



Submitting a Remote Control Claim via the HSO portal

What access do I need?

SP Claims role

What else do I need?

Claim for Payment Tax Invoice – fully completed.
Manufacturers Invoice - amount does not exceed \$200

Open the Client Details screen

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

Entering a Remote Control Claim in HSO

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

Client Details

Name	John Smith
Date of Birth	01/01/1900
Eligibility Number	200000000X
Eligibility Type	Centrelink Pensioner Concession Card (PCC)
Voucher Number*	<input type="text"/>
Date of Service*	Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>
Provider Reference Number	<input type="text"/>

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

Select the correct voucher issue date*.

Select the Date of Service. In the Provider Reference Number field, enter your client number if applicable.

Service Provider Details

Organisation Name*	<input type="text"/>
Practitioner Number*	<input type="text" value="Start typing to select the practitioner number"/>
Site ID*	<input type="text" value="Please Select"/>

Under **Service Provider Details**, please check or enter the Organisation Name.

Enter the Practitioner Number.

Enter or select the Site ID*.

Claim Details

[View Claims History](#)

Claim Status	New Claim
Claim Type*	<input type="text" value="Manual Claim"/>
Item Number*	<input type="text" value="4"/>
Item Benefit (Not liable for GST)*	<input type="text"/>
Total Cost of Claimed Item to Client	<input type="text"/>

Under **Claim Details**, select 4 in the Item Number* field.

In the Item Benefit (not liable for GST) field, enter the amount shown on the manufacturers invoice (excluding '\$' sign).

In the Total Cost to Client field, enter 0.

Read and tick the certification box before clicking the **Submit** button.

Supporting documentation justifying a remote control fitting should be kept on the client file. The client must have a chronic physical disability that impedes their ability to independently manage the user controls of their hearing device(s).

If a remote is lost or damaged, a Statutory Declaration must be kept on the client file prior to fitting and claiming a second remote.

*Please select an option from the drop down menu.