

## **Post-payment verification of General Ophthalmic Services National Briefing**

NHS Business Services Authority (NHSBSA) will soon be launching a pilot which aims to introduce a national standardised approach to Ophthalmic Post Payment Verification (PPV).

This pilot has been initiated due to variations and inconsistencies in approach to Ophthalmic PPV across England. The pilot will be delivered on behalf of NHS England by NHSBSA, who have a proven track record in delivering similar services for Pharmacy and Dentistry.

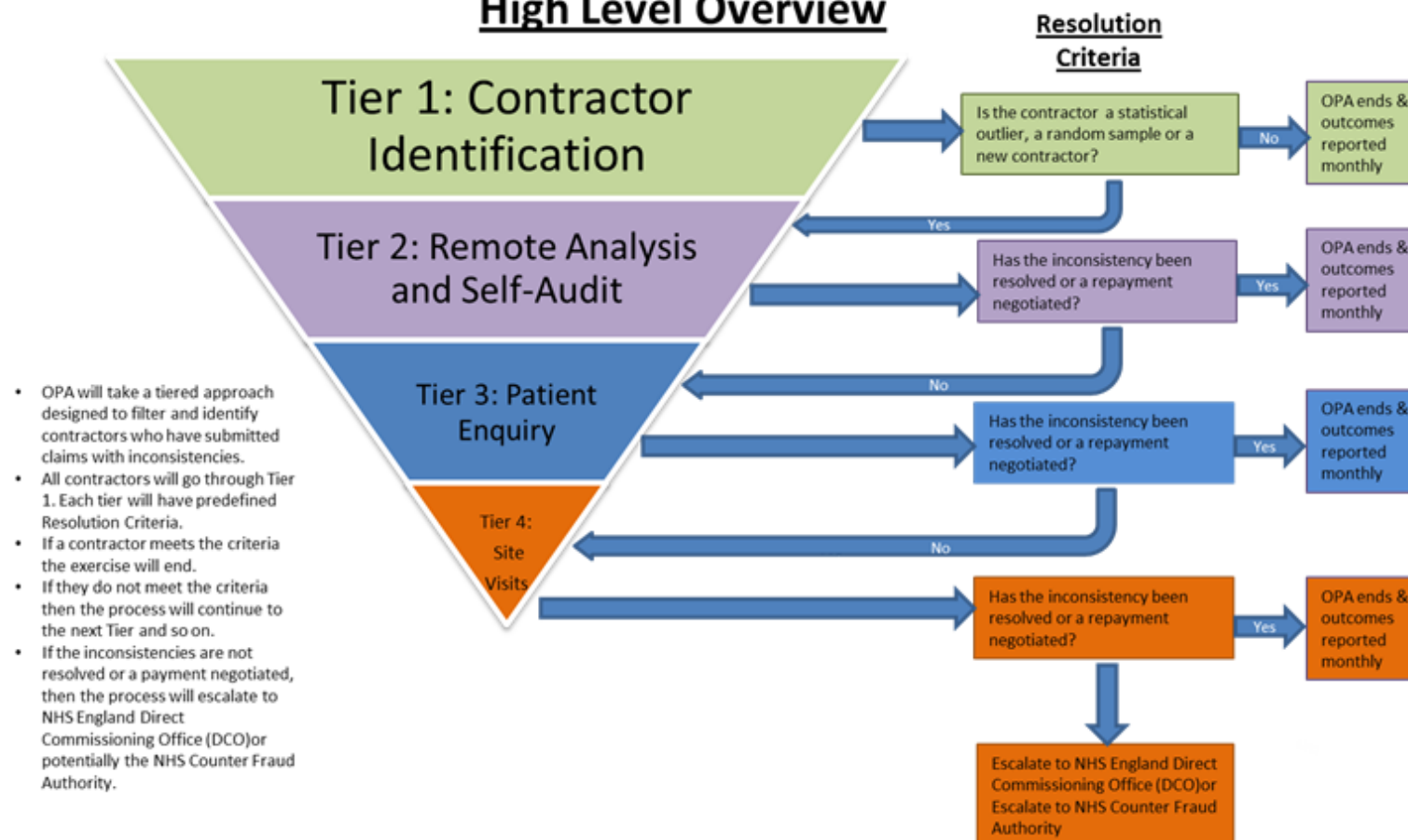
NHSBSA has been working closely with the NHS England Central Team, NHS England Regional Teams and Optical Confederation to develop a process which is nationally consistent, fair and robust. The overarching aim of the pilot will be to provide assurance to NHS England, that claims are being made appropriately. The pilot will be delivered in line with the NHS England Eye Health Policy Book and General Ophthalmic Services (GOS) regulations and will provide education and support to GOS Contractors on submitting accurate claims. Each month NHSBSA will select a number of GOS Contractors to take part in the PPV exercise, based upon a standardised sampling methodology. For each contractor selected, NHSBSA will check a sample of their GOS submissions against evidence presented by the contractor to provide assurance to NHS England that claims are being made appropriately. In the event that an inappropriate claim is discovered a dialogue will be established with the contractor to try and find a way of evidencing the appropriateness of the claim. If the claim cannot be evidenced, then the payment will be recovered. In cases where the evidence is sufficient but there are learning or improvement opportunities for the contractor, the NHSBSA Ophthalmic Provider Assurance team may provide additional advice and guidance.

A diagram outlining the proposed process can be found as an appendix to this briefing.

The pilot will take place in West Yorkshire and Harrogate as well as Wessex and is expected to commence in June 2018, running for six months. The pilot will then be evaluated, with a view to developing a business case for a national rollout.

For a more detailed explanation of what the pilot will involve please visit the NHSBSA website:  
<https://www.nhsbsa.nhs.uk/ophthalmicproviderassurance>

## Ophthalmic Provider Assurance (OPA)- High Level Overview



- OPA will take a tiered approach designed to filter and identify contractors who have submitted claims with inconsistencies.
- All contractors will go through Tier 1. Each tier will have predefined Resolution Criteria.
- If a contractor meets the criteria the exercise will end.
- If they do not meet the criteria then the process will continue to the next Tier and so on.
- If the inconsistencies are not resolved or a payment negotiated, then the process will escalate to NHS England Direct Commissioning Office (DCO) or potentially the NHS Counter Fraud Authority.