



## Reports

VHC Service Providers are able to access reports through the VHC Provider Portal reporting functionality.

### Reports that can be downloaded from the VHC Provider Portal

Users can download the following reports from the VHC Provider Portal that are populated based on the Service Provider(s), region(s) and date range parameters that they select.

- **Remittance Report** - This is downloaded as a CSV file and can be converted to a file type determined by the user or recommended by the user's IT department (e.g. Excel, Access etc.).
- **RCTI Report** – This is downloaded as a PDF report. Recipient Created Tax Invoice (RCTI) reports are produced by Service Provider.

This document helps users to access and download the appropriate report.

### Remittance report

Once claims have been submitted in the VHC Provider Portal, remittance details are available to portal users. The remittance is a receipt for claims that have been successfully submitted. The report displays the expected remittance expected for the pay run in which the submitted claim will be paid.

In order to download the remittance report, users must have one of the following access roles in the VHC Provider Portal:

- Read only
- Claims Officer
- Portal Manager

It is intended that users will use this file to support their internal processes, as required.

### Downloading the Remittance report

To download the **Remittance report**:

1. From the **Home** tab, select the **Administration** tab.
2. Click the **Reports** link.



# Reports

The Reports screen displays.

The screenshot shows the 'Reports' page in the Veterans' Home Care Provider portal. The page header includes the Australian Government logo, 'Department of Veterans' Affairs', 'Veterans' Home Care Provider portal', and a user greeting 'Welcome, Justin Langer'. A navigation bar contains 'Home', 'Service plans', 'Claim items', and 'Administration'. A secondary navigation bar includes 'Provider details', 'Request change', 'Manage staff', 'Reports', and 'File download'. The main content area features a 'File type:' dropdown menu with 'Select' as the current option. A 'Printable version' link is visible in the top right. The footer contains 'Copyright' and 'Privacy' links.

3. From the **File type** field, select **Remittance report**.



## The Remittance report criteria displays

4. If you wish to generate a remittance report by bulk claim, enter the **Bulk Submission ID** number; or
5. From the **Service providers Available** field, select the names of the Service Providers to include in the Remittance report (hold **Shift** or **Ctrl** to select or deselect multiple options).
6. Click the **Add>>** button to add the selected Service Providers to the **Service Providers Selected** field.
7. From the **Regions Available** field, select the regions to include in the Remittance report (hold **Shift** or **Ctrl** to select or deselect multiple options).
8. Click the **Add>>** button to add the selected regions to the **Regions Selected** field.



Users can deselect Service Providers or regions from the **Selected** fields, by selecting them and clicking the **<Remove** button(s).

9. From the **Payment date** field, select the **payment date** from the list. This aligns to the monthly payment cycle and includes past payment periods and the next payment period.
10. Click the **Download file** link to download the report as a Comma-Separated Values (CSV) file or click **Clear** to perform a different report search.



If there are no records to display, the system will request the user confirm if they wish to generate an empty report.



## Reports



Users can save the CSV file to any drive to which they have access to in their organisation.

## Remittance report details

The Remittance report file provides a list of all claims for a designated Service Provider, region and date range combination at the point in time the file is generated. It is intended that users will use this file to support their internal processes, as required.



In the event there are no records to display, the system will inform the user of this and confirm whether or not the user still wishes to generate the (empty) file.

