

ELECTRONIC LINKS OF GOS1 (NHS SIGHT TESTS) and GOS6 (MOBILE NHS SIGHT TESTS)

FREQUENTLY ASKED QUESTIONS FOR NEW SITES

1. WHAT ARE THE START UP REQUIREMENTS?

PCOs must provide Health & Social Care Information Centre with the local payment code and uniform list number of the relevant store by raising a support log in the usual manner. The code and ULN should be collected on an 'Agreement to Link form', available to download from the Electronic Links on-line Help screen. It is recommended that PCOs and stores meet before going live to discuss and agree the process and sign the Agreement to Link form, but first check that the store is running practice software which supports links. Specsavers, Ocuco-Relcon (for Vision Express and Healthcall), Optix & Opticabase have practice systems accredited for electronic submission.

2. WHEN CAN I START?

At any time during an open payment cycle.

3. CAN I MIX LINKED WITH TRADITIONAL MANUALLY INPUT CLAIMS?

Yes, this will be for local agreement between the PCO and store depending upon the success or otherwise of the initial electronic submissions.

4. SHOULD I SWITCH ON AUTOMATIC PROCESSING IMMEDIATELY?

No. It is recommended that manual approval of individual claims be undertaken for approximately two weeks to help stores and PCOs identify and correct potential issues, some of which are outlined below.

5. WHERE CAN I FIND THE USER GUIDE?

There is a dedicated web site at:

<https://nww.openexeter.nhs.uk/nhsia/opthelp/Ophthalmics/eng/indexElectronic.html>

Here you can find a specific electronic links user guide and other relevant information.

6. I CANNOT SEE DATE OF LAST SIGHT TEST OR SUPPLEMENTARY LIST NO. ON A CLAIM THAT HAS PASSED VALIDATION BY EXETER?

Although this is preprinted on many forms, this data is not mandatory and may not be submitted to the payments system. However, the payment system will check the date of the claim against the actual date of a previous claim recorded in the system, comparing these with the acceptable frequency for a sight test set out in the Memorandum of Understanding between the Department of Health and the Profession. The system will reject a claim which transgresses the Memorandum of Understanding unless a clinical reason code has been supplied.

7. CAN I SEE WHICH CLAIMS HAVE BEEN REJECTED DURING VALIDATION?

No. The store will receive an error message highlighting the reason for the rejection but there is no facility within the payments system for this to be viewed.

8. CAN STORES SUBMIT CLAIMS IN UPPER AND/OR LOWER CASE?

Any format is acceptable, however it is recommended that stores enter data in upper case. This makes sorting by patient name more effective and audit letters better presented.

9. WILL THE SYSTEM ACCEPT EARLY RETESTS WITHOUT AN APPROPRIATE CODE?

It may, but not if a previous claim exists in the system with a date which transgresses the Memorandum of Understanding between the Department of Health and the Profession.

10. WHAT HAPPENS TO CLAIMS WHEN MULTIPLE REASONS FOR ENTITLEMENT TO AN NHS SIGHT TEST HAS BEEN ENTERED?

Although not required, many stores also enter the reason for entitlement to a GOS 3 on the GOS1 claim. Both reasons will need to pass validation although only one will appear in the "REASON" field. The system will reject income support for patients over 60 and stores should be reminded of the need to enter pension credit for these claims.

11. SHOULD STORES ENTER GP/HOSPITAL DETAILS FOR PATIENTS WITH DIABETES/GLAUCOMA?

Yes, this information is pulled through into the payments system it is also subject to validation and relevant claims will be rejected without this information. For the GP/Hospital details (and also for school/college details for students) a supplementary address is required, e.g., Town, District etc.

12. IS THERE INCONSISTENCY IN THE TREATMENT OF EVIDENCE NOT SEEN?

The Specsavers computer system has a field for "Evidence Seen". This has a default setting of YES. Specsavers stores must be reminded to change that default when the Evidence Not Seen roundel is ticked on the form.

13. THE UNIFORM LIST NUMBER IS WRONG, WHAT SHOULD I DO?

You can't change a Practitioner's Uniform List Number in the system because this can only be done by the Ophthalmic Payment team at NHSCFH. Raise a support log via the normal National Support desk, 01392 251289.

You will be required to provide the full current Uniform List Number and name of the Practitioner involved and the full Uniform List Number that you wish it to be.

