



Processing an Adjustment Note via the HSO portal

Adjustment note definition

An adjustment note allows a service provider to adjust a claim where the original claim and the replacement claim are for the **same amount**, and **no amount is payable** to the service provider.

What access do I need?

SP Claims role

What else do I need?

A completed Claim for Payment Tax Invoice with the correct claim details.

What happens when I perform an Adjustment Note?

The cost of the claim you are adjusting will come out of your next payment run.

An adjustment note should only be performed if the original claim and the replacement claim are for the same amount, and no amount is payable to you.

Open the Client Details screen

Log in to the portal and bring up the client details screen.

Processing an Adjustment Note in HSO

In the **Claims History** accordion, click the **View All** button.

Voucher issue date	Claim source	Claim Status	Item number
01/02/2010	Manual Claim	Approved	656
01/02/2010	Electronic Claim	Approved	600

In the **Claims History**, select the **item#** that you wish to recover (e.g. [656](#)).

The **item#** claim page will appear. Scroll to the bottom of this page.

Recover **Cancel**

Click the **Recover** button

Recovery Type*	Adjustment Note
Recovery Reason*	Please Select...

In the **Recovery Type** field, select Adjustment Note*.

In the **Recovery Reason** field, select other* and provide details on the recovery reason.

Submit **Cancel**

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 adjusted claim please click the **Manual Claim** button under the **Claims History** accordion. Enter the new claim and click the **Submit** button.

A copy of the claim should be retained on the clients file.

*Please note while there are two other recovery reasons, they should not be used when processing an adjustment note.