



Portal user guide – Payments and reconciliation

You can view payment information in the HSO portal by downloading a Reconciliation Report. This report will show the claims that were included in your payment run as well as any recoveries that were deducted.

Access

What access do I need?

SP Claims

What else do I need?

Payment run ID number

Finding the payment run ID

When you receive your payment from the Reserve Bank, it will include a 16 digit “Payment Run ID” on your bank statement. It will start with your 4 digit contractor code (e.g. 012300000001001).

Alternatively, you can find the payment run ID displayed for each paid claim in the client profile claim information list.

Step 1

Log in to the portal, open the client tab and search for a client.

Client

Apply for Program

Find a client or applicant

Eligibility Type

Eligibility Number/
Voucher Number

Given Name

Family Name

Date of Birth

Site ID

More search options

Step 2

Click the **View All** at the bottom of the Claims History tab.

Step 3

The payment run ID will display under the 'Payment Run ID' column.

Payment Run ID

⬆

████████████████████

Note: A payment run ID is NOT the same number as the Claims File Reference Number that is issued when you upload your batch file.

Payments will include

- approved batch claims
- approved portal claims
- recoveries

Your payment will be the sum total of approved claims minus the sum total of recoveries.

Note: there may be more than one batch of claims included in each payment i.e. if you process two batches today, approved claims from both as well as any approved portal claims will be included in your next payment run.

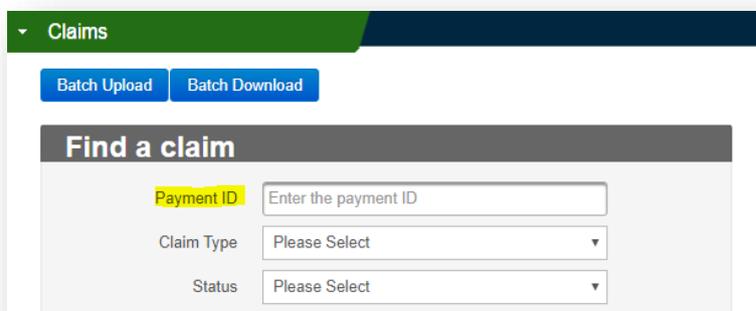
Generally, payments will be made each business day. Payments are not processed on public holidays or during the end of year Government shutdown period between Christmas and New year.

How to see what claims relate to your payment

Step 1

Log in to the portal and open the Claims tab.

Enter your Payment Run ID (as described above) into the search field under 'Claims' in the portal and it will give you a list of all claims and recoveries attached to this payment.



The screenshot shows a web interface for the 'Claims' tab. At the top, there is a green header with a dropdown arrow and the text 'Claims'. Below this, there are two blue buttons: 'Batch Upload' and 'Batch Download'. The main content area is titled 'Find a claim' and contains a search form with three fields: 'Payment ID' (with a yellow highlight and a text input field containing 'Enter the payment ID'), 'Claim Type' (a dropdown menu with 'Please Select'), and 'Status' (a dropdown menu with 'Please Select').

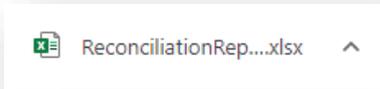
Step 2

Click the Reconciliation button to download your reconciliation report.



Step 3

Your Reconciliation Report will now download to your device.



Open the downloaded file to view your report. The report will display a list of approved and recovered claims included in your payment. It will also display summary information at the bottom of the document.