



Submitting a relocated maintenance 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. Click the **View All** button under the **Claims History** accordion and check what has previously been claimed.

Entering a relocated maintenance 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="Please Select..."/>

Under **Claim Details**, select Item Number 711 (monaural) or 722 (binaural)*.

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

Relocated maintenance items should only be claimed via the HSO portal when

- Written consent to relocate has been given by the client
- An item 711/722 has been e-Claimed by the previous SP within the last 12 months.

Relocated maintenance items should not be claimed when

- You have claimed a 700/710 that is still current when the client relocates away and later relocates back to you
- If your business buys a business and the clients are transferred to you during this process.

*Please select an option from the drop down menu.