GlassesSA Manual for Optometrists

General Information

GlassesSA's policy provides quality low-cost glasses and contact lenses to disadvantaged South Australians. GlassesSA is administered by the Department of Human Services (DHS).

GlassesSA includes a Salesforce database, which makes applications faster and easier for optometrists to process. The whole system is paperless, and payments are made direct by EFT to nominated bank accounts within a few business days. Optometrists access Salesforce database by logging into a web portal which can be accessed on most computers, laptops, tablets and smartphones (subject to software compatibility). Please note that screen size will affect ease of use.

Optometrists are able to check customer's eligibility for GlassesSA in real time using Salesforce. This is done by entering a Customer's Centrelink Reference Number (CRN), which is shown on their Centrelink Card and then validating the number in the system. The Centrelink validation process is further explained in this manual.

It is essential when entering a customer's details into the system that all information recorded is accurate and matches the customer's Centrelink records. If the customer record doesn't match with Centrelink the validation process will return a Centrelink mismatch.

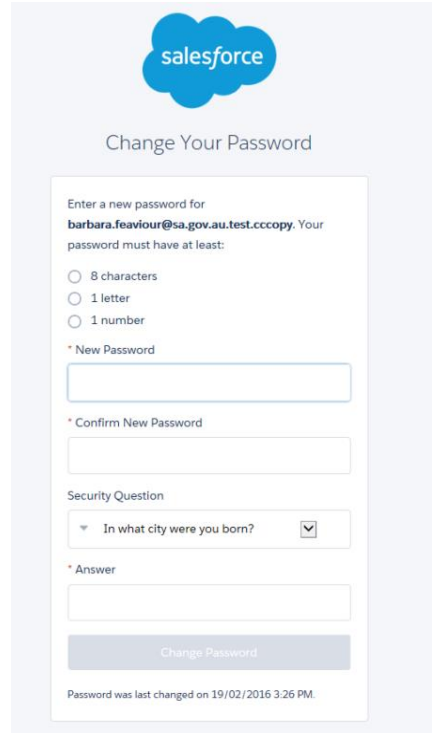# Logging in to your GlassesSA account for the first time

For the GlassesSA website your username will be your email address e.g. jane.doe@optomplace.com.au

You will receive an email that looks similar to the one below with a link to the GlassesSA website. The email will be sent to the email address that was specified in the *GlassesSA – Portal user activation form*.

Click on the **Verify Account** link and a screen will open a below pop-up:

You must enter a password that contains 8 characters, including one letter and one number, and answer one of the seven security questions.

Next, click on the **Change Password** button and you will be logged in to the GlassesSA website.

We recommend that you add the GlassesSA URL to your favourites list on your Internet browser to easily login again later. **Please ensure that you have pop-ups enabled on your browser for the GlassesSA website.**

The next screen that opens is your business' GlassesSA landing page, which contains links to the various functions in the GlassesSA website and allows you to search for customers and enter new customers, enter and review your applications and view your activity statements.

This Guide will take you through each of these functions and explain how to use them.
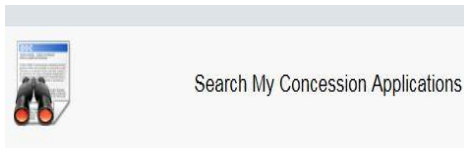
Your Landing page:
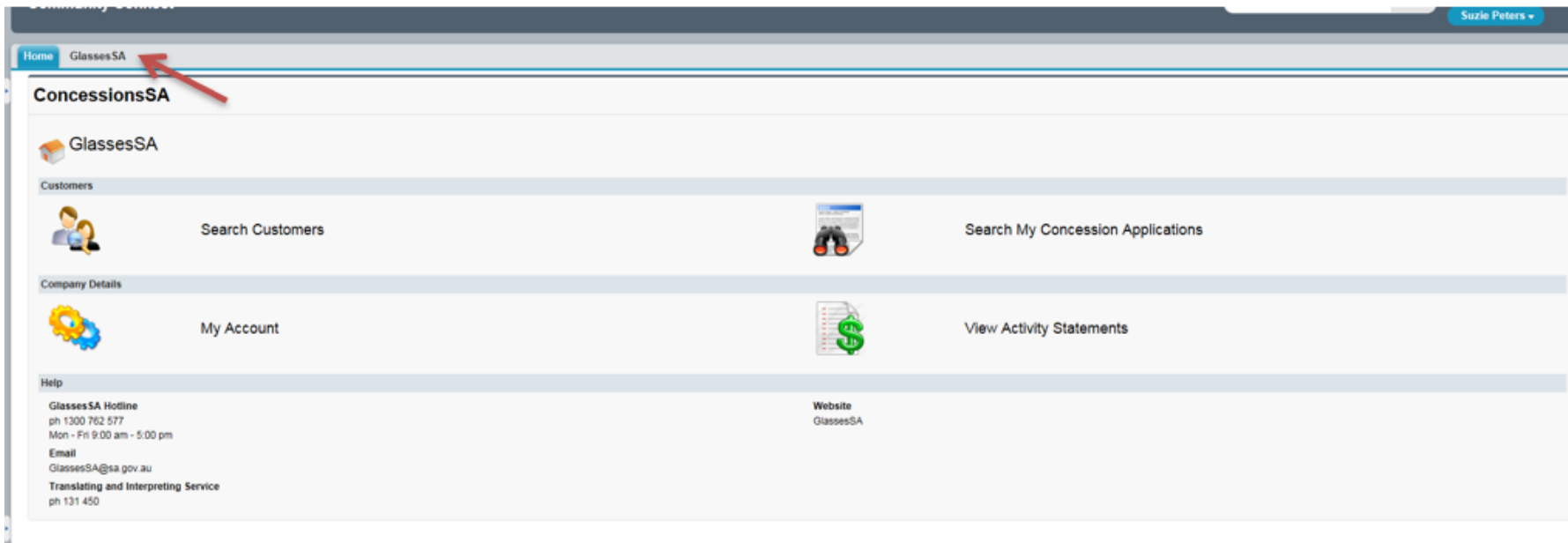
You can access your landing page at any time by clicking on the **GlassesSA** tab at the top left of the page.

The Landing Page explained:
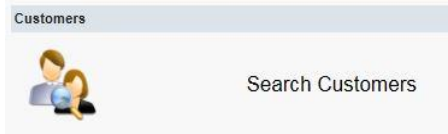
The **Search Customers** link opens a screen that allows you to look for existing GlassesSA customers and enter new customer details. It is also the starting point for making a concession application.

