

OFFICIAL

# GlassesSA

## Frequently Asked Questions (FAQs) for Optometrists



Government  
of South Australia



human  
services

## What is GlassesSA?

GlassesSA provides low cost glasses and no cost contact lenses to disadvantaged South Australians. GlassesSA is administered by the Department of Human Services (DHS).

## Who is eligible for GlassesSA?

### Standard glasses

To be eligible for a pair of standard glasses, applicants must live in SA and be either:

- An adult who holds a current Pensioner Concession Card (PCC), Health Care Card (HCC), or Low Income Health Care Card (LIHCC), or their dependent/s.
- An asylum seeker who holds a current Transport Concession Card (TCC) or Interim Transport Concession Card (ITCC), or their dependent/s.
- A child or young person who holds a current PCC, HCC or LIHCC in their name, or are accompanied by a Carer with a valid Carer ID card.

The PCC may be issued by either Centrelink or the Department of Veterans' Affairs (DVA).

**If the card is issued by DVA**, the cardholder is eligible unless they:

- are eligible for the DVA optical scheme, or
- hold a DVA Gold Card.

### Thinner lenses

To be eligible, in addition to meeting the criteria for standard glasses, applicants must have a lens prescription level of:

- +5.00 or -5.00 with up to -2.50 cylinder, but with a combined power of +/-5.00.

### Contact lenses

To be eligible for contact lenses under GlassesSA, a person must live in South Australia, and:

- meet the criteria for standard glasses, and
- have been diagnosed with a prescribed eye condition\* for which contact lenses are the only means of vision correction, and
- have contact lenses which have been prescribed only by:
  - a country optometrist\*\*, or
  - Flinders Medical Centre, or
  - the Women's and Children's Hospital, or
  - the Royal Adelaide Hospital.

\*A contact lens factsheet that includes the list of prescribed eye conditions and further information is available from GlassesSA on 1300 762 577.

\*\*A country optometrist is an optometrist whose business address has a postcode greater than 5200. A customer prescribed contact lenses by a country optometrist must also have a residential address with a postcode greater than 5200.

## How do I ask if someone is a concession holder?

Simply ask if the customer holds one of the following cards:

- Pensioner Concession Card, Health Care Card, or Low Income Health Care Card, or is the dependent of the cardholder
- Transport Concession Card or Interim Transport Concession Card, or is the dependent of the cardholder
- Carer ID (on behalf of a child or young person)

You can show them images of the eligible cards using the one-page 'Eligible cards for GlassesSA' flyer, available from [dhs.sa.gov.au/glassessa](https://dhs.sa.gov.au/glassessa)

Displaying the GlassesSA sticker on your shop window and asking customers if they know about GlassesSA will also help concession holders to tell you if they are eligible.

As part of the application process, you will also ask the cardholder if they identify as an Aboriginal person, which would entitle them to free standard glasses.

## How often can people get glasses through GlassesSA?

Eligible people are entitled to glasses every three years. Glasses may be prescribed under GlassesSA within the three-year time limit where clinically necessary. The definition of clinically necessary was led by Optometry Victoria South Australia (OV/SA) and is selected on the portal via a drop-down menu.

## How often can people get contact lenses under GlassesSA?

People who are eligible for contact lenses under GlassesSA are entitled to them as often as they are, in an optometrist's or ophthalmologist's opinion, clinically necessary.

## How is GlassesSA funded?

### Standard glasses

There is a fixed fee schedule for the standard lens and frame packages. Customers pay a maximum out of pocket contribution (\$25 to \$100 for **standard** glasses depending on lens type). DHS pays the GlassesSA contribution to the optometrist.

**Note:** for standard glasses, GlassesSA will meet the co-payment for Aboriginal customers.

### How were the payment rates for the standard glasses decided?

GlassesSA was developed in partnership with OVSA, who proposed the current rates, which were agreed to by the Minister for Human Services.

### Can the customer pay more than the maximum customer contribution?

Not for standard glasses or contact lenses - the maximum contributions are fixed.

### Contact lenses

There is no customer contribution required for approved contact lenses.

## What non-standard items are available to customers?

### Contact lenses

There are no upgrades to more expensive contact lenses, nor can the benefit under GlassesSA be used as a discount against other contact lenses, products or services.

### Glasses - thinner lenses

Subject to meeting the additional prescription criteria, customers may qualify for thinner lenses and accompanying frames under GlassesSA. For eligible customers, GlassesSA will contribute an additional \$50 for thinner lenses in standard frames. Any further cost will be at the customer's expense.

