

BSO OPHTHALMIC SERVICES NEWSLETTER

July 2013

AN INNOVATIVE APPROACH TO OPHTHALMIC CLAIMS PROCESSING



The electronic **Ophthalmic Claims and Reporting System** (OCS) website from Business Services Organisation is an innovative approach to processing ophthalmic claim payments. It is designed to make it easier for optometrists to manage General Ophthalmic Services (GOS) claims.

BSO provides ophthalmic payment processing services for over 260 practices in Northern Ireland, processing over 700,000 GOS forms per annum.

We are in the process of modernising ophthalmic payments with the launch of an innovative web-based solution which is **free for practices**, essentially a practice needs only an

Internet connection and web browser to connect.

The current paper-based claim process is both labour intensive and protracted due to a large percentage of claims requiring rework. This results in potential delays in payment to optometrists as well as increased administration and costs.

The new system provides a modern solution for optometrists. It is a secure web based system that enables optometrists to submit claim forms electronically, thereby speeding up the payment process.

Claims can be tracked during their life cycle and OCS will provide regular reports. It is an easy system to implement and can be rapidly deployed to support better management information.

BENEFITS OF ELECTRONIC CLAIMS AND REPORTING

The easy-to-use, secure website delivers a wide range of business benefits to optometrists:

- Real time claim processing
- Errors are automatically highlighted and can be rectified immediately
- Reduction in postage for claim forms
- Improved cash flow through faster payments
- Electronic monthly payments reporting
- Ability to view monthly payments on line
- Increased security of data
- View drug alerts/urgent HSC communications in real time
- Look-up facility for patients' Health & Care Numbers
- OCS also provides the potential for secure two-way communications (including, potentially eReferral)

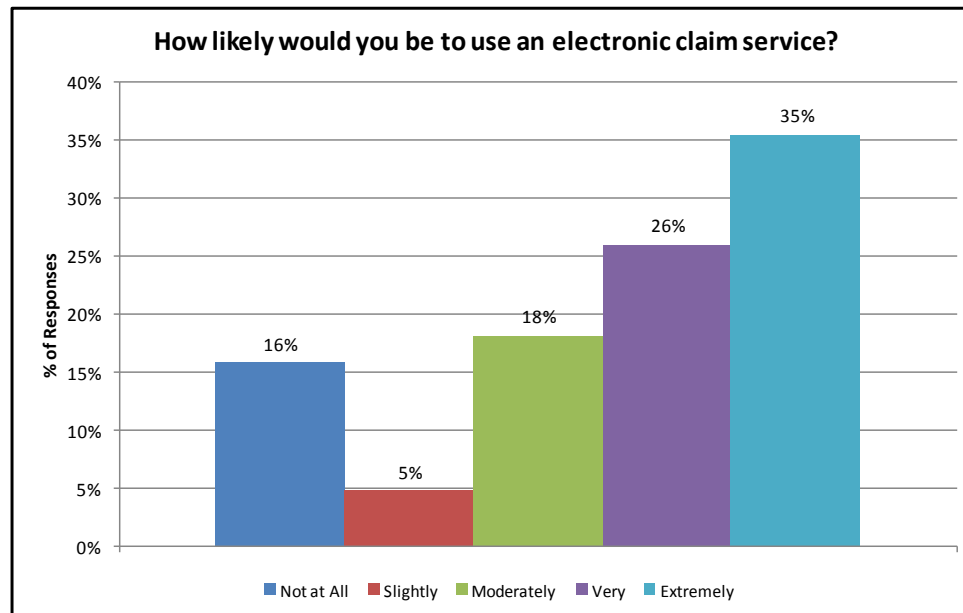


If you would like to register your interest in the OCS website, please contact:

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SURVEY OF OPTOMETRISTS SHOWS HIGH DEMAND FOR ELECTRONIC CLAIMS



In December 2012, BSO issued all optometry practices in Northern Ireland with a survey. The objective of the survey was to assess the feasibility of an electronic claim system and the level of interest in it among optometrists. 164 practices completed the questionnaire (approximately 62% of total NI practices).

Below is a snapshot of the results of the survey

- 93% of respondents have a computer in their practice
- 79% of respondents have Internet access in-practice
- 55% of respondents prefer receiving information from BSO and HSCB by post whilst 39% prefer using the BSO website
- In response to the question “How likely would you be to use an electronic claim service?”, 16% answered “Not at all”, 5% “Slightly”, 18% “Moderately”, 26% “Very” and 35% “Extremely”

The results of the survey indicated a high level of support among optometrists for BSO to provide an electronic claim and reporting service.

HEALTH AND CARE NUMBER

Soon all patients will be required to provide their Health and Care Number (HCN) when they are accessing General Ophthalmic Services (GOS). The new electronic system has been built with this in mind.

1. What is the HCN?

The HCN is a unique identifier for every patient registered to a General Medical Practitioner in Northern Ireland. It is a unique ten digit number and can be found at the top of all medical cards issued in Northern Ireland.

2. Why is the HCN an essential requirement?

The HCN is required for the purposes of ensuring that all patients accessing GOS in Northern Ireland are eligible to do so. Every patient must produce their HCN prior to accessing GOS. When HCN becomes mandatory, no claims without this number will be paid.

3. How does the new OCS website affect the requirement?

The new system will provide a real time solution that will enable practitioners to “look-up” the HCN for a patient. The look-up facility will check the name and date of birth given to you by the patient and will find their HCN. It is the responsibility of the practice to obtain the HCN and the new website will be the only mechanism offered by BSO to support this.

PROJECT UPDATE

1. User Acceptance Testing to be completed and signed off in July 2013
2. Aim to conduct a pilot programme for 10 practices in July/August 2013