

# Ophthalmic Schedule Communications

April paid  
May 2026

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

**Access the schedule close dates and payment timescales [here](#)**

**May paid June 2026 cut-off date: Tuesday 9 June at 5pm**

## **Reminder: NHS Optical Voucher Eligibility – April 2026**

In February 2026, the Scottish Government announced that Income Support and income-based Job Seekers Allowance will be withdrawn as a valid exemption on 1 April 2026.

The above benefits will remain valid exemptions for courses of treatment with an acceptance date (start date) before 1 April 2026; however, these benefits are not valid for claims with an acceptance date on or after 1 April 2026.

Patients in receipt of these benefits should receive notification from the Department of Work and Pensions. Patients that qualify for Universal Credit following the removal date should use this as their reason for remission going forward. Patients that do not qualify for a benefit from 1 April 2026 will no longer be eligible for an exemption from charges for courses of treatment started from that date.

You can find the full PCA [here](#).

## **Managing User Access to eOphthalmic**

### **Adding payment location number**

Existing users that require a new store's payment location number to be added to their account must ask the store staff or store manager to phone or email us to authorise its addition. If emailing, the email must contain the username and a clear request to add the payment location number to the account. The email must also have a signature showing clearly who the requestor is and their place of work. We cannot accept the requests directly from the account user.

### Removing payment location number

The removal of a location number from a user account can be requested by the user, the store staff, or the store manager. Again, this can be a telephone call or email containing the username and a clear request to remove the payment location number. If emailing, the email must have a signature showing clearly who the requestor is and their place of work.

### Requesting new user eOphthalmic account

Request a new user account to gain access to eOphthalmic by completing the relevant forms

- username and password form
- personal identification number (PIN) form, if required for submitting GOS claims
- acceptable use policy form. These forms can be found on our [website](#).

### Closing an eOphthalmic account

Contact us with the username and a request that the account be closed. Include details of the reason in this request. Contact us at: [nss.psdophthalmic@nhs.scot](mailto:nss.psdophthalmic@nhs.scot)

## eOphthalmic PINs (Personal Identification Numbers)

When sending claims for payment via eOphthalmic, you are required to enter a PIN as part of the electronic submission.

Users with an Ophthalmic List Number (i.e. optometrists) will use the same PIN for claim submissions for all payment location codes.

Users without an Ophthalmic List Number, such as dispensing opticians or administrative staff, must request a new PIN for each payment location code that they submit claims from.

New users or existing users who are assigned a new GOC number or Ophthalmic List number, must request a new PIN.

You can access the PIN request form from our website by clicking [here](#)

All administrative forms should be returned to the customer admin team at: [nss.psd-customer-admin@nhs.scot](mailto:nss.psd-customer-admin@nhs.scot)

### Forgotten PINs

If you have forgotten your PIN, please contact the ophthalmic help desk for support.

Email: [nss.psdophthalmic@nhs.scot](mailto:nss.psdophthalmic@nhs.scot)

Telephone: 03450342458

## Helpdesk Closure June Public Holiday

The Ophthalmic Helpdesk will be closed on Monday 15 June for the public holiday. It will reopen at 8.30am on Tuesday 16 June 2026.

Telephone: 0345 034 2458 |

Email: [NSS.psdophthalmic@nhs.scot](mailto:NSS.psdophthalmic@nhs.scot)

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

Visit [Scotland's national website for eyecare services and eye health information – For the public For professionals](#)