The **Search My Concession Applications** link opens a screen that allows you to look at applications for your customers and see the status of these applications. You can also use this screen to make a concession application for an existing GlassesSA customer.

The **View Activity Statements** link opens a screen that gives you access to your practice's activity statements. An activity statement is a summary of multiple concession applications and allows you to see the progress of any payments made to your practice by DHS.

The **My Account** link opens a screen that displays your company's information. You can check contact and billing details and see other registered users of GlassesSA from your practice. If any of these details need to be changed, please contact the GlassesSA hotline.
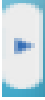
 Clicking on this arrow **button** on the upper left-hand side of the GlassesSA web page will open a sidebar. The sidebar will display the items you have recently viewed, links to information about GlassesSA and where to get help if you need it. The sidebar will look something like this:

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There is a **blue capsule** at the top right of the GlassesSA web page with your name on it. Clicking on the **blue capsule** gives you access to **My Settings** where you can change your account settings such as location, email and password. Clicking on the **blue capsule** is also how you log out of GlassesSA.
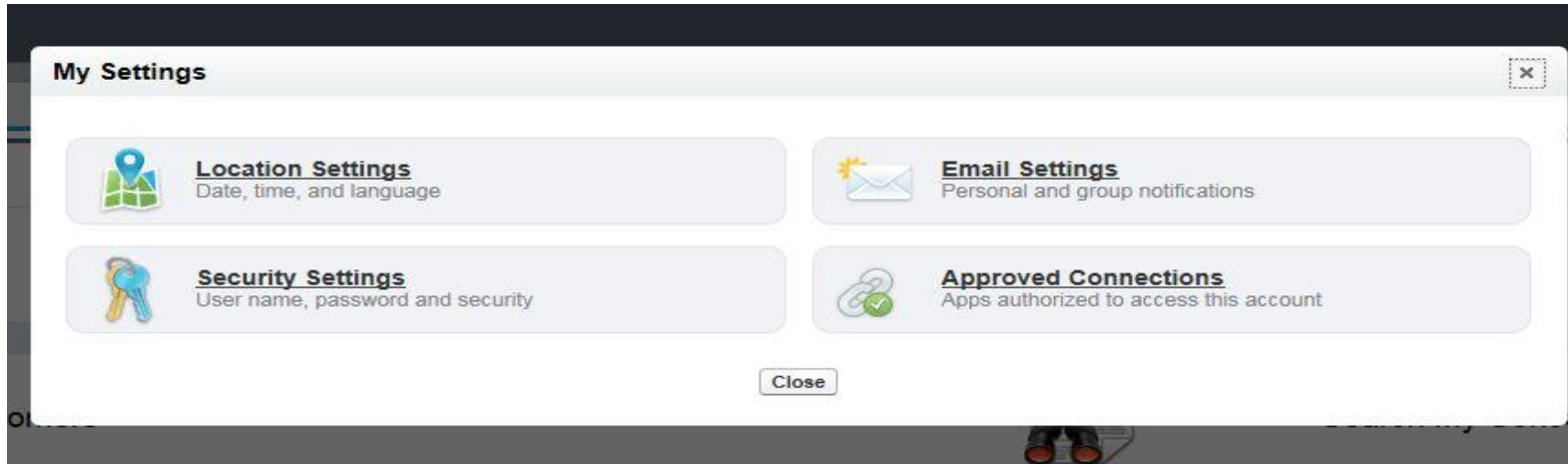
Getting started - searching for a customer

To begin an application for a customer, you must first search for the customer in the system. You access the Search Customers function on the GlassesSA landing page. Remember, you can access your landing page at any time by clicking on the GlassesSA tab at the top left of the page.

Click on the **Search Customers** link and below screen will open:

Enter **at least two to three characters of the customer's surname** in the surname search field and **at least two to three characters of the given name** to narrow the search and click the **search** button. You will then see matching customer records, if you get too many results you can search by the exact surname by entering the full surname and ticking the **Exact Surname** box and clicking search.

If the customer is already registered in the GlassesSA system, they will appear in the search results at the bottom of the screen. Click on the **customer name** to open the customer record. You can then start the application process, please refer to page 14 of the user guide for further information.

	Customer Name	Age
	Audrey Jones	86
	Dorothy Jolly	71
	Douglas Jones	84
	Jimbo Jones	31
	Jimbo Jones	31
	Johns	68
+	Mel Jones	36
	Tom Jones	77

If you see a green plus sign next to the customer name this means that the customer has already received glasses or contact lenses from GlassesSA. Customers are eligible for new glasses every three years unless clinically necessary and for new contact lenses as required. You can click on the green plus sign to see what lenses have previously been supplied to the customer and when they will next be eligible. Clicking on the red minus sign will then hide this information.

—	Mel Jones	36	12/12/1979	15 JANE STREET	

Item Type	Date Claimed	Next Eligible Date
Glasses with multi-focal lenses	19/05/2016	19/05/2019

If the customer is not already registered in the system, you will need to create a new customer record. To do this, click on the **New Customer** button which will open the following screen:

Please note If the customer is a dependant select yes/no in the **Is Customer a dependant?** box and ensure you **enter the name, DOB and Centrelink Reference Number of the Parent/Guardian** in the Parent/Guardian of dependant field (applications for dependants is explained on page 29 of this guide). For all other customers enter the customer's details in the fields provided ensuring that you use the tab key or mouse to go to the next field.

