



Government of
South Australia



human
services

GlassesSA

User Guide for Optometrists

General Information

GlassesSA's policy provides quality low-cost glasses and contact lenses to disadvantaged South Australians. GlassesSA is administered by the Department of Human Services (DHS).

GlassesSA includes a Salesforce database, which makes applications faster and easier for optometrists to process. The whole system is paperless, and payments are made direct by EFT to nominated bank accounts within a few business days. Optometrists access Salesforce database by logging into a web portal which can be accessed on most computers, laptops, tablets and smartphones (subject to software compatibility). Please note that screen size will affect ease of use.

Optometrists are able to check customer's eligibility for GlassesSA in real time using Salesforce. This is done by entering a Customer's Centrelink Reference Number (CRN), which is shown on their Centrelink Card and then validating the number in the system. Where the customer's eligibility is not related to their Centrelink status (eg. asylum seekers and children in care), alternative verification methods are in place via system prompts. All validation processes are further explained in this user guide.

It is essential when entering a customer's details into the GlassesSA portal that all information recorded is accurate and matches the customer's Centrelink records. If the customer record doesn't match with Centrelink, the validation process will return a Centrelink mismatch.

Logging in to your GlassesSA account for the first time

For the GlassesSA website your username will be your email address e.g. jane.doe@optomplace.com.au

You will receive an email that looks similar to the one below with a link to the GlassesSA website. The email will be sent to the email address that was specified in the *GlassesSA – Portal user activation form*.



Clicking on the [Verify Account](#) link will open this pop-up:

You must enter a password that contains 8 characters, including one letter and one number, and answer one of the seven security questions.

Next, click on the [Change Password](#) button and you will be logged in to the GlassesSA website.

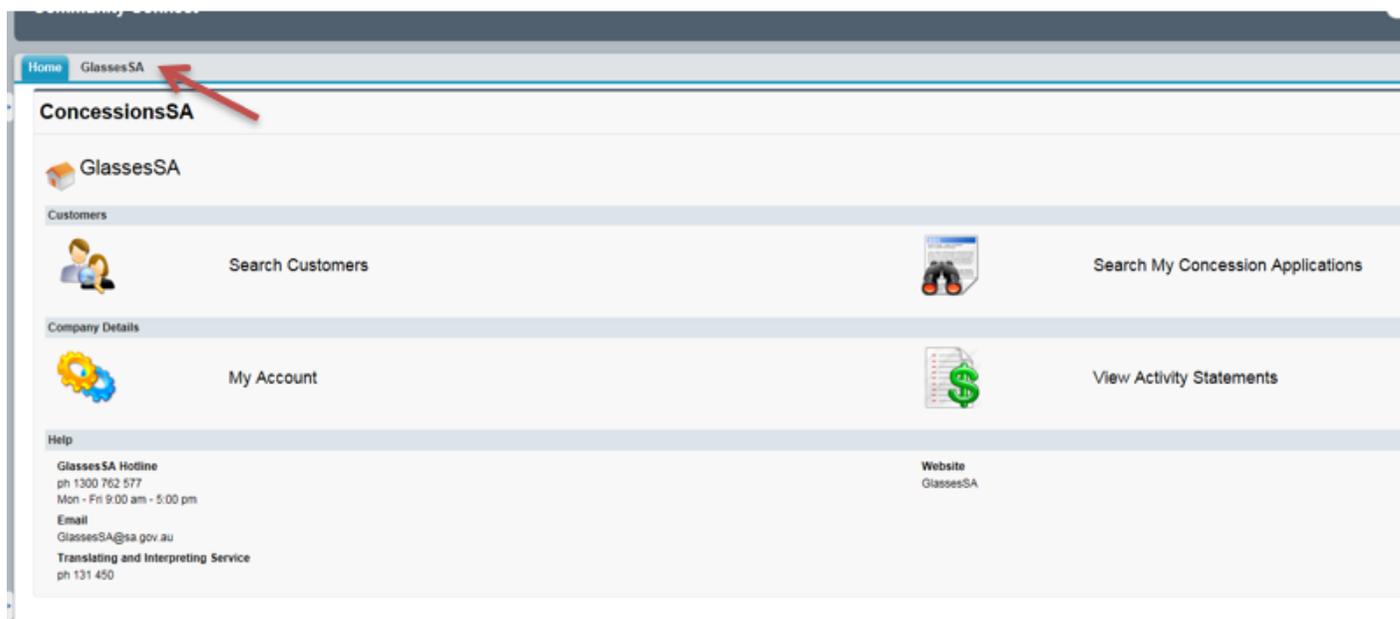
We recommend that you add the GlassesSA URL to your favourites list on your Internet browser to easily login again later. [Please ensure that you have pop-ups enabled on your browser for the GlassesSA website.](#)

The GlassesSA landing page should now be visible, which contains links to the various functions in the GlassesSA website and allows you to:

- Search for customers
- Enter new customers
- Enter and review your applications
- View your activity statements.

This Guide will take you through each of these functions and explain how to use them.

Your Landing Page:



You can access your landing page at any time by clicking on the **GlassesSA** tab at the top left of the page.



The Landing Page explained:



The [Search Customers](#) link opens a screen that allows you to look for existing GlassesSA customers and enter new customer details. It is also the starting point for making a concession application.



The [Search My Concession Applications](#) link opens a screen that allows you to look at applications for your customers and see the status of these applications. You can also use this screen to make a concession application for an existing GlassesSA customer.

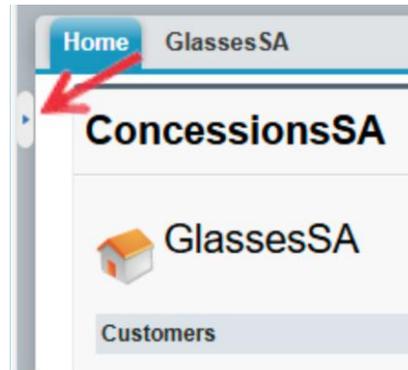


The [View Activity Statements](#) link opens a screen that gives you access to your practice's activity statements. An activity statement is a summary of multiple concession applications and allows you to see the progress of any payments made to your practice by DHS.

