VMoney Web
Claim Adjustments
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Quick Guide to Logging into VMoney Web

1. Navigate to the VMoney Website https://vmoney.health.nsw.gov.au
   (Use Internet Explorer v11, Firefox or Chrome to open VMoney)

2. Type your username which is your StaffLink number (provided by Healthshare)
3. Type your password (provided by SWSD)
4. Click Login button or press Enter

5. You will receive an email/SMS notification stating the Security Code number. The security code number is valid for 5 minutes.

6. Type the Security Code number into VMoney web login page
7. Click Validate Security Code button

8. Click Accept to continue

You will be directed to the Claims List screen.
Overview

Types of Adjustments

Three types of adjustments can be made to paid claims in VMoney Web. The table below provides an explanation of each type of adjustment that can be made:

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Modify" /></td>
<td>Modify a claim line item (e.g. if too many or too few hours were originally claimed)</td>
</tr>
<tr>
<td><img src="image" alt="Resubmit" /></td>
<td>Resubmit a rejected line item (e.g. as a result of a changed financial classification)</td>
</tr>
<tr>
<td><img src="image" alt="Add" /></td>
<td>Add an adjustment claim line (e.g. to claim for an item or service provided in a previous month and not claimed for at the time).</td>
</tr>
</tbody>
</table>
Step 1: Open an existing claim

Once you have logged on to VMoney Web, you will be directed to the Claims List screen.

1. Click View Claim to open the corresponding claim for viewing and/or modification.

2. Select the Claim line required to view
Step 2: Identify Line as Modified or Rejected

Paid claims that have been either modified or rejected by the checker can be easily identified within the Claim Form from the following icons:

- **Rejected/reversed Line** – symbolises that the checker has rejected the claim line and you will not be paid for the claim line unless modified and resubmitted
- **Modified line** – symbolises that the checker has amended the claim (e.g. if too many or too few hours were originally claimed)

3. Expand the line to view further details

Above example shows line rejected by checker. To the right, shows comments added by checker as a way of communicating to the VMO.

The following actions can be taken:
- Modify the claim line by amending the details
- Resubmitting a rejected line
- Add an adjustment line to the current period for a paid claim
Step 3: Modify a Paid Claim Line

This process involves modifying a PAID claim whereby the checker has commented for you to revise.

1. Create a new claim for the current month to claim for the adjustment
2. Go back to the claims list and view the paid claim where the modification is required
3. Go to the claim line in question and click the create adjustment line button
A popup window appears, select the newly opened claim for the current period to add the adjustment line.

4. Existing details of the claim line appear, modify the required fields
5. Add comments in the comments field to communicate to the Checker why the claim has been adjusted
6. Click the Save & Close button

7. Go to your newly created claim, expand the Adjustments section, you will find your modified line ready for resubmission
Step 3: Resubmit a rejected claim line

This process involves resubmitting a rejected line from previous paid claim. The line has been rejected by the Checker or Approver. You may wish to resubmit the rejected claim in the current claim period. You can only resubmit a rejected line from a PAID claim.

1. Create a new claim for the current month to claim for the adjustment
2. Go back to the claims list and view the paid claim where the rejected line is shown
3. Go to the claim line in question and click the create adjustment line button
4. A popup window appears, select the newly opened claim for the current period to add the rejected line
5. Go to your newly created claim, expand the **Adjustments** section, you will find your rejected line ready for resubmission.
Step 3: Add a new Adjustment Line

This process involves adding a newly created line for a previous pay period in the current month claim. You may choose to use this option to enter a claim line that you missed in entering in previous claim.

1. Create a new claim for the current month to claim for the ‘added’ adjustment
2. Go back to the claims list and view the previous paid claim
3. From the previous paid claim, navigate to the claim type you would like to enter and click the Adjustment line button
4. A popup window appears, select the newly opened claim for the current period to add the rejected line
5. A popup window appears, add new claim line details
6. Add comments in the comments field to communicate to the Checker why this line has been added
7. Click the Save & Close button

8. Go to your newly created claim, expand the Adjustments section, you will find your adjustment line showing as an ‘Addition’ to the claim.