



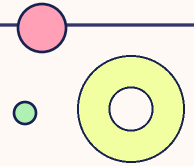
Claiming in Lookout: Session 1

End to end walkthrough of Claiming in Lookout for Support at Home



Live Webinar: 13 May 2026

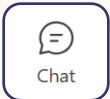
Housekeeping



Session is being **Recorded** and the recording with the slide deck will be shared with you post webinar.



Mute When Not Speaking: Please keep your microphone muted to minimise background noise for the group.



Use **Chat** for Quick Inputs: Share brief comments or reflections in the Chat as we move through the content.



Questions: Please add any questions to the **Q&A** panel throughout the session.

We will address questions in chat where possible or note them to address in next week's Q&A session.



We're unable to show a live PRODA-connected or customer environments due to privacy constraints (PII), however, we will walk you through the scenarios and answer your questions as clearly as possible.

Welcome

Session 1 of 3

Today's focus:

- Walkthrough Support at Home claim and address the Services Australia amendments for Nov-Dec 2025 quarter

Next two weeks:

- Q&A based on your pre-submitted questions



Finance SME: Brad Lo Giusto
Customer Education Specialist



Product SME: Emma Taylor
Product Design Director

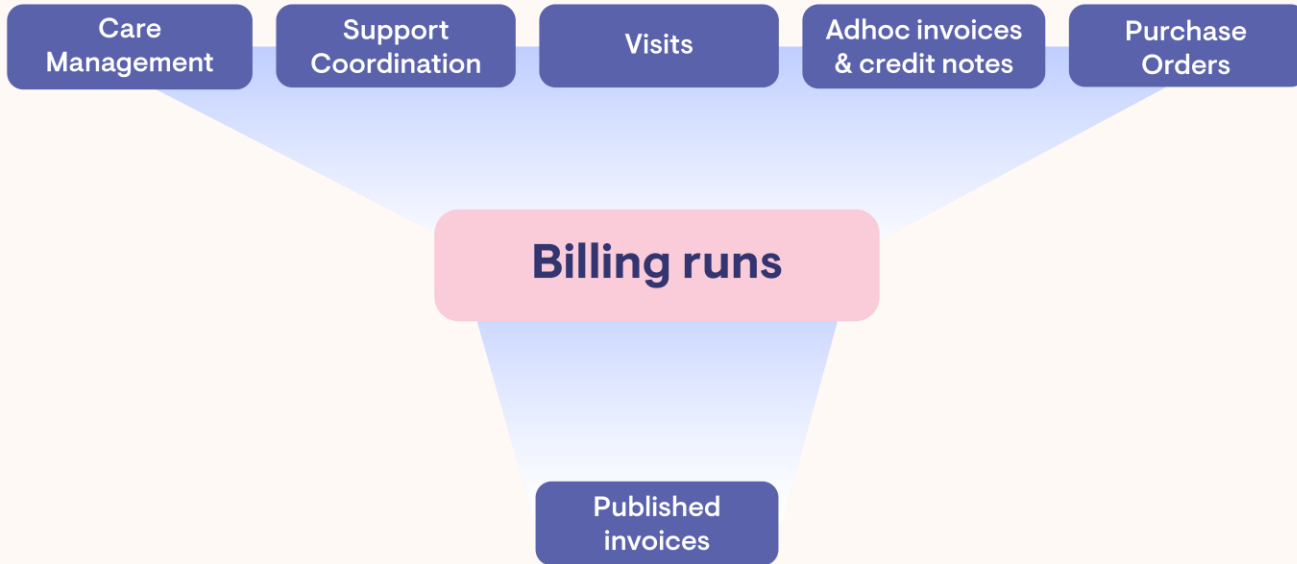
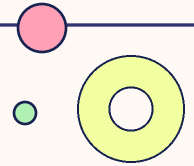


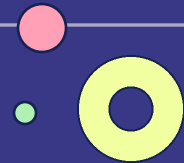
Facilitator: Luis Ramirez Nossa
Customer Success Lead



Facilitator: Joti Kaur
Training Operations Lead

Overview





Invoices & Credit Notes

Ad hoc Invoices

Ad hoc invoices are one-off, manually created invoices. They're used when something needs to be billed outside the normal Purchase Order or visit-based workflow.

When they're used:

- Billing for items or services that aren't linked to a visit or purchase order
- Importing historic financial records into the system
- Adjusting or correcting previously published invoices

Ad hoc invoices are standalone, but if their service dates fall within an active, open billing run, they can be swept up and published alongside it.