When you enter the customer's address, once you start typing the address in the address search field, the system will automatically display matches for the address, **for dependants ensure you enter the Parent/Guardian's Centrelink Residential address in the Centrelink Residential address field**:

The speed at which GlassesSA finds the address can be influenced by the speed of your internet connection. If the correct address is displayed, click on it and the system will automatically populate the address fields.
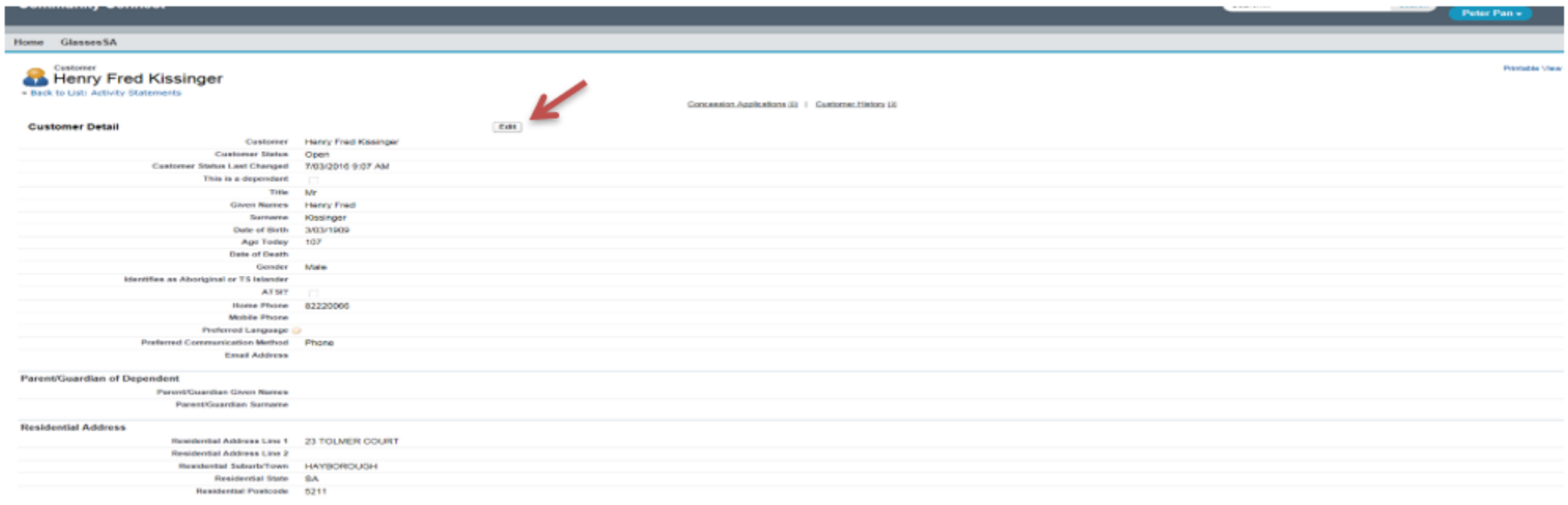
If the correct address is not displayed, click the tick box **Enable Address Fields** to manually enter the address. Remember to use the tab key or mouse to go to the next field. **Do not use the enter/return key!**

Under the headings **Centrelink Residential Address** and **Postal Address** there is a tick box called **Same as Residential.** By clicking the **Same as Residential** tick box on either the Centrelink Residential Address or the Postal Address, the system will automatically populate these fields with the address information you entered in the Residential Address field above. If these addresses differ from the residential address you can manually enter the correct address(es) in these fields. Remember to use tab key or mouse to go to the next field. **Do not use the enter/return key!**

Click the **Save** button and if you have completed the new customer record correctly the system will save the record. You can now start a new application for the customer. If the customer record will not save, the system will direct you to the section of the application that needs to be completed before it will save. If you make a mistake you can correct this by clicking the **Edit** button then once your changes are made click the **Save** button.

Editing an existing Customer Record

If an existing customer record needs to be changed, due to a change of address for example, this can be done by clicking the **Edit** button, making the necessary changes and clicking **Save** to update the record:

Creating a new application for a customer

If the new customer record has saved correctly the screen will look as per below screenshot:

Scroll down and click on the **New Concession Application** button.

Concession Applications   New Concession Application

No records to display
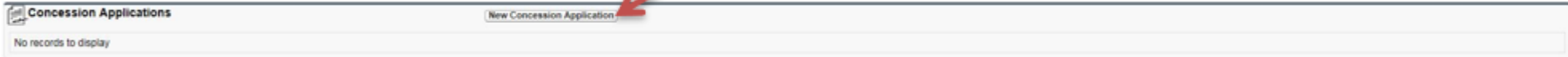
The following screen will open:

Customer Details   ▌ = Required Information

Application Status New
Dispenser
Customer Test Tester 🔍
This is a dependant ☐
Parent/Guardian Full Name

Eligibility Result - Pending GlassesSA Final Assessment

Application Eligibility Status Incomplete Application

Ineligible Reason(s)

Centrelink Eligibility

Centrelink Reference Number (CRN) [   ]   Centrelink Checked ☐
DVA Card No [   ]   Centrelink Last Validated On
Customer has been given all T&C? ☐   Centrelink Error
Customer gave Centrelink consent? ☐   All Centrelink Errors

Eligibility Check

Type of Lens --None--
Eye condition require 1.6 index lenses? --None-- ℹ
Under 18 frame upgrade --None-- ℹ
Date Claimed/Received [   ] [6/10/2022]
Customer is a resident of SA? --None--
Identification Sighted --None--
Are these clinically necessary? --None--
Clinical Reason --None--
Other pathology [   ]
Remarks [   ]

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First you will need to enter the customer's Centrelink Reference Number (CRN) or DVA Card Number in the Centrelink Eligibility field, do not use spaces.

Click on the drop-down menu in the **Type of Lens** field. Choose the lenses you will be prescribing for the customer from the drop-down list, ensuring that you complete all mandatory fields highlighted with a red mark.

Eye condition require 1.6 index lenses will provide an additional $50 paid by GlassesSA to help cover the additional cost.
Under 18 frame upgrade is an incentive for a dependent to choose a frame they will wear. GlassesSA provides an additional $50 to help cover the upgrade of frames.

Are these clinically necessary? and **Clinical Reason** fields only need to be completed for the prescription of contact lenses **or** where glasses are being prescribed within the three-year standard eligibility period. A text box is provided for any additional comments.

Customers can upgrade frames or lenses at their own cost.
For auditing purposes, GlassesSA requests the user to provide the out of pocket costs to the customer.

Customer Upgrade of Frames/Lenses

Customer elects to upgrade frame/lens	--None-- ⌄ ⓘ
Upgrade Type	--None-- ⌄
Full Retail price of frame upgrade	
Retail price of lens upgrade	
Description of Upgrade	

You will need to indicate if the customer is eligible for the DVA optical program, if yes, they will not be eligible for GlassesSA.

Glasses Only

Centrelink Payment Type	
Customer is a DVA Gold Card Holder? ⓘ	
Customer is part of DVA Optical Program? ⓘ	--None-- ⌄

Once you have completed all required fields, click the **Save** button. You will then need to validate that the customer is eligible for assistance under GlassesSA, you do this by clicking the **Check Centrelink** button:

You can see in the **Eligibility Result** in the example above that the application is marked as incomplete and the application is ineligible because the Centrelink Check has not yet been done.

