



LOCSU

LOC HOT BRIEF

Confidential to all Optical Practitioners • December 2018 • Issue 78

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.

PCSE December 2018 Bulletin

Please find attached the [latest bulletin](#) which PCSE will be sending out to ophthalmic contractors shortly. In this edition of the bulletin you will find information in relation to the following;

- Round-up of ophthalmic payment service changes and improvements in 2018
- Looking forward to 2019: Latest on service transformation
- Christmas and New Year CitySprint supplies deliveries
- Customer Support Centre (CSC) opening hours and GOS claim submission over Christmas
- Online Enquiry form offers quickest response times to your queries
- CET claims 2018
- National Optical Conference
- National Engagement Team restructure

If you'd like a member of the ophthalmic engagement team to attend an event or meeting you are planning, please contact them at pcse.optomengagement@nhs.net

Some key points taken from the attached Bulletin are the payment service changes and improvements, CET claims 2018 and how to contact PCSE can be found below.

Round up of PCSE's Ophthalmic Payment service changes and improvements in 2018

As we approach the end of 2018, PCSE wanted to take the opportunity to look back at the improvements made in their Ophthalmic Payments service over the past year and look forward to plans for 2019.

They acknowledge the challenges faced earlier in the year and the difficulties these created for some colleagues across the sector. As a result, they have listened to your feedback, and implemented new processes to ensure they deliver a better service for their customers.

Some of the improvements and changes they have made include:

- New online submission process for CET claims - this was well received with good uptake and positive feedback
- New online enquiry form offering the quickest response time to queries
- Raising awareness of how to avoid rejected GOS claims resulting in a reduction in the number of returned GOS forms
- Adjusted processes to smooth the peaks in the payment cycle across the service
- Improvements in the training to our Customer Support Centre (CSC) agents to ensure they can respond to your queries efficiently – currently, around 79% of all calls are resolved at first contact
- Building better relationships with suppliers to monitor progress when stocks are low or unavailable, so they can keep customers updated on stock availability.
- Significant improvements made to process ophthalmic applications to join the National Performers List within the agreed timescales where full and accurate information was provided. They have also seen improvements in the time taken to process performer change requests.

PCSE hope you agree improvements have been seen right across the service, from processing payments, issuing statements, returning rejected claims, to responding to queries on time. They are looking to further enhance what they do through their transformation programme in 2019.

CET Claims 2018

The 2018 window for submitting CET claims closed at midnight on 1 November and all forms that were correctly completed have now been processed for payment.

Claims that did not include all the correct information were returned with a request for them to be re-submitted with the relevant details. They are currently working through these re-submitted claims. If you have a query about a CET claim you can contact PCSE via their [online enquiry form](#). Select the *Ophthalmic Payments* option and then choose the *CET Grant Claims* query type. Please complete the mandatory details including your case reference number and the date of when your claim was submitted. You can also view CET FAQs [here](#).

Contacting PCSE

Whilst the engagement team are here to attend events, please continue to contact PCSE with queries by either:

- Calling the PCSE Customer Support Centre on 0333 014 2884 (open from 8:00- 17:00, Monday to Friday), or
- [Clicking here](#) to send us an enquiry via our online form.

Your query can then be properly logged, tracked and get to the right team as quickly as possible.

If you need to follow up on a query, please quote the case reference number to help them quickly identify it.

You can also try their online help for answers to the most [frequently asked questions](#) from their customers.

Reminder: Over the Christmas period the contact centre will be open as usual with the exception of **Tuesday 25** and **Wednesday 26 December 2018** and **Tuesday 1 January 2018**, when they are closed for the bank holidays.