**To all Contractors submitting Spectacle Voucher claims to RUH, Bath**

* Please submit all HES vouchers within **three months** after the date of collection of the appliance.  Vouchers may not be approved if received outside this time frame

* All forms should be signed and fully completed otherwise they will be returned and may breech the three-month deadline.
* Only claim a small glasses supplement if you have supplied:
* Glasses with a boxed centre distance of not more than 55mm, **and**
* A custom-made frame or a stock frame requiring extensive adaptation to ensure a satisfactory fit

* For all SFS/SFC voucher claims please add supporting information on the voucher to justify the claim. Just supplying a small frame does not warrant the SFS

* Only submit HES3 vouchers for payment after the appliance has been collected

* Only claim the lower of either the appropriate voucher value or retail price of the appliance

* In the case of non-collection, you should record what steps were taken to

remind the patient to collect their spectacles and inform the hospital before submitting the claim in the normal way

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* Hospital Eye Service prescriptions must not be transposed, and vouchers should be claimed based on their original format

* All vouchers need to be submitted with an accompanying submission sheet clearly stating the date of submission for payment.

**THANK YOU: Your co-operation will improve efficiency and timely payments.**