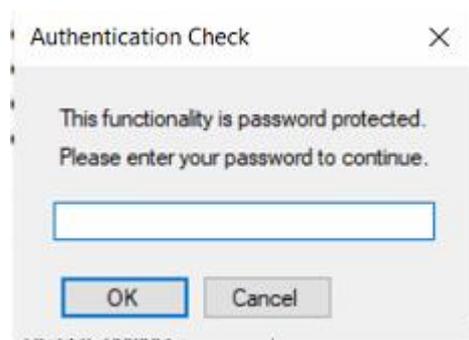
## Part 4: Supplier signature and submission

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



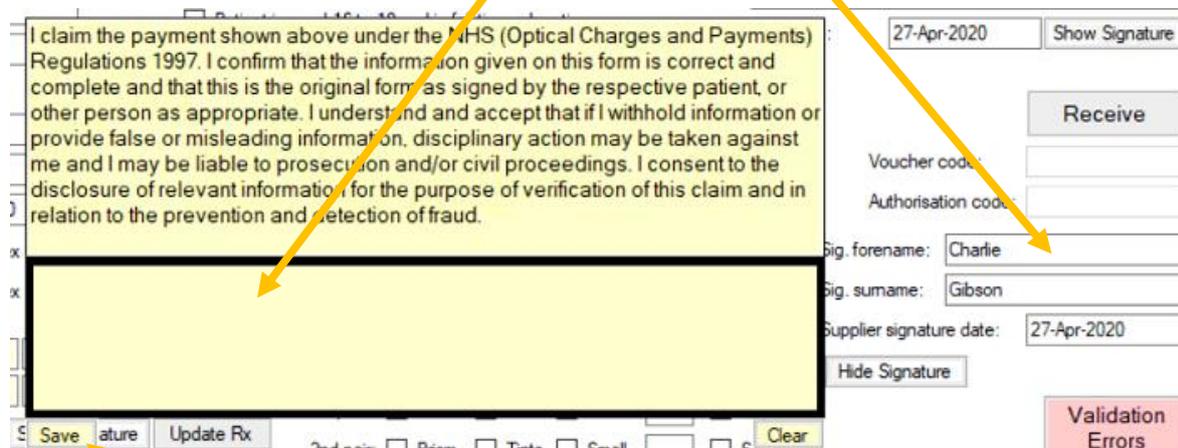
*The supplier name is stored in the maintenance of i-Clarity and will be submitted along with the signature information*

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



Enter your i-Clarity password and click OK.

Today's date will be automatically be entered in the 'Supplier signature date:' field. Your name will be automatically be 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.

Like in the GOS1 claim, If the validation errors button has disappeared the claim is now ready to be submitted by clicking on 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.

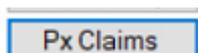
## Part 5: Checking Claim Status

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.

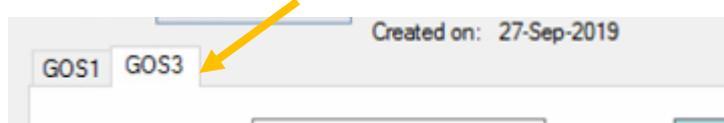
Open the patient record of the claim you would like to check the status of.

Click on the 'Px Claims' button.

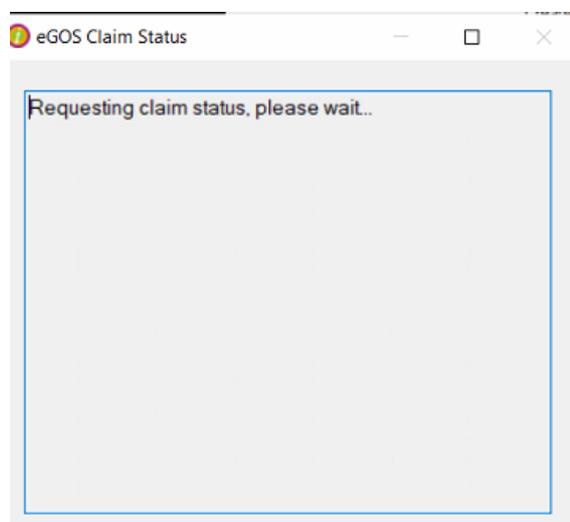


The patient claim will open.

Click on the GOS3 tab.

