



## Processing a Recovery via the HSO portal

### Recovery definition

A recovery occurs where an incorrect claim has been submitted, the claim details are incorrect or where a device is returned for a credit and the provider is required to reimburse a claim payment.

### What access do I need?

SP Claims role

### What else do I need?

If you have a claim that will replace or substitute the recovered claim you will need to complete a Claim for Payment Tax Invoice with the correct details.

### What happens when I perform a recovery?

When a recovery is initiated against an individual client record, the amount owed will automatically be deducted from your approved batch claim submission. It will appear as a 'Recovery' when you download your batch file.

### Recovery Reasons

A recovery should always be initiated when a claim error has been identified where

- **Aid/s returned for credit** > aids fitted, now returned by the client – unsuccessful fitting
- **Change of device** > there has been a change device/s (C1, C2 or C3)
- **Item claimed against incorrect client** > a claim has been made against an incorrect client record
- **Client is monaurally fitted** > a binaural service has been claimed in error
- **e-Claim approved in error** > an e-Claim was submitted and approved in error
- **HSO claim approved in error** > a Portal claim was submitted and approved in error
- **Incorrect item claimed** > an item was submitted and approved in error
- **Other** > you identified a reason that is not listed above.

### Open the Client Details screen

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

### Processing a Recovery in HSO

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

In the **Claims History**, click the **item#** that you wish to recover (e.g. [710](#)).

The **Claim Details** page will appear > Scroll to the bottom of this page > Click the **Recover** button.

In the **Recovery Reason** field, select one of the 8 options\*.

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 recovered claim, it can be submitted in a e-Claim batch file or you can click the **Manual Claim** button under the **Claims History** accordion > Enter the new claim details and click the **Submit** button.

The client is not required to re-sign a new claim for payment form. Instead, a copy of the incorrect claim can be attached to the correct Claim for Payment form as proof of signature for services provided prior to 1 October 2019 and for audit purposes. All recovery actions should be noted on the client's file.

The screenshots illustrate the steps for processing a recovery in the HSO portal. The first screenshot shows a table of claims with columns for Voucher issue date, Claim source, Claim Status, and Item number. Two rows are visible, both for 19/05/2003, with Item numbers 777 and 710. A red arrow points to the '710' link, labeled 'Click here'. The second screenshot shows the 'Recovery Reason' dropdown menu with a list of options: Aids Returned For Credit, Change Of Device, Item Claimed Against Incorrect Client, Client Is Monaurally Fitted, E-Claim Approved In Error, HSO Claim Approved In Error, Incorrect Item Claimed, and Other. A red arrow points to the dropdown, labeled 'Select an option'. The third screenshot shows the 'Submit' and 'Cancel' buttons at the bottom of the page, with a red arrow pointing to the 'Submit' button, labeled 'Click here'.

Voucher issue date	Claim source	Claim Status	Item number
19/05/2003	Electronic Claim	Approved	<a href="#">777</a>
19/05/2003	Electronic Claim	Approved	<a href="#">710</a>

Recovery Reason\*  
Please Select  
Aids Returned For Credit  
Change Of Device  
Item Claimed Against Incorrect Client  
Client Is Monaurally Fitted  
E-Claim Approved In Error  
HSO Claim Approved In Error  
Incorrect Item Claimed  
Other

Submit Cancel