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.
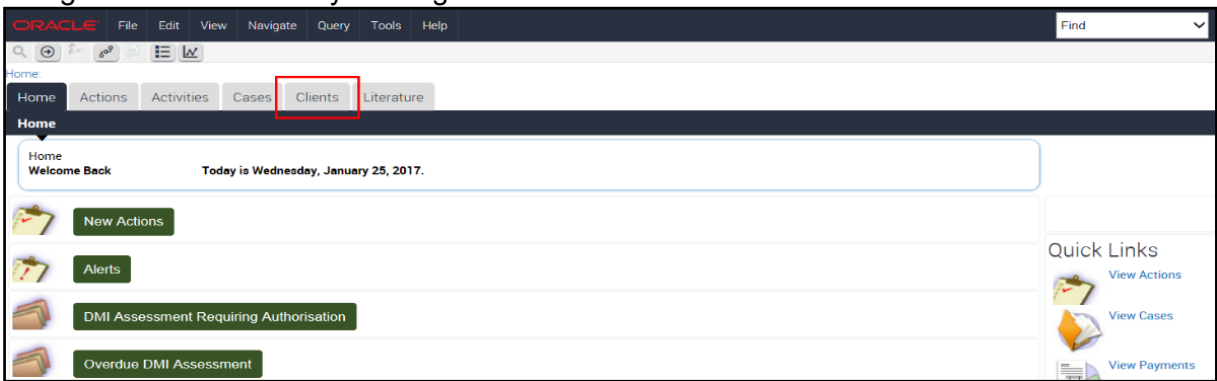
What you should know

- 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.

