

**Ophthalmic Services****General Ophthalmic Services Memorandum**

13 March 2014

**To all Optometrists and  
Ophthalmic Medical Practitioners  
providing General Ophthalmic Services**

**Dear Practitioner**

**Revised guidance on making Ophthalmic Claims**

Claims should be received in the Ophthalmic payments department by 12pm on the 10<sup>th</sup> of each month. Payments will be made, by BACS, on the last banking day of the month.

All claims must be submitted with the correct batch header. These can be obtained from the BSO.

In the interests of security and information governance, forms should be posted by recorded/special delivery or be delivered by hand to the Business Services Organisation, 2 Franklin Street, Belfast, BT2 8DQ. If delivering forms by hand please ensure that you sign the receipts book in reception.

Please do not attach anything to the forms, i.e. staples, paper clips, etc, as this will delay their processing.

Additional material relevant to claims should be included in an envelope with the patients name and date of birth written on the envelope.

More detailed information on completing forms is attached to this memorandum.

Whether completing forms by hand or using computerised printing the following rules need to be adhered to;

- Forms must be completed in **block capitals** using **black ink**.
- All information on the forms must be kept within the white boxes - our scanners will reject claims where marks are made outside the boxes. Unfortunately this could lead to a delay in payment and in certain circumstances the form may need to be returned to the practice for amendment.

Claims with obvious omissions (such as signatures or dates of birth) will be returned. During processing, more claims may be rejected. This could be due to a variety of reasons, but will relate to the rules built into the payment system, which reflect the regulations for the delivery of General Ophthalmic Services (GOS). In such cases you will have a note sent to you detailing the incorrect information on the form and explaining what needs to be amended in order for the claim to be re-processed.

The in-built automatic business rules are detailed under separate cover for each claim form.