

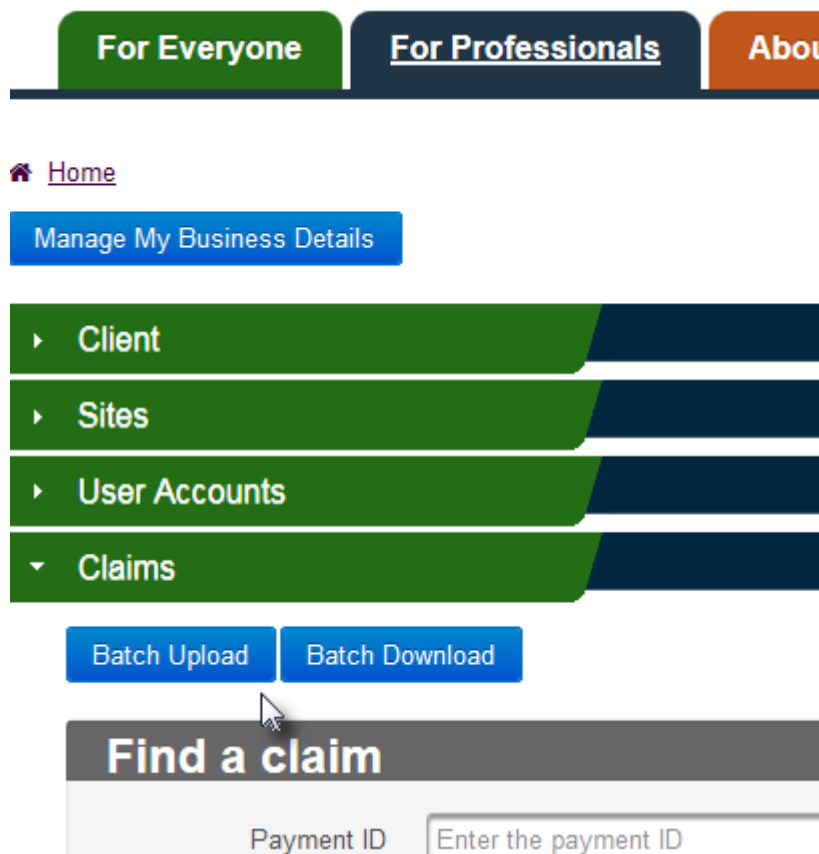
# Using The new Hearing Services Program e-Claim Platform

As from 23 November 2019 the procedure for processing electronic claims will change. Here is how to use the new e-Claim platform:

1. In HearAid 7.0, click on **e-Claims|Prepare Batch**; a new CSV format batch file will be created and allocated the next batch number in the sequence. So for example, if the *last* batch prepared was batch 495 then the new batch will be called **496.csv**

Once the batch file has been created HearAid calls up the computer's default web browser and connects to the **HSO Portal** where you log in using the existing portal log in procedure