14. WHAT VALIDATION CHECKS ARE AUTOMATICALLY COMPLETED ON AN ELECTRONICALLY SUBMITTED GOS CLAIM?

a. General checks applied to all GOS claim types:-

Rejection Code	Description	Condition
1	Record Status is invalid	The record status field has not been set as REQUESTED
2	Version is missing or is invalid	The version field is missing or is an invalid value
3	Currency is missing or is invalid	The currency field is missing or is an invalid value
4	Record type is missing or is invalid	The record type field is missing or is an invalid value
5	Date of file creation is missing or is invalid	The date of file creation field is missing or is an invalid date or is in the future
6	Time of file creation is missing or is invalid	The time of file creation field is missing or is an invalid time
7	Responsible organisation is missing or is unknown	The responsible organisation code field is missing or is unknown to the central ophthalmic payments system
8	Batch reference or record reference number are too big	The submitting organisation batch reference or record reference number are too big
9	Invalid Title	The patient's title field is an invalid value
10	Surname is missing	The patient's surname field is missing or is an invalid value
11	Forenames is missing	The patient's forenames field is missing or is an invalid value
12	Address line is missing	The patient's address detail is missing or is an invalid value
13	Postcode is missing	The patient's postcode field is missing or is an invalid value
14	Patient's date of birth is missing, is invalid or is in the future	The patient's date of birth field is missing, is an invalid date or is a date in the future
15	Date of last sight test, prescription is an invalid value or before patient's date of birth	The date of the last sight test or prescription field is an invalid value
16	NHS reason is missing or is invalid	The patient's NHS reason field is missing or contains an invalid value
17	Evidence not seen is missing	The evidence not seen field is missing
18	Who signed is missing or is invalid	The who signed field is missing or is an invalid value
19	Payment account code is missing or is invalid	The payment account code is missing or is an invalid value
20	Local practitioner code is	The local practitioner code field is missing or is an unknown value to

	missing or is invalid	the central ophthalmic payments system
21	Practitioner's uniform list number is missing, is unknown to the central ophthalmic payments system or is an invalid format	The practitioner's uniform list number field is missing, is not registered on the practitioner list within the specified responsible organisation or is an invalid format
22	Date of claim is missing, is invalid or is in the future	The date of claim field is missing, is invalid, is a date before the service date or is a date in the future
23	Record end is missing or is invalid	The record end field is missing or not set to REND
24	Practitioner is no longer active on the responsible NHS organisations practitioner list and the date of the GOS service is after their date off list	The practitioner identified by the practitioner list number is no longer active on the responsible NHS organisation practitioner list and the date of the GOS service is after their date off list
25	Practitioner is yet to be activated onto the responsible NHS organisations practitioner list and the date of the GOS service is before their date on list	The practitioner identified by the practitioner list number is yet to be activated on the responsible NHS organisation practitioner list and the date of the GOS service is before their date on list
26	Patient reason is Over 60 and the patient was not 60 or over when the GOS service was performed	The NHS patient reason field has been set to Over 60 and the patient was not 60 or over when the GOS service was performed by the practitioner
27	Patient reason is Under 16 and the patient was not under 16 when the GOS service was performed	The NHS patient reason field has been set to Under 16 and the patient was not under 16 when the GOS service was performed by the practitioner
28	Patient reason is HC2 and the certificate number has not been supplied when the evidence not seen field is set to No	The NHS patient reason field has been set to HC2 and the certificate number field has not been supplied when the evidence not seen field has been set to No
29	Patient reason is HC3 and the certificate number has not been supplied when the evidence not seen field is set to No	The NHS patient reason field has been set to HC3 and the certificate number field has not been supplied when the evidence not seen field has been set to No
30	Patient reason is Student and the patient was not aged between 16 and 18 when the GOS service was performed	The NHS patient reason field has been set to Student and the patient was not aged 16, 17 or 18 when the GOS service was performed by the practitioner
31	GOS service date is before 1 st April 1995, no known payment fee	No GOS fees are available within the central ophthalmic payments system for any GOS claims where the service date is before 1 st April 1995

32	Supplementary Name is missing	The supplementary name field should contain a value when the NHS reason has been set to student, diabetic, glaucoma, glaucoma risk, blind or prisoner on leave See section GOS Claim Notes for further information on the supplementary name
33	Supplementary Town is missing	The supplementary town field should contain a value when the NHS reason has been set to student, diabetic, glaucoma or glaucoma risk See section GOS Claim Notes for further information on the supplementary town
34	Date of GOS service is before patient's date of birth	The GOS service date is before the patient's date of birth
35	Beneficiary's date of birth is invalid or is in the future	The beneficiary's date of birth is an invalid date or is in the future
36	Possible Duplicate claim	This is a possible duplicate claim. See Appendix C for GOS Sight Test Intervals
37	NHS Number to large	The patient's NHS Number is too large
38	NI Number to large	The patient's NI Number is too large
39	Beneficiary NHS Number to large	The beneficiary's NHS Number is too large
40	Beneficiary NI Number to large	The beneficiary's NI Number is too large
41	NHS Sight Test fee to large	Sight Test fee is too large or is a negative number
42	National Code to large	National Code is too large
43	NHS Domiciliary fee to large	Domiciliary fee is too large or is a negative number
44	Total GOS Claim value to large	Total claim value is too large or is a negative number
45	Beneficiary name to large	The beneficiary's name is too large
46	Patient reason is Income Support and patient not aged between 16 and the National Retirement age when the GOS service was performed	The NHS patient reason field has been set to Income Support and the patient was not aged between 16 and National Retirement age when the GOS service was performed by the practitioner. Refer to Appendix E for further information on benefit age regulations
47	Patient reason is Pension Credit and patient not reached the State Pension age when the GOS service was performed	The NHS patient reason field has been set to Pension Credit and the patient had not reached the State Pension age when the GOS service was performed by the practitioner. Refer to Appendix E for further