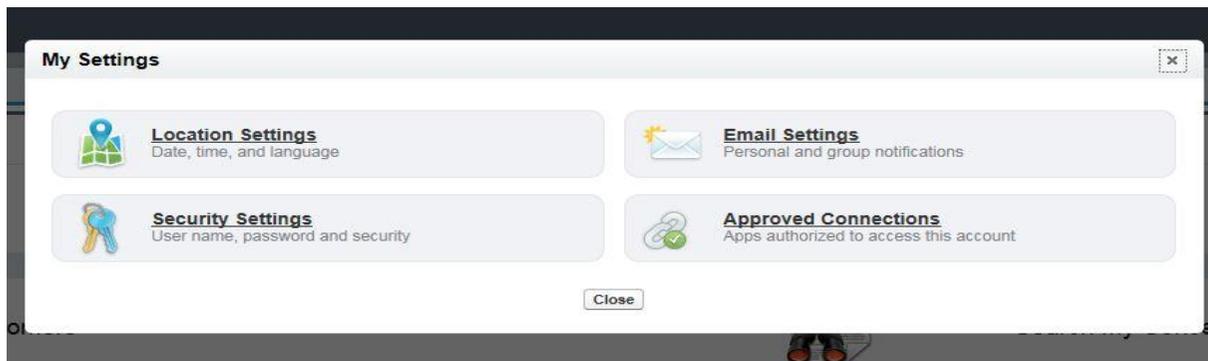


The [My Account](#) link opens a screen that displays your company's information. You can check contact and billing details and see other registered users of GlassesSA from your practice. If any of these details need to be changed, please contact the GlassesSA hotline.

Clicking on this arrow **button** on the upper left-hand side of the GlassesSA web page will open a sidebar. The sidebar will display the items you have recently viewed, links to information about GlassesSA and where to get help if you need it:

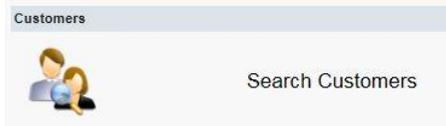


There is a **blue capsule** at the top right of the GlassesSA web page with your name on it. Clicking on the **blue capsule** gives you access to **My Settings** where you can change your account settings such as location, email and password. Clicking on the **blue capsule** will also allow you to log out of GlassesSA.

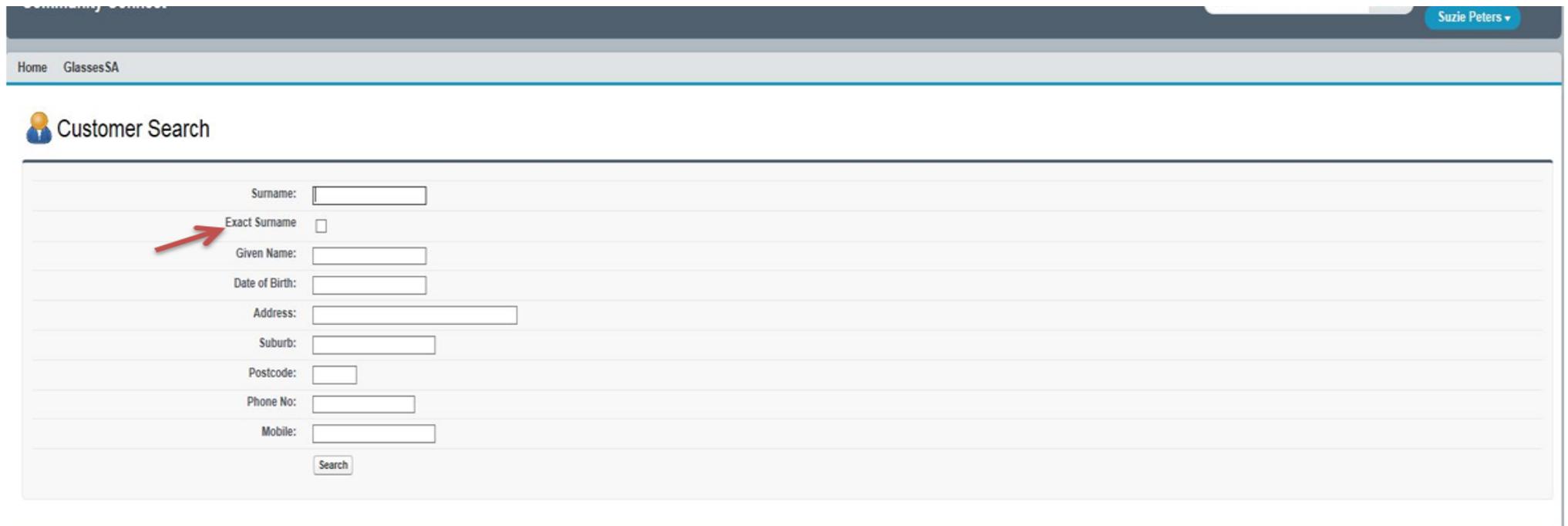


Getting Started - Searching for a Customer

To begin an application for a customer, you must first search for the customer in the system. You can access the Search Customers function on the GlassesSA landing page. Remember, you can access your landing page at any time by clicking on the GlassesSA tab at the top left of the page.



Click on the [Search Customers](#) link and below screen will open:

A screenshot of the 'Customer Search' form. The form is titled 'Customer Search' and contains several input fields: Surname, Given Name, Date of Birth, Address, Suburb, Postcode, Phone No, and Mobile. There is also a checkbox labeled 'Exact Surname' and a 'Search' button. A red arrow points to the 'Exact Surname' checkbox.

Enter **at least two to three characters of the customer's surname** in the surname search field and **at least two to three characters of the given name** to narrow the search and click the **search** button. You will then see matching customer records, if you get too many results you can search by the exact surname by entering the full surname and ticking the **Exact Surname** box and clicking search.