2. Once logged in to the portal, expand the **Claims** accordion and click the **Batch Upload** button



which takes you to the **File Upload** page

## File Upload

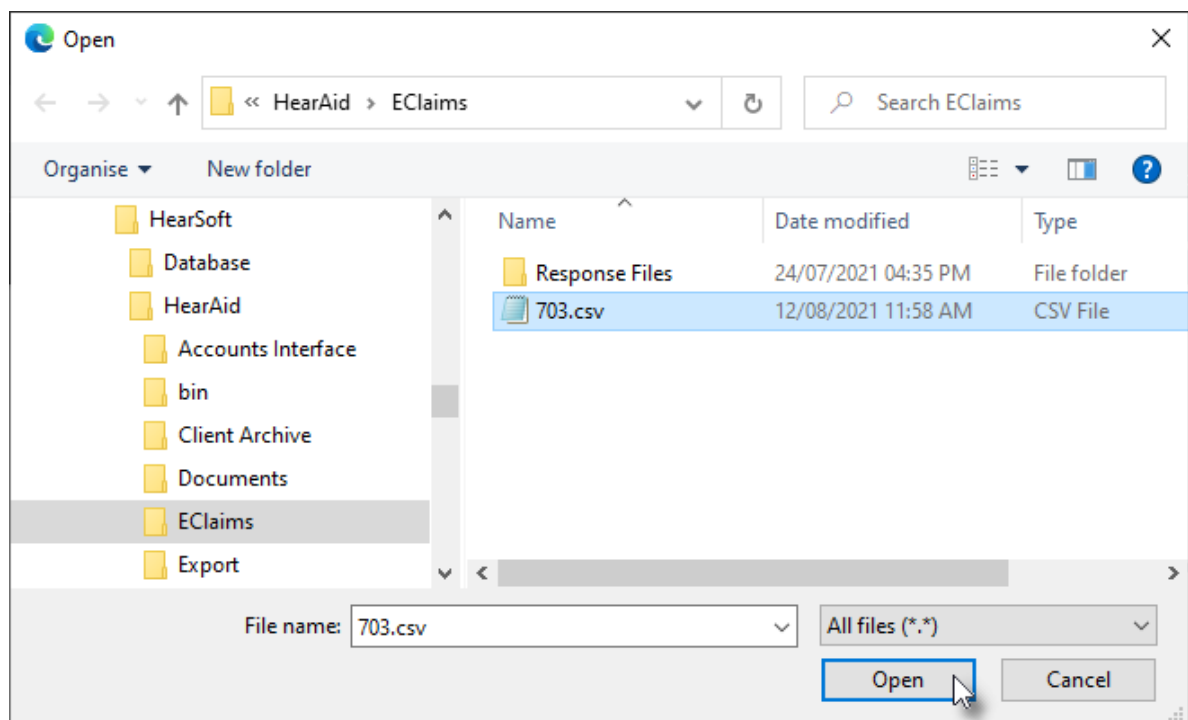
498.csv

☒ I certify that the information provided is true and correct.

☒ I understand that the information I have submitted on this form is subject to the provisions stated in the [Service Provider Contract](#).

☒ I understand that submitting any false information may result in the cancellation of the accreditation to provide services.

3. Click the **Browse** button and navigate to the `..\HearSoft\HearAid 5.0\EClaims` folder on your server computer (or `C:\HearSoft\HearAid 5.0\EClaims` if you are using a stand-alone computer)



Normally you would select the batch file with the **highest number** but if you have missed uploading some batches you can choose any file to upload... there is no longer a requirement that batches be uploaded in strict sequential order and you can upload as many batches as you like in a single session

4. If the batch uploads successfully this message will display

[Home](#) > Batch Upload

## Success

You will be sent an email when it is processed.

Your Claims File Reference Number is 0645131120190926799

Close

If, however, the upload fails then the **Batch Upload** screen remains, displaying an error message

5. Batch response files are usually available within 30 minutes, *and you do not need to wait for notification from HSP before downloading*, but HSP will also send an email to the Provider's registered email address to notify when the batch has been processed. A copy of the email can be found in the **Service Provider Details** page, accessed by clicking the **Manage My Business Details** on the portal Home Page:

[For Everyone](#) [For Professionals](#) [About the Program](#)

[Home](#)

Manage My Business Details

- ▶ Client
- ▶ Sites
- ▶ User Accounts
- ▶ Claims
- ▶ Qualified Practitioners

## Correspondence Issued

Displaying page 1, records 1 - 10 of 12		
Name ↕	Date Sent ↕	Recipient
<a href="#">BulkClaimsFileUpload</a>	13/11/2019	spadmin8@h
<a href="#">BulkClaimsFileUpload</a>	12/11/2019	spadmin8@h
<a href="#">BulkClaimsFileUpload</a>	05/11/2019	spadmin8@h
<a href="#">BulkClaimsFileUpload</a>	05/11/2019	spadmin8@h
<a href="#">BulkClaimsFileUpload</a>	05/11/2019	spadmin8@h
<a href="#">BulkClaimsFileUpload</a>	05/11/2019	spadmin8@h
<a href="#">ContactChange</a>	06/09/2018	hearing@hea
<a href="#">ClientRelocation</a>	23/12/2016	hearing@hea
<a href="#">ClientRelocation</a>	23/12/2016	hearing@hea
<a href="#">ClientRelocation</a>	23/12/2016	hearing@hea
Displaying page 1, records 1 - 10 of 12		
<< First < Prev 1 2 Next > Last >>		
<input type="text"/>		

- When the batch response is ready for download, return to the **Claims** accordion and click the **Batch Download** button, which opens the **Batch Download** page.