Considerations: Generating ad hoc invoices enables Visits, Purchase Orders, and standalone to be published outside the billing run when immediate payment or claiming is required.



Example: When an invoice has already been claimed but was undercharged (for example, extra time for a visit), you can raise an ad hoc invoice for the remaining amount.

Ad hoc Credit Notes

An ad hoc credit note is the system's way of issuing a refund or reversal. It does the opposite of an invoice: instead of billing someone, it gives money back.

When they're used:

- Undoing a published invoice that was incorrect
- Fixing overcharges found during reconciliation
- Issuing a manual refund

In Lookout, all credit notes are ad hoc – never generated by billing runs. Once a billing run is published, there are convenient reversal buttons to quickly and easily raise an ad hoc credit note for invoice lines.

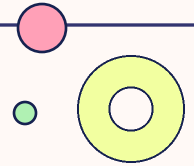


Considerations: Credit notes support internal audit and payment alignment by recording Services Australia invoice adjustments. **They are currently not claimable and must be excluded from claiming.**



Example: When an invoice has already been claimed but is later reversed by the external supplier (e.g. equipment is returned), you can raise a credit note to fully reverse the original invoice.

Why Ad hoc Invoices & Credit Notes Matter



- ✓ They fill the gaps when billing runs can't produce the invoice you need
- ✓ They give finance teams control and flexibility for unique billing scenarios
- ✓ They ensure incorrect invoices can be reversed cleanly and transparently
- ✓ They allow manual adjustments without disrupting the billing run cycle



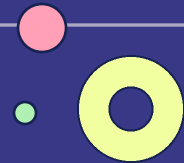
Example: Client reimbursements, with no markup, are entered as an ad hoc invoice paid to your corporate helper from the member's package.



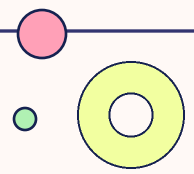
Example: Bulk purchasing continence or nursing consumables to on sell to your members, entered as an ad hoc invoice paid to your corporate helper from the member's package.



Example: Generating an ad hoc invoice against a matched PO line to facilitate out-of-cycle publishing for expedited supplier payment or claiming.

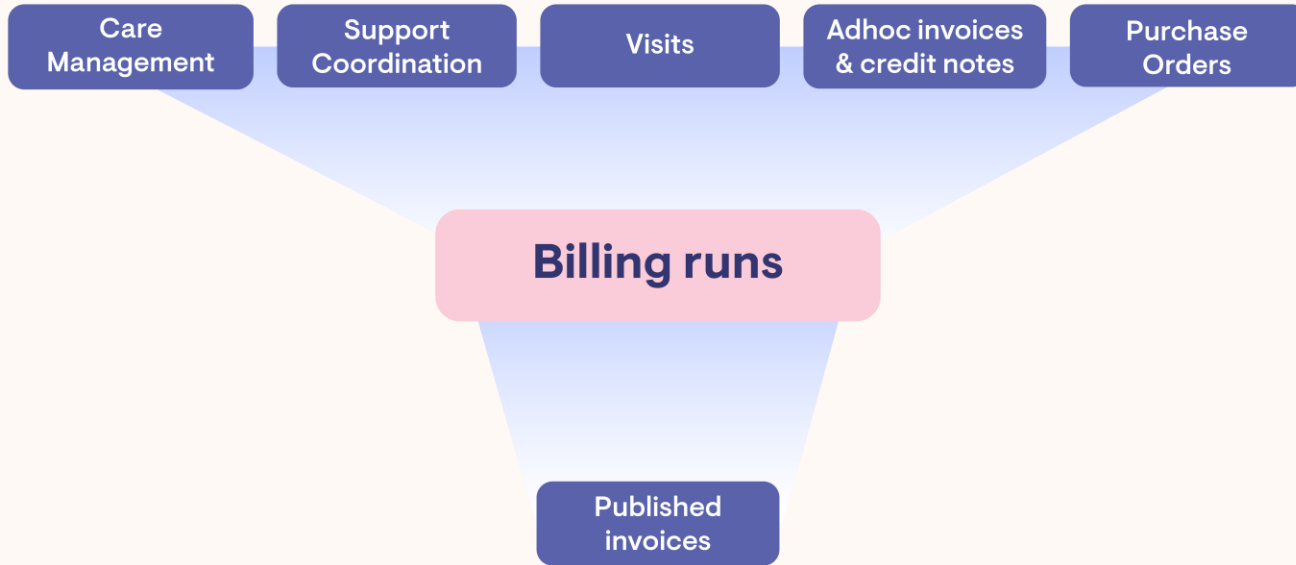


Billing Runs



Billing Run Overview

A billing run is the process of gathering all financial activity for a set period and turning it into final, accurate, published invoices. It ensures every visit, fee, and supplier charge is captured consistently, reviewed efficiently, and locked in place so organisations can confidently export data, pay suppliers, and make claims.