Home GlassesSA Suzie Peters ▾

Customer Search

Surname:

Exact Surname

Given Name:

Date of Birth:

Address:

Suburb:

Postcode:

Phone No:

Mobile:

| Customer Name | Age | DOB | Address | Suburb | Postcode | Home Phone |
|-------------------------------|-----|------------|---------------------|----------------|----------|---------------|
| Audrey Jones | 86 | 3/08/1929 | 23/12 MELVILLE ROAD | SALISBURY EAST | 5109 | 22584654 |
| Dorothy Jolly | 71 | 3/11/1944 | 1/14 SOUTH TERRACE | SNOWTOWN | 5520 | 89635214 |
| Douglas Jones | 84 | 20/04/1932 | 14 CREEDON CLOSE | EVANSTON PARK | 5116 | 8222 1264 |
| Jimbo Jones | 31 | 5/05/1985 | 22 REO ROAD | CROYDON PARK | 5008 | |
| Jimbo Jones | 31 | 5/05/1985 | 22 REO ROAD | CROYDON PARK | 5008 | |
| Johns | 68 | 22/02/1948 | 8 JOHNS ROAD | PROSPECT | 5082 | 58522541515+6 |
| Mel Jones | 36 | 12/12/1979 | 15 JANE STREET | SMITHFIELD | 5114 | |
| Tom Jones | 77 | 2/03/1939 | 23 House Street | Hope Valley | 5090 | 83662547 |

If the customer is already registered in the GlassesSA system, they will appear in the search results at the bottom of the screen. Click on the **customer name** to open the customer record. You can then start the application process, please refer to page 11 of this guide for further information.

| Customer Name | Age |
|-------------------------------|-----|
| Audrey Jones | 86 |
| Dorothy Jolly | 71 |
| Douglas Jones | 84 |
| Jimbo Jones | 31 |
| Jimbo Jones | 31 |
| Johns | 68 |
| + Mel Jones | 36 |
| Tom Jones | 77 |

If you see a green plus sign next to the customer name this means that the customer has already received glasses or contact lenses from GlassesSA. Customers are eligible for new glasses every three years unless clinically necessary and for new contact lenses as required. You can click on the green plus sign to see what lenses have previously been supplied to the customer and when they will next be eligible. Clicking on the red minus sign will then hide this information.

| | | | |
|---------------------------------|----|---------------------|---------------------------|
| Mel Jones | 36 | 12/12/1979 | 15 JANE STREET |
| Item Type | | Date Claimed | Next Eligible Date |
| Glasses with multi-focal lenses | | 19/05/2016 | 19/05/2019 |

If the customer is not already registered in the system, you will need to create a new customer record. To do this, click on the **New Customer** button which will open the following screen:

Home Glasses SA

Customer Edit Save Cancel

Customer Detail

Is Customer a dependant?

Title

Given Names

Surname

Date of Birth

Date of Death

Gender

Identifies as Aboriginal or TS Islander

Home Phone

Mobile Phone

Preferred Language

Preferred Communication Method

Email Address

Parent/Guardian of Dependant

Parent/Guardian Given Names

Parent/Guardian Surname

Parent/Guardian Date of Birth

Parent/Guardian CRN

Entering the customer's address in the address search field will automatically display matches for the address:

Address Search

- [123 MAIN ROAD, MCLAREN VALE, SOUTH AUSTRALIA, 5171](#)
- [123 MAIN ROAD, GLENALTA, SOUTH AUSTRALIA, 5052](#)
- [123 MAIN TERRACE, BLAKEVIEW, SOUTH AUSTRALIA, 5114](#)
- [123 MAIN STREET, PETERBOROUGH, SOUTH AUSTRALIA, 5422](#)
- [123 MAIN STREET, LOBETHAL, SOUTH AUSTRALIA, 5241](#)
- [123 MAIN STREET, NATIMUK, VICTORIA, 3409](#)
- [123 MAIN STREET, NATIMUK, VICTORIA, 3409](#)
- [123 MARION ROAD, COWANDILLA, SOUTH AUSTRALIA, 5033](#)
- [123 MARIAN ROAD, FIRLE, SOUTH AUSTRALIA, 5070](#)
- [123 MARINE PARADE, KINGSTON SE, SOUTH AUSTRALIA, 5275](#)

PLEASE NOTE:

For dependants:

- select 'yes' in the 'Is Customer a dependant?' box and ensure you enter the name, DOB and Centrelink Reference Number of the Parent/Guardian in the Parent/Guardian of dependant field
 - ensure you enter the Parent/Guardian's Centrelink Residential address in the Centrelink Residential address field

For asylum seekers and young people in care:

- do not enter Centrelink information.

The screenshot shows the 'Customer Edit' form in GlassesSA. The 'Customer Detail' section has a dropdown for 'Is Customer a dependant?' set to '--None--'. Below it is the 'Parent/Guardian of Dependant' section with fields for 'Parent/Guardian Given Names', 'Parent/Guardian Surname', 'Parent/Guardian Date of Birth' (with a date picker showing 6/11/2017), and 'Parent/Guardian CRN'. The 'Centrelink Residential Address' section has a 'Same as residential' checkbox, followed by fields for 'Centrelink Residential Address Line 1', 'Centrelink Residential Address Line 2', 'Centrelink Residential Suburb/Town', 'Centrelink Residential Postcode', and 'Centrelink Residential State'.

(Further information on processing applications for dependants, asylum seekers, and young people in care can be found starting from page 20 of this guide).

The speed at which GlassesSA finds the address can be influenced by the speed of your internet connection. If the correct address is displayed, click on it and the system will automatically populate the address fields.

If the correct address is not displayed, click the tick box **Enable Address Fields** to manually enter the address. Remember to use the tab key or mouse to go to the next field. **Do not use the enter/return key!**

Under the headings **Centrelink Residential Address** and **Postal Address** there is a tick box called **Same as Residential**. By clicking the **Same as Residential** tick box on either the Centrelink Residential Address or the Postal Address, the system will automatically populate these fields with the address information you entered in the Residential Address field above. If these addresses differ from the residential address you can manually enter the correct address(es) in these fields. Remember to use tab key or mouse to go to the next field. **Do not use the enter/return key!**

Click the **Save** button and if you have completed the new customer record correctly the system will save the record. You can now start a new application for the customer. If the customer record will not save, the system will direct you to the section of the application that needs to be completed before it will save. If you make a mistake, you can correct this by clicking the **Edit** button, then once your changes are made click the **Save** button.