		information on benefit age regulations
48	Patient reason is Tax Credit and patient not aged 16 or over when the GOS service was performed	The NHS patient reason field has been set to Tax Credit and the patient was not 16 or over when the GOS service was performed by the practitioner
49	Patient reason is Job Seekers Allowance and patient is not aged between 16 and the National Retirement age when the GOS service was performed	The NHS patient reason field has been set to JSA and the patient was not aged between 16 and the National Retirement age when the GOS service was performed by the practitioner. Refer to Appendix E for further information on benefit age regulations
50	Patient reason is 40+ & glaucoma relative and patient age was not over 40 when the GOS service was performed	The NHS patient reason field has been set to 40+ & glaucoma relative and the patient was not aged over 40 when the GOS service was performed by the practitioner
51	A previously accepted GOS claim record has now been manually rejected	An accepted claim has been deleted from the central ophthalmic payments system by the responsible paying organisation and will not be paid. No rejection text will be available under this rejection code, but the reason is usually concerning an incomplete paper GOS form
52	Any other reason for rejection	There is some other reason why this claim has been rejected
53	Patient reason is Prisoner on Leave from Prison and patient not aged 16 or over when the GOS service was performed	The NHS patient reason field has been set to Prisoner on Leave from Prison and the patient was not aged 16 or over when the GOS service was performed by the practitioner
54	Patient reason is Employment and Support Allowance (ESA) and patient not aged between 16 and the National Retirement age when the GOS service was performed	The NHS patient reason field has been set to Employment and Support Allowance (ESA) and the patient was not aged between 16 and National Retirement age when the GOS service was performed by the practitioner. Refer to Appendix E for further information on benefit age regulations
55	Duplicate claim(s) have been found within the same submission	Duplicate claim(s) have been found within the same submission

b. GOS 1 checks:-

Rejection Code	Description	Condition
1000	Incorrect number of elements found within the GOS 1 claim record	The number of elements found within the GOS 1 claim record does not match the expected number for the specified version
1001	Date of sight test is missing, is invalid or is in the future	The date of sight test field is missing, is an invalid date, is at most 6 months ago or is in the future
1002	Referred to GP is invalid	The referred to GP field is not set to Yes or No
1003	No prescription is invalid	The no prescription field is not set to Yes or No
1004	Unchanged prescription is invalid	The unchanged prescription field is not set to Yes or No
1005	No change is invalid	The no change field is not set to Yes or No
1006	New prescription issued is invalid	The new prescription issued field is not set to Yes or No
1007	No prescription and new prescription issued are both set to Yes	The no prescription and new prescription issues have both been set to Yes
1008	Voucher Issued is invalid	The voucher issued field is not set to Yes or No
1009	Voucher code 1 is invalid	The voucher code 1 field has been set to an invalid voucher code. Valid voucher codes for the patient's first pair of glasses are: A, B, C, D, E, F, G, H, CC or CF If no voucher code is required, for the patient's first pair of glasses, this field can be set to blank
1010	Voucher code 2 is invalid	The voucher code 2 field has been set to an invalid voucher code. Valid voucher codes for the patient's second pair of glasses are: A, B, C, D, or CC If no voucher code is required, for the patient's second pair of glasses, this field can be set to blank
1011	Voucher issued has been set to yes and voucher code 1 has no voucher code	The voucher issued field has been set to yes and the voucher code 1 field has no voucher code
1012	Supplementary type 1 is invalid	The supplementary type 1 field has been set to an invalid supplementary code. Valid supplementary code are: C, P, T or any combination, like CPT If no supplements are required on the patients first pair of glasses, then

		this field can be set to blank
1013	Supplementary type 2 is invalid	The supplementary type 2 field has been set to an invalid supplementary code. Valid supplementary code are: C, P, T or any combination, like CPT If no supplements are required on the patients second pair of glasses, then this field can be set to blank
1014	Supplement type 1 or supplement type 2 has been set to C and the NHS patient reason has not been set to Complex or visa versa	If the patient requires a complex supplement for their prescription, the NHS reason must be set to complex and supplement type 1 or supplement type 2 must have a C present
1015	Reason for earlier sight test is invalid	The reason for earlier sight test field has been set to an invalid re-test code
1016	Pre-reg performed the sight test is invalid	The pre-reg performed this sight test field has not been set to Yes or No
1017	Supplementary uniform list number is unknown to the central ophthalmic payments system or is an invalid format	The supplementary uniform list number does not currently exist within the central ophthalmic payment system or is an invalid format
1018	Assistant uniform list number is unknown to the central ophthalmic payments system or is an invalid format	The assistant uniform list number does not currently exist within the central ophthalmic payment system or is an invalid format
1019	Supplementary uniform list number and assistant uniform list number both supplied	Only one optician is able to perform this sight test, so both of these can not be known

