Under the Lens

Article 1: Pre-authorising your GOS 4 vouchers

Did you know we process all GOS 4 pre-authorisation requests to repair or replace patient's glasses? Read on to find out more information, including how to contact us for authorisation.

In this article, we'll cover:

- what is a GOS 4 voucher?
- checking your patient qualifies for a GOS 4 voucher
- getting pre-authorisation for your GOS 4 voucher request

What is a GOS 4 voucher?

Under GOS (General Ophthalmic Services) Regulations (Optical Payments and Charges Regulations 2013), patients who qualify can receive a repair or replacement voucher (GOS 4) if they lose or damage their glasses.

Under 16s qualify for repair and replacements without any pre-authorisation, but adults only qualify if a medical exemption/condition has led to the loss or breakage of the glasses.

Our Provider Assurance Ophthalmic Services team can support you with your GOS 4 voucher request for patients aged 16 or over. To claim for a GOS 4 voucher, you must:

- check the patient qualifies for a GOS 4 voucher
- contact us to get a pre-authorisation code before repairing or replacing the patient's glasses

We're unable to authorise payments retrospectively for glasses which have already been replaced or repaired.

We're unable to accept a GOS 4 voucher request from a patient. You must contact us on your patient's behalf.

Checking your patient qualifies for a GOS 4 voucher

You should only contact us to get pre-authorisation for a GOS 4 voucher if your patient:

- has lost or damaged their glasses as a direct result of a medical exemption or condition
- is aged 16 or over
- is in receipt of a particular benefit

Under 16s qualify for repair and replacements without any pre-authorisation.

A GOS 4 Pre-Authorisation code from the NHSBSA, may be required by PCSE online , if a patient is under the care of their local authority and are 16-17 years old.

Getting pre-authorisation for your GOS 4 voucher

1. If you think your patient is eligible for a GOS 4 voucher, you'll need to download and complete the GOS 4 pre-authorisation request template on our website.

2. Send the completed template to pao@nhsbsa.nhs.uk

3. We'll assess your GOS 4 voucher request in consultation with our clinical advisors. To assess your claim, we'll review if the GOS 4 template states:
   - if the patient's glasses have been lost or broken
   - if the glasses were lost or broken as a direct result of the patient's medical exemption/condition
   - if the medical exemption/condition has a direct link to the loss or breakage of the patient's glasses

4. We'll get back in touch with you once we've reviewed your GOS 4 voucher claim.

More information

For more information:

- visit our website
- read the MACE-guide-2022.pdf (abdo.org.uk)
- contact us at pao@nhsbsa.nhs.uk

About Under the Lens

Under the Lens is a series of articles from our NHSBSA Provider Assurance Clinical Advisor team. We publish content based on feedback we receive from GOS contractors.

If you have a suggestion for a future topic, please contact: pao@nhsbsa.nhs.uk