Editing an existing customer record

If an existing customer record needs to be changed, due to a change of address for example, this can be done by clicking the **Edit** button, making the necessary changes, and clicking **Save** to update the record:

Home Glasses SA

Customer
Optometrist Client

[Concession Applications \(0\)](#)

Customer Detail [Edit](#)

| | |
|---|--------------------------|
| Is Customer a dependant? | No |
| Customer | Optometrist Client |
| Customer Status | Open |
| Customer Status Last Changed | 12/12/2024, 1:48 pm |
| Title | Mr |
| Given Names | Optometrist |
| Surname | Client |
| Date of Birth | 1/1/2000 |
| Age Today | 24 |
| Date of Death | |
| Gender | Male |
| Identifies as Aboriginal or TS Islander | No |
| ATSI? | <input type="checkbox"/> |
| Home Phone | 81111111 |
| Mobile Phone | 0400123456 |
| Preferred Language | English |
| Preferred Communication Method | Letter |
| Email Address | |

▼ **Parent/Guardian of Dependent**

| | |
|-------------------------------|--|
| Parent/Guardian Given Names | |
| Parent/Guardian Surname | |
| Parent/Guardian Date of Birth | |
| Parent/Guardian CRN | |

▼ **Residential Address**

| | |
|----------------------------|---------------|
| Residential Address Line 1 | 123 MAIN ROAD |
| Residential Address Line 2 | |
| Residential Suburb/Town | MCLAREN VALE |
| Residential State | SA |
| Residential Postcode | 5171 |

▼ **Centrelink Address**

| | |
|---------------------------------------|---------------|
| Centrelink Residential Address Line 1 | 123 MAIN ROAD |
| Centrelink Residential Address Line 2 | |
| Centrelink Residential Suburb/Town | MCLAREN VALE |
| Centrelink Residential State | SA |
| Centrelink Residential Postcode | 5171 |

Creating a new application for a customer

Once a new customer record is saved, or after clicking into an existing customer record, scroll down and click on the **New Concession Application** button.



The following screen will open:

Concession Application Edit [Save] [Save & New] [Cancel]

Customer Details

Application Status: New
Dispenser: []
Customer: New Customer []
This is a dependant:
Parent/Guardian Full Name: []

Eligibility Result - Pending GlassesSA Final Assessment

Application Eligibility Status: Incomplete Application
Ineligible Reason(s): []

Centrelink Eligibility

Centrelink Reference Number (CRN): []
DVA Card No: []
Centrelink Checked:
Centrelink Last Validated On: []
Centrelink Error: []
All Centrelink Errors: []

Customer has been given all T&C?
Customer gave Centrelink consent?
Customer Category: --None-- [v]
Supporting Evidence Sighted: --None-- [i]
Accompanying Adult Full Name: []
Accompanying Adult Relationship to child: --None-- [i]
TCC number: []

Eligibility Check

Type of Lens: --None-- [v]
Eye condition require 1.6 index lenses? --None-- [i]
Under 18 frame upgrade: --None-- [i]
Date Claimed/Received: [] [12/12/2024]
Customer is a resident of SA? --None-- [v]
Identification Sighted: --None-- [v]
Are these clinically necessary? --None-- [v]
Clinical Reason: --None-- [v]
Other pathology: []
Remarks: []

First you will need to enter the customer's Centrelink Reference Number (CRN) or DVA Card Number in the Centrelink Eligibility field, do not use spaces. **(for asylum seekers or young people in care, please skip this step)**

Next you can select the relevant 'Customer Category' from the drop-down:

The screenshot shows a form titled "Centrelink Eligibility". It contains several fields: "Centrelink Reference Number (CRN)", "DVA Card No", "Customer has been given all T&C?", "Customer gave Centrelink consent?", "Customer Category" (with a dropdown menu open showing options: "--None--", "Centrelink/DVA customer", "Independent child", "TCC holder"), "Supporting Evidence Sighted", "Accompanying Adult Full Name", "Accompanying Adult Relationship to child", and "TCC number". At the bottom, there is an "Eligibility Check" button.

Click on the drop-down menu in the **Type of Lens** field. Choose the lenses you will be prescribing for the customer from the drop-down list, ensuring that you complete all mandatory fields highlighted with a red mark.

Eye condition require 1.6 index lenses will provide an additional \$50 paid by GlassesSA to help cover the additional cost.

Under 18 frame upgrade is an incentive for a dependent to choose a frame they will wear. GlassesSA provides an additional \$50 to help cover the upgrade of frames.

Are these clinically necessary? and **Clinical Reason** fields only need to be completed for the prescription of contact lenses **or** where glasses are being prescribed within the three-year standard eligibility period. A text box is provided for any additional comments.

Customers can upgrade frames or lenses at their own cost. For auditing purposes, GlassesSA requests the user to provide the out of pocket costs to the customer. You will also need to indicate if the customer is eligible for the DVA optical program, if yes, they will not be eligible for GlassesSA.

The screenshot shows a form titled "Customer Upgrade of Frames/Lenses". It contains several fields: "Customer elects to upgrade frame/lens" (with a dropdown menu set to "--None--"), "Upgrade Type" (with a dropdown menu set to "--None--"), "Full Retail price of frame upgrade", "Retail price of lens upgrade", and "Description of Upgrade".

The screenshot shows a form titled "Glasses Only". It contains several fields: "Centrelink Payment Type", "Customer is a DVA Gold Card Holder?", and "Customer is part of DVA Optical Program?" (with a dropdown menu set to "--None--").

