



Seirbhís Aisíocaíochta Cúraim Phríomhúil

Bealach amach 5 an M50
An Bóthar Thuaidh, Fionnghlas
Baile Átha Cliath 11, D11 PXTO

Primary Care Reimbursement Service

J5 Plaza, North Park Business Park
Exit 5, M50, North Road, Dublin 11, D11 PXTO
Tel: (01) 864 7100

Circular No. 010/25

12th May 2025

Dear Optician,

The Community Ophthalmic Services Scheme (COSS) provides access to certain Optical treatments to eligible persons. Reimbursement for services provided by COSS contractors is administered by the Primary Care Reimbursement Service (PCRS).

The vast majority of contractors submit their claims using a dedicated online facility having obtained manual approval for optical treatments. Since 2024 the HSE have developed additional functionality where COSS contractors can apply for prior approval online enabling patients to receive services in a more timely fashion.

The benefits associated with this functionality include:

- Real-time confirmation of client eligibility and treatment status.
- Approval to proceed to Exam and Dispense for clients with confirmed eligibility.
- Input approved claims directly from the Optician's practice to the National system.
- Requests are available for HSE review and decision in real-time.
- HSE decisions are communicated to opticians online.
- Streamlined service to your clients through improved turnaround time
- A digital record of the history of each approval request
- Access to dedicated online claim support team.

Since 2024 the PCRS engaged with a number of your colleagues to pilot this service. Participating optometrists were surveyed and

- 74% of participants found the online approval system easy to use, provided a quick approval turnaround resulting in better customer service.
- 98% of participants would recommend the system to other practices.

The HSE intends to deploy online approval functionality nationally with effect from 1st June 2025

To participate practices will need to be

- a) Active COSS contractors providing a full range of COSS services and submitting claims for approval.
- b) COSS contractors who have access to broadband.
- c) COSS contractors who meet HSE requirements and have received authorisation from the PCRS to access the COSS online facility following the completion of a security certificate requisition form (Attachment 1).
- d) COSS contractors who have the ability to upload forms.

Supporting documentation including System User Guide and Training Videos are available on the Optical Application Suite.

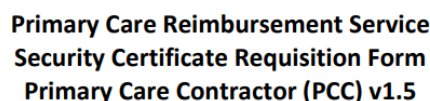
If you currently key your claims online and also wish to key your approvals online, please contact the PCRS at Coss.queries@hse.ie . If you are interested in transitioning from manual claiming to online claiming please complete the attached Security Certificate Requisition Form and return to cert.info@hse.ie.

We look forward to working together to provide a more efficient claiming system.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Shaun', followed by a stylized flourish.

Shaun Flanagan
Assistant National Director
Primary Care Reimbursement Service



1. A security certificate is required to authenticate your electronic communications with PCRS, e.g. electronic claim submissions.
2. Security certificates can issue on the basis of provisional contract numbers. Full contract setup is required for reimbursement.
3. The latest version of this form is always available on online services section at www.pcrs.ie. Please check the version number at the top right of this document. Requisitions must be made on the latest version of the form.
4. Please use BLOCK CAPITALS and complete all sections. **Mobile Number is mandatory**. Forms which cannot be processed will be returned to sender by post.
5. **Data Protection Notice:** Personal data collected by the HSE is used for the purpose of providing a health service. It is required, stored, processed and disclosed to other bodies in accordance with the laws relating to proper treatment of personal data.

Additional: In cases where a first or second etc. computer is to be configured to communicate with PCRS. **Replacement:** In cases where the PCC had a certificate for which a replacement is now required. **Standard:** Secure codes will be dispatched by post within 5 working days from receipt. Requisitions must be received at PCRS by the 15th of each month. **Emergency:** Secure codes will be issued by email directly to a PCC and only if the requisition can be verified. If an email address is not available, an emergency requisition will not be processed.

Please Insert "Standard" or "Emergency"

If emergency, state the reason. This will be reviewed and the requisition processed as an **emergency only in certain cases**. Late applications are not treated as emergencies.

PCC Number:										PCC Stamp									
Trading Name:																			
First Name:																			
Surname:																			
Phone Number:																			
Mobile Number:										PCC Address:									
Fax Number:																			
PSI/MC Number:																			
VAT Number:																			
E-mail Address:																			

Please note that the details above are mandatory and are used to verify the requisition from a security perspective. The PSI number / Medical Council number of the PCC is required.

I the primary care contractor am seeking to be provided with a security certificate which will allow my computer system to communicate with the PCRS. I ensure that all appropriate physical security arrangements are in place regarding my computer infrastructure (e.g. personnel access to and use of it). I ensure that secure arrangements are made to destroy old computer infrastructure as it is replaced. I have appropriate contractual arrangements in place from a security point of view with any third parties who assist with my computing infrastructure.

Signature:		Dated:	<i>d</i>	<i>d</i>	<i>m</i>	<i>m</i>	<i>y</i>	<i>y</i>	<i>y</i>	<i>y</i>
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Please scan and email the completed, signed and stamped form to cert.info@hse.ie. Alternatively, post the form to; IT Operations, Primary Care Reimbursement Service, Exit 5 M50 North Road Finglas, Dublin 11. Faxed forms not accepted.