### Glasses - optional children's frame upgrades

Children (aged under 18 years at the time of approval) may choose to upgrade to frames outside the GlassesSA standard range. For eligible children, GlassesSA will contribute an additional \$50 towards the cost of other frames. Any further cost will be at the customer's expense.

### Glasses - optional frame and lens upgrades

Customers may choose treatments, services or upgrades that are additional to the standard frames and lenses (for example, anti-reflective lens coating, lens tinting, or higher cost frames) at their own expense.

### Glasses – optional use of own frames

Customers may choose to use their own frames, subject to suitability, and only receive lenses (standard, or thinner lenses, if eligible) through GlassesSA. The customer co-payment and GlassesSA contribution remain as per the fee schedule for the required lens type.

### Can people have more than one pair (for example, a pair for reading and a pair for distance)?

No. If customers need glasses for reading and for distance, they can be offered glasses with either bi-focal lenses or multi-focal lenses under GlassesSA.

## How do I participate in GlassesSA?

If you would like to participate in GlassesSA, call the GlassesSA team on 1300 762 577 between 9.00 am and 5.00 pm, Monday to Friday.

### Do I have to sign a contract?

Service providers must enter into a service agreement with the Minister for Human Services to participate.

### How do I get log-in details for the GlassesSA portal?

After you have signed the service agreement and provided DHS with the details required to generate a system log-in, you will receive an email with a temporary password and instructions how to log-in.

## Do I get an instruction manual for the GlassesSA portal?

Yes, you will be given a step-by-step user guide, which is also available on the DHS website at [dhs.sa.gov.au/glassessa](https://dhs.sa.gov.au/glassessa)

## If I get stuck using the portal, is there anyone that I can ask for help?

Yes. If you are experiencing difficulties, call the GlassesSA team on 1300 762 577 for assistance (Monday to Friday, 9am to 5pm).

## Is the GlassesSA system paperless?

Yes, it is online.

## When will I get paid?

The GlassesSA system submits a claim for payment to DHS on the same day that you click “submit claim” on the portal. When you submit a claim for payment, the claims are batched and processed overnight and should be paid within a few days by EFT.

## Can I use the GlassesSA system on a mobile device?

Yes. The portal can be accessed on most PCs, laptops, tablets and smartphones (subject to software compatibility). Screen size will affect ease of use.

## Will DHS provide any promotional material?

Yes. Once you have signed up for GlassesSA, you will be provided with brochures, posters and window stickers. An electronic copy of the GlassesSA colour logo (which you may use on your website or in your own printed materials) can be provided upon request to GlassesSA.

## If I participate in GlassesSA, will DHS promote my business in any way?

Participating optometrists are included in the GlassesSA section of the [www.sa.gov.au](http://www.sa.gov.au) website.

## How is GlassesSA audited?

DHS audits GlassesSA regularly by selecting random customer records from the system to verify that they are eligible and have received the correct benefit under GlassesSA.

## Do I have permission to check the customer’s eligibility through Centrelink?

Yes, but only after you have read the required statement to the customer, obtained their verbal consent, and ticked the “consent provided” box indicated on the screen.

By clicking the “Centrelink check” and “verify” buttons, the customer’s eligibility is assessed against their Centrelink record. Eligibility is determined as either “successful” or “Centrelink failed”. (The reason for the failed check is also supplied. For example, does not hold a valid PCC, HCC or LIHCC). Refer to the user guide, available on the DHS website at [dhs.sa.gov.au/glassessa](https://dhs.sa.gov.au/glassessa)

## **If the customer is not eligible under GlassesSA, do I have to provide them with any material?**

If the customer is not eligible under GlassesSA, you should either provide them with a copy of the GlassesSA brochure or direct them to the GlassesSA section of the [sa.gov.au](http://sa.gov.au) website where the eligibility information is available.

## **Are there approved frame or lens suppliers under GlassesSA?**

No, you are free to source lenses and frames from within your own established supply networks.

## **What if I sign up for GlassesSA and then I decide I don't want to continue?**

You can leave the program at any time. Please let the GlassesSA team know as soon as possible so that we can update our website and online system and send you an end of service agreement.

## **Contact us**

Information about GlassesSA, including a list of participating optometrists, is available at [sa.gov.au/concessions/GlassesSA](http://sa.gov.au/concessions/GlassesSA)

Information and resources for optometrists are available at [dhs.sa.gov.au/glassessa](http://dhs.sa.gov.au/glassessa)

The GlassesSA team is available on **1300 762 577** between 9.00 am and 5.00 pm Monday to Friday or at [GlassesSA@sa.gov.au](mailto:GlassesSA@sa.gov.au)