### Example Remittance report: displayed using Notepad

```

REMITTANCE,,,,,,,,,,,,,
Department of Veterans' Affairs,,,,,,,,,,,,,
Remittance Report for date range 12/06/2014 - 12/06/2014,,,,,,,,,,,,,
Created date:,19/06/2014,Created time:,12:32:46,,,,,,,,,,,,,
Providers included:,"GLOBAL HOME CARE SUPP - 1, GLOBAL HOME CARE SUPP - 2",,,,,,,,,,,,,,
Regions included:,"NSW Greater Murray, NSW Macquarie, NSW Mid Western, NSW Western Sydney",,,,,,,,,,,,,,
Remittance from date:,12/06/2014,Remittance to date:,,,12/06/2014,,,,,,,,,,,,,
,Fee $,GST $,,,Total Amount $,,,,,,,,,,,,,
Total paid claims:,61.25,6.13,,,67.38,,,,,,,,,,,,,
Total pending claims:,0,0,,,0,,,,,,,,,,,,,
Remittance total:,61.25,6.13,,,67.38,,,,,,,,,,,,,
Provider display name,Provider UIN,Region name,Submitted By,Provider Reference,Bulk Claim No,Claim No,Claim Date,Service Plan ID,Service Type,"Period, Start Date",Date Provided,Hours Provided,Fee $,GS
GLOBAL HOME CARE SUPP - 1,1559275,Macquarie,William Staffmember,Site 1,125,171,23/05/2014,1679106,DA,"14, 12/05/2014",12/05/2014,1,3,0,3,3,3,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 1,1559275,Macquarie,William Staffmember,Site 1,125,173,23/05/2014,1679106,DA,"15, 19/05/2014",19/05/2014,1,3,0,3,3,3,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 1,1559275,Macquarie,William Staffmember,Site 1,125,175,23/05/2014,1679106,DA,"13, 05/05/2014",5/05/2014,1,3,0,3,3,3,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 1,1559275,Macquarie,William Staffmember,Site 1,125,176,23/05/2014,1679106,DA,"12, 28/04/2014",5/05/2014,1,3,0,3,3,3,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 1,1559275,Macquarie,William Staffmember,Site 1,125,177,23/05/2014,1679106,DA,"11, 21/04/2014",5/05/2014,1,3,0,3,3,3,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 1,1559275,Macquarie,William Staffmember,Site 1,125,178,23/05/2014,1679106,DA,"5, 10/03/2014",14/03/2014,1,3,0,3,3,3,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 1,1559275,Macquarie,William Staffmember,Site 1,125,180,23/05/2014,1679106,DA,"4, 03/03/2014",4/03/2014,1,3,0,3,3,3,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 1,1559275,Macquarie,William Staffmember,Site 1,125,181,23/05/2014,1679106,DA,"10, 14/04/2014",16/04/2014,0.25,0.75,0.08,0.83,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 1,1559275,Macquarie,William Staffmember,Site 1,125,182,23/05/2014,1679106,DA,"1, 10/02/2014",10/02/2014,1,3,0,3,3,3,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 1,1559275,Macquarie,William Staffmember,Site 1,125,183,23/05/2014,1679106,DA,"2, 17/02/2014",17/02/2014,0.5,1.5,0.15,1.65,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 2,1559285,Mid western,William Staffmember,Site 2,137,185,23/05/2014,1679110,RI,"1, 10/02/2014",10/02/2014,0.5,5.0,5.5,5.5,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 2,1559285,Mid western,William Staffmember,Site 2,137,205,26/05/2014,1679110,RI,"9, 07/04/2014",7/04/2014,1,10,1,11,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 2,1559285,Mid western,William Staffmember,Site 2,137,206,26/05/2014,1679110,RI,"10, 14/04/2014",14/04/2014,1,10,1,11,Payment Paid,12/06/2014
GLOBAL HOME CARE SUPP - 2,1559285,Mid western,William Staffmember,Site 2,137,207,26/05/2014,1679110,RI,"8, 31/03/2014",31/03/2014,1,10,1,11,Payment Paid,12/06/2014
# indicates an overpayment or underpayment was identified for the claim and a subsequent adjustment to a future payment has occurred.
This remittance does not replace a Recipient Created Tax Invoice (RCTI).
    
```

