



Portal user guide – Process a recovery

Claims which were submitted in error, submitted with incorrect information or were not compliant with program requirements should be recovered using the HSO portal. Fitting claims should also be recovered if devices were returned for credit. Claims can only be recovered after they have been paid. Once recovered, the claim amount will be deducted from your next payment run.

Access

What access do I need?

SP Claims

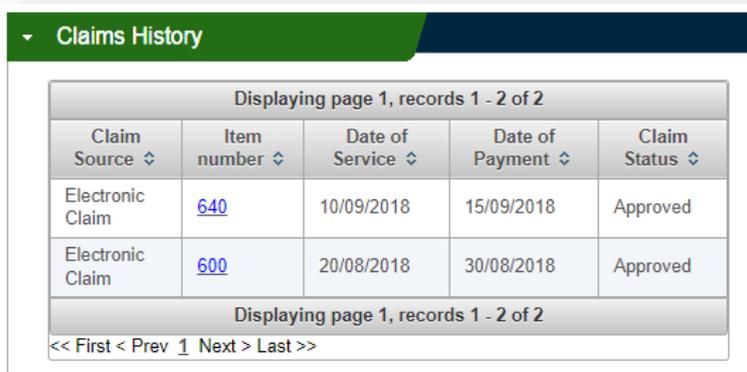
Processing a recovery in the portal

Step 1

Log in to the portal, select the client tab, search for a client and bring up the client details screen.

Step 2

In the Claims History tab, click the **item number** that you wish to recover or click the **View All** button if you can't see the claim that needs to be recovered.

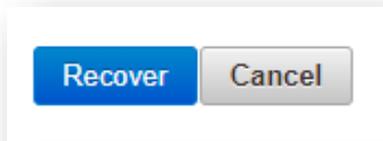


The screenshot shows a web interface with a green header bar containing a dropdown arrow and the text "Claims History". Below the header is a table with the following data:

Displaying page 1, records 1 - 2 of 2				
Claim Source	Item number	Date of Service	Date of Payment	Claim Status
Electronic Claim	640	10/09/2018	15/09/2018	Approved
Electronic Claim	600	20/08/2018	30/08/2018	Approved

Below the table, there is another header "Displaying page 1, records 1 - 2 of 2" and a pagination control: "<< First < Prev 1 Next > Last >>".

The Claim Details page will appear. Scroll to the bottom of this page and click the **Recover** button.



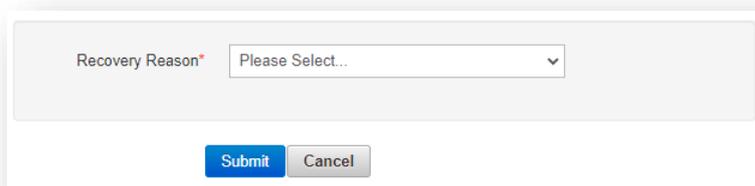
Step 3

The Recovery Reason field will appear.

Select one of the 8 options*:

- **Aid/s returned for credit:** aids fitted, now returned by the client – unsuccessful fitting
- **Change of device:** there has been a change device/s (C1, C2 or C3)
- **Item claimed against incorrect client:** a claim has been made against an incorrect client record
- **Client is monaurally fitted:** a binaural service has been claimed in error
- **e-Claim approved in error:** an e-Claim was submitted and approved in error
- **HSO claim approved in error:** a Portal claim was submitted and approved in error
- **Incorrect item claimed:** an item was submitted and approved in error
- **Other:** you identified a reason that is not listed above.

Click the **Submit** button to complete the recovery. You will be taken back to the client details page.



If you have a claim that will replace or substitute the recovered claim, click the **Manual Claim** button under the Claims History tab. Enter the new claim details and click the **Submit** button.

What happens when I perform a recovery?

When a recovery is initiated the amount owed will automatically be deducted from your next payment. The claim status will change to 'Recovery' against the individual client profile.