



Ophthalmic Schedule Communications

**March
2022**

Welcome to the schedule communications, where you will find useful information and helpful tips!

Helpdesk Closure over Easter

The ophthalmic helpdesk and the eOphthalmic unlock line will be closed on Friday 15 April and Monday 18 April 2022 for the Easter break. They will reopen at 8.30am on Tuesday 19 April 2022. Please note our offices at Gyle Square, Edinburgh will also close on these dates.

Remember, you can set up security questions on your eOphthalmic account, which means if you are locked out of your account, you can reset your password at any time, without having to contact us. This feature is especially useful if you work evenings or weekends when our helpdesk is closed. The answers to the security questions you set will validate your identity when resetting your password. Please remember the answers are case sensitive.

There is [guidance](#) available on our web site that helps you set up your security questions if you have not already done so.

Administration forms

From 1 May 2022 we will no longer accept any [ophthalmic administration forms](#) by post. These forms include the OPH24 adjustment form, the OPH25 non-payment form and the OPH26 patient detail amendment form. All completed forms must be emailed to us from a **secure** NHS email account to our Customer Administration team at nss.psd-customer-admin@nhs.scot.

Further details will be provided over the coming months regarding these changes.

Close of schedule on web

We publish information on payment dates, cut-off dates for claim submission and details of any additional payments on our [website](#). Sometimes this information is not available at the time of publishing the schedule communications but we always publish it on our website as soon as it becomes available.

Claim cut-off dates – March paid April Schedule

Electronic: To be confirmed

Post (HES forms only): Thursday 31 March 2022 4.30pm

Telephone: 0131 2756200 | email: NSS.psdophthalmic@nhs.scot

Visit [the Ophthalmic services page on the NSS website](#)