### Example Remittance report: displayed using Excel

REMITTANCE																	
Department of Veterans' Affairs																	
Remittance Report for date range 12/06/2014 - 12/06/2014																	
Created date: 19/06/2014 Created time: 12:32:46																	
Providers included: GLOBAL HOME CARE SUPP - 1, GLOBAL HOME CARE SUPP - 2																	
Regions included: NSW Greater Murray, NSW Macquarie, NSW Mid Western, NSW Western Sydney																	
Remittance from date: 12/06/2014 Remittance to date: 12/06/2014																	
Fee \$		GST \$		Total Amount \$													
Total paid claims: 61.25		6.13		67.38													
Total pending claims: 0		0		0													
Remittance total: 61.25		6.13		67.38													
Provider display name	Provider UIN	Region name	Submitted By	Provider Reference	Bulk Claim No	Claim No	Claim Date	Service Plan ID	Service Type	Period, Start Date	Date Provided	Hours Provided	Fee \$	GST \$	Total Amount Payable \$	Payment Status	Due Date
GLOBAL HOME CARE SUPP - 1	1559275	Macquarie	William Staffmber	Site 1	125	171	23/05/2014	1679106	DA	14, 12/05/2014	12/05/2014	1	3	0.3	3.3	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 1	1559275	Macquarie	William Staffmber	Site 1	125	173	23/05/2014	1679106	DA	15, 19/05/2014	19/05/2014	1	3	0.3	3.3	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 1	1559275	Macquarie	William Staffmber	Site 1	125	175	23/05/2014	1679106	DA	13, 05/05/2014	5/05/2014	1	3	0.3	3.3	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 1	1559275	Macquarie	William Staffmber	Site 1	125	176	23/05/2014	1679106	DA	12, 28/04/2014	5/05/2014	1	3	0.3	3.3	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 1	1559275	Macquarie	William Staffmber	Site 1	125	177	23/05/2014	1679106	DA	11, 21/04/2014	5/05/2014	1	3	0.3	3.3	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 1	1559275	Macquarie	William Staffmber	Site 1	125	178	23/05/2014	1679106	DA	5, 10/03/2014	14/03/2014	1	3	0.3	3.3	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 1	1559275	Macquarie	William Staffmber	Site 1	125	180	23/05/2014	1679106	DA	4, 03/03/2014	4/03/2014	1	3	0.3	3.3	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 1	1559275	Macquarie	William Staffmber	Site 1	125	181	23/05/2014	1679106	DA	10, 14/04/2014	16/04/2014	0.25	0.75	0.08	0.83	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 1	1559275	Macquarie	William Staffmber	Site 1	125	182	23/05/2014	1679106	DA	1, 10/02/2014	10/02/2014	1	3	0.3	3.3	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 1	1559275	Macquarie	William Staffmber	Site 1	125	183	23/05/2014	1679106	DA	2, 17/02/2014	17/02/2014	0.5	1.5	0.15	1.65	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 2	1559285	Mid Western	William Staffmber	Site 2	137	185	23/05/2014	1679110	RI	1, 10/02/2014	10/02/2014	0.5	5	0.5	5.5	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 2	1559285	Mid Western	William Staffmber	Site 2	137	205	26/05/2014	1679110	RI	9, 07/04/2014	7/04/2014	1	10	1	11	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 2	1559285	Mid Western	William Staffmber	Site 2	137	206	26/05/2014	1679110	RI	10, 14/04/2014	14/04/2014	1	10	1	11	Payment Paid	12/06/2014
GLOBAL HOME CARE SUPP - 2	1559285	Mid Western	William Staffmber	Site 2	137	207	26/05/2014	1679110	RI	8, 31/03/2014	31/03/2014	1	10	1	11	Payment Paid	12/06/2014
# indicates an Overpayment or Underpayment was identified for the claim and a subsequent adjustment to a future payment has occurred.																	
This remittance does not replace a Recipient Created Tax Invoice (RCTI).																	

All records will be sorted in ascending order using the following sequence:

- Service Provider name
- Provider UIN
- Region Name
- Claim No
- Claim Date



## File name

The name of the downloaded file will include:

- "Remittance\_Report"
- 14 character unique numeric

For example: **Remittance\_Report\_14031445166328**

## Information provided

The Remittance report is a comma-delimited ASCII text file, with an extension of CSV (comma-separated value).

Any extracted value (i.e. the value between the comma delimiters that define field values) that contains a comma will be enclosed by inverted double-quotes. For example, "Sydney, metropolitan".