Why Billing Runs Matter

- ✓ Creates a clean, complete financial picture for the period
- ✓ Centralises all invoices so they can be reviewed together
- ✓ Identifies issues early through automated checks
- ✓ Prevents double-billing and missed charges
- ✓ Locks invoices as final once published, preventing accidental changes
- ✓ Produces ready-to-send summaries and exports for finance and compliance
- ✓ Generates account transactions, ensuring revenue is correctly posted (except for Support at Home/HCP-transition services, which follow a separate claim-finalisation pathway)



Important: Billing runs do not need to align with the Support at Home claiming cadence that you complete.

Billing Run Cadence Settings

Custom

Each Billing Run is created manually, with the user choosing a custom date range each time.



Best practice: Ideal for organisations with irregular periods or special billing rules, providing the most control.

Scheduled

The organisation defines the cadence and start day, and the system then provides suggested billing runs for users to manually select and create as drafts.



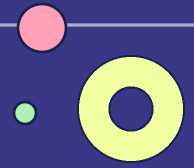
Example: Running payroll fortnightly on Fridays? Set the cadence to fortnightly and the start day to Thursday so the billing run finishes before payroll.

Automatic

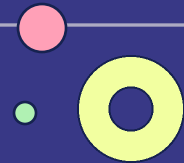
The organisation defines the cadence and start day, and the system auto-creates draft billing runs and updates them each day.



Top tip: Users can create a custom draft at any time and can still manually generate a suggested draft period even when automatic creation is enabled.



Demo



Support at Home Claim

Create a Support at Home Claim

Creating a Support at Home claim is the starting point of the claiming process. When a claim is first created, it begins in the Preparing status.

At this stage, the claim can be adjusted, refined, or deleted entirely before any external submission occurs.

To create a new claim, users are required to complete the following key fields:

- **Claim title** – to help identify the claim during review and reconciliation
- **Description** (optional) – an internal field used to add extra context or notes related to the claim
- **NAPS ID** – selected from a dropdown list to specify which NAPS ID the claim will be submitted under



Important: Claim details are locked after saving. To make changes, you'll need to delete the claim and create a new claim with updated details.



Please note: There is no period applied to Support at Home claims. Providers may submit multiple claims per month, with the description used for audit documentation.

Prepare a Support at Home Claim

Once the claim is created, all eligible published invoice lines are displayed for review, allowing users to select which lines are included before export.

The claim screen uses filters and five dedicated tabs to refine selections, review included and excluded invoices and surface any issues that must be resolved prior to submission.

Users can move between the following tabs to manage invoice selection:

- **All unclaimed invoices** – Displays every eligible published invoice line
- **Included in claim** – Shows invoice lines currently included in the claim
- **Not in claim** – Displays eligible lines that have not yet been included
- **Warnings** – Highlights invoice lines with issues that require attention
- **Excluded from claiming** – Shows lines that have been manually excluded from the claim

At this stage, users can edit individual invoice line items to complete or correct required information, including:

- **Service codes**
- **Funding source**
- **Exclusion from claiming** toggle
- **Supporting documentation**, such as:
 - Supplier invoices
 - Prescriptions
 - Quotations



Example: Service code missing from invoice line item



Example: Rounding issues with quantities. Can only submit in increments of 15 minutes or 0.25 quantity

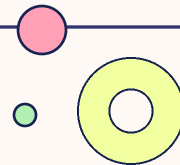


Example: Care recipient ID is missing



Example: Required supporting documentation attachments are missing

Export and Upload Claim



After Services Australia processes the claim, the payment determination CSV is downloaded from ACPP and uploaded into Lookout. The system validates the upload, matches payments back to the original service charges, and compares actual payments to estimated amounts. Invoice adjustments made in the Services Australia portal are captured and processed from the payment determination file, while any variances or missing items are highlighted for review in the next stage of the claim process.