When you click the Centrelink Check button the following popup box will appear:

You are required by Centrelink to read the Terms and Conditions to the customer. Then tick both boxes to indicate that the customer has given consent to check their eligibility with Centrelink and that **you have given them the GlassesSA Terms and Conditions document.** Once this is done you can click **Next**. The below popup will open;

You can then click the **Verify** button, the system will then automatically check the customer's eligibility with Centrelink.

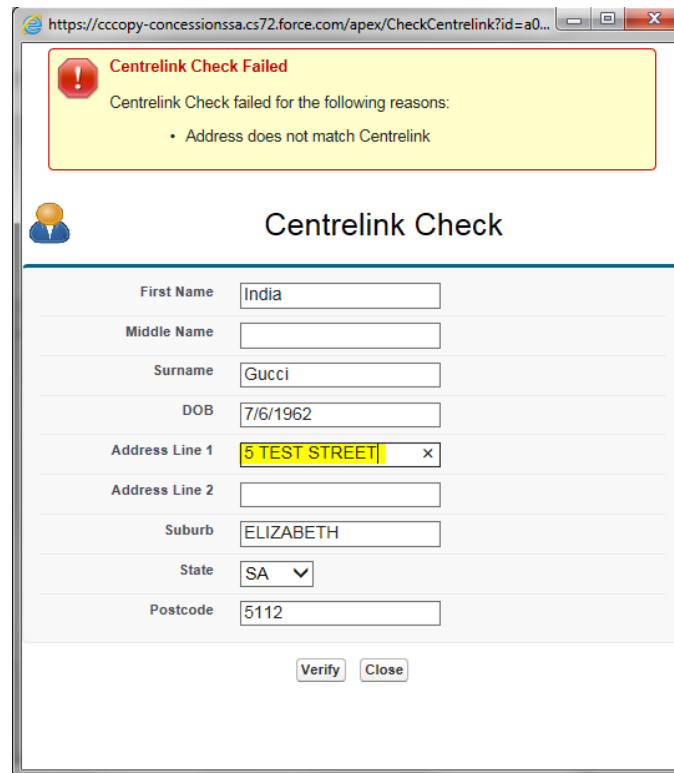If the customer's details do not match with Centrelink, you will see a message like this:

In this example the customer's address does not match what is recorded by Centrelink. However, errors can also occur for the DOB, the customer's name, and the Centrelink Reference Number. When entering this information in the Customer Record and Application screens you must **take care to ensure that the customer's details are recorded correctly and match the information that Centrelink has for the customer**. If the customer has recently moved or changed their name, they must contact Centrelink to ensure that up to date details are provided. If you are still unable to match the customer details with Centrelink, please contact GlassesSA on 1300 762 577 for further advice.

It is essential when entering a customer's details into the system that all information recorded is accurate and matches the customer's Centrelink records. If the customer record doesn't match with Centrelink the validation process will return a Centrelink mismatch.

When a Centrelink Check fails you can edit the fields by typing in the correct information and clicking **Verify** again:

In this example **Address Line 1** has been changed, all fields shown above can be edited by you, once you have made the necessary changes click **Verify**.
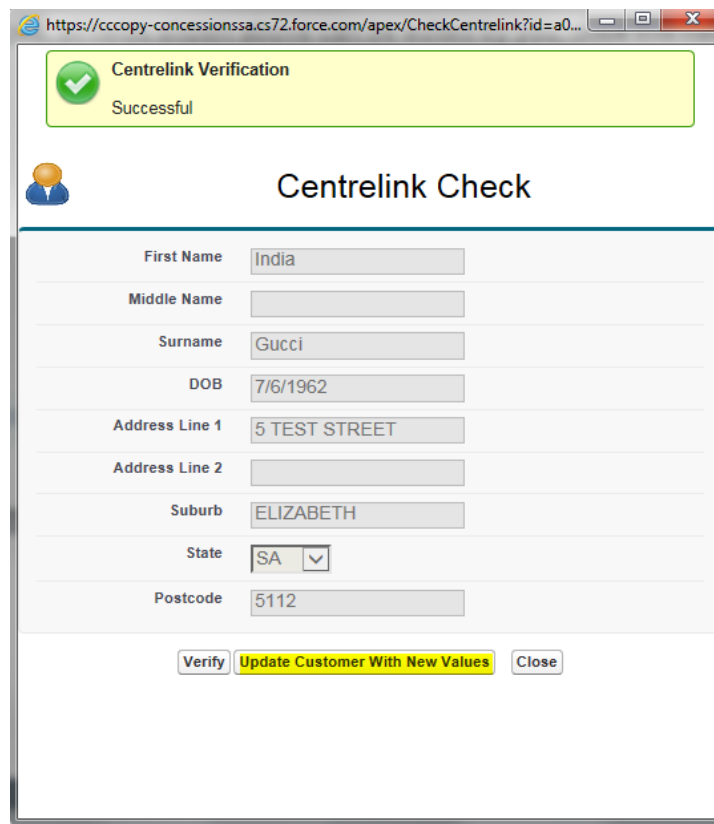
If the error message is that the customer's Centrelink Reference Number or DVA Number do not match you will need to change the number by clicking **Edit** on the Concession Application screen, then clicking the **Save** button to save your changes. You can then click the **Check Centrelink** button again to attempt to verify the customer's eligibility.

It is essential when entering a customer's details into the system that all information recorded is accurate and matches the customer's Centrelink records. If the customer record doesn't match with Centrelink the validation process will return a Centrelink mismatch.

In the example below the Centrelink Check has now been successful and the customer's eligibility for GlassesSA is confirmed. You must now click **Update Customer With New Values** and the system will automatically insert the corrected and validated customer details into the Customer Record.

