

VHC Provider Portal Overview

The VHC Provider Portal provides a user-friendly interface that allows service providers to manage:

- Service plans they have been allocated
- Submit claims against those service plans,
- Deal with re-credits of unused services
- Access to much improved reporting.

The portal will speed up a number of processes for the service providers by performing a variety of transactions in real time that can currently only be processed overnight.

In addition, the portal will allow service providers to perform the user management for their own organisation



Authentication

- DVA uses VANguard to authenticate users
 - <http://vanguard.business.gov.au>
- Authentication is via AUSKey
- Each user must have an AUSKey



Authenticate	
<input type="text"/>	<input type="text"/>



DVA Portal



Not authorised

Types of user access

Read only *



See everything
in the portal but
cannot change
anything

Service Plans Officer



Mark service
plans as
actioned and
notify change of
circumstances

Claims Officer



Submit claims (including
bulk claims) , request
under and overpayments
and upload manual tax
invoices

Portal Manager

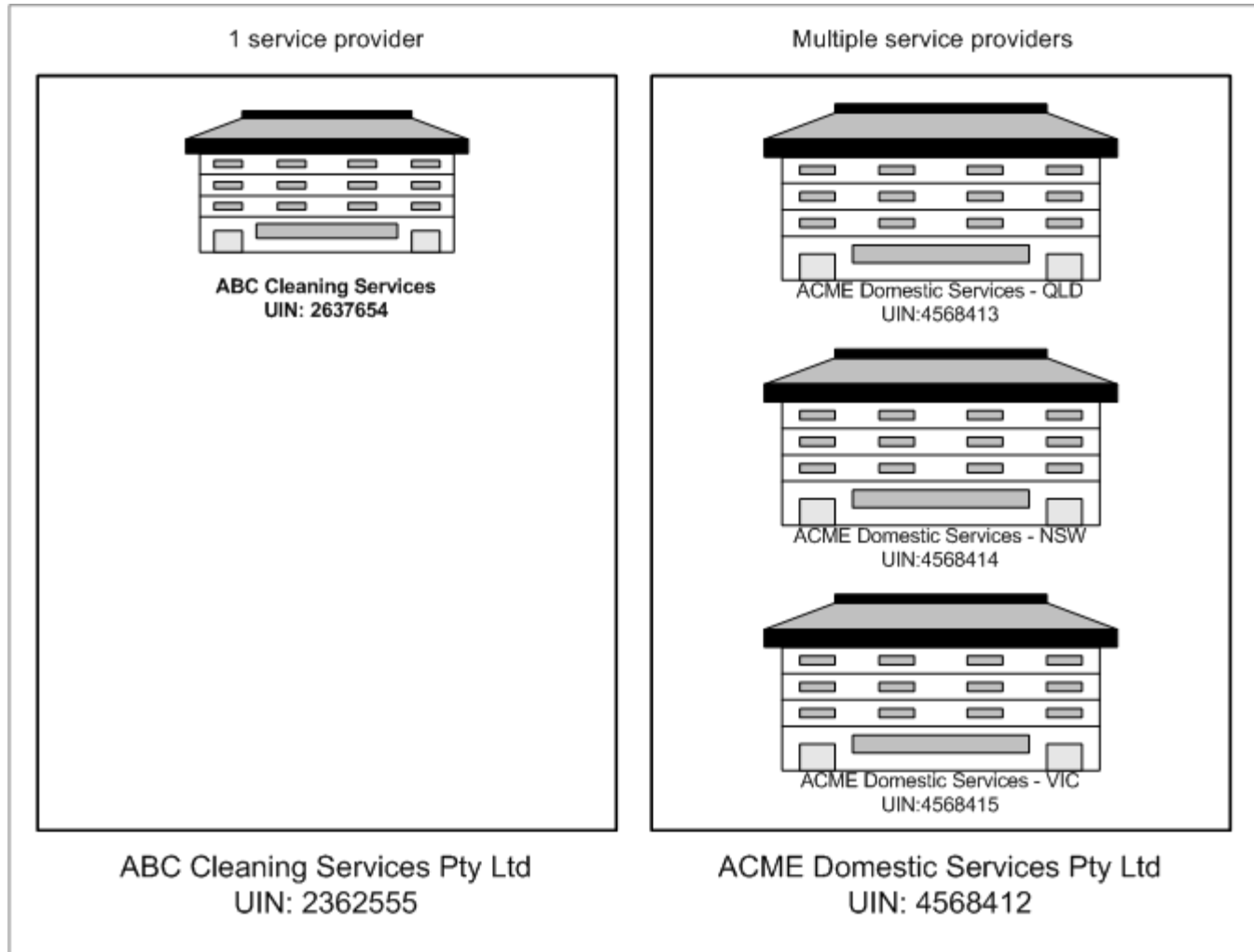


All functions

* Note:

1. All users, except the portal manager, are initially created as read-only
2. DVA VHC staff have read-only access so that they can provide support

Access to service providers and regions



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Provider details



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Registered business entity

Your business / charity details as registered with the Australian Business Register and Veterans' Home Care. This includes registered name, ABN, VHC entity contact, and registered address.