c. **GOS 3 checks:-**

Rejection Code	Description	Condition
3000	Incorrect number of elements found within the GOS 3 claim record	The number of elements found within the GOS 3 claim record does not match the expected number for the specified version
3001	Voucher code 1 is missing or is invalid	The voucher code 1 field is missing or has been set to an invalid voucher code. Valid voucher codes for the patient's first pair of glasses are: A, B, C, D, E, F, G, H, CC or CF
3002	Voucher code 2 is missing or is invalid	The voucher code 2 field has been set to an invalid voucher code. Valid voucher codes for the patient's second pair of glasses are: A, B, C, D, or CC If no voucher code is required, for the patient's second pair of glasses, this field can be set to blank
3003	Supplementary type 1 is invalid	The supplementary type 1 field has been set to an invalid supplementary code. Valid supplementary code are: C, P, T or S or any combination, like CPTS If no supplements are required on the patients first pair of glasses, then this field can be set to blank
3004	Supplementary type 2 is invalid	The supplementary type 2 field has been set to an invalid supplementary code. Valid supplementary code are: C, P, T or S or any combination, like CPTS If no supplements are required on the patients second pair of glasses, then this field can be set to blank
3005	Supplement type 1 or supplement type 2 has been set to C and the NHS patient reason has not been set to Complex or visa versa	If the patient requires a complex supplement for their prescription, the NHS reason must be set to complex and supplement type 1 or supplement type 2 must have a C present
3006	Right prescription values are invalid	Some or all of the values supplied for the right prescription are not numerical values
3007	Left prescription values are invalid	Some or all of the values supplied for the left prescription are not

		numerical values
3008	Prescription values and issued voucher code(s) are incorrect	The patient's prescription values are not associated to the voucher code(s) dispensed
3009	Code of the NHS Organisation receiving relevant sight test is missing or invalid	Code of the NHS Organisation receiving relevant sight test is an invalid value
3010	The practitioner's uniform list number, who performed the sight test, is missing or is invalid	The practitioner's uniform list number, who performed the sight test, is missing or is an invalid value
3011	The date of sight test is missing, is invalid or is in the future	The date of sight test is missing, is an invalid date or is a date in the future
3012	Patient's contribution value is invalid	The patient's contribution value is not a numerical value, is a negative number, is larger than £99.99 or is missing when the patient reason is HC3
3013	The date ordered is missing, is invalid or is in the future	The date ordered is missing, is invalid, is at most 2 years ago or is in the future
3014	Glasses or contacts supplied is missing or is invalid	Glasses or contact lenses dispensed by the supplier is missing or is an invalid value
3015	New or changed prescription is invalid	The new or changed prescription field is not set to Yes or No
3016	Unchanged prescription but wear and tear is invalid	The unchanged prescription but wear and tear is not set to Yes or No
3017	New or changed prescription and unchanged prescription but wear and tear are both set to Yes	The new or changed prescription and unchanged prescription but wear and tear fields are both set to Yes
3018	Retail price for 1 st pair is invalid	The retail price value for the 1 st pair is not a numerical value or is a negative number
3019	Retail price for 2 nd pair is invalid	The retail price value for the 2 nd pair is not a numerical value or is a negative number
3020	Voucher value for the 1 st pair is invalid	The voucher value for the 1 st pair is not a numerical value or is a negative number
3021	Voucher value for the 2 nd pair is invalid	The voucher value for the 2 nd pair is not a numerical value or is a negative number
3022	Complex value for 1 st pair is invalid	The complex value for the 1 st pair is not a numerical value or is a negative number
3023	Complex value for 2 nd pair is invalid	The complex value for the 2 nd pair is not a numerical value or is a negative number
3024	Supplementary values for the	Some or all of the values supplied for the 1 st pair supplementary costs

	1 st pair are invalid	are not numerical values or are negative numbers
3025	Supplementary values for the 2 nd pair are invalid	Some or all of the values supplied for the 2 nd pair supplementary costs are not numerical values or are negative numbers
3026	Prism supplement code for 1 st pair is invalid	The prism supplement code for the 1 st pair is invalid due to the 1 st pair voucher code or is missing when the prism supplement for 1 st pair is set to Yes
3027	Prism value for the 1 st pair is invalid	The prism value for the 1 st pair is not a numerical value or is a negative number
3028	Prism supplement code for 2 nd pair is invalid	The prism supplement code for the 2 nd pair is invalid due to the 2 nd pair voucher code or is missing when the prism supplement for 2 nd pair is set to Yes
3029	Prism value for the 2 nd pair is invalid	The prism value for the 2 nd pair is not a numerical value or is a negative number
3030	Tint supplement code for 1 st pair is invalid	The tint supplement code for the 1 st pair is invalid due to the 1 st pair voucher code or is missing when the tint supplement for 1 st pair is set to Yes
3031	Tint value for the 1 st pair is invalid	The tint value for the 1 st pair is not a numerical value or is a negative number
3032	Tint supplement code for 2 nd pair is invalid	The tint supplement code for the 2 nd pair is invalid due to the 2 nd pair voucher code or is missing when the tint supplement for 2 nd pair is set to Yes
3033	Tint value for the 2 nd pair is invalid	The tint value for the 2 nd pair is not a numerical value or is a negative number
3034	Small glasses supplement code for 1 st pair is invalid	The small glasses supplement code for the 1 st pair is invalid due to the 1 st pair voucher code or is missing when the small glasses supplement for 1 st pair is set to Yes or the patient is over 7 years old
3035	Small glasses supplement value for the 1 st pair is invalid	The small glasses value for the 1 st pair is not a numerical value or is a negative number
3036	1 st pair boxed centre distance is invalid	The 1 st pair boxed centre distance field is larger than the 55 millimetres, is not a numerical field or is a negative number when patient supplied with a small glasses supplement
3037	Small glasses supplement code for 2 nd pair is invalid	The small glasses supplement code for the 2 nd pair is invalid due to the

