# 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?](#_GOS_4_claims)
* [checking your patient qualifies for a GOS 4 voucher](#_Checking_your_patient)
* [getting pre-authorisation for your GOS 4 voucher request](#_Getting_pre-authorisation_for)

## What is a GOS 4 voucher?

[Under GOS (General Ophthalmic Services) Regulations (Optical Payments and Charges Regulations 2013)](https://www.legislation.gov.uk/uksi/2013/461/made), 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.

Patients aged 16 to 17 and in support of local care do not need pre-authorisation for a GOS 4 voucher.

## 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](https://www.nhsbsa.nhs.uk/provider-assurance-ophthalmic-services).
2. Send the completed template to [pao@nhsbsa.nhs.uk](mailto: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](https://www.nhsbsa.nhs.uk/provider-assurance-ophthalmic-services)
* read the [‘Making accurate claims in England’ document from ABDO](http://www.abdo.org.uk/wp-content/uploads/2018/05/Making_accurate-claims_in_England_amended2018.pdf)
* contact us at [pao@nhsbsa.nhs.uk](mailto: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](mailto:pao@nhsbsa.nhs.uk)