

Welcome to PCSE September 2019 Bulletin

NEW ONLINE OPHTHALMIC SERVICES ARE COMING SOON

Dear Colleague,

Welcome to this Special Edition of the PCSE Ophthalmic Bulletin, which is covering the forthcoming release of the new online services for the Ophthalmic community. The new online services are just weeks away now, so in this bulletin we will help you understand what you need to do in order to prepare for its launch.

Transformation – Online Ophthalmic Performers List

Launching 30th September, the new, easy-to-use online services for Performers List administration and applications will be web-based, and accessible via PCSE Online, and available for users 24hrs a day. These new online Performers List services will:

- Enable Ophthalmic Performers to submit and track changes to their details on the Performers List, such as a change of address or name (NPL2 & NPL3).
- Provide Optometrists with the ability to apply for the Performers List electronically (NPL1).

Transformation – Online Ophthalmic Payments

Launching 28th October, the new, easy-to-use online services for Ophthalmic Payments, just like the Performers List services, will also be web-based and accessible via PCSE Online, 24hrs a day. If using Practice Management Software or if you are part of a large chain, then more information on the new online payments service will be provided over the coming weeks. The new online Payments services will:

- Provide the facility to submit GOS claims with immediate feedback on the accuracy of the information provided.
- Allow users to track the status of claims and view statements.

What you need to do

All users will need to be registered on PCSE Online in order to access the new services.

PCSE will be sending out letters to the contract holders by courier over the next few days, so keep an eye out for these. However, Specsavers, Boots-owned stores, Vision Express, Scrivens, Asda stores, and Optical Express will receive the relevant information either from their respective head offices, or via PCSE directly.

They contain a unique access code that is required to set up your User Administrators. These User Administrators will then be able to set up all other user types, including selecting the Performers that relate to each store. **Please ensure you register your User Administrators by 30th September**, so that Performers can access the system.

Accompanying the letter will be a leaflet defining the responsibilities of the PCSE Online User Administrator, as well as highlighting their new capabilities on the new service so you understand their role. The letter will guide Contract Holders on how to confirm the User Administrators for their practice. It will also feature a unique access code that the Contract Holder will need to use in order to confirm their User.

The User Administrator is responsible for assigning Practice staff, known as Portal Users, access to PCSE Online. You can have up to four PCSE Online User Administrators for your practice to ensure that administrator tasks can be covered during staff absence. Once the Portal Users have been allocated, each will receive an email confirming their new role and access.

Additional information concerning users of the new online Ophthalmic Payments service will be issued closer to the launch date.

What is PCSE Online?

PCSE Online is a web-based solution for securely submitting GOS claims and Performers List change notifications and Performers List applications. Users can access the service via the PCSE website with a unique login ID and password. Some users may already have access to PCSE Online for ordering supplies. If that is the case, and they will be assigned as Portal Users for the Ophthalmic Performers List and/or Ophthalmic Payments, those users will still need to follow the User Registration guidance to gain access to those new services.

Early Adopters

Primary Care Support England (PCSE) has been working with a number of Early Adopters across England, providing them with access to the new online Payments Services ahead of launch. They have been able to test the new system, using different hardware and on various Internet browsers to ensure the services are robust and reliable. The feedback from the Early Adopters is helping us to shape the supporting materials for national rollout. And demonstrates how committed we are in ensuring the services are ready.

From **30th September 2019**, all new Ophthalmic applications to join the Performers List or any change notifications should be made via PCSE Online.

PCSE Online Queries

More information will be available over the coming weeks. But if you have any queries about the new online processes, please visit the PCSE website or contact our Customer Support Centre on 0333 014 2884. To find out more information about the new online services please visit the **What's Changing** section of the PCSE website.

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

Best wishes,

Primary Care Support England (PCSE)