		2 nd pair voucher code or is missing when the small glasses supplement for 2 nd pair is set to Yes or the patient is over 7 years old
3038	Small glasses supplement value for the 2 nd pair is invalid	The small glasses value for the 2 nd pair is not a numerical value or is a negative number
3039	2 nd pair boxed centre distance is invalid	The 2 nd pair boxed centre distance field is larger than the 55 millimetres, is not a numerical field or is a negative number when patient supplied with a small glasses supplement
3040	Photo chromic supplement code for 1 st pair is invalid	The photo chromic supplement code for the 1 st pair is invalid due to the 1 st pair voucher code or is missing when the photo chromic supplement for 1 st pair is set to Yes. This is only valid on an HES claim
3041	Photo chromic supplement value for the 1 st pair is invalid	The photo chromic value for the 1 st pair is not a numerical value or is a negative number
3042	Photo chromic supplement code for 2 nd pair is invalid	The photo chromic supplement code for the 2 nd pair is invalid due to the 2 nd pair voucher code or is missing when the photo chromic supplement for 2 nd pair is set to Yes. This is only valid on an HES claim
3043	Photo chromic supplement value for the 2 nd pair is invalid	The photo chromic value for the 2 nd pair is not a numerical value or is a negative number
3044	Facial supplement for 1 st pair is invalid	The facial supplement field for the 1 st pair is not set to Yes or No. This is only valid on an HES claim
3045	Facial supplement value for the 1 st pair is invalid	The facial value for the 1 st pair is not a numerical value or is a negative number
3046	Facial supplement for 2 nd pair is invalid	The facial supplement field for the 2 nd pair is not set to Yes or No. This is only valid on an HES claim
3047	Facial supplement value for the 2 nd pair is invalid	The facial value for the 2 nd pair is not a numerical value or is a negative number
3048	Voucher and supplements value for 1 st pair is invalid	The voucher and supplements value for the 1 st pair is not a numerical value or is a negative number
3049	Voucher and supplements value for 2 nd pair is invalid	The voucher and supplements value for the 2 nd pair is not a numerical value or is a negative number
3050	Maximum amount is invalid	The maximum amount field is not a numerical value or is a negative number
3051	Total amount payable is invalid	The total amount payable field is not a numerical value or is a negative number

3052	Supply date for 1 st pair is invalid	The supply date field for the 1 st pair is missing, is an invalid date, is before date ordered or is a date in the future
3053	Supply date for 2 nd pair is invalid	The supply date field for the 2 nd pair is an invalid date, is before date ordered or is a date in the future
3054	Number of glasses or contact lenses supplied is invalid	The number of glasses or contact lenses supplied is missing or not set as 0 , 1 or 2 . Use 0 if Uncollected = Yes
3055	Date collected is invalid	The date collected is missing, is an invalid date, is at most 2 years ago, is more than 2 years after date ordered or is a date in the future when Uncollected is No
3056	Uncollected Glasses	The uncollected glasses field is an invalid value
3057	Who signed 2 is invalid	The who signed 2 field is missing or is an invalid value
3058	Patient declaration date is invalid	The patient declaration date is an invalid date or is a date in the future when Uncollected is No

d. GOS 4 checks:-

Rejection Code	Description	Condition
4000	Incorrect number of elements found within the GOS 4 claim record	The number of elements found within the GOS 4 claim record does not match the expected number for the specified version
4001	Patient's contribution value is invalid	The patient's contribution value is not a numerical value, is a negative number, is larger than £99.99 or is missing when the patient reason is HC3
4002	Loss or damage indicator is invalid	The loss or damage indicator is missing or is an invalid value when the NHS Reason is not set as under 16
4003	Loss or damage reason is invalid	The loss or damage reason is too large or is not a valid code when the NHS Reason is not set as under 16
4004	Date ordered is invalid	The date ordered field is missing, is an invalid date, is at most 2 years ago or is a date in the future
4005	Patient repaired or replaced is invalid	The patient repaired or replaced is missing or is an invalid value
4006	Who signed 2 is invalid	The who signed 2 fields is missing or is an invalid value
4007	Date collected is invalid	The date collected is missing, is an invalid date, is at most 2 years ago, is more than 2 years after date ordered or is a date in the future when Uncollected is No
4008	Uncollected Glasses	The uncollected glasses field is an invalid value
4009	Repaired glasses	The repaired glasses field is missing or is an invalid value
4010	Replaced glasses/contact lenses	The replaced glasses /contact lenses field is missing or is an invalid value
4011	Repaired glasses and replaced glasses/contact lenses are both set to Yes or No	The repaired glasses and replaced glasses/contact lenses fields are both set to Yes or No
4012	Right prescription values are invalid	Some or all of the values supplied for the right prescription are not numerical values when replacing a voucher or repairing lenses
4013	Left prescription values are invalid	Some or all of the values supplied for the left prescription are not numerical values when replacing a voucher or repairing lenses
4014	Prescription values and issued voucher code(s) are incorrect	The patient's prescription values are not associated to the voucher

