



Portal user guide – Submit a claim

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. In order to submit a portal (or manual) claim, you must be linked to the client in the HSO portal. If the client has relocated away, you can submit the claim as part of a [batch](#) or email your completed claim form to hearing@health.gov.au.

Access

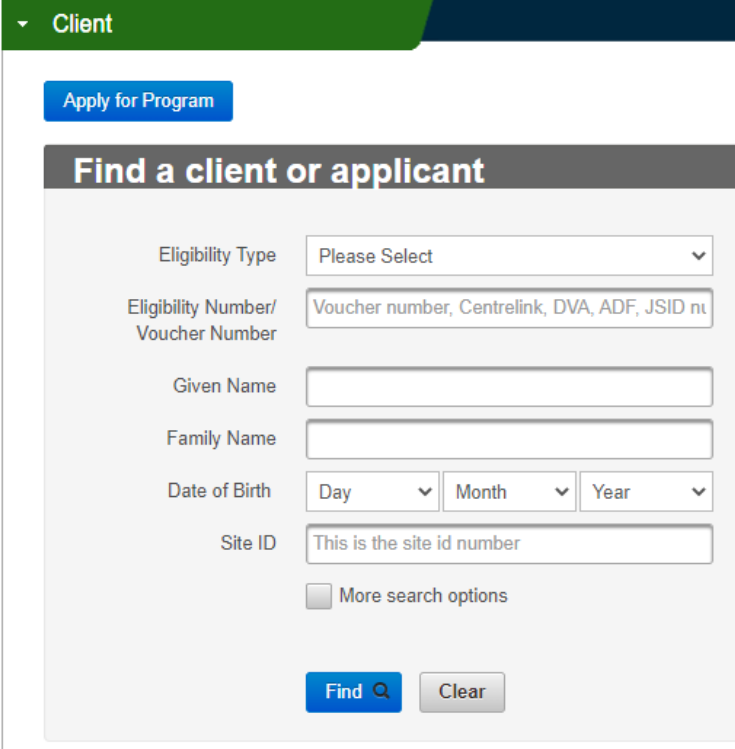
What access do I need?

SP Claims

Open the client details screen

Step 1

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



The screenshot shows a web interface for finding a client. At the top, there is a green header with a dropdown arrow and the text 'Client'. Below this is a blue button labeled 'Apply for Program'. The main section is titled 'Find a client or applicant' in a dark grey header. The form contains the following fields:

- Eligibility Type: A dropdown menu with 'Please Select' as the current selection.
- Eligibility Number/ Voucher Number: A text input field with placeholder text 'Voucher number, Centrelink, DVA, ADF, JSID nt'.
- Given Name: A text input field.
- Family Name: A text input field.
- Date of Birth: Three dropdown menus for 'Day', 'Month', and 'Year'.
- Site ID: A text input field with placeholder text 'This is the site id number'.
- More search options: A checkbox that is currently unchecked.
- At the bottom, there are two buttons: 'Find' with a magnifying glass icon and 'Clear'.

Opening the client's page will bring up the client details screen.

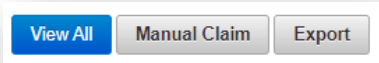
To check what has been previously claimed, click the **View All** button under the Claims History tab.

Entering a portal claim

Step 2

In the Claims History tab, click the **Manual Claim** button to enter the claim details.

Under Client Details, please check the client details are correct.



Select the correct voucher number*. Select the Date of Service*.

In the Provider Reference Number field, you can enter any reference used by your business for the claim.

A form titled 'Client Details' with the following fields:

- Name: John Smith
- Date of Birth: 01/01/1900
- Eligibility Number: 200000000X
- Eligibility Type: Centrelink Pensioner Concession Card (PCC)
- Voucher Number*: A dropdown menu.
- Date of Service*: Three dropdown menus for Day, Month, and Year.
- Provider Reference Number: An empty text input field.

Step 3

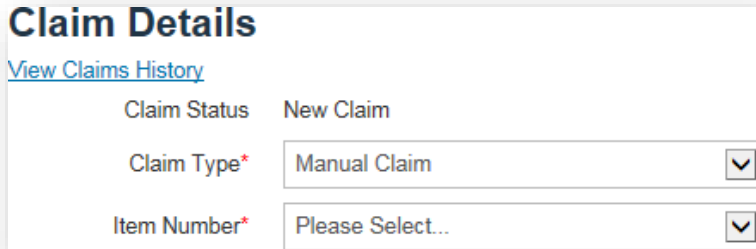
Under Service Provider Details, enter the first few digits of the Practitioner Number* and select the correct practitioner from the options that appear. Select the Site ID*.

A form with two fields:

- Practitioner Number*: A text input field with the placeholder text 'Start typing to select the practitioner number'.
- Site ID*: A dropdown menu with the placeholder text 'Please Select'.

Step 4

Under Claim Details, select Manual Claim* and the Item Number*.



The screenshot shows a form titled "Claim Details". At the top left, there is a link "View Claims History". Below it, the "Claim Status" is set to "New Claim". The "Claim Type*" field is a dropdown menu with "Manual Claim" selected. The "Item Number*" field is a dropdown menu with "Please Select..." selected.

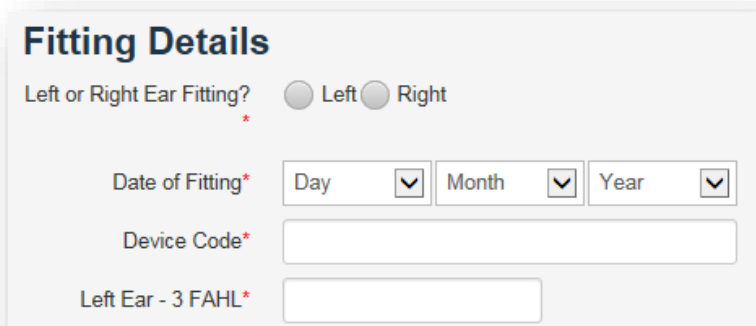
Step 5

Under Fitting Details, select left or right. Select the Date of Fitting*.

Enter the first few digits of the Device Code*.

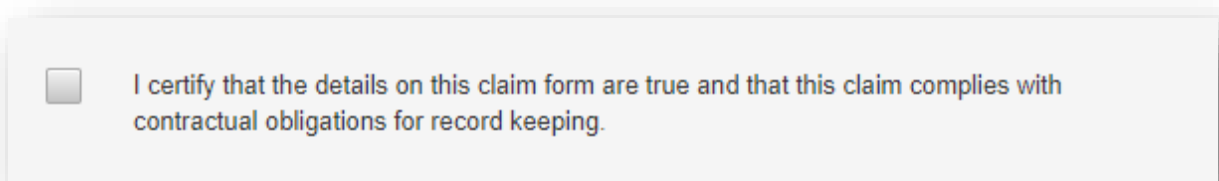
A code must be selected from the options that appear before you can proceed.

Enter the 3FAHLS* for that ear. Repeat if the other ear has also been fitted.



The screenshot shows a form titled "Fitting Details". It has two radio buttons for "Left or Right Ear Fitting?": "Left" and "Right". The "Date of Fitting*" field consists of three dropdown menus for "Day", "Month", and "Year". Below that is a text input field for "Device Code*". At the bottom is another text input field for "Left Ear - 3 FAHL*".

Please check that all information is correct, then read and tick the certification box before clicking the **Submit** button.



The screenshot shows a certification box with a checkbox on the left and the text: "I certify that the details on this claim form are true and that this claim complies with contractual obligations for record keeping."

Note - [The Schedule of Service Items and Fees](#) can assist with claim item numbers.