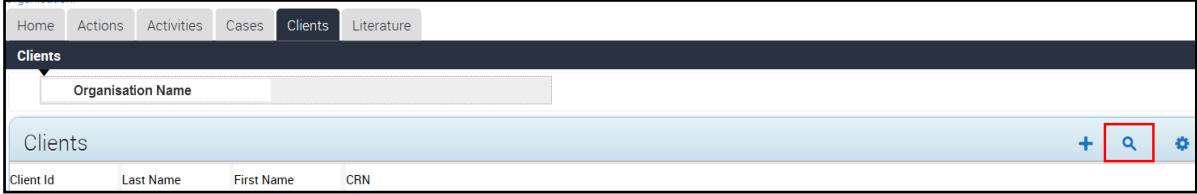- Only one claim for the OR&R payment may be submitted for each client.
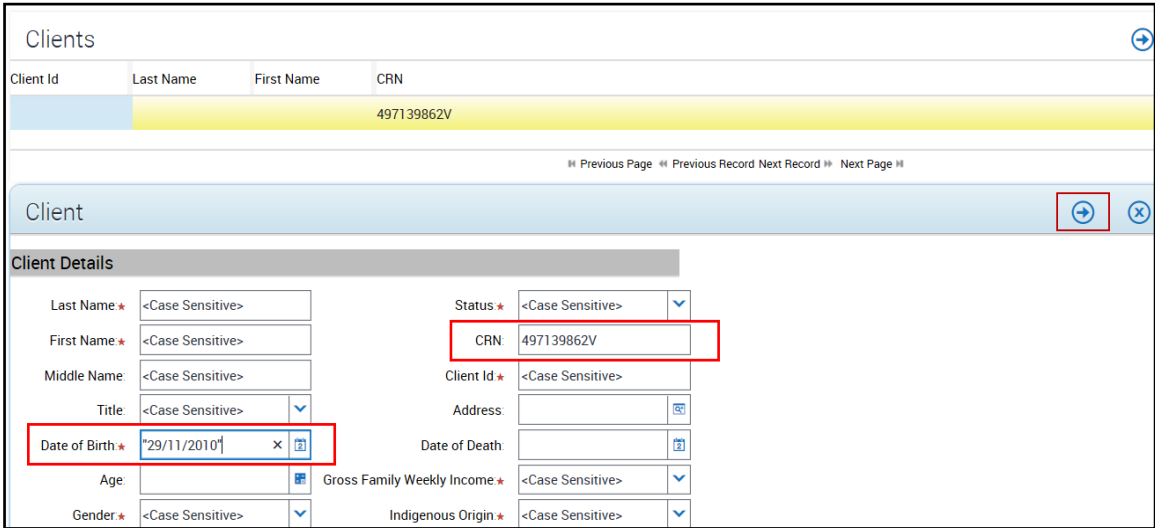
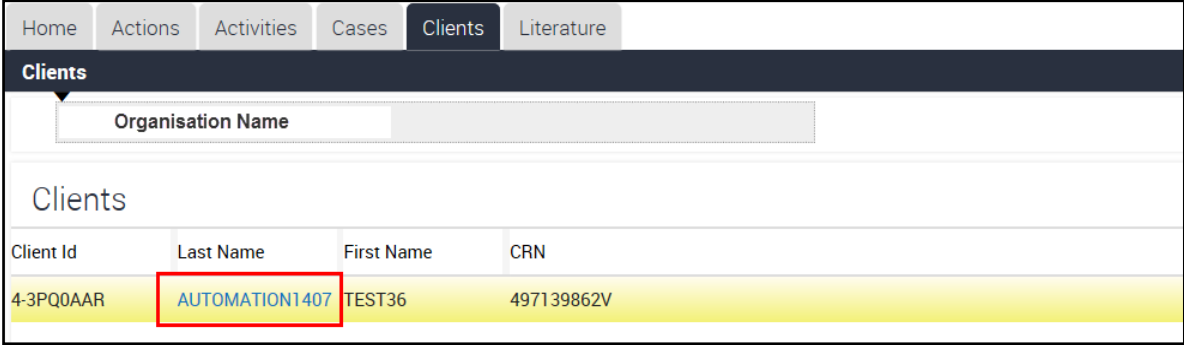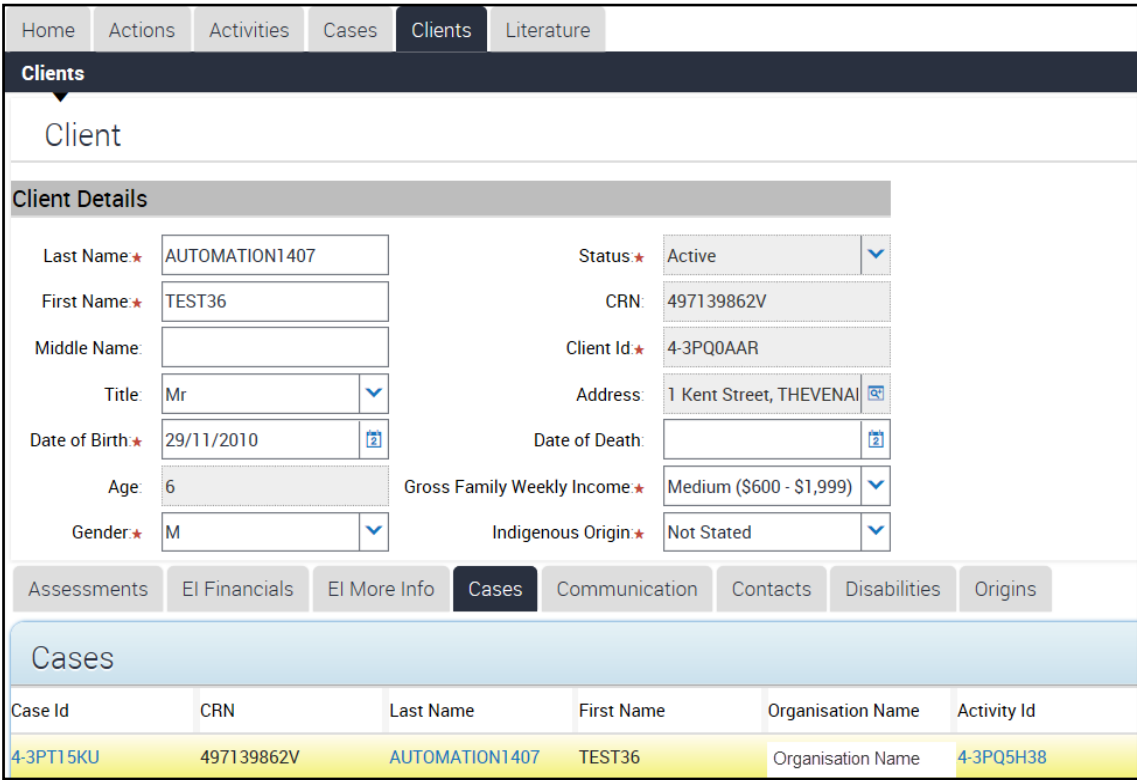**Creating and submitting a claim is a two-step process:**