When generating batch files, HearAid stores the batch number in the batch Header row so the simplest way to retrieve a response file is to enter the Batch Number into the **Header ID** box. Alternatively, you can enter the Claims File Reference Number into the **Load Number** box

## View Results


Load Number

Status

Batch Load Time From

Batch Load Time To

Header ID

Find 

Clear

## Results

Displaying page 1, records 1 - 1 of 1

Upload Log ID ↕	Load Number ↕	File Name ↕	Header ID ↕	Status ↕	Load Date
12868	<a href="#">064523042020094303002</a>	563.csv	563	PROCESSED	23/04/2020

Displaying page 1, records 1 - 1 of 1

<< First < Prev 1 Next > Last >>

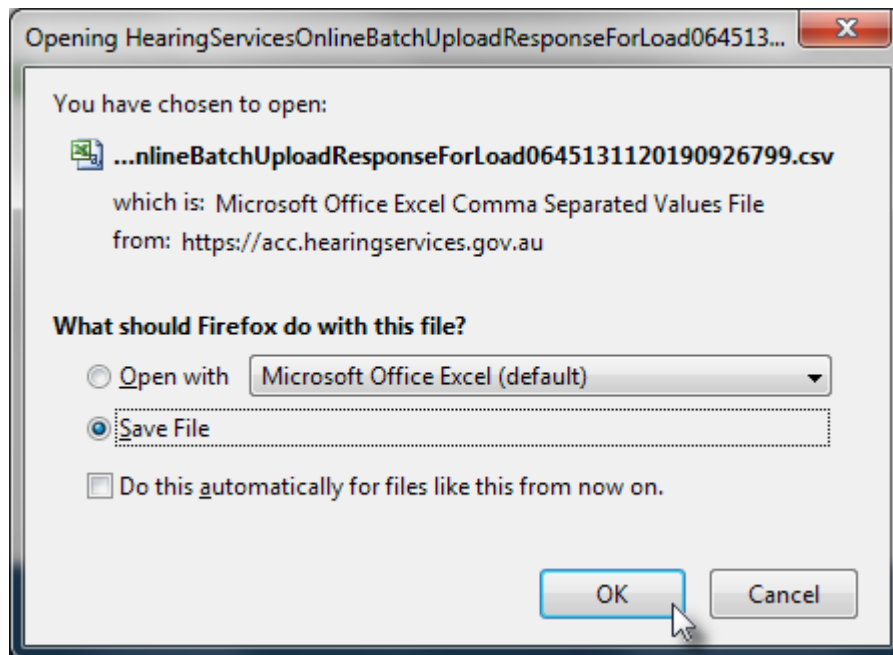
Export

Cancel

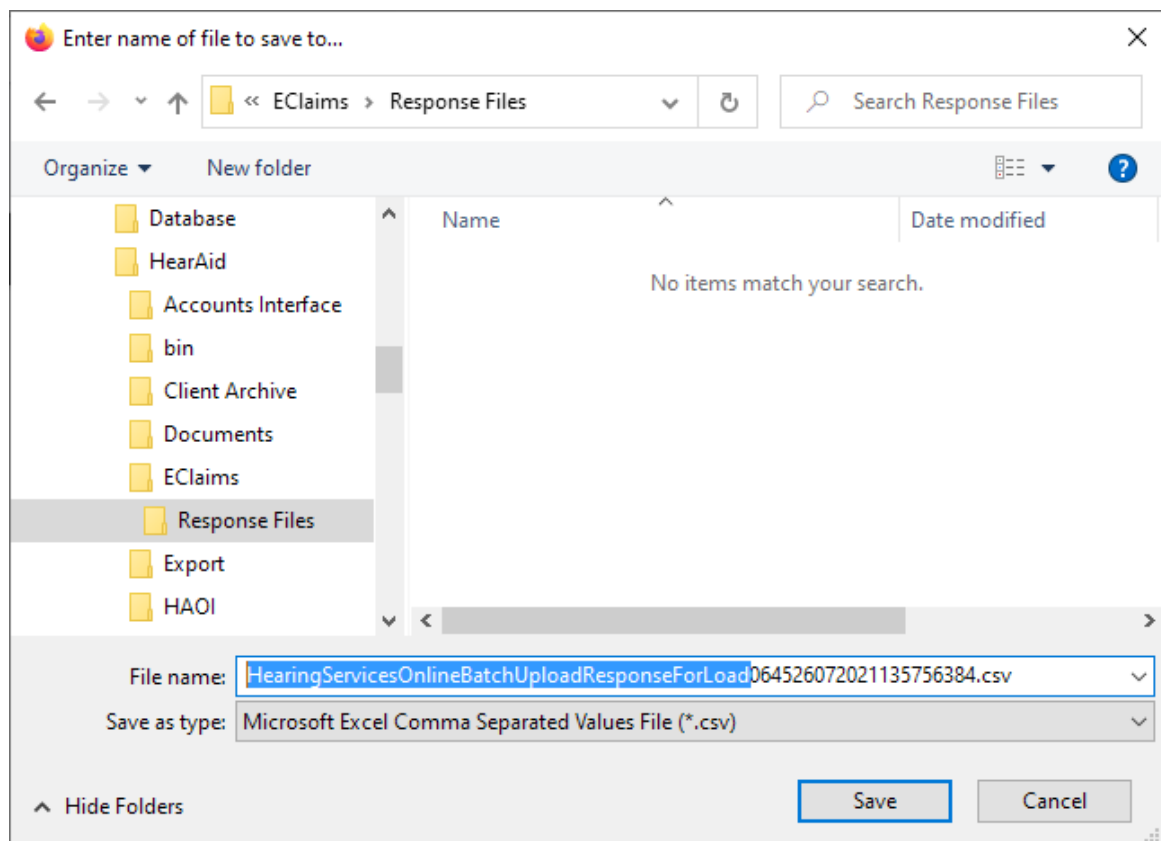
and click the **Find** button.