		code(s) dispensed.
4015	Voucher code is missing or is invalid	The voucher code field has been set to an invalid voucher code. If replaced glasses/contact lenses = Yes Valid voucher codes for the patient's first pair of glasses are: A, B, C, D, E, F, G, H, CC or CF
4016	Supplementary type is invalid	The supplementary type field has been set to an invalid supplementary code. Valid supplementary code are: C, P, T or S or any combination, like CPTS If no supplements are required on the patients first pair of glasses, then this field can be set to blank
4017	Voucher Value is invalid	The voucher value field is not a numerical value or is a negative number. If replaced glasses/contact lenses = Yes
4018	Right lens repaired is invalid	The right lens repaired field is not set to Yes or No. If repaired glasses = Yes
4019	Left lens repaired is invalid	The left lens repaired field is not set to Yes or No. If repaired glasses = Yes
4020	Both lenses repaired is invalid	The both lenses repaired field is not set to Yes or No. If repaired glasses = Yes
4021	Repaired lens code is invalid	The repaired lens code is incorrect or is an invalid value. If repaired glasses = Yes
4022	Repair lens value is invalid	The repair lens value field is not a numerical value or is a negative number. If repaired glasses = Yes
4023	Front frame repaired is invalid	The front frame repaired field is not set to Yes or No. If repaired glasses = Yes
4024	Side frame repaired is invalid	The side frame repaired field is not set to Yes or No. If repaired glasses = Yes
4025	Whole frame repaired is invalid	The whole frame repaired field is not set to Yes or No. If repaired glasses = Yes
4026	Repair frame code is invalid	The repair frame repaired code is incorrect or is an invalid value. If repaired glasses = Yes
4027	Repair frame value is invalid	The repair frame value field is not a numerical value or is a negative number. If repaired glasses = Yes
4028	Supplement type 1 or supplement type 2 has been set to C and the NHS patient reason has not been set to	If the patient requires a complex supplement for their prescription, the NHS reason must be set to complex and supplement type 1 or

	Complex or visa versa	supplement type 2 must have a C present
4029	Complex value is invalid	The complex value field is not a numerical value or is a negative number
4030	Prism supplement code is invalid	The prism supplement code is incorrect or is an invalid value
4031	Prism value is invalid	The prism value field is not a numerical value or is a negative number
4032	Tint supplement code is invalid	The tint supplement code is incorrect or is an invalid value
4033	Tint value is invalid	The tint value field is not a numerical value or is a negative number
4034	Repair small glasses supplement code is invalid	The repair small glasses supplement code is incorrect or is an invalid value. If repaired glasses = Yes
4035	Repair small glasses value is invalid	The repair small glasses value field is not a numerical value or is a negative number. If repaired glasses = Yes
4036	Replacement small glasses supplement code is invalid	The replacement small glasses supplement code is incorrect or is an invalid value. If replaced/glasses contact lenses = Yes
4037	Replacement small glasses value is invalid	The replacement small glasses value field is not a numerical value or is a negative number. If replaced/glasses contact lenses = Yes
4038	Voucher and supplements total value is invalid	The voucher and supplements total value field is not a numerical value or is a negative number
4039	Parts and supplements total value is invalid	The parts and supplements total value field is not a numerical value or is a negative number
4040	Voucher and supplements total value and parts and supplements total value are invalid	The voucher and supplements total value and parts and supplements total value fields have both been set to a value. A GOS4 claim can only be a repair or a replacement
4041	The GOS 4 claim is invalid	The voucher code and lens code or frame code have both been set to a value. A GOS4 claim can only be a repair or a replacement
4042	Retail price is invalid	The retail price field is not a numerical value or is a negative number
4043	Total claim is invalid	The total claim field is not a numerical value or is a negative number
4044	Patient repaired or replaced and practitioner repaired glasses or replaced glasses/contact lenses are	The patient declaration of service does not match the practitioner's declaration of service

	invalid	
4045	The fields right lens repaired, left lens repaired and both lenses repaired are invalid	These fields fail the GOS regulations. Only one should be set to Yes as appropriate for the lens repair
4046	The fields Frame front repaired, frame side repaired and frame whole repaired are invalid	These fields fail the GOS regulations. Only one should be set to Yes as appropriate for the frame repair