1

Generate package for claiming

Generate a package to submit to Services Australia by selecting from the unclaimed invoice lines below and choosing what you'd like to export as a CSV. The file will be emailed to you.

Claim was exported at Fri 20 Mar 2026 3:44 pm
[Undo](#)

2

Upload payment determination

Upload your payment determination from Services Australia so you can proceed to step 3.

[Upload payment determination](#)

3

Resolve variances

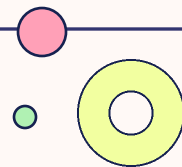
Reconcile the variances from the payment determination provided by Services Australia. Lookout will generate transactions based on the amounts you confirm.

4

Finalise claim

Once all is confirmed, you unlock the below invoices to flow through to statements

Importing Payment Statements



Once the claim has been reviewed and confirmed, it can be exported for submission. Exporting the claim generates a CSV file, which is automatically emailed to the user. This file is uploaded to the Aged Care Provider Portal (ACPP) and submitted using the standard PRODA-secured workflow.

If changes are required after export, the claim can be undone and re-packaged before submission, allowing users to correct or refine the claim without starting over.

1 ✓

Generate package for claiming

Generate a package to submit to Services Australia by selecting from the unclaimed invoice lines below and choosing what you'd like to export as a CSV. The file will be emailed to you.

Claim was exported at Fri 20 Mar 2026 3:44 pm

2 ✓

Upload payment determination

Upload your payment determination from Services Australia so you can proceed to step 3.

A file was uploaded on Fri 20 Mar 2026 3:45 pm
[Undo](#)

3

Resolve variances

Reconcile the variances from the payment determination provided by Services Australia. Lookout will generate transactions based on the amounts you confirm.

[Confirm adjustments](#)

4

Finalise claim

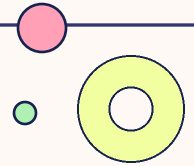
Once all is confirmed, you unlock the below invoices to flow through to statements

Resolving Variances

Resolving variances aligns Lookout invoices with Services Australia's payment outcomes, comparing estimated and actual amounts to identify differences, missing items, and support reconciliation through on-screen filters and downloadable reports.

Claim total		Client contributions		Care management pool spend		Payment from Services Australia				
\$935.00		\$0.00		\$105.00		\$905.00				
Q Search invoice lines		Filter by date range		Filters	Show variances only	Download items				
Invoice	Member	Description	Service category	Funding source	Total	SA Total	Client contribution	SA Client contribution	Payment amount	SA payment amount
Wed 5 Nov 2025										
I-0080692792	ET Elphaba Thropp	Assistance with self-care and activities of daily living Standard (SERV-0020) for Elphaba Thropp by Jess B on Wed 5 Nov 2025 8 am (1 hour)	Assistance with self-care and activities of daily living Independence	Home support ongoing	\$70.00	\$70.00	\$0.00	\$0.00	\$70.00	\$70.00
I-0080692815	ET Elphaba Thropp	Assistance with self-care and activities of daily living Standard (SERV-0020) for Elphaba Thropp by Jess B on Thu 6 Nov 2025 3 pm (1 hour)	Assistance with self-care and activities of daily living Independence	Home support ongoing	\$70.00	\$70.00	\$0.00	\$0.00	\$70.00	\$70.00
I-0080692885	ET Elphaba Thropp	Live Well - Support at Home Membership - 2025-11-06 - 45 mins - Home Support Ongoing Care Management - Metro Home support care management Standard	Home support care management Clinical supports	Home support ongoing	\$52.50	\$70.00	\$17.50	\$0.00	\$52.50	\$70.00
I-0080692885	ET Elphaba Thropp	Live Well - Support at Home Membership - 2025-11-05 - 30 mins - Home Support Ongoing Care Management - Metro Home support care management Standard	Home support care management Clinical supports	Home support ongoing	\$35.00	\$35.00	\$0.00	\$0.00	\$35.00	\$35.00

Finalise Support at Home Claim



Once review is complete, the claim is finalised to apply any required adjustments and remove items not acknowledged by Services Australia.

Lookout then posts all confirmed financial transactions, including client contributions, to the appropriate member accounts. With locked actuals flowing through to Member Statements.



Generate package for claiming

Generate a package to submit to Services Australia by selecting from the unclaimed invoice lines below and choosing what you'd like to export as a CSV. The file will be emailed to you.