Click on the entry in the **Load Number** cell. Depending on your web browser and its settings for downloads, you should then be prompted to **Save** the response file:

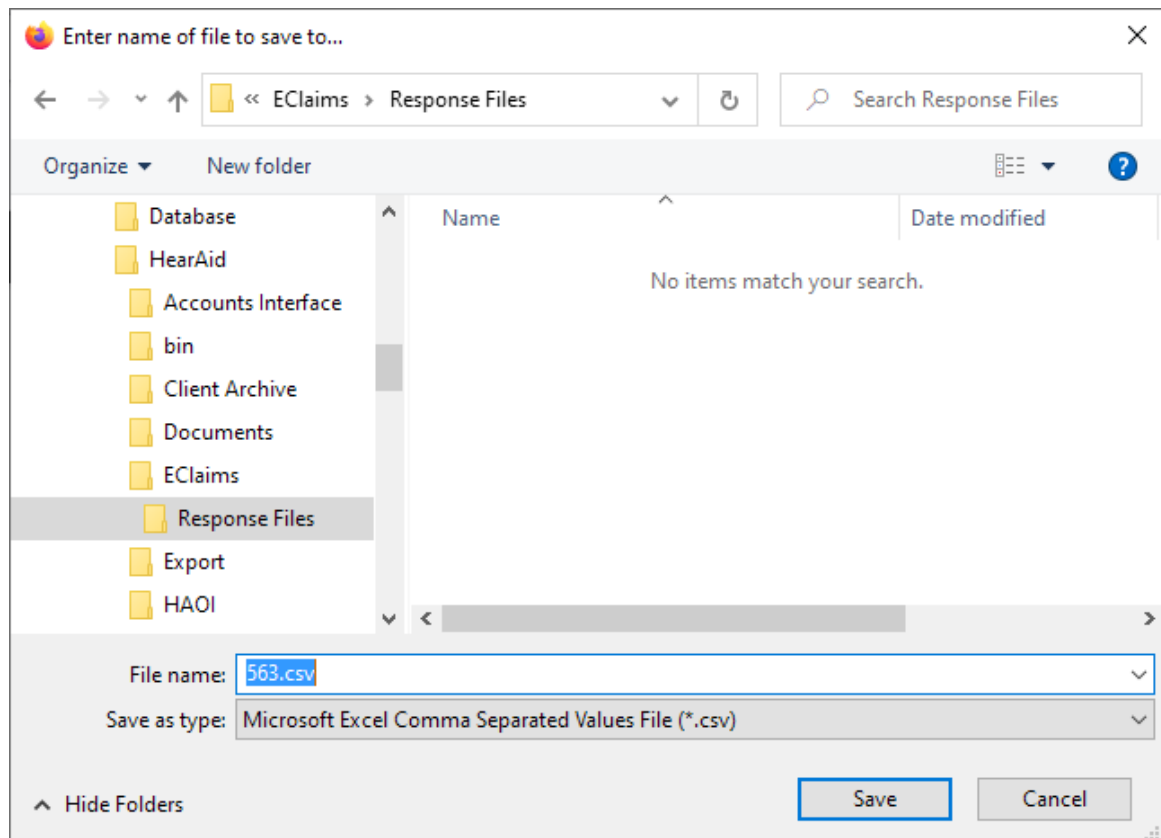
**Firefox**



after clicking OK the Save To dialog box appears; **Internet Explorer and Chrome** should just open the dialog box