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.
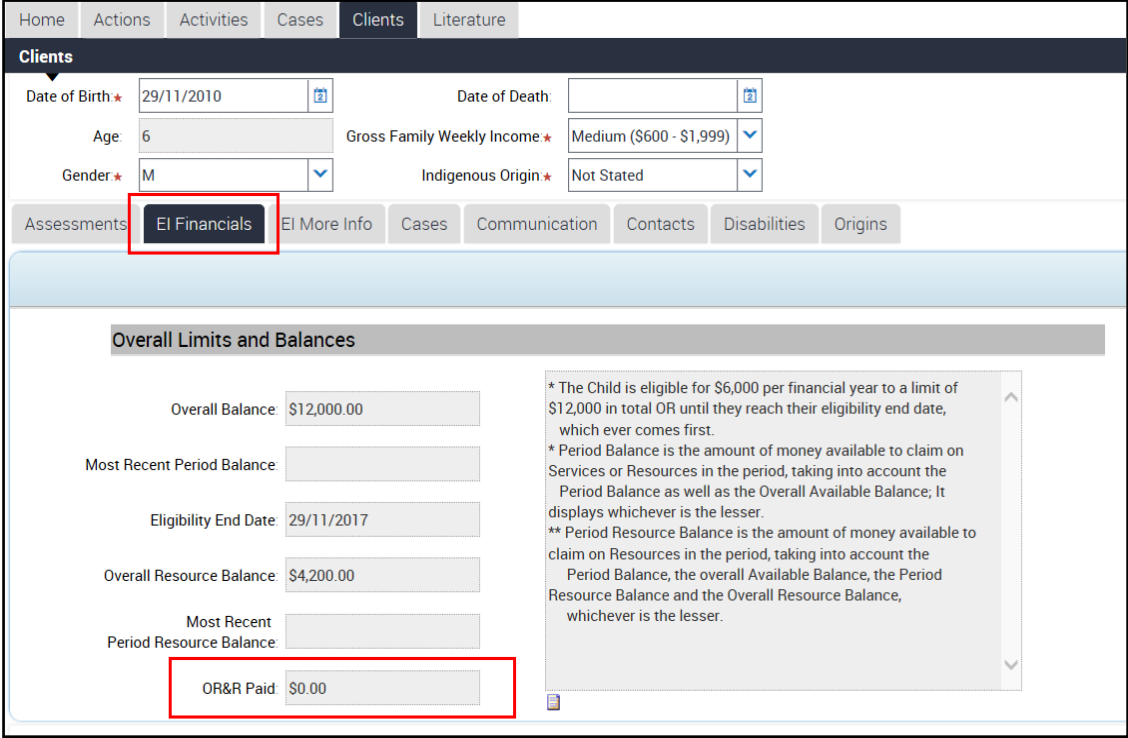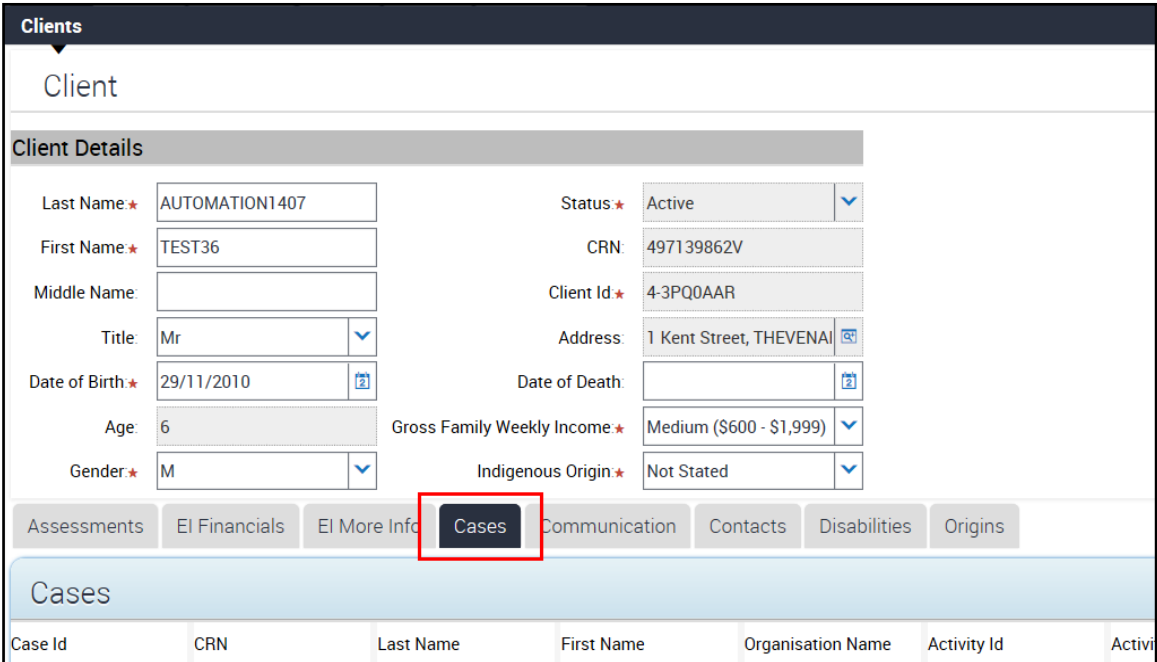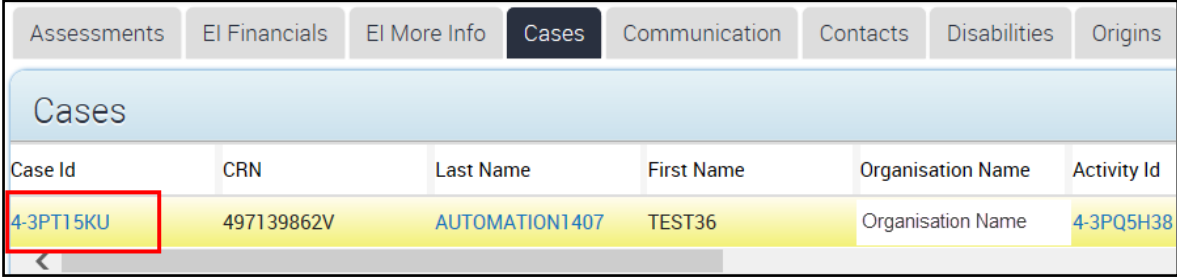
Portal Access:

- Access the internet and log in to DCP at **https://portal.dss.gov.au/fofmsportal**
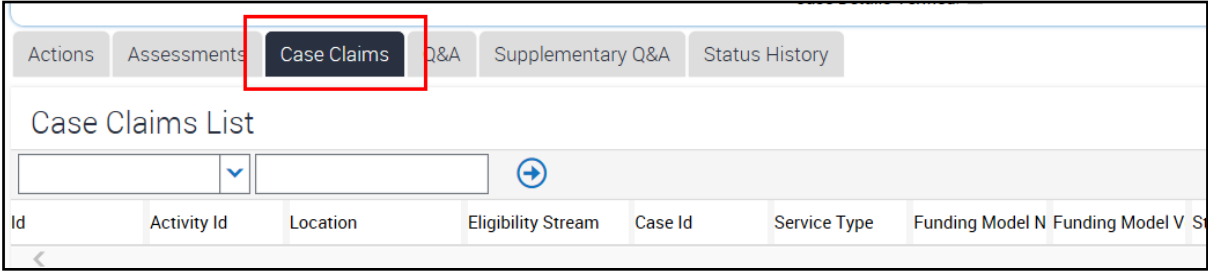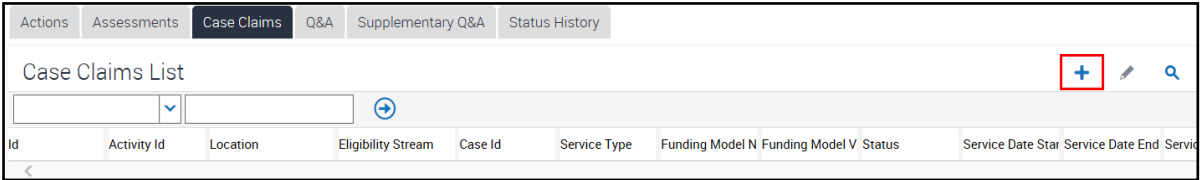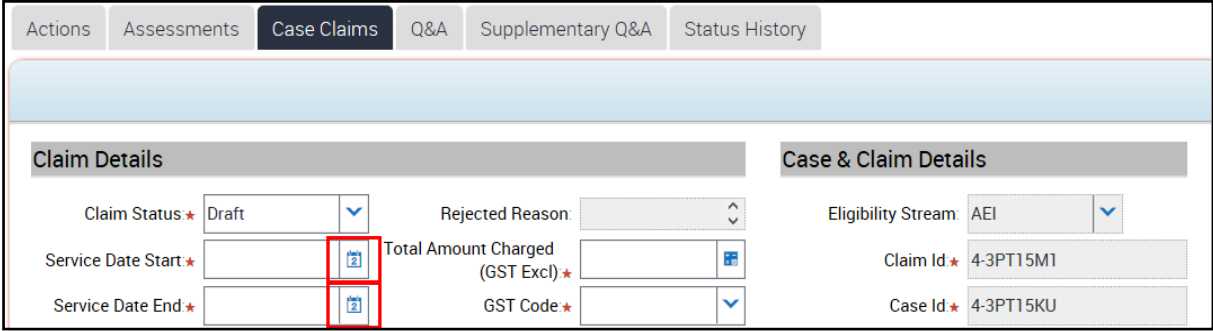
Steps	Actions
1	Navigate to the **Clients** by clicking on the Clients tab.