Please note that the **Update Customer With New Values** function does not work when doing an application for a dependant, refer to the Applications for dependants section on page 26 of the user guide for further information.
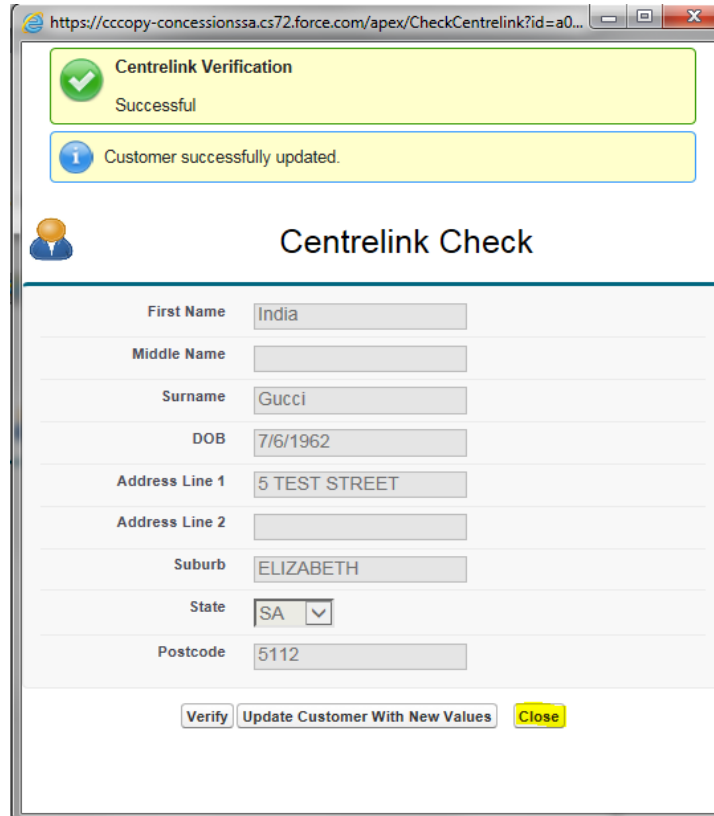
You will then see that the customer record has been updated, once this is done you can click the **Close** button:

Once you click the **Close** button the popup screen will disappear, and the Application screen will be updated to reflect that the customer is eligible as shown on the next page:

Concession Application
AP-00043258

Concession Application Detail　　　　　Edit　Check Centrelink　Submit Claim　Withdraw Application

Customer Details

Application ID	AP-00043258
Application Status	New
Dispenser	Community and Organisational Support Test GSA Account - Contacts Only
Customer	India Gucci
Centrelink Residential Address	5 TEST STREET ELIZABETH SA 5112
Age When Claimed/Received	55
Parent/Guardian Full Name	

Eligibility Result

Status Light	⚑		
Application Eligibility Status	Application Eligible	Ineligible Reason(s)	
Next Eligible Date			

Centrelink Eligibility

Customer Reference Number (CRN)	XXXXXX716T	Centrelink Checked	✓
DVA Card No		Centrelink Last Validated On	6/11/2017 5:08 PM
Customer has been given all T&C?	✓	Centrelink Error	
Customer gave Centrelink consent?	✓	All Centrelink Errors	Centrelink Check failed for the following reasons: • Address does not match Centrelink

If you are ready to submit the concession application, click the **Submit Claim** button. You can also **Edit** or **Withdraw Application** if required at this stage.

After you have submitted the application, the following pop-up box appears:

Clicking **Agree** submits the concession application to DHS for processing and payment. The application will not be submitted to DHS if **Disagree** is selected.

Until the application is processed by DHS it can be withdrawn by going to the **Search My Concession Applications** link on your landing page, selecting the application and clicking **Withdraw Application**.

You should always check the **Pricing Schedule** to ensure the correct amount is charged to the patient.

The amount below shows:

- Std Customer Contribution for an ATSI patient (GlassesSA pays the co-payment)
- No lens or frame co-payment

Pricing Schedule

Item Rate	IR-7683	Thin Lens Scheme Contribution inc GST	$0.00
Std Item Price inc GST	$85.50	Child Frame Scheme Contribution inc GST	$0.00
Std Item Scheme Contribution inc GST	$85.50		
Std Customer Contribution inc GST	$0.00		

The amount below shows:

- Patient is not ATSI therefore a co-payment is required
- Eye condition require 1.6 index lenses has been selected
- Patient under 18 frame upgrade of $50 has been provided

Pricing Schedule

Item Rate	IR-7683	Thin Lens Scheme Contribution inc GST	$50.00
Std Item Price inc GST	$85.50	Child Frame Scheme Contribution inc GST	$50.00
Std Item Scheme Contribution inc GST	$60.50		
Std Customer Contribution inc GST	$25.00		

When a customer is not eligible for glasses

For assistance under GlassesSA a customer must be receiving an **eligible current Centrelink payment type, paid at the maximum rate.** The Centrelink Check function built into GlassesSA allows you to check this eligibility in real time, if the customer is eligible for assistance, you will see the Centrelink Check result as successful as shown above (page 22-23). In the instance that a customer is not eligible you will see a Centrelink Check result similar to what is shown below, in this instance the customer is not receiving the maximum rate, other reasons include DVA gold card holder and Centrelink payment cancelled:

The system will prevent the application from being submitted. If the customer disagrees with this outcome, they can contact GlassesSA on 1300 762 577 for further information.

Applications for dependants

First you must conduct a search using the Search Customers tab (as shown on page 7 of the guide) to check if the dependant is already in the system, if a record does not exist you can create a new customer record for the dependant using the processes outlined earlier in the user guide (page 11).

If the customer is a dependant, you must select yes/no in the **Is Customer a dependant?** box and enter the dependants' details including the title, given name(s), surname, date of birth and gender. When completing the contact details, you can enter the contact details for the parent/guardian. Then ensure you **enter the name, DOB and Centrelink Reference Number of the Parent/Guardian** in the Parent/Guardian of dependant field.

Please note that you must enter the Parent/Guardian's Centrelink residential address in the Centrelink Residential Address field. This means that the dependant can have a different residential or postal address to the Parent/Guardian if required. Please see below for an example of creating a customer record for a dependant.