At this point it is recommended that you remove the "HearingServicesOnlineBatchUpload ResponseForLoad" part of the file name and just save the Load Reference number part as shown, or give the file the same name as the Batch File eg 563.csv



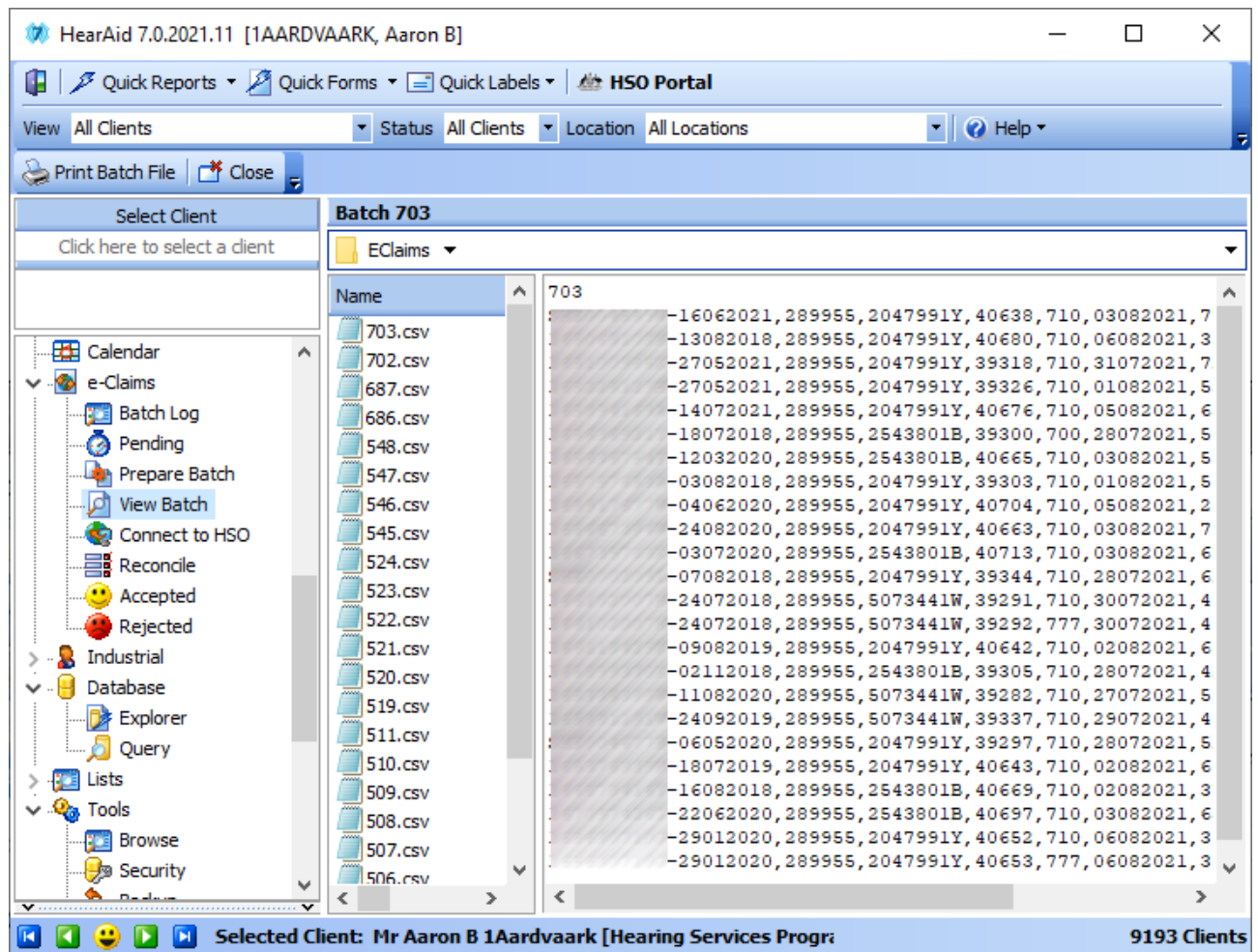
**It is essential that you save the response file into the *..HearSoft\HearAid\EClaims\Response Files* folder!**