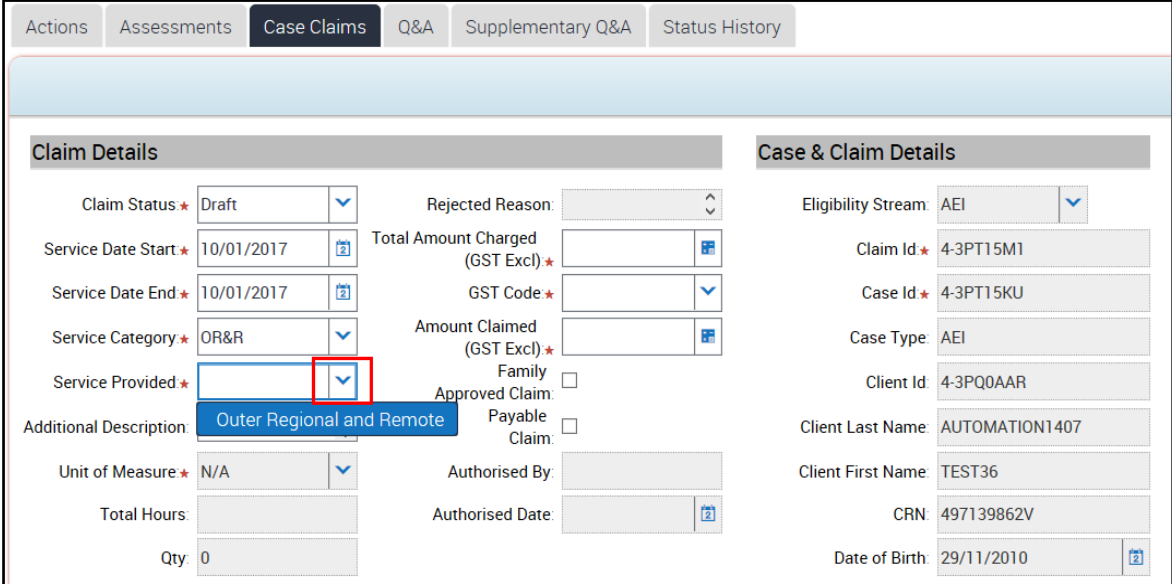| Steps	Actions
2	Click the 🔍 icon to query for the Client.
3	Enter the **Centrelink Reference Number (CRN)** and **Date of Birth** then click the ⊕ icon to execute the query.

Steps	Actions
4	Click the **Last Name** hyperlink.
5	The **Client** record will display.

Steps	Actions
6	Navigate to the **El More Info** view tab.
7	If the **Eligible for OR&R Payment** is ticked, the client is eligible for the payment.

Steps	Actions
8	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. **Important Note:** If no payment has been made you can now create a claim for payment.
9	While remaining in the Client record, navigate to the **Cases** sub-tab.

Steps	Actions
10	Click the **Case ID** hyperlink to open the Cases screen.
11	Navigate to the **Case Claims** sub-tab.
12	Click the ➕ icon to create a new case claim.
13	Click the glyph next to the **Service Date Start** and **Service Date End**. The Calendar window will open to enter the date.
14	Use the dropdowns in the box and select the **Month** and **Year.**

Steps	Actions
15	Click the arrow next to the **Service Category** and from the list select **OR&R**.

Steps	Actions
16	Click the drop down arrow next to the **Service Provided** and select **Outer Regional and Remote** from the list.

Steps	Actions
17	Enter the **Total Amount Charged (GST Exclusive)** and **Amount Claimed (GST Exclusive)**.
18	Click the drop down arrow next to the **GST Code** and select **Out Of Scope** from the list.
19	Tick the **Family Approved Claim** and **Payable Claim** boxes.

Steps	Actions
20	Click the drop down arrow next to the **Claim Status** and select **Ready for Submission** from the list.
21	Save the record by clicking the ⚙ (Menu) icon and selecting **Save Record**.

Steps	Actions
22	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**