Once you have completed all of the required fields you can save the record by clicking the **Save** button. You can then start the application for the dependant by clicking on the **New Concession Application** button at the bottom of the Customer Record;
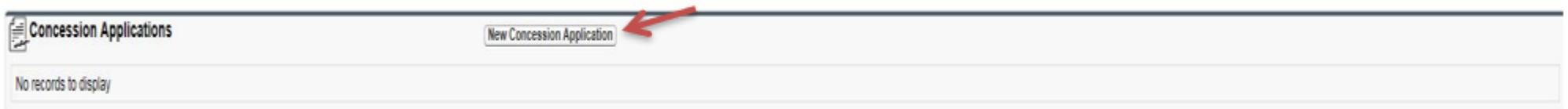
In the Concession Application screen, you will need to enter the Parent/Guardian's Centrelink Reference number and complete the required fields for glasses or contact lenses as appropriate (contact lens applications are discussed on page 37 of the user guide)

Concession Application Edit
New Concession Application

Concession Application Edit	Save	Save & New	Cancel	

Customer Details   ▌ = Required Information

Application Status	New
Dispenser	
Customer	▌ Benjamin Mosschino 🔍
Centrelink Residential Address ⍰	
Parent/Guardian Full Name	

Eligibility Result

Application Eligibility Status	Incomplete Application
	Ineligible Reason(s)

Centrelink Eligibility

Customer Reference Number (CRN)	208128179L		Centrelink Checked	☐
DVA Card No			Centrelink Last Validated On	
Customer has been given all T&C? ⍰	☐		Centrelink Error	
Customer gave Centrelink consent?	☐		All Centrelink Errors	

Eligibility Check

Type of Lens	▌ Glasses with single vision grind lenses ▾
Date Claimed/Received ⍰	▌ 7/11/2017 [7/11/2017]
Customer is a resident of SA?	▌ Yes ▾
Identification Sighted	▌ Centrelink Card ▾
Are these clinically necessary? ⍰	--None-- ▾
Clinical Reason ⍰	--None-- ▾
Other pathology	

Once complete click the **Save** button.

The application screen will update, and you will see that the Parent/Guardian name has been inserted into the application;

Concession Application
AP-00043267

✔ Concession Application has been saved.

Notes & Attachments [0]

Concession Application Detail   Edit | Check Centrelink | Submit Claim | Withdraw Application

Customer Details

Application ID	AP-00043267
Application Status	New
Dispenser	Community and Organisational Support Test GSA Account - Contacts Only
Customer	Benjamin Mosschino
Centrelink Residential Address	2 TEST STREET HENLEY BEACH SA 5022
Age When Claimed/Received	12
Parent/Guardian Full Name	ALESSANDRA MOSSCHINO

Eligibility Result

Status Light	🚩
Application Eligibility Status	Incomplete Application
Next Eligible Date	

Ineligible Reason(s)   The Centrelink check has not been done.

Centrelink Eligibility

Customer Reference Number (CRN)	XXXXXX179L	Centrelink Checked	☐
DVA Card No		Centrelink Last Validated On	
Customer has been given all T&C?	☐	Centrelink Error	
Customer gave Centrelink consent?	☐	All Centrelink Errors	

Eligibility Check

Type of Lens	Glasses with single vision grind lenses
Date Claimed/Received	7/11/2017
Customer is a resident of SA?	Yes
Identification Sighted	Centrelink Card
Are these clinically necessary?	
Clinical Reason	

The application is marked as incomplete as the Centrelink check has not been done, you can now click the **Check Centrelink** button to see if the customer is eligible. The Centrelink check popup will appear as shown on page 17-18 of the user guide, you will need to tick that the Parent/Guardian has given their authority to check their eligibility with Centrelink and that you have provided the GlassesSA terms and conditions, you can then click the **Verify** button.

In the example shown below the Centrelink Check has failed because the Parent/Guardian's DOB does not match Centrelink's records.
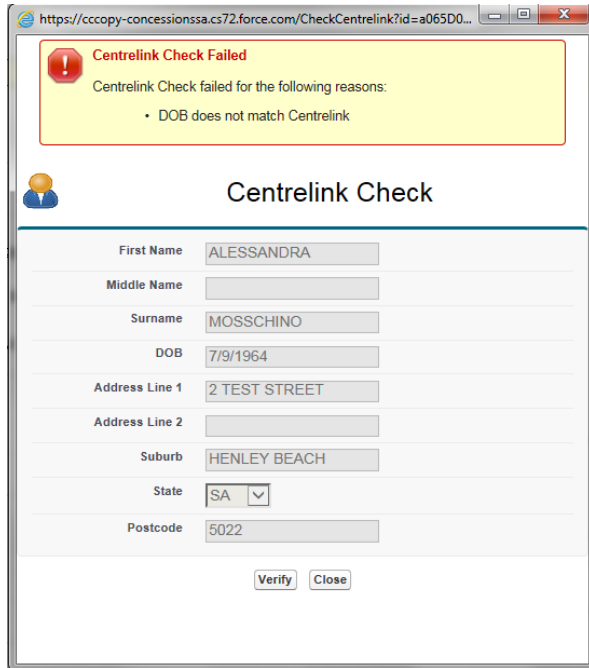
To fix this click the **Close** button on the Centrelink Check and then return to the customer record where you can edit the Parent/Guardian's details including date of birth, names or Centrelink Residential address, to return to the customer record click on the dependant's name in the application screen.

Click the **Edit** button to unlock the customer record;

You can then make the required change (in the example shown below the DOB) once you have done this click the **Save** button.

Once you have saved the customer record you can then return to the Concession Application by scrolling to the bottom of the Customer Record screen and clicking on the Application ID.

Once you have opened the Concession Application you can then try the Centrelink check again by clicking on the Check Centrelink button;
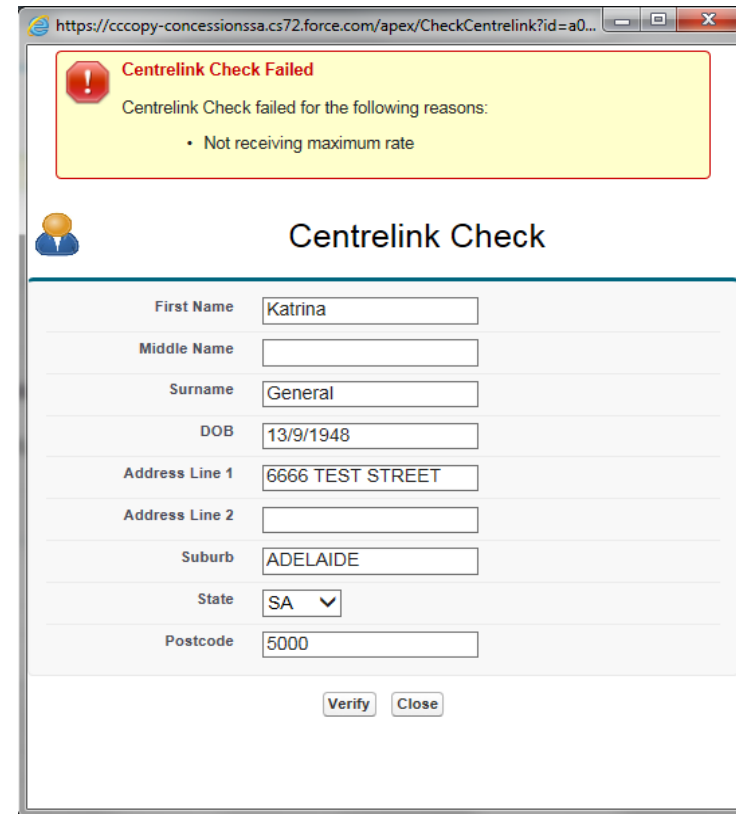
Click the **Verify** button on the Centrelink Check popup and if the Parent/Guardian's details match Centrelink's records you should see the following message as shown below on the left;

