

Provider Assurance Ophthalmic Services

GOS4 adult claims

Under GOS regulations, children qualify for repair and replacements of glasses on a GOS4. Adults only qualify if a health condition has led to the loss or breakage of the glasses.

All claims for adult GOS4 vouchers need to be pre-authorised by us. For a voucher to be authorised, the cause of the repair or replacement must be linked to an underlying medical condition. Medical conditions include:

- alcoholism/ substance abuse
- arthritis
- brain injury
- dementia
- diabetes
- epilepsy
- heart attack
- Huntington's disease
- learning disability
- mental health condition
- motor neurone disease
- multiple sclerosis
- muscular dystrophy
- Parkinson's disease
- physical disability
- stroke
- vertigo
- visual impairment

If you encounter a medical condition which is not on the list, we will escalate to a clinical adviser for further review. We will endeavour to resolve cases like this as quickly as possible.