Once you have completed all required fields, click the **Save** button. You will then need to validate that the customer is eligible for assistance under GlassesSA, you do this by clicking the **Check Centrelink** button (skip for asylum seekers and young people in care):

Concession Application Detail [Edit] [Check Centrelink] [Submit Claim] [Withdraw Application]

Customer Details

| | |
|--------------------------------|---|
| Application ID | AP-00043258 |
| Application Status | New |
| Dispenser | Community and Organisational Support Test GSA Account - Contacts Only |
| Customer | India Gucci |
| Centrelink Residential Address | 5 TEST STREET ELIZABETH SA 5112 |
| Age When Claimed/Received | 55 |
| Parent/Guardian Full Name | |

Eligibility Result

| | |
|--------------------------------|---|
| Status Light | |
| Application Eligibility Status | Incomplete Application |
| Ineligible Reason(s) | The Centrelink check has not been done. |
| Next Eligible Date | |

You can see in the **Eligibility Result** in the example to the left that the application is marked as incomplete and the application is ineligible because the Centrelink Check has not yet been done.

When you click the Centrelink Check button the following popup box will appear:

Centrelink Check

Terms and Conditions

It is a requirement of Centrelink that Optometrists read the below information out to customers and gain their verbal consent prior to undertaking a Centrelink Validation

I, authorise:

- The Department of Human Services (DHS) to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details and concession card status in order to enable the GlassesSA service provider to determine if I or my eligible dependents qualify for low cost glasses or no cost contact lenses.
- The Australian Government Department of Human Services (the Department) to provide the results of that enquiry to DHS and to the GlassesSA service provider.
- DHS and the GlassesSA service providers (past and present) to access and exchange information required to confirm my, and my eligible dependents' eligibility, for low cost glasses or no cost contact lenses.

I understand that:

- The Department will disclose personal information to DHS and the GlassesSA service providers including my name/address/concession card status/payment type/payment status to confirm my eligibility, or my dependent's eligibility, for low cost glasses or no cost contact lenses.
- This consent remains valid while I am a customer of DHS unless I withdraw it by contacting DHS or the Department.
- Personal information will only be used or disclosed for purposes relating to GlassesSA in accordance with the Government of South Australia's Information Privacy Principles Instruction. I may update or access the information that DHS holds about me by contacting DHS.

Customer gave centrelink consent

Customer has been given all T&C

[Next] [Cancel]

You are required by Centrelink to read the Terms and Conditions to the customer. Then tick both boxes to indicate that the customer has given consent to check their eligibility with Centrelink and that **you have given them the GlassesSA Terms and Conditions document**. Once this is done, please click **Next**. The pop-up to the right will open;

Centrelink Check

| | |
|----------------|------------------|
| First Name | India |
| Middle Name | |
| Surname | Gucci |
| DOB | 7/6/1962 |
| Address Line 1 | 5 MISTAKE STREET |
| Address Line 2 | |
| Suburb | ELIZABETH |
| State | SA |
| Postcode | 5112 |

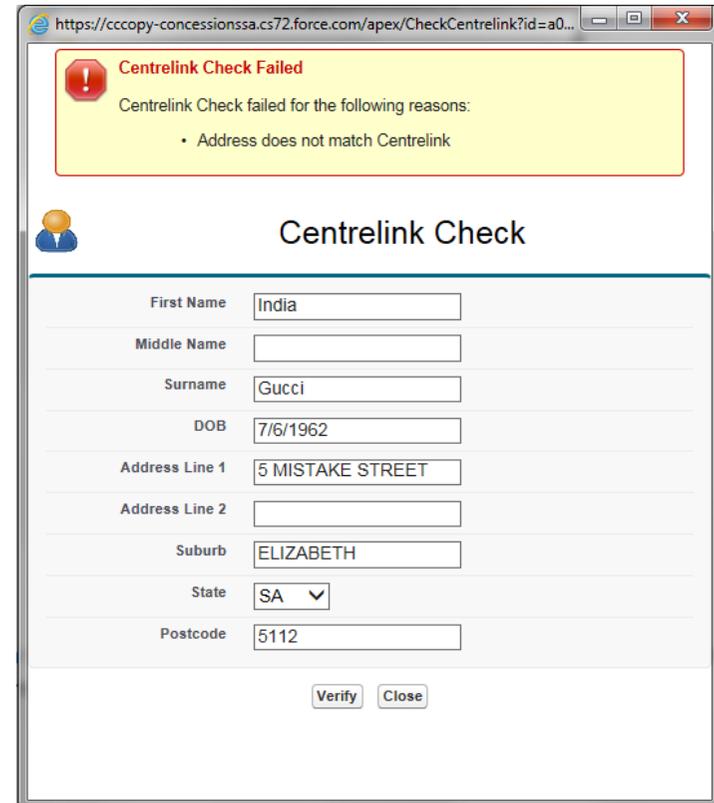
[Verify] [Close]

You can then click the **Verify** button to have the system check the customer's eligibility with Centrelink.

In this example the customer's address does not match what is recorded by Centrelink. However, errors can also occur for the DOB, the customer's name, and the Centrelink Reference Number. When entering this information in the Customer Record and Application screens you must **take care to ensure that the customer's details are recorded correctly and match the information that Centrelink has for the customer**. If the customer has recently moved or changed their name, they must contact Centrelink to ensure that up to date details are provided. If you are still unable to match the customer details with Centrelink, please contact GlassesSA on 1300 762 577 for further advice.

It is essential when entering a customer's details into the system that all information recorded is accurate and matches the customer's Centrelink records. If the customer record doesn't match with Centrelink the validation process will return a Centrelink mismatch.

If the customer's details do not match with Centrelink, you will see a message like this:



The screenshot shows a web browser window with the URL `https://cccoppy-concessionssa.cs72.force.com/apex/CheckCentrelink?id=a0...`. A yellow error box at the top contains a red exclamation mark icon and the text: "Centrelink Check Failed" and "Centrelink Check failed for the following reasons: • Address does not match Centrelink". Below the error box is a user icon and the title "Centrelink Check". The form contains the following fields:

| | |
|----------------|------------------|
| First Name | India |
| Middle Name | |
| Surname | Gucci |
| DOB | 7/6/1962 |
| Address Line 1 | 5 MISTAKE STREET |
| Address Line 2 | |
| Suburb | ELIZABETH |
| State | SA |
| Postcode | 5112 |

At the bottom of the form are two buttons: "Verify" and "Close".

When a Centrelink Check fails you can edit the fields by typing in the correct information and clicking **Verify** again:

https://cccopy-concessionssa.cs72.force.com/apex/CheckCentrelink?id=a0...

