This describes a possible process for checking eGOS claim status and rejected claims.

Checking the status of an individual claim.

The status of a claim can be checked from an individuals claim module, however this is not a recommended process for daily checking of all the submitted claim statuses.

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

Click on the 'Px Claims' button.
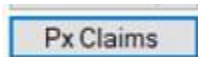
The patient claim will open.

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.
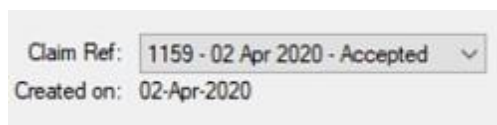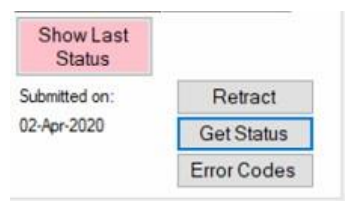
It is advised that you check the status of your submitted eGOS Claims daily so that any rejections can be dealt with as they occur.

Checking the status of multiple claims
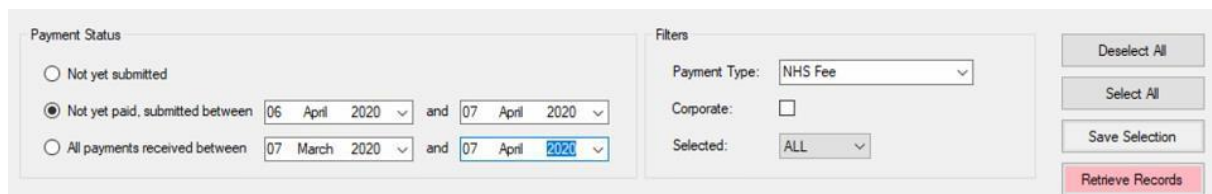
Open the deferred payments module.

Whilst on the status 'Not yet submitted' and the payment type 'NHS Payment' check there are no old unsubmitted claims. You should aim for the status 'Not yet submitted' to be clear of GOS1 claims at the end of every day.

Now check the claims that have been submitted that day for rejections. (This could either be done at the end of the day or it could be done the next day for yesterday's claims)

Select the payment status 'Not yet paid, submitted between…' and the payment type 'NHS Fee'.
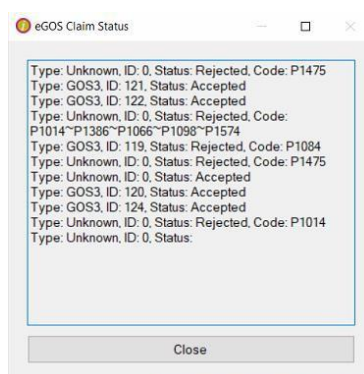
Either enter today date in both the to and from date fields (if you are checking claims submitted today) or yesterday's date (if you are checking the claims submitted yesterday).

Click Retrieve records.

At the bottom of the page click on the button, 'Update Claim Statuses'.
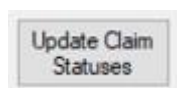
Please wait while i-Clarity checks the PCSE website for the claim status.

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.

Corporate		Sale Date	Amount	Submitted	Date Paid	Claim Ref	Selected	Status	Status Message
N/A	⌄	02-04-2020	£21.31	02-04-2020		1159	☑	Accepted	
N/A	⌄	02-04-2020	£21.31	02-04-2020		1160	☐	Accepted	
N/A	⌄	02-04-2020	£21.31	02-04-2020		1161	☑	Accepted	
N/A	⌄	03-04-2020	£21.31	03-04-2020		1162	☐	Accepted	
N/A	⌄	03-04-2020	£21.31	03-04-2020		1163	☐	Accepted	
N/A	⌄	03-04-2020	£21.31	03-04-2020		1164	☐	Accepted	
N/A	⌄	03-04-2020	£21.31	03-04-2020		1166	☐	Accepted	

Print
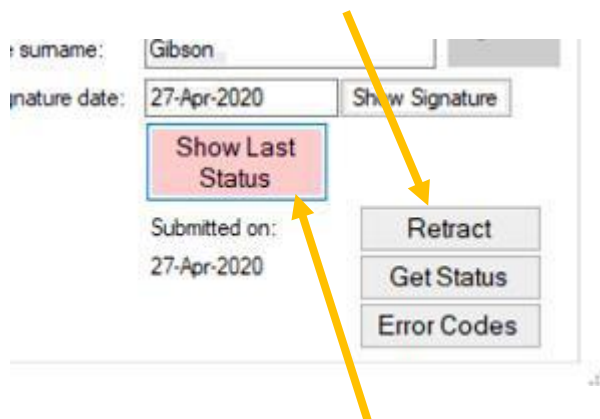
<u>Rejected Claims</u>

Rejected claims will also display a status message with the PCSE rejected reason code.

