



## LOC HOT BRIEF

Confidential to all Optical Practitioners • March 2019 • Issue 81

### Private & Confidential to Optical Contractors, Performers and Dispensing Opticians

*Hot Briefs contain guidance and advice from the Optical Confederation and LOCSU on important issues relevant to all ophthalmic contractors, performers and dispensing opticians, which we would like LOCs to be aware of or to take action on and to disseminate to all contractors, performers and dispensing opticians in their area as soon as possible.*

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### Transfer of services from ACE in Clacton to PCSE

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#### March:

- Essex
- York
- Rotherham/Barnsley
- Sheffield
- Doncaster
- Somerset

#### April

- Herts
- Beds/Luton

### Contacting PCSE for your primary care support services

As part of Primary Care Support England's (PCSE) commitment to providing national, consistent services for primary care, they are planning to transfer the Ophthalmic Payments service currently delivered by ACE in Clacton to PCSE's site in Leeds from March.

They will transfer the service for contractors in the areas listed below in March and April:

**March:** Essex, York, Rotherham/Barnsley, Sheffield, Doncaster, Somerset.

**April:** Bedfordshire/Luton, Hertfordshire.

They will be writing out to all contractors in these areas with this update. It is important to note that contractors will not be required to do anything differently, but they will be reminded:

1. **ALL** contact with the ACE office should be directed to PCSE's Customer Support Centre and via the online forms on the [PCSE website](#) (see further details below).
2. To submit two identical batch headers with all GOS 1 submissions. One batch header will be returned along with any rejected GOS 1 claims to help contractors reconcile their payments.
3. To continue to send GOS claims to PCSE's secure mail processing centre in Darlington as usual.

There is no change to the claim form submission dates or payment dates.

### **Contacting PCSE**

Contractors wishing to raise a query should use the Ophthalmic Payments online form that is available on the '[Contact Us](#)' page of the PCSE website.

They can also contact PCSE's Customer Support Centre (CSC) on **0333 014 2884**. The opening hours for the CSC are 08.00-17.00, Monday-Friday.

Online form and telephone contacts are each allocated a case reference number, so PCSE can track and keep contractors updated on the progress of their query and they can follow-up if required.

As these contact arrangements have already been in place for a year, since February 2018, PCSE do not expect contractors should need to do anything differently.

Any postal correspondence, including GOS claim forms, should be sent to their secure mail processing centre at:

- **Primary Care Support England, PO Box 350, Darlington, DL1 9QN**

Contractors wishing to **courier** documents should note there is a separate address for courier firms to use:

- **Capita Intelligent Communications, Building 17: Units 2 & 6, Lingfield Point, McMullen Road, DARLINGTON, DL1 1RW**

### **Please do not post any mail to the Clacton office.**

Contractors in Somerset have already been notified that GOS 1 submissions are now being batch processed, rather than individually input. Processing GOS 1 claims in this way is now standardised across the rest of England and PCSE are bringing the Somerset region in-line with all other contractors.