Centrelink Check Failed
Centrelink Check failed for the following reasons:
• Address does not match Centrelink

Centrelink Check

First Name: India
Middle Name:
Surname: Gucci
DOB: 7/6/1962
Address Line 1: 5 TEST STREET
Address Line 2:
Suburb: ELIZABETH
State: SA
Postcode: 5112

Verify Close

In this example **Address Line 1** has been changed, all fields shown can be edited by you. Once you have made the necessary changes click **Verify**.

If the error message is that the customer's Centrelink Reference Number or DVA Number do not match you will need to change the number by clicking **Edit** on the Concession Application screen, then clicking the **Save** button to save your changes. You can then click the **Check Centrelink** button again to attempt to verify the customer's eligibility.

It is essential when entering a customer's details into the system that all information recorded is accurate and matches the customer's Centrelink records. If the customer record doesn't match with Centrelink the validation process will return a Centrelink mismatch.

In the example to the right the Centrelink Check has now been successful and the customer's eligibility for GlassesSA is confirmed. You must now click **Update Customer With New Values** and the system will automatically insert the corrected and validated customer details into the Customer Record.

Please note that the **Update Customer With New Values** function does not work when doing an application for a dependant, refer to the Applications for dependants section on page 20 of the user guide for further information.

https://cccopy-concessionssa.cs72.force.com/apex/CheckCentrelink?id=a0...

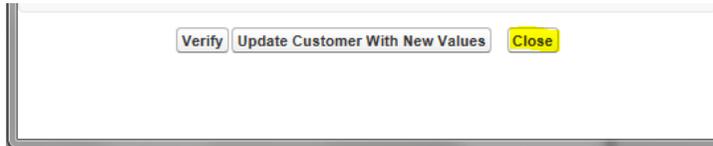
Centrelink Verification Successful

Centrelink Check

First Name: India
Middle Name:
Surname: Gucci
DOB: 7/6/1962
Address Line 1: 5 TEST STREET
Address Line 2:
Suburb: ELIZABETH
State: SA
Postcode: 5112

Verify Update Customer With New Values Close

You will then see that the customer record has been updated, once this is done you can click the **Close** button:



Once you click the **Close** button the popup screen will disappear, and the Application screen will be updated to reflect that the customer is eligible as shown below:

Concession Application
AP-00043258

[Notes & Attachments \(0\)](#)

Concession Application Detail [Edit](#) [Check Centrelink](#) [Submit Claim](#) [Withdraw Application](#)

Customer Details

| | |
|--------------------------------|---|
| Application ID | AP-00043258 |
| Application Status | New |
| Dispenser | Community and Organisational Support Test GSA Account - Contacts Only |
| Customer | India Gucci |
| Centrelink Residential Address | 5 TEST STREET ELIZABETH SA 5112 |
| Age When Claimed/Received | 55 |
| Parent/Guardian Full Name | |

Eligibility Result

| | | | |
|--------------------------------|--|--|----------------------|
| Status Light |  |  | |
| Application Eligibility Status | Application Eligible | | Ineligible Reason(s) |
| Next Eligible Date | | | |

Centrelink Eligibility

| | | | |
|-----------------------------------|-------------------------------------|------------------------------|--|
| Customer Reference Number (CRN) | XXXXXX716T | Centrelink Checked | <input checked="" type="checkbox"/> |
| DVA Card No | | Centrelink Last Validated On | 6/11/2017 5:08 PM |
| Customer has been given all T&C? | <input checked="" type="checkbox"/> | Centrelink Error | |
| Customer gave Centrelink consent? | <input checked="" type="checkbox"/> | All Centrelink Errors | Centrelink Check failed for the following reasons: <ul style="list-style-type: none">Address does not match Centrelink |

If you are ready to submit the concession application, click the [Submit Claim](#) button. You can also [Edit](#) or [Withdraw Application](#) if required at this stage.

After you have submitted the application, if the customer identifies as Aboriginal or Torres Strait islander, the following pop-up box appears:

**Aboriginal Customer**

This customer identifies as an Aboriginal person. Please do not collect a co-payment from this customer. ConcessionsSA will pay the normal standard customer contribution amount on the full standard item price.

If the customer has chosen an upgrade of frames or lenses (beyond the \$50 allowance for either) this payment must be paid by the customer.

I understand that the State Government Benefit can only be paid if the above details are complete and correct.

I certify that I will dispense the above items.

Clicking [Agree](#) submits the concession application to DHS for processing and payment. The application will not be submitted to DHS if [Disagree](#) is selected.

Until the application is processed by DHS it can be withdrawn by going to the [Search My Concession Applications](#) link on your landing page, selecting the application and clicking [Withdraw Application](#).

Confirm the Pricing Schedule

You should always check the **Pricing Schedule** to ensure the correct amount is charged to the patient.

The amount to the right shows:

- Std Customer Contribution for an ATSI patient (GlassesSA pays the co-payment)
- No lens or frame co-payment

| ▼ Pricing Schedule | |
|---|---------|
| Item Rate | IR-7683 |
| Std Item Price inc GST | \$85.50 |
| Std Item Scheme Contribution inc GST | \$85.50 |
| Std Customer Contribution inc GST | \$0.00 |
| Thin Lens Scheme Contribution inc GST | \$0.00 |
| Child Frame Scheme Contribution inc GST | \$0.00 |

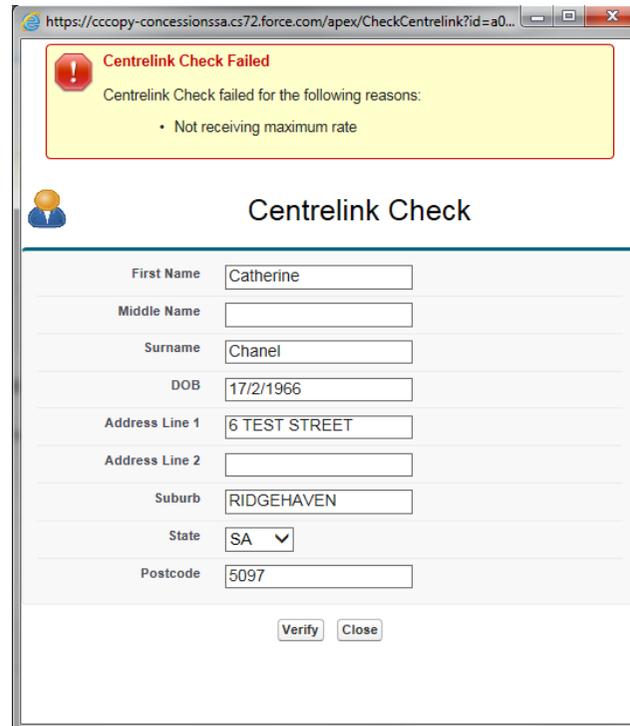
The amount to the right shows:

- Patient is not ATSI therefore a co-payment is required
- Eye condition require 1.6 index lenses has been selected
- Patient under 18 frame upgrade of \$50 has been provided

| ▼ Pricing Schedule | |
|---|---------|
| Item Rate | IR-7683 |
| Std Item Price inc GST | \$85.50 |
| Std Item Scheme Contribution inc GST | \$60.50 |
| Std Customer Contribution inc GST | \$25.00 |
| Thin Lens Scheme Contribution inc GST | \$50.00 |
| Child Frame Scheme Contribution inc GST | \$50.00 |

When a customer is not eligible for glasses

For assistance under GlassesSA a customer must be receiving an **eligible current Centrelink card**. The Centrelink Check function built into GlassesSA allows you to check this eligibility in real time, if the customer is eligible for assistance, you will see the Centrelink Check result as successful as shown above (page 15). In the instance that a customer is not eligible you will see a Centrelink Check result similar to what is shown below, in this instance the customer is not receiving the maximum rate (**no longer ineligible from Jan 2025**), other reasons include DVA gold card holder and Centrelink payment cancelled:



https://cccoppy-concessionssa.cs72.force.com/apex/CheckCentrelink?id=a0...

Centrelink Check Failed

Centrelink Check failed for the following reasons:

- Not receiving maximum rate

Centrelink Check

| | |
|----------------|--|
| First Name | <input type="text" value="Catherine"/> |
| Middle Name | <input type="text"/> |
| Surname | <input type="text" value="Chanel"/> |
| DOB | <input type="text" value="17/2/1966"/> |
| Address Line 1 | <input type="text" value="6 TEST STREET"/> |
| Address Line 2 | <input type="text"/> |
| Suburb | <input type="text" value="RIDGEHAVEN"/> |
| State | <input type="text" value="SA"/> |
| Postcode | <input type="text" value="5097"/> |

The system will prevent the application from being submitted. If the customer disagrees with this outcome, they can contact GlassesSA on 1300 762 577 for further information.

Applications for dependants

First you must conduct a search using the Search Customers tab (as shown on page 6 of the guide) to check if the dependant is already in the system, if a record does not exist you can create a new customer record for the dependant using the processes outlined earlier in the user guide (page 11).

If the customer is a dependant, you must select yes/no in the **Is Customer a dependant?** box and enter the dependants' details including the title, given name(s), surname, date of birth and gender. When completing the contact details, you can enter the contact details for the parent/guardian. Then ensure you **enter the name, DOB and Centrelink Reference Number of the Parent/Guardian** in the Parent/Guardian of dependant field.

Please note that you must enter the Parent/Guardian's Centrelink residential address in the Centrelink Residential Address field. This means that the dependant can have a different residential or postal address to the Parent/Guardian if required. Please see below for an example of creating a customer record for a dependant.

Home GlassesSA

Customer Edit Save Cancel

Customer Detail

Is Customer a dependant? Yes

Title Master

Given Names BENJAMIN

Surname MOSSCHINO

Date of Birth 02/08/2005

Date of Death

Gender Male

Identifies as Aboriginal or TS Islander --None--

Home Phone

Mobile Phone

Preferred Language

Preferred Communication Method Letter

Email Address

Parent/Guardian of Dependant

Parent/Guardian Given Names ALESSANDRA

Parent/Guardian Surname MOSSCHINO

Parent/Guardian Date of Birth [7/11/2017]

Parent/Guardian CRN

Residential Address

Address Search

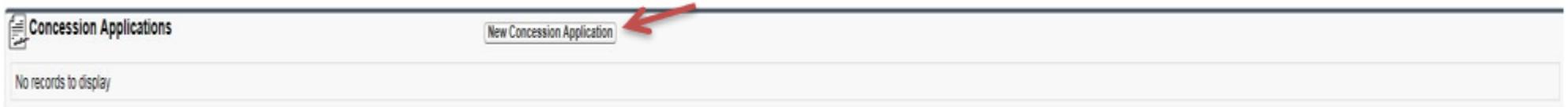
Enable Address Fields

Residential Address Line 1

Residential Address Line 2

| | |
|---|-------------------------------------|
| Residential Suburb/Town | <input type="text"/> |
| Residential Postcode | <input type="text"/> |
| Residential State | SA <input type="button" value="v"/> |
| Centrelink Residential Address | |
| Same as residential | <input type="checkbox"/> |
| Centrelink Residential Address Line 1 | <input type="text"/> |
| Centrelink Residential Address Line 2 | <input type="text"/> |
| Centrelink Residential Suburb/Town | <input type="text"/> |
| Centrelink Residential Postcode | <input type="text"/> |
| Centrelink Residential State | SA <input type="button" value="v"/> |
| Postal Address | |
| Same as residential | <input type="checkbox"/> |
| Postal Unit/Floor/Level/Building | <input type="text"/> |
| Postal PO Box/Street Address | <input type="text"/> |
| Postal Suburb/Town | <input type="text"/> |
| Postal Postcode | <input type="text"/> |
| Postal State | SA <input type="button" value="v"/> |
| <input type="button" value="Save"/> <input type="button" value="Cancel"/> | |

Once you have completed all of the required fields you can save the record by clicking the **Save** button. You can then start the application for the dependant by clicking on the **New Concession Application** button at the bottom of the Customer Record;