Double click on the patient name to open the rejected patient claim.

On the claim click the 'retract button'.
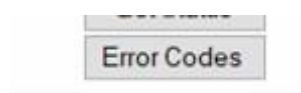
This will allow you to edit the claim information.

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'.

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

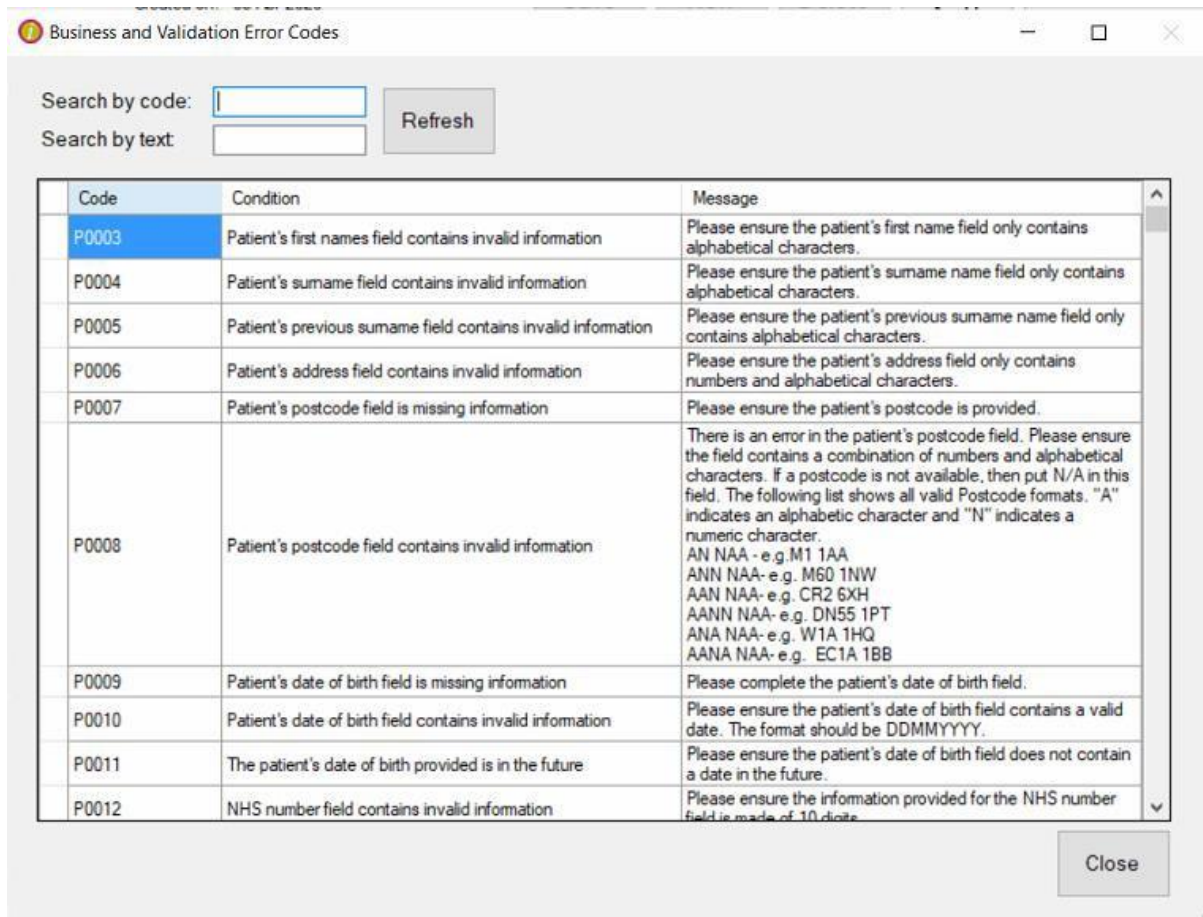| Code	Condition	Message
P0003	Patient's first names field contains invalid information	Please ensure the patient's first name field only contains alphabetical characters.
P0004	Patient's surname field contains invalid information	Please ensure the patient's surname name field only contains alphabetical 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.

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.

Once you are aware of the reason for the rejection you can close the business and validation error codes box.

Make the necessary changes to the claim or refer the rejected claim to the optometrist for correction.

Once you have made the correction, click the submit button on the claim. You can either then wait and check the status from the patients claim (this may take a few moments) or you can return to the deferred payments module and check the status with any other resubmitted claims.

Repeat the above process for the GOS3 and GOS4 payment types.