Creating a New Outer Regional and Remote (OR&R) Claim Record

Disability Case Portal (DCP)

## This task card will take you through the process of creating a new Outer Regional and Remote (OR&R) Claim record in DCP. **What you should know**

* If the client lives in an outer regional or remote location (as determined by DSS) they may be eligible to receive the OR&R payment.

## GPS automatically determines a client’s eligibility for the OR&R payment according to the client’s residential address entered on the Client record.

## You must obtain the consent of the client’s family or carer before you create a claim record. You can find a copy of the AEI or BSI Client Consent Form on the GPS Literature Screen.

* You must provide the OR&R payment to the client’s family or carer within 5 working days of receipt from DSS.

## Only one claim for the OR&R payment may be submitted for each client.

**Creating and submitting a claim is a two-step process:**

1. An employee from your organisation **creates** the claim for payment.
2. A second employee then **submits** the completed claim to DSS for payment. To submit a claim for payment, please see the *Submit a Claim Record to DSS for Payment* task card.

## **Portal Access:**

* Access the internet and log in to DCP at <https://portal.dss.gov.au/fofmsportal>

| Steps | Actions |
| --- | --- |
|  | Navigate to the **Clients** by clicking on the Clients tab. Home screen |
|  | Click the **Query Icon** icon to query for the Client.  Clients screen |
|  | Enter the **Centrelink Reference Number (CRN)** and **Date of Birth** then click the Go Icon  icon to execute the query**.**  Clients screen |

| Steps | Actions |
| --- | --- |
|  | Click the **Last Name** hyperlink.  Clients screen |
|  | The **Client** record will display.  Clients screen |
|  | Navigate to the **EI More Info** view tab.  Clients screen |
|  | If the **Eligible for OR&R Payment** is ticked, the client is eligible for the payment.  Clients screen |
|  | Navigate to the **EI Financials** tab to check the OR&R paid field to check if the payment has already been made for this client.  EI Financials tab  MCj02344440000[1]**Important Note:** If no payment has been made you can now create a claim for payment. |
|  | While remaining in the Client record, navigate to the **Cases** sub-tab.  Cases screen |
|  | Click the **Case ID** hyperlink to open the Cases screen.  Cases screen |
|  | Navigate to the **Case Claims** sub-tab.  Case claims screen |
|  | Click the **New icon** icon to create a new case claim.  Case claims screen |
|  | Click the glyph next to the **Service Date Start** and **Service Date End**. The Calendar window will open to enter the date.  Case claims screen |
|  | Use the dropdowns in the box and select the **Month** and **Year.**  Case claims screen |
|  | Click the arrow next to the **Service Category** and from the list select **OR&R**.  Case claims screen |
|  | Click the drop down arrow next to the **Service Provided** and select **Outer Regional and Remote** from the list.  Case claims screen |

| Steps | Actions |
| --- | --- |
|  | Enter the **Total Amount Charged (GST Exclusive)** and **Amount Claimed (GST Exclusive)**.  Case claims screen |
|  | Click the drop down arrow next to the **GST Code** and select **Out Of Scope** from the list.  Case claims screen |
|  | Tick the **Family Approved Claim** and **Payable Claim** boxes.  Case claims screen |
|  | Click the drop down arrow next to the **Claim Status** and select **Ready for Submission** from the list.  Case claims screen |
|  | Save the record by clicking the Menu icon (Menu) icon and selecting **Save Record**.  Case claims screen |
|  | A second employee can now log in and submit the claim for payment.  For instructions on how to submit a claim for payment follow the task card **Submit a Claim to DSS for Payment**. |

**Need Help?**

For further assistance please contact the GPS Helpdesk on 1800 020 283 or email [GPS.Helpdesk@communitygrants.gov.au](mailto:GPS.Helpdesk@communitygrants.gov.au)