The table below provides a description of each item within the report:

Header record	Description
<b>Report Title</b>	REMITTANCE
<b>Report sub-title</b>	Department of Veterans' Affairs
<b>Remittance Report for date range</b>	The payment period start and end dates.
<b>Created date</b>	The creation date of the report.
<b>Created time</b>	The creation time of the report in the format HH:MM:SS using Australian Eastern Time (AET).
<b>Providers included</b>	The name of each Service Provider included in the selection for the report
<b>Regions included</b>	The name for each region included in the selection for the report
<b>Remittance from date</b>	The payment period start date.
<b>Remittance to date</b>	The payment period end date.
<b>Total paid claims</b>	The total unadjusted amounts for all claims in the period with a status of Paid. These are arranged into the Fee, GST and Total Amount columns.
<b>Total pending claims</b>	The total unadjusted amounts for all claims in the period with a status of Pending Payment. These are arranged into the Fee, GST and Total Amount columns
<b>Remittance total</b>	The total amounts of the Paid and Pending Amounts above.
<b>Details for each claim:</b>	
<b>Provider display name</b>	The name of the Service Provider relating to this claim.



Header record	Description
<b>Provider UIN</b>	The Service Provider's UIN relating to this claim.
<b>Region name</b>	The name of the region relating to this claim.
<b>Submitted By</b>	The name of the user who submitted the transaction.
<b>Provider Reference</b>	The provider reference entered on the claim.
<b>Bulk Claim No</b>	The bulk claim number for the claim if submitted as part of a bulk claim.
<b>Claim no</b>	The claim number.
<b>Claim Date</b>	The date of the claim.
<b>Service Plan ID</b>	The Service Plan number relating to this claim.
<b>Service Type</b>	The service type relating to this claim. For example, DA for Domestic Assistance or PC for Personal Care.
<b>Period, Start Date</b>	The number of the period in the Service Plan and the start date of the period relating to this claim.
<b>Date Provided</b>	The date the service was provided.
<b>Hours Provided</b>	The number of hours that were provided.
<b>Fee \$</b>	The amount of the fee (excluding GST).
<b>GST \$</b>	The GST amount.
<b>Total Amount Payable \$</b>	The total amount payable relating to this claim.
<b>Payment Status</b>	The status of the payment. For example, Pending or Payment Paid.
<b>Due Date</b>	The date the payment was/will be paid.
<b>Adjustment indicator</b>	An unlabelled column that indicates claims that have adjustments. If an adjustment has occurred on the claim, this will be identified by a '#'





## Recipient Created Tax Invoice (RCTI) report

The RCTI report is available to Service Providers that have an RCTI agreement with DVA to record details of services provided under the DVA VHC program. The RCTI report is made available on completion of the monthly payment cycle. The report displays the payments made in a selected pay run.

In order to download the RCTI report, users must have one of the following access roles in the VHC Provider Portal:

- Read only
- Portal Manager

It is intended that users will use this file to support their internal processes, as required.

## Downloading the RCTI report

To access the **RCTI report**:

1. From the **Home** tab, select the **Administration** tab.
2. Click the **Reports** link.
3. From the **File type** field, select **RCTI report**.

The RCTI report criteria displays

Australian Government  
Department of Veterans' Affairs

Veterans' Home Care  
Provider portal

Welcome, Justin Langer

Home Service plans Claim items Administration Help ? Logout

[Provider details](#) | [Request change](#) | [Manage staff](#) | [Reports](#) | [File download](#)

## Reports

[Printable version](#)

You can download a range of reports by completing the details below. These reports include remittances and RCTIs.

File type:\*

Service provider:\*

Payment date:\*

[Clear](#)

[Copyright](#) | [Privacy](#)



# Reports

4. From the **Service provider** field, select the Service Provider for which you wish to run the report. Only one service provider can be selected per report.
5. From the **Payment date** field, select the required payment from the list. This aligns to the monthly payment cycle.
6. Click the **Download file** link to download the report as a non-editable PDF file.



If there are no records to display, the system will request the user confirm if they wish to generate an empty report.



Users can save the PDF file to any drive to which they have access to in their organisation.

## RCTI report details

The RCTI report file provides a list of all claims and adjustment to payments made in previous periods, for a designated Service Provider and date range combination at the point in time the file is generated. It is intended that users will use this file to support their internal processes, as required.

