

The Business Services Organisation has a strong commitment to use modern business processes and information technology to lower operation costs and improve quality and customer service.

As part of ongoing service modernisation the Business Services Organisation will be introducing an electronic scanning system and a computerised validation system for General Ophthalmic Services claims. This system has been developed in partnership with Hewlett Packard.

The primary objective of the Ophthalmic Payments department is to pay claims quickly, accurately and in line with current financial/audit recommendations. This new system will enable the Ophthalmic Payments department to process claims quickly, accurately and without the need for excessive manual intervention.

A key development of the new payment system is that the Business Services Organisation will now hold electronic images of all claim forms. This will greatly improve traceability for both contractors and Health & Social Care staff.

To facilitate the introduction of the new payment system, the Business Services Organisation requests that all contractors commence using the new Ophthalmic claims forms from the 17th of August 2009.

Guidance on making Ophthalmic claims.

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

Included with this memorandum is a new batch header sheet for submission along with claim forms. This sheet contains a unique barcode that is specific to each individual practice premises code. We

have included an initial supply of 50 header sheets. Further supplies of this header sheet can be obtained by contacting the Ophthalmic payments department on any of the numbers detailed below.

In the interests of security 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.

After the claims have been processed, the funds due to you will be transferred to your bank account via the BACS system. You will be sent a payment schedule giving details of your payment. We may also include details of future closedown dates, such as Christmas or public holidays which may impact on the closing submission date.

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 new 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.