In the Concession Application screen, you will need to enter the Parent/Guardian's Centrelink Reference number and complete the required fields for glasses or contact lenses as appropriate (contact lens applications are discussed on page 33 of the user guide)

Concession Application Edit
New Concession Application

Concession Application Edit Save Save & New Cancel

Customer Details ! = Required Information

Application Status: New
Dispenser:
Customer: Benjamin Mosschino
Centrelink Residential Address: !
Parent/Guardian Full Name:

Eligibility Result

Application Eligibility Status: Incomplete Application
Ineligible Reason(s):

Centrelink Eligibility

Customer Reference Number (CRN): 208128179L
DVA Card No:
Customer has been given all T&C?
Customer gave Centrelink consent?
Centrelink Checked:
Centrelink Last Validated On:
Centrelink Error:
All Centrelink Errors:

Eligibility Check

Type of Lens: Glasses with single vision grind lenses
Date Claimed/Received: 7/11/2017 [7/11/2017]
Customer is a resident of SA?: Yes
Identification Sighted: Centrelink Card
Are these clinically necessary?: --None--
Clinical Reason: --None--
Other pathology:

Once complete click the **Save** button.

The application screen will update, and you will see that the Parent/Guardian name has been inserted into the application:

Concession Application
AP-00043267 Printable View

✓ Concession Application has been saved.

[Notes & Attachments \(0\)](#)

Concession Application Detail

[Edit](#) [Check Centrelink](#) [Submit Claim](#) [Withdraw Application](#)

Customer Details

| | |
|--------------------------------|---|
| Application ID | AP-00043267 |
| Application Status | New |
| Dispenser | Community and Organisational Support Test GSA Account - Contacts Only |
| Customer | Benjamin Mosschino |
| Centrelink Residential Address | 2 TEST STREET HENLEY BEACH SA 5022 |
| Age When Claimed/Received | 12 |
| Parent/Guardian Full Name | ALESSANDRA MOSSCHINO |

Eligibility Result

| | | | |
|--------------------------------|--|----------------------|---|
| Status Light |  | | |
| Application Eligibility Status | Incomplete Application  | Ineligible Reason(s) | The Centrelink check has not been done.  |
| Next Eligible Date | | | |

Centrelink Eligibility

| | | | |
|-----------------------------------|--------------------------|------------------------------|--------------------------|
| Customer Reference Number (CRN) | XXXXXX179L | Centrelink Checked | <input type="checkbox"/> |
| DVA Card No | | Centrelink Last Validated On | |
| Customer has been given all T&C? | <input type="checkbox"/> | Centrelink Error | |
| Customer gave Centrelink consent? | <input type="checkbox"/> | All Centrelink Errors | |

Eligibility Check

| | |
|---------------------------------|---|
| Type of Lens | Glasses with single vision grind lenses |
| Date Claimed/Received | 7/11/2017 |
| Customer is a resident of SA? | Yes |
| Identification Sighted | Centrelink Card |
| Are these clinically necessary? | |
| Clinical Reason | |

The application is marked as incomplete as the Centrelink check has not been done, you can now click the **Check Centrelink** button to see if the customer is eligible. The Centrelink check popup will appear as shown on page 15 of the user guide, you will need to tick that the Parent/Guardian has given their authority to check their eligibility with Centrelink and that you have provided the GlassesSA terms and conditions, you can then click the **Verify** button.

In the example shown below the Centrelink Check has failed because the Parent/Guardian's DOB does not match Centrelink's records.

https://cccopy-concessionssa.cs72.force.com/CheckCentrelink?id=a065D0...

Centrelink Check Failed
Centrelink Check failed for the following reasons:
• DOB does not match Centrelink

Centrelink Check

| | |
|----------------|---------------|
| First Name | ALESSANDRA |
| Middle Name | |
| Surname | MOSSCHINO |
| DOB | 7/9/1964 |
| Address Line 1 | 2 TEST STREET |
| Address Line 2 | |
| Suburb | HENLEY BEACH |
| State | SA |
| Postcode | 5022 |

Verify Close

To fix this click the **Close** button on the Centrelink Check and then return to the customer record where you can edit the Parent/Guardian's details including date of birth, names or Centrelink Residential address, to return to the customer record click on the dependant's name in the application screen.

[Notes & Attachments \(0\)](#)

Concession Application Detail

[Edit](#) [Check Centrelink](#) [Submit Claim](#) [Withdraw Application](#)

Customer Details

| | |
|--------------------------------|---|
| Application ID | AP-00043267 |
| Application Status | New |
| Dispenser | Community and Organisational Support Test GSA Account - Contacts Only |
| Customer | Benjamin Mosschino |
| Centrelink Residential Address | 2 TEST STREET HENLEY BEACH SA 5022 |
| Age When Claimed/Received | 12 |
| Parent/Guardian Full Name | ALESSANDRA MOSSCHINO |

Eligibility Result

| | | | |
|--------------------------------|--------------------------|----------------------|---------------------------------------|
| Status Light | | | |
| Application Eligibility Status | Application Not Eligible | Ineligible Reason(s) | There is a Centrelink Error recorded. |
| Next Eligible Date | | | |

Click the **Edit** button to unlock the customer record;

Customer Benjamin Mosschino

Printable View

[Concession Applications \(1\)](#)

Customer Detail

[Edit](#)

| | |
|---|--------------------------|
| Is Customer a dependant? | Yes |
| Customer | Benjamin Mosschino |
| Customer Status | Open |
| Customer Status Last Changed | 7/11/2017 5:38 PM |
| Title | Master |
| Given Names | Benjamin |
| Surname | Mosschino |
| Date of Birth | 2/08/2005 |
| Age Today | 12 |
| Date of Death | |
| Gender | Male |
| Identifies as Aboriginal or TS Islander | |
| ATSI? | <input type="checkbox"/> |
| Home Phone | |
| Mobile Phone | |
| Preferred Language | English |
| Preferred Communication Method | Letter |
| Email Address | |

Parent/Guardian of Dependent

| | |
|-------------------------------|------------|
| Parent/Guardian Given Names | ALESSANDRA |
| Parent/Guardian Surname | MOSSCHINO |
| Parent/Guardian Date of Birth