You can then click the **Close** button and the Concession Application will now have updated to reflect that the customer is eligible for assistance, if you are unable to successfully match the Parent/Guardian details with Centrelink's records please contact GlassesSA on 1300 762 577 for further advice.

If the Parent/Guardian is not on an eligible Centrelink payment the Centrelink Check will fail as shown above on the right and the system will give you a reason why the customer is not eligible. Examples of why a customer is ineligible include, DVA gold card holder, Centrelink payment cancelled and not receiving maximum rate. If the customer disagrees with this outcome, they can contact GlassesSA on 1300 762 577 for further information.

Unless as above the Centrelink Check failed because the customer was ineligible for assistance, the concession application eligibility result should now show that the application is eligible. If you are ready to submit the concession application, click the **Submit Claim** button. You can also **Edit** or **Withdraw Application** if required at this stage.

Concession Application
AP-00043267

Notes & Attachments [0]

Concession Application Detail   Edit | Check Centrelink | Submit Claim | Withdraw Application

Customer Details

|	
Application ID	AP-00043267
Application Status	New
Dispenser	Community and Organisational Support Test GSA Account - Contacts Only
Customer	Benjamin Mosschino
Centrelink Residential Address	2 TEST STREET HENLEY BEACH SA 5022
Age When Claimed/Received	12
Parent/Guardian Full Name	ALESSANDRA MOSSCHINO

Eligibility Result

Status Light	🚩		
Application Eligibility Status	Application Eligible	Ineligible Reason(s)	
Next Eligible Date			

Centrelink Eligibility

Customer Reference Number (CRN)	XXXXXX179L	Centrelink Checked	✓
DVA Card No		Centrelink Last Validated On	7/11/2017 6:10 PM
Customer has been given all T&C?	✓	Centrelink Error	
Customer gave Centrelink consent?	✓	All Centrelink Errors	Centrelink Check failed for the following reasons:
			• DOB does not match Centrelink

After you have submitted the application, the following pop-up box appears:
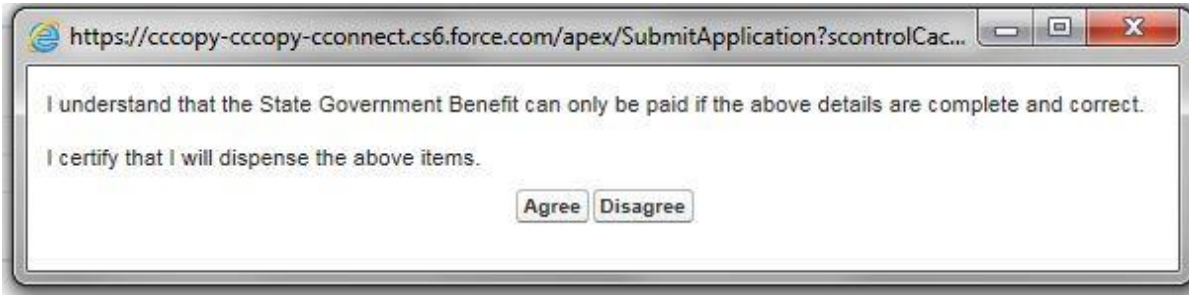
Clicking **Agree** submits the concession application to DHS for processing and payment. The application will not be submitted to DHS if **Disagree** is selected.

Until the application is processed by DHS it can be withdrawn by going to the **Search My Concession Applications** link on your landing page, selecting the application and clicking **Withdraw Application**.

Applications for contact lenses only

Contact lens applications are done in the Concession Application screen, in the **Type of Lens** field select contact lenses. <u>**In an application for contact lenses the "PCC\HCC valid from" date must be entered in the field as shown below.**</u> For more information about contact lenses, please refer to the *GlassesSA – Contact lens factsheet*.

You must sight the customer's Centrelink Card for all contact lens applications. The **Clinical Reason** field (as shown on page 15 of user guide) needs to be completed for the prescription of contact lenses, a text box is provided for any additional comments. The **Are these clinically necessary?** field must be completed if you are prescribing new lenses within the standard three-year eligibility period.

Because contact lenses need to be ordered, it is unlikely that you will have the price of the lenses at this stage, so leave the fields for **Actual Item Price inc GST, Lens Supplier** and **Lens Supplier Invoice Number** blank for now. Enter the customer's PCC or HCC valid from details, tick the box for **This is the lowest price item?** and the system will allow you to save the record for now.

Then click the **Check Centrelink** button to determine that the customer is eligible for contact lenses, the Centrelink Check process for contact lenses is identical to the process used for glasses as shown above. **Remember that if a customer is a dependant the Centrelink Check will be performed using the Parent/Guardian's Centrelink details so please ensure that you follow the customer is a dependant process as outlined on pages 26-36 of the user guide.**

When you have the lens price, you can return to the customer record using the **Search Customers** link, find the customer record and open the concession application, click **Edit** on the application and enter the price of the lenses, together with the name of the lens supplier and the invoice number. The system will then allow you to submit the claim for processing and payment by DHS **(Submit Claim)**.

Remember that contact lenses are only available to prescribe by the FMC, RAH or WCH or by Optometrists based in areas with postcodes starting in 5200 and higher, in these instances the customer must also reside in a location with a postcode starting in 5200 or higher.

Search My Concession Applications

Search My Concession Applications

Clicking on the **Search My Concession Applications** link will open the following screen:

The Application Status shows if the application has been Processed for payment, Submitted for payment, New or Withdrawn.

