



Submitting a manual 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.

Open the Client Details screen

Log in to the portal and bring up the client details screen. To check what has been previously claimed, click the **View All** button under the **Claims History** accordion.

Entering a manual 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"/>
Site ID*	<input type="text"/>

Under **Service Provider Details**, please check or enter the Organisation Name. Enter the Practitioner Number and select the Site ID*.

Claim Details

[View Claims History](#)

Claim Status	New Claim
Claim Type*	<input type="text"/>
Item Number*	<input type="text"/>

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

Fitting Details

Left or Right Ear Fitting?	<input type="radio"/> Left <input type="radio"/> Right
Date of Fitting*	Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>
Device Code*	<input type="text"/>
Left Ear - 3 FAHL*	<input type="text"/>

Under **Fitting Details**, select left or right. Select the Date of Fitting*. Enter the Device Code. Enter the 3FAHLS for that ear. Repeat if other ear has been fitted.

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

[Claiming Methods for specific items](#) can assist you on submitting claim item(s) successfully.

*Please select an option from the drop down menu.