

OCS Claim Form Status List (V1.2)

Claim accepted for payment - no further practice action required		
Please note if a claim is submitted in error and accepted for payment, the user should ring the BSO Ophthalmic Payments staff to request the return of the claim before the monthly payment close deadline. Once the claim has been returned, the user can then delete the claim.		
Valid	Accept Claim	Allow Duplicate

Awaiting practice action		
Please either: 1. Amend / complete claim and resubmit for payment; OR 2. If reason for rejection / return is accepted, user should Delete claim		
Not Completed	Return Claim	Reject Claim
Return Duplicate		Reject Duplicate

Awaiting BSO action		
No action required from user until status changes		
Sent For Payment	Captured	Escalate Claim
Exception	Possible Duplicate	Pending Requests

No further action possible as practice has deleted claim	Deleted
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Status of Pre-Approval and Domiciliary Notification requests	
Name	Description
Pending	Request pending, await outcome from BSO.
Approved	Request approved, complete claim and submit for payment when ready.
Rejected	Request rejected, consult email to see reason for rejection. May be amended and resubmitted for approval if required.
Note - Please ensure you have the correct email address registered under the My Profile page to ensure you receive email notifications related to your requests.	