Then click the **Save** button

7. Once the response file has been downloaded into the *..HearSoft\HearAid 5.0\EClaims\Response Files* folder you will be able to **Reconcile** it in HearAid in **e-Claims|Reconcile**

Batch 701					
Response Files					
Name	Name	Voucher Number	Service Date	Item	
701.csv			23/07/2021	700	
700.csv			23/07/2021	700	
699.csv			13/07/2021	710	
698.csv			09/07/2021	710	
697.csv			10/05/2021	710	
696.csv			11/07/2021	710	
			13/07/2021	710	
			25/07/2021	710	
			07/07/2021	710	
			19/07/2021	777	
			19/07/2021	710	
			08/07/2021	710	
			17/07/2021	710	
			26/07/2021	710	
			22/07/2021	940	
			10/07/2021	710	
Items Processed: 49					
1 of 49					
Batch: 701	Processed: 26/07/2021	Accepted: 49	Rejected: 0	Amount Due: \$9,156.23	

8. Existing batch files can be viewed in **e-Claims View Batch**



9. If you ever need to recreate a batch file - if, say a batch file has accidentally been deleted or moved before it was uploaded - there is a new function in the **e-Claims|Batch Log** window which can be used to recreate it.

Select the batch record in the Batch Log, right-click on it and select the **Recreate Batch File** item on the pop-up menu



Batch Log								125 records
Response Received	Response File	Accepted	Rejected	Amount Due	Invoiced	Batch	Ta	Updated
		0	0	\$0.00	<input type="checkbox"/>	A		06/08/2021 12:03:31 AM
		0	0	\$0.00	<input type="checkbox"/>	A		05/08/2021 10:27:28 AM
26/07/2021 2:09:10 PM	701.csv	49	0	\$9,156.23	<input checked="" type="checkbox"/>	A		08/08/2021 1:50:18 PM
23/07/2021 6:36:00 PM	700.csv	7	1	\$8,307.09	<input checked="" type="checkbox"/>			
22/07/2021 3:12:39 PM	699.csv	9	0	\$6,524.35	<input checked="" type="checkbox"/>			
16/07/2021 9:54:26 AM	064516072021...	15	1	\$3,577.55	<input checked="" type="checkbox"/>			
09/07/2021 3:35:39 PM	064509072021...	4	0	\$2,400.15	<input checked="" type="checkbox"/>			
08/07/2021 2:24:01 PM	064508072021...	17	0	\$5,508.49	<input checked="" type="checkbox"/>			
08/07/2021 1:38:26 PM	064508072021...	12	0	\$5,511.33	<input checked="" type="checkbox"/>			
01/07/2021 10:57:33 AM	064501072021...	5	0	\$1,590.58	<input checked="" type="checkbox"/>			
30/06/2021 1:32:03 PM	064530062021...	6	0	\$4,601.70	<input checked="" type="checkbox"/>			
28/06/2021 4:47:06 PM	064528062021...	9	0	\$1,510.60	<input checked="" type="checkbox"/>			
25/06/2021 3:40:13 PM	064525062021...	9	0	\$4,547.05	<input checked="" type="checkbox"/>			
24/06/2021 1:47:46 PM	064524062021...	12	0	\$4,164.39	<input checked="" type="checkbox"/>			
23/06/2021 11:11:52 AM	064523062021...	19	0	\$5,454.31	<input checked="" type="checkbox"/>			
18/06/2021 3:45:53 PM	064518062021...	22	0	\$5,946.53	<input checked="" type="checkbox"/>			
16/06/2021 1:12:29 PM	064516062021...	18	0	\$5,952.25	<input checked="" type="checkbox"/>			
11/06/2021 12:31:46 PM	064511062021...	13	2	\$5,887.58	<input checked="" type="checkbox"/>			
09/06/2021 2:01:45 PM	064509062021...	20	0	\$3,040.57	<input checked="" type="checkbox"/>			
04/06/2021 11:12:43 AM	064504062021...	13	0	\$5,078.25	<input checked="" type="checkbox"/>			

Recreate Batch File  
Clean EClaim Folders  
Load All Records  
● Load On-Demand  
Expand All  
Auto Row Height  
✓ Auto Column Width  
Best Column Fit  
Enable Filtering  
Group By Box  
Highlight Selected Row  
Header Auto Height  
Row Sizing  
Customise...  
Print Table