In the top left of the screen, you can use the table to choose which concession applications you would like to view. Clicking on the application ID will give you further details about that application.

You have the option to withdraw the application up to the point it is processed by DHS. The application shown above has been processed by DHS as shown by the Application Status, so this particular application cannot be withdrawn, in this instance you would need to contact the GlassesSA team on 1300 762 577 for further advice.

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Viewing Activity Statements

An activity statement is a collection of individual concession applications from your practice which are bundled together for payment.

View Activity Statements

Clicking on the **View Activity Statements** link will open the screen below:

The **View Activity Statements** screen allows you to keep track of your concession applications and the progress of your claims. All payments from DCSI are accompanied by a Recipient Created Tax Invoice (RCTI) which is automatically emailed to your billing email address when DHS processes the payment. The Statement Status allows you to see what stage the Statement has progressed to in the payment process, if there are any issues with the Statement you will be contacted by DHS to discuss.

Clicking on the **Activity Statement ID** allows you to see each concession application in the statement:

My Account

Clicking on the **My Account** link opens this screen:
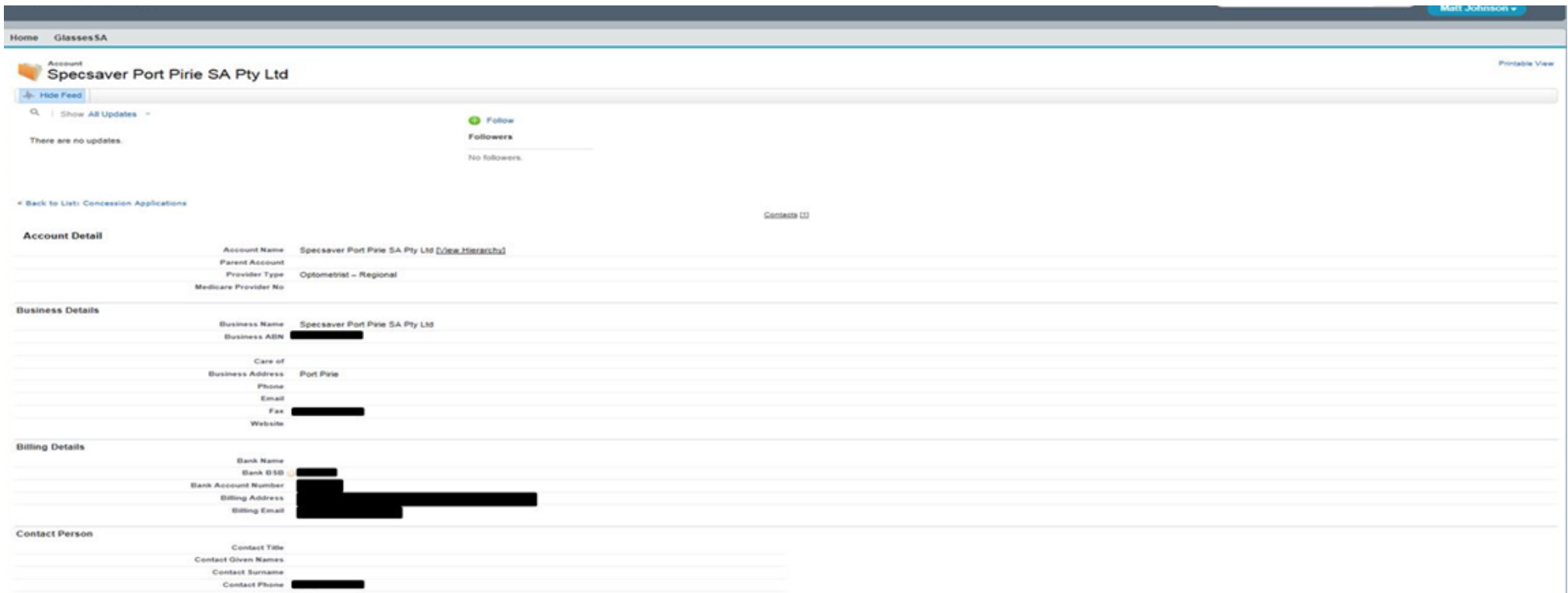
This screen contains the information that is held about your practice. Use this screen to check your contact and billing information and see other registered users of GlassesSA from your practice. If any of this information needs to be changed, please contact the GlassesSA hotline on 1300 762 577 (Monday to Friday 9am to 5pm).

Troubleshooting

- It is essential when entering a customer's details into the system that all information recorded is accurate and matches the customer's Centrelink records. If the customer record doesn't match with Centrelink the validation process will return a Centrelink mismatch.

- GlassesSA is a web-based program and needs a reliable internet connection to function correctly.

- Remember to use tab key or mouse to navigate to the next field, pressing enter/return is not recommended.

- All fields marked with the red sidebar are compulsory fields and must be completed.

- You will not be able to submit a glasses application for payment unless you have performed a successful Centrelink eligibility check.

- Applications for contact lenses are only accepted from the Women's and Children's Hospital, The Royal Adelaide Hospital and the Flinders Medical Centre or Optometrists based in a location with a postcode starting in 5200 or higher, in these instances the customer must also reside in a location with a postcode starting in 5200 or higher.

- In order to be eligible for contact lenses Health Care Card holders must have been cardholders for at least 12 continuous months prior to the application.

- Many fields have help boxes, hover your mouse cursor over the orange question mark for more information.
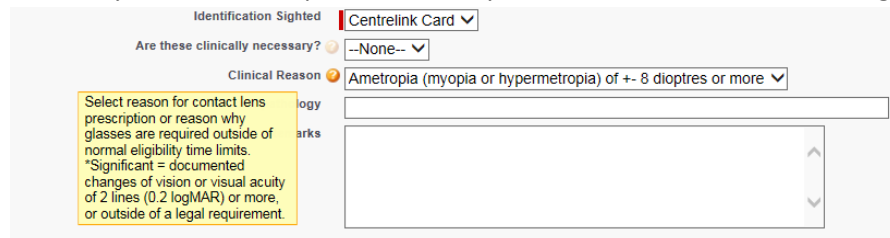
- GlassesSA can be used with a tablet or smartphone using a web browser although there may be screen layout issues due to limited display area.

For further information, please call the GlassesSA team on 1300 762 577 (Monday to Friday 9am to 5pm)