e. **GOS 5 checks:-**

Rejection Code	Description	Condition
5000	Incorrect number of elements found within the GOS 5 claim record	The number of elements found within the GOS 5 claim record does not match the expected number for the specified version
5001	Date of sight test is missing, is invalid or is in the future	The date of sight test field is missing, is an invalid date, is at most 6 months ago or is in the future
5002	Referred to GP is invalid	The referred to GP field is not set to Yes or No
5003	No prescription is invalid	The no prescription field is not set to Yes or No
5004	Unchanged prescription is invalid	The unchanged prescription field is not set to Yes or No
5005	No change is invalid	The no change field is not set to Yes or No
5006	New prescription issued is invalid	The new prescription issued field is not set to Yes or No
5007	No prescription and new prescription issued are both set to Yes	The no prescription and new prescription issues have both been set to Yes
5008	Voucher issued is invalid	The voucher issued field is not set to Yes or No
5009	Voucher code 1 is invalid	The voucher code 1 field has been set to an invalid voucher code. Valid voucher codes for the patient's first pair of glasses are: A, B, C, D, E, F, G, H, CC or CF If no voucher code is required, for the patient's first pair of glasses, this field can be set to blank
5010	Voucher code 2 is invalid	The voucher code 2 field has been set to an invalid voucher code. Valid voucher codes for the patient's second pair of glasses are: A, B, C, D, or CC If no voucher code is required, for the patient's second pair of glasses, this field can be set to blank
5011	Voucher issued has been set to yes and voucher code 1 has no voucher code	The voucher issued field has been set to yes and the voucher code 1 field has no voucher code
5012	Supplementary type 1 is invalid	The supplementary type 1 field has been set to an invalid supplementary code. Valid supplementary code are: C, P, T or any combination, like CPT If no supplements are required on

		the patients first pair of glasses, then this field can be set to blank
5013	Supplementary type 2 is invalid	The supplementary type 2 field has been set to an invalid supplementary code. Valid supplementary code are: C, P, T or any combination, like CPT If no supplements are required on the patients second pair of glasses, then this field can be set to blank
5014	Reason for earlier sight test is invalid	The reason for earlier sight test field has been set to an invalid re-test code
5015	Pre-reg performed the sight test is invalid	The pre-reg performed this sight test field has not been set to Yes or No
5016	Performer's uniform list number is unknown to the central ophthalmic payments system or is an invalid format	The performer uniform list number does not currently exist within the central ophthalmic payment system or is an invalid format
5017	Patient's contribution value is invalid	The patient's contribution value is missing, is not a numerical value or is a negative number
5018	Domiciliary visit is invalid	The domiciliary visit field is missing or is an invalid value
5019	Reason for domiciliary visit is invalid	The reason for domiciliary visit is invalid
5020	1 st patient at address is missing or is invalid	The 1 st patient at address field is missing or is an invalid value
5021	2 nd patient at address is missing or is invalid	The 2 nd patient at address field is missing or is an invalid value
5022	3 rd or subsequent patient at address is missing or is invalid	The 3 rd or subsequent patient at address field is missing or is an invalid value
5023	Lower of private or NHS sight test fee is invalid	The lower of private or NHS sight test fee field is not a numerical value or is a negative number
5024	Lower of private or NHS domiciliary fee is invalid	The lower of private or NHS domiciliary fee field is not a numerical value or is a negative number
5025	Maximum claim in respect for sight test is invalid	The maximum claim in respect of sight test fee field is not a numerical value or is a negative number
5026	Total claim value is invalid	The total claim value field is not a numerical value or is a negative number

f. **GOS 6 checks:-**

Rejection Code	Description	Condition
6000	Incorrect number of elements found within the GOS 6 claim record	The number of elements found within the GOS 6 claim record does not match the expected number for the specified version
6001	Date of sight test is missing, is invalid or is in the future	The date of sight test field is missing, is an invalid date, is at most 6 months ago or is in the future
6002	Referred to GP is invalid	The referred to GP field is not set to Yes or No
6003	No prescription is invalid	The no prescription field is not set to Yes or No
6004	Unchanged prescription is invalid	The unchanged prescription field is not set to Yes or No
6005	No change is invalid	The no change field is not set to Yes or No
6006	New prescription issued is invalid	The new prescription issued field is not set to Yes or No
6007	No prescription and new prescription issued are both set to Yes	The no prescription and new prescription issues have both been set to Yes
6008	Voucher Issued is invalid	The voucher issued field is not set to Yes or No
6009	Voucher code 1 is invalid	The voucher code 1 field has been set to an invalid voucher code. Valid voucher codes for the patient's first pair of glasses are: A, B, C, D, E, F, G, H, CC or CF If no voucher code is required, for the patient's first pair of glasses, this field can be set to blank
6010	Voucher code 2 is invalid	The voucher code 2 field has been set to an invalid voucher code. Valid voucher codes for the patient's second pair of glasses are: A, B, C, D, or CC If no voucher code is required, for the patient's second pair of glasses, this field can be set to blank
6011	Voucher issued has been set to yes and voucher code 1 has no voucher code	The voucher issued field has been set to yes and the voucher code 1 field has no voucher code
6012	Supplementary type 1 is invalid	The supplementary type 1 field has been set to an invalid supplementary code. Valid supplementary code are: C, P, T or any combination, like CPT If no supplements are required on

