



# Portal user guide – Upload a batch claims file

After you have provided a service for a client you can submit a claim for payment. A claim for payment form must be fully completed and kept on the client record. Claims can be submitted in a batch by uploading a .csv file in the correct format to the portal.

## Access

### What access do I need?

SP Claims

### What else do I need?

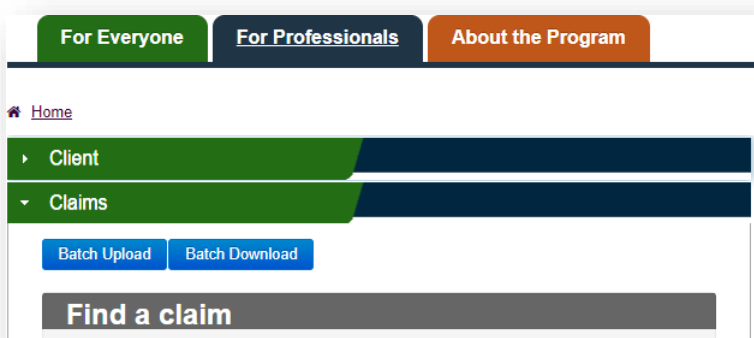
A .csv file with claims information in the correct format.

## Upload your e-claims batch file

### Step 1

Log in to the portal and open the Claims tab.

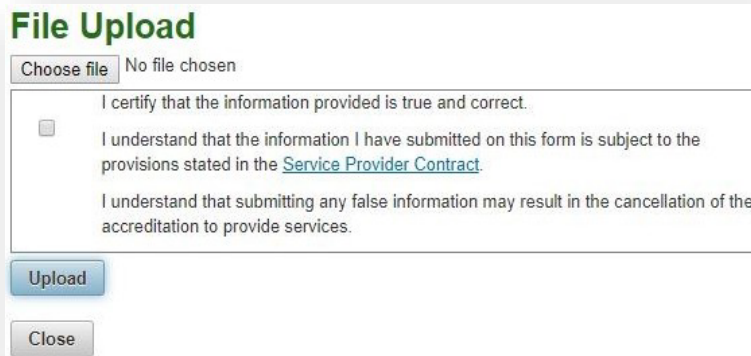
Click [Batch Upload](#)



The File Upload screen will appear.

## Step 2

Click **Choose File** to open a File Selection dialog box, navigate to the location of your saved file, and select it. The text 'No File chosen' will be replaced by the title of your selected file.



The screenshot shows a 'File Upload' dialog box. At the top, there is a 'Choose file' button and the text 'No file chosen'. Below this is a certification section with a checkbox and the following text: 'I certify that the information provided is true and correct.', 'I understand that the information I have submitted on this form is subject to the provisions stated in the [Service Provider Contract](#).', and 'I understand that submitting any false information may result in the cancellation of the accreditation to provide services.' At the bottom of the dialog, there are 'Upload' and 'Close' buttons.

Read the certification information and check the box before clicking **Upload**.

When the File is successfully uploaded, a Success message will display on screen, inclusive of a Claims File Reference Number.



The screenshot shows a 'Success' message dialog box. At the top, there is a breadcrumb trail: 'Home > Batch Upload'. Below this, the word 'Success' is displayed in green. The message text reads: 'You will be sent an email when it is processed.' and 'Your Claims File Reference Number is 0128251020191223256'. At the bottom, there is a 'Close' button.

The reference number will also be sent as a confirmation email.

## CSV file uploaded by the provider to the portal

The file must:

- be a CSV file
- match CSV File Format
- be under 1 Megabyte

The file title must be <96 characters (incl '.csv').

When entering multiple claim items for a client into your e-Claim software (batch claim), please ensure they are listed in sequential order e.g. 600, 640, 777 or 710, 777 or 850, 555.

After it has been successfully uploaded, the file will be validated and processed by the system. If the uploaded file is not in the correct **CSV File Format** and does not meet the above requirements, the file, or individual claim items will be identified as invalid and rejected by the system.

Both approved and rejected claims will display in your [Batch Download](#) file.

Below is the file format and rejection reasons for batch claims (e-Claims) in the Hearing Services Online (HSO) portal.

## CSV file format

### Header record

Field	Description	Type	Length
BATCH IDENTIFIER	Free text to link the upload file to the response file	Char	20

### Detail record

Field	Description	Type	Length
VOUCHER NUMBER	The voucher number of the client	Char	19
SITE ID	The site the service was given at	Char	6
PRACTITIONER NUMBER	The practitioner that provided the service	Char	8
PROVIDER REFERENCE NUMBER	Provider free text to help them reconcile - not mandatory	Char	15
ITEM NUMBER	The item number of the service as per the schedule of service items	Numeric	3
DATE OF SERVICE	The date the service was given	Date	DDMMYYYY
3FAHL LEFT	The 3FAHL measurement of the left ear	Numeric	3
3FAHL RIGHT	The 3FAHL measurement of the right ear	Numeric	3
LEFT DEVICE CODE	The left device code - if applicable	Char	7
LEFT DATE OF FITTING	The date the left device was fitted	Date	DDMMYYYY

Field	Description	Type	Length
LEFT COST TO CLIENT	The client cost of left device	Numeric (7,2)	10
RIGHT DEVICE CODE	The right device code - if applicable	Char	7
RIGHT DATE OF FITTING	The date the right device was fitted	Date	DDMMYYYY
RIGHT COST TO CLIENT	The client cost of right device	Numeric (7,2)	10
MAINTENANCE COST TO CLIENT	The maintenance cost to client	Numeric (7,2)	10
TOTAL COST TO CLIENT	The total cost to client	Numeric (7,2)	10

## e-Claims – reasons for rejection

If the portal rejects any claims, one of the following claim rejection reason messages will appear:

- Item claimed does not exist or was not valid at date of service
- Claim Error: Voucher does not exist
- Claim Error: Client does not exist
- Claim Error: Client has been cancelled
- Claim Error: Client/Voucher does not exist
- Site is not in the system or was not active at date of service
- QP number not linked at date of service
- Duplicate claim
- Date of Service cannot be in the future
- Date of Service: This date must be on or after the selected voucher issued date
- Maintenance amount paid by client required
- Cost to client required
- Batch claim not allowed for item number <Item number>
- Fitting date cannot be in the future
- Device not valid at date of fitting
- Device code not in the HSO system
- 3FAHLS Required

- Device details must be null for this item
- Device details required
- Device details for both sides required
- Device type must be ALD
- Hearing assessment was not claimed
- Hearing assessment was already claimed
- Is not DVA GOLD/WHITE
- Is DVA GOLD/WHITE
- Fitting was already claimed
- Previously fitted
- Not previously fitted
- Fitting configuration was not monaural
- Fitting configuration was not binaural
- Was not a new voucher
- Date of service was not on the last replacement date
- Date of service was not within 12 months prior to the maintenance expiry date
- Date of service was not after the maintenance expiry date
- Date of service was not more than 12 months after the last client review date
- Date of service was not more than 12 months after the last fitting date

Please contact the program at [hearing@health.gov.au](mailto:hearing@health.gov.au) if any further information is needed.