[ABC Enterprises Pty Ltd](#)

ABN: 1234567890

Contact: Bill Masterson

Phone: 07 1234 5678 Mobile: 0404 123 456 Fax: 07 1234 5678

Business address: 54 Somewhere Street, ASHGROVE QLD 4061

Service provider details

The trading-level details Veterans' Home Care has recorded for your VHC service-provision activities. This includes individual trading names, UINs, contacts and postal addresses.

[ABC Cleaning](#)

Display name: ABC Cleaning Metro [Edit](#)

UIN: 124563

ABN: 1234567890

Contact: Sonja Daniels-Carter

Phone: 07 1234 5678 Mobile: 0404 123 456 Fax: 07 1234 5678

Postal address: 54 Somewhere Street, ASHGROVE QLD 4061

[ABC Health](#)

Display name: ABC Health South Western [Edit](#)

UIN: 125433

ABN: 1234567890

Contact: Pauline Cartwright

Phone: 07 1234 5678 Mobile: 0404 123 456 Fax: 07 1234 5678

Postal address: 54 Somewhere Street, ASHGROVE QLD 4061

Service Plans

Service plans tab includes:

- an Inbox for new or modified service plans that are awaiting action
- the ability to search for service plans using a range of criteria
- the ability to:
 - Download a PDF version of a service plan
 - Mark a service plan as actioned
 - Notify an assessment agency of a change of circumstances
 - Return hours for unused service plan items
 - View all plan periods

Access to service plans

- Any staff member who can login to the portal can access the **Service plans** tab
- However, in order to mark a service plans as actioned or notify an assessment agency of a change of circumstances the staff member must have one of the following roles:
 - **service plans officer**
 - **portal manager**

Service plans Inbox

- From 2 June 2014, all service plans that an assessment agency assigns to a provider will display in the Inbox.
- These plans can be **Marked as actioned**
- Actioned plans **do not** appear in the Inbox



Claims

The **Claim items** tab in the VHC Provider Portal enables users to:

- Search for a claim using the available criteria
- Submit individual claim items
- Submit bulk claims
- Submit manual tax invoices
- Submit a claim for an overpayment or underpayment.

Access

To access the **Claims** tab the staff member must have one of the following roles:

- **Claims officer**
- **Portal manager**



Submitting a claim

- Claims for individual services can be submitted one at a time.
- No longer enter up to 100 claims and then submit
- Notification on **Home** page when payment is made



Messages / warnings

When the staff member clicks the **Next** button, the system:

- Checks the hours to be claimed are available – applies tolerances if necessary
- Checks if the **Service date** is more than 60 days old – just provide a reason – no need for a recredit undo
- Checks the **Service date** is in the past and no claim has already been submitted for that date





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Enter claim items



[Printable version](#)

Service plan number:*

3737373

[Lookup](#)

OR

[Search for a service plan](#)

Plan number: 3737373

Service type: 12/03/1925

Client: Mr Robert Finder

Address: 51 Betty Street, Ashgrove QLD 4060

Hours:

2

☐ Client non-response plan claim

Service date:*

01/03/2014



Reason:*

Select

Select

Timesheet/s, invoice/s not submitted

Timesheet/s, invoice/s lost

Claims Officer on leave

No Claims Officer available

Service not yet delivered

User error

Other

Recently entered claim items

The last 30 claims items submitted today are shown in this list.

Service plan	Service type	Service date	Claimed period start	Claimed period end	Hours	Entered by
3737373	Domestic assistance	12/06/2014	09/06/2014	15/06/2014	2	William PERSON



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Enter claim items



[Printable version](#)

Service plan number:*

3737373

[Lookup](#)

OR

[Search for a service plan](#)

Plan number: 3737373

Service type: 12/03/1925

Client: Mr Robert Finder

Address: 51 Betty Street, Cessnock NSW 2361

Hours:

2

☐ Client non-response plan claim

Service date:*

12/06/2014



The hours entered cannot be directly allocated to the period they were working. The hours can be split into two periods as shown below. You can either modify the hours entered above and re-submit or accept the breakdown outlined below.

Period start	Period end	Hours claimed
09/06/2014	15/06/2014	1
16/06/2014	22/06/2014	1

Accept modified items

[Reject](#)

Search claims

- All submitted claims will be migrated on the last weekend in May 2014
- The search facility can be used to find both new and old claims



Over / under payments

- Submit an over / under payment, for a previous claim, online
- Still processed at DVA in the same manner
- Notification is sent to the **Home** page when the payment is made



Manual tax invoice

- Submit a tax invoice for a service that cannot be claimed in the normal way
- Need to upload the invoice
- Still processed at DVA in the same manner



Bulk claim upload

- Submit a comma-separated values (CSV) text file of claims for bulk processing
- Processed as a bulk transaction (all records at once)
- Notification on **Home** page when payment is made



Portal manager functions

This section covers some of the administration functionality in the VHC Provider Portal. Topics include:

- Viewing and changing provider details
- Requesting a change to the provider details
- Managing staff

Portal Manager



All functions

Access

- To access the **Provider information** and **Staff Management** functions the staff member must have the **Portal Manager** role.

