



Confirm return voucher for existing client

What access do I need?

SP Site

What else do I need?

A client requiring ongoing hearing services who is linked to you in the portal. They must have an expired voucher and be eligible for a new voucher.

Open the Client Details screen

Login to the portal and bring up the client details screen. Follow the directions in the “searching for clients” guide if required.

Check current contact details

If the client has moved address or changed phone number, please update this information under the Client Details area.

If the client would prefer to receive correspondence via email, you can update this under the **Client Communications** accordion.

Confirm client requires ongoing hearing services

On the Service History accordion, click the **Confirm Return Voucher** button. You will be asked to confirm that the client requires ongoing hearing services. Only click confirm if you have been in contact with the client or a POA to determine this.

Make sure you have contacted the client before you issue a new voucher

When you issue a new voucher, you will see a message pop up requiring you to confirm that the client requires ongoing hearing services. You must have contacted the client or their POA to confirm that this is the case prior to issuing a return voucher.



A service provider or medical practitioner has identified that the client requires ongoing hearing services.

Confirm

Cancel

If the client's eligibility is confirmed, you will receive a confirmation message.



The client's details have been changed.

You can view the client's new voucher details under the **Service History** accordion. You can also use the **Print Details** button to create a printable PDF of this information.

Client's eligibility not confirmed

Details could not be validated – the client's name or date of birth does not match Centrelink/DVA's records for the eligibility number provided. Please contact the client or Centrelink/DVA to confirm the correct details. Update the details in the client details area before trying again.

Client no longer eligible – a check with Centrelink/DVA has indicated this client is no longer eligible. If the client believes this is incorrect they should contact Centrelink/DVA.

Confirm return voucher button unavailable – confirm that the client's voucher has expired at least the day before. Please note NDIS and DES clients must be referred by their NDIS or DES planner, and will therefore not have a confirm return voucher button available.