



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?

A Tax Invoice will be generated and posted to your Head Office within 4-6 weeks of the initiated recovery date. Payment will be due within **28 days** from the date shown on the Tax Invoice. Please do not pay this amount until you receive the Tax Invoice.

Recovery Reasons

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

- **Aid/s returned for credit** > *you have been paid for the fitting, now the aids have been returned by the client*
- **Change of device** > *change from a Category 2 device/s to a Category 3 device/s*
- **Item claimed against incorrect client**
- **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 manual claim was submitted and approved in error*
- **Incorrect item claimed**
- **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.

Voucher issue date	Claim source	Claim Status	Item number
01/02/2010	Manual Claim	Approved	656
01/02/2010	Electronic Claim	Approved	600

Recover **Cancel**

Recovery Type*

Recovery Reason*

Submit **Cancel**

In the **Claims History**, click the **item#** that you wish to recover (e.g. [656](#)). The **item#** claim page will appear.

Scroll to the bottom of this page. Click the **Recover** button

In the **Recovery Type** field, select Recovery*.

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, please click the **Manual Claim** button under the **Claims History** accordion. Enter the new claim details and click the **Submit** button. The replacement or substitute claim for payment form must be signed by the client. All recovery actions should be noted on the clients file.

*Please select an option from the drop down menu.