Claim was exported at Fri 20 Mar 2026 3:48 pm



Upload payment determination

Upload your payment determination from Services Australia so you can proceed to step 3.

A file was uploaded on Fri 20 Mar 2026 3:48 pm



Resolve variances

Reconcile the variances from the payment determination provided by Services Australia. Lookout will generate transactions based on the amounts you confirm.

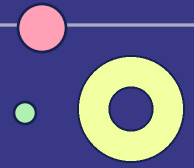
Reviewed on Fri 20 Mar 2026 3:48 pm



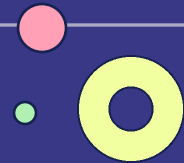
Finalise claim

Once all is confirmed, you unlock the below invoices to flow through to statements

Claim finalised on Fri 20 Mar 2026 3:49 pm



Demo



Claim Adjustments Process

Claim Adjustments Process



Example: When an invoice has already been claimed but was undercharged (for example, extra time for a visit), you can raise an ad hoc invoice for the remaining amount.



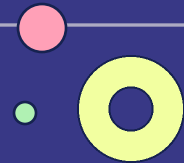
Example: When an invoice has already been claimed but is later reversed by the external supplier (e.g. equipment is returned), you can raise a credit note to fully reverse the original invoice.



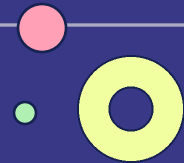
Example: When a claimed invoice is partially credited by the external supplier, you need to raise a credit note to reverse the original amount and generate an ad hoc invoice for the corrected total, capturing both in the Services Australia adjustment.



Example: When an invoice has already been claimed but was undercharged (for example, extra time for a visit), you can raise a credit note to reverse the original invoice in full and generate an ad hoc invoice for the corrected total, capturing both in the Services Australia adjustment.

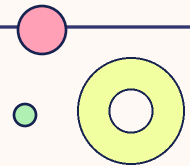


Demo



Nov-Dec 2025 Adjustments

What Happened

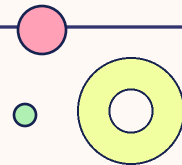


Services Australia identified that some claims submitted in March 2026 were paid from Home Care Account and Commonwealth Unspent funds, instead of the intended Support at Home ongoing budget.



Providers are now able to access their adjusted payment determination CSV relating to this issue on the ACP. These files reflect a reprocessing of previously submitted claims.

What you need to do



Once you have your Adjustment Payment Determination CSV, you can upload it into Lookout by:

1. Create a new claim
2. Skip to step two and upload the CSV without adding any invoices to the claim
3. Review the adjustment transactions
4. Finalise the claim

1

Generate package for claiming

Generate a package to submit to Services Australia by selecting from the unclaimed invoice lines below and choosing what you'd like to export as a CSV. The file will be emailed to you.

↓ Generate claim

2

Upload payment determination

Upload your payment determination from Services Australia so you can proceed to step 3.

⤶ Upload payment determination

3

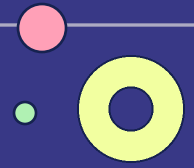
Resolve variances

Reconcile the variances from the payment determination provided by Services Australia. Lookout will generate transactions based on the amounts you confirm.

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Finalise claim

Once all is confirmed, you unlock the below invoices to flow through to statements

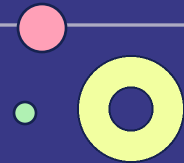


Demo



Reminder

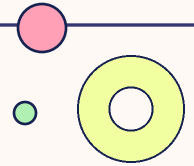
Submit your questions for the next session



Next Steps

Remaining questions carried into Session 2 and 3

Resources

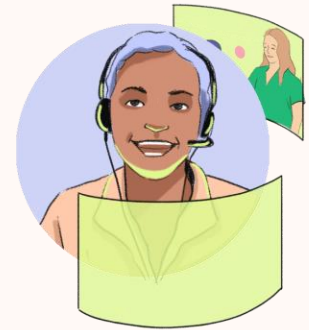


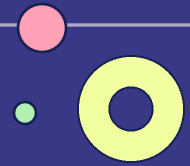
Support Articles:

- [Billing Runs](#)
- [Generating your first Support at Home Claim](#)
- [Reconciling your Support at Home Claim](#)
- [Client Contributions and Support at Home](#)
- [Support at Home Statements](#)
- [Excluding from Claiming](#)

Videos:

- [Invoices, Credit Notes and Billing Runs](#)
- [Support at Home Claiming](#)





Thank you