		the patients first pair of glasses, then this field can be set to blank
6013	Supplementary type 2 is invalid	The supplementary type 2 field has been set to an invalid supplementary code. Valid supplementary code are: C, P, T or any combination, like CPT If no supplements are required on the patients second pair of glasses, then this field can be set to blank
6014	Supplement type 1 or supplement type 2 has been set to C and the NHS patient reason has not been set to Complex or visa versa	If the patient requires a complex supplement for their prescription, the NHS reason must be set to complex and supplement type 1 or supplement type 2 must have a C present
6015	Reason for earlier sight test is invalid	The reason for earlier sight test field has been set to an invalid re-test code
6016	Pre-reg performed the sight test is invalid	The pre-reg performed this sight test field has not been set to Yes or No
6017	Supplementary uniform list number is unknown to the central ophthalmic payments system or is an invalid format	The supplementary uniform list number does not currently exist within the central ophthalmic payment system or is an invalid format
6018	Assistant uniform list number is unknown to the central ophthalmic payments system or is an invalid format	The assistant uniform list number does not currently exist within the central ophthalmic payment system or is an invalid format
6019	Supplementary uniform list number and assistant uniform list number both supplied	Only one optician is able to perform this sight test, so both of these can not be known
6020	Reason for domiciliary visit is missing	The reason for the domiciliary visit field is missing
6021	Visit to one domiciliary patient is missing or is invalid	The visit to one domiciliary patient field is missing or is an invalid value
6022	Visit to several domiciliary patients is missing or is invalid	The visit to several domiciliary patients field is missing or is an invalid value
6023	1 st patient at address is missing or is invalid	The 1 st patient at address field is missing or is an invalid value
6024	2 nd patient at address is missing or is invalid	The 2 nd patient at address field is missing or is an invalid value
6025	3 rd or subsequent patient at address is missing or is invalid	The 3 rd or subsequent patient at address field is missing or is an invalid value

15. Why is a GOS claim rejected and returned to the practice without rejection code(s)?

An electronic GOS claim can be manually rejected by the NHS organisation and an appropriate rejection reason will be included with the rejected claim. This is usually due to the paper GOS form being incorrectly completed, e.g. missing contractor's signature.

The paper GOS claim will be sent back to the practice for correction. The electronic claim can then be resubmitted and the corrected paper GOS form sent to the NHS organisation as normal.

16. How does the electronic validation check for possible duplicate claims?

There are two different checks performed depending on the claim type, one uses the **GOS Regulations** and the other will be searching for an **exact matching record**:

GOS Regulation check

When the early re-test code is not supplied the following check will be performed on the claim.

1. The re-test interval will be calculated based upon the NHS patient reason supplied on the claim. This is usually set as 2 years but there are some NHS reasons where the interval is set as 1 year.
2. The check allows a months grace on the interval period.
3. This date is now used to search the central ophthalmic payments system to see if any records exist for this patient from this date forward.
4. If the last claim was paid to the same optician, the claim is rejected as a possible duplicate record.
5. If the last claim was paid to a different optician, then the claim will be marked as a possible duplicate, should the claim adhere to the remaining GOS Regulations. The responsible NHS organisation can then approve or reject this claim, using the **Check Possible Duplicate Electronic Claims** menu option.

Claim Number	Record Reference Number	Surname	Other Names	Date Of Birth	Service Date	Total
1203940	1	Anderson	Lucy	03/05/1937	10/01/2008	3.52

The claim will no longer be rejected by the validation rules and returned to their submitting practice, but will be available for you to view from this menu option, should it adhere to the remaining GOS Regulations.

When using the manual approval method, the **extended duplicate check** will be available to permit the operator to view all the previous claims for the patient. This information can then be used to accept this claim for payment or reject this claim as a duplicate.

Exact Matching record check

When the early re-test code has been supplied and verified to be correct the following check will be performed on the claim.

1. Using the patient details as above, a search of the central ophthalmic payments system is performed to see if any records exist for this patient. If any are found, the claim is rejected as a possible duplicate record.

Reasons for Rejection code 36 in response to Practice

Here are the reasons why this rejection code has been returned to the practice:-

1. The early re-test code has been omitted from the electronic claim.
2. The claim has been transmitted on a previous batch and has been submitted again on a new batch.
3. The patient has been seen by the practice too early, based upon their interval period.
4. The patient has seen another contractor recently and not informed the practice of this information, so the NHS sight test was completed by the practice in good faith. These claims can be viewed by using the **Check Possible Duplicate Electronic Claims** menu option, as detailed above.
5. A transmission batch, submitted from a Specsaver practice, of more than 150 claims has been sent for processing, and these claims are then re-sent on all further submissions until resolved by Specsavers IT support.
6. For better patient care, some practices perform a regular 6 monthly sight test on their registered children. However, the defined interval for children is currently set to one year and these claims will therefore be rejected as possible duplicates.