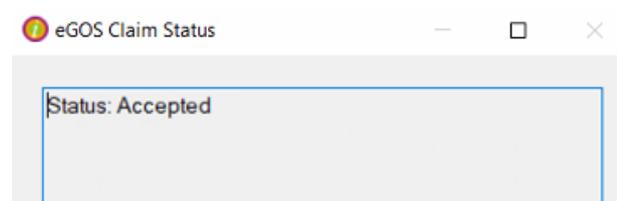


In the bottom right corner click on a button called 'Get Status'

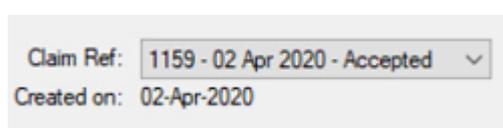
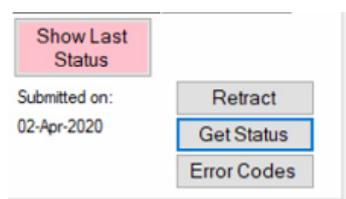


An eGOS Claim Status box will open, please wait while i-Clarity checks the PCSE website for the claim status.

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.



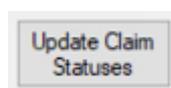
## Checking the status of multiple claims

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.

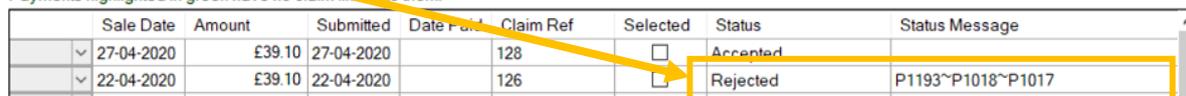
Use the scroll bar along the bottom of the grid of payments to scroll to the right and display the claim status.

Payments highlighted in green have no claim linked to them.

	Sale Date	Amount	Submitted	Date Paid	Claim Ref	Select	Status	Status Message
▼	06-04-2020	£39.10	06-04-2020		124	<input type="checkbox"/>	Accepted	
▼	06-04-2020	£95.40	06-04-2020		122	<input type="checkbox"/>	Accepted	
▼	06-04-2020	£67.50	06-04-2020		121	<input type="checkbox"/>	Accepted	
▼	06-04-2020	£39.10	06-04-2020		120	<input type="checkbox"/>	Accepted	
▼	03-04-2020	£14.60	03-04-2020		118	<input type="checkbox"/>	Accepted	
▼	03-04-2020	£208.60	03-04-2020		117	<input type="checkbox"/>	Accepted	
▼	03-04-2020	£39.10	03-04-2020		116	<input type="checkbox"/>	Accepted	
▼	03-04-2020	£59.30	03-04-2020		116	<input type="checkbox"/>	Accepted	
▼	03-04-2020	£39.10	03-04-2020		114	<input type="checkbox"/>	Accepted	

## Rejected Claims

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

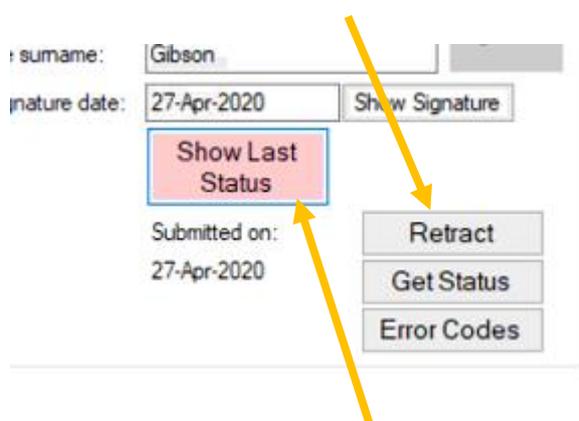


	Sale Date	Amount	Submitted	Date Paid	Claim Ref	Selected	Status	Status Message
	27-04-2020	£39.10	27-04-2020		128	<input type="checkbox"/>	Accepted	
	22-04-2020	£39.10	22-04-2020		126	<input type="checkbox"/>	Rejected	P1193~P1018~P1017

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'.



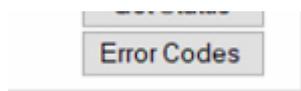
Surname: Gibson  
Signature date: 27-Apr-2020 Show Signature  
Submitted on: 27-Apr-2020  
Buttons: Show Last Status, Retract, Get Status, Error Codes

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'.*

Once 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:  Refresh

Search by text:

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. AN NAA - e.g. M1 1AA ANN NAA- e.g. M60 1NW AAN NAA- e.g. CR2 6XH AANN NAA- e.g. DN55 1PT ANA NAA- e.g. W1A 1HQ 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.

### Viewing Previous Claims

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 Type: GOS3

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

Claim Ref: 1159 - 02 Apr 2020 - Accepted

Created on: 02-Apr-2020

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