Example RCTI report in PDF format:

Recipient Created Tax Invoice											
Department of Veterans' Affairs											
ABN 23 964290824											
Date of Issue:		11/06/2014				Page:		1			
RCTI Number:		12345				State:		ACT			
ACME HEALTH CARE PTY LTD		10 MAIN ST				Phone:		02 1234 5678			
CANBERRA ACT 2609						Provider UIN:		9876543			
						ABN:		99 114821733			
Claim No	Claim Date	Service Plan ID	Service Type	Period Start Date	Date Provided	Hours Provided	Fee \$	GST \$	Total Amount Payable \$	Paid on	
Balance Brought Forard							0.00	0.00	0.00		
1230055	08/06/2014	1234567	DA	05/05/2014	08/05/2014	1.5	50.00	5.00	55.00	12/06/2014	
1230056	08/06/2014	1234567	DA	19/05/2014	22/05/2014	1.5	50.00	5.00	55.00	12/06/2014	
1230057	08/06/2014	1234567	DA	05/05/2014	12/05/2014	1.5	50.00	5.00	55.00	12/06/2014	
1234000	08/06/2014	1234567	DA	19/05/2014	20/05/2014	1.5	50.00	5.00	55.00	12/06/2014	
<b>Totals</b>							<b>200.00</b>	<b>20.00</b>	<b>220.00</b>		
Balance Carried Forward							0.00	0.00	0.00		
<b>Totals Payable for this RCTI</b>							<b>200.00</b>	<b>20.00</b>	<b>220.00</b>		
THE GST SHOWN IS PAYABLE BY THE SUPPLIER TO THE ATO											
THIS AMOUNT IS INCLUDED IN THE TOTAL AMOUNT OF GST SHOWN ON REMITTANCE											

### File name

The name of the downloaded file will include:

- "RCTI Report"



- RCTI Number
- Date of Issue

For example: **RCTI\_12345\_11062014.pdf**

## Information provided

The Remittance report is available in PDF format. The table below provides a description of each item within the report:

Header record	Description
<b>Report Header</b>	Recipient Created Tax Invoice Department of Veterans' Affairs
<b>Date of Issue</b>	The payment date for the claim period.
<b>RCTI Number</b>	The system generated RCTI number.
<b>Service Provider Details</b>	Includes the Service Provider name, address, phone, UIN and ABN.
<b>Balance Brought Forward</b>	This is only relevant where an adjustment has occurred that has not been fully reconciled on the previous RCTI report
<b>Claim no</b>	The claim number.
<b>Claim Date</b>	The date the claim was submitted in the VHC Provider Portal.
<b>Service Plan ID</b>	The Service Plan number relating to this claim.
<b>Service Type</b>	The service type relating to this claim. For example, DA for Domestic Assistance or PC for Personal Care.
<b>Period, Start Date</b>	The number of the period in the Service Plan and the start date of the period relating to this claim.
<b>Date Provided</b>	The date the service was provided.
<b>Hours Provided</b>	The number of hours that were provided.
<b>Fee \$</b>	The amount of the fee (excluding GST).
<b>GST \$</b>	The GST amount.
<b>Total Amount Payable \$</b>	The total amount payable relating to this claim.
<b>Paid on</b>	The date the payment was made to the provider for the claim.
<b>Totals</b>	Displays the totals relating to all the items claimed in the pay period prior to any adjustments being recorded.
<b>Recipient Created Adjustment Note</b>	Appears only if RCAN adjustments are applicable.
<b>Adjustment/s to</b>	The original claim is displayed followed by the over or under payment amount.



Header record	Description
<b>Total Decreasing Adjustments</b>	This applies to over payments and displays the amounts by which the adjustment will reduce the total amounts payable for this RCTI.
<b>Total Increasing Adjustments</b>	This applies to under payments and displays the amounts by which the adjustment will increase the total \$ amounts payable for this RCTI.
<b>Balance Carried Forward</b>	This is only relevant where for example, an adjustment has occurred that has not been fully reconciled on the RCTI.
<b>Totals Payable for this RCTI</b>	This displays the total value which was actually paid in the pay period for items claimed and adjustments applied.
<b>Informational Text</b>	"THE GST SHOWN IS PAYABLE BY THE SUPPLIER TO THE ATO" "THIS AMOUNT IS INCLUDED IN THE TOTAL AMOUNT OF GST SHOWN ON REMITTANCE"



A RCAN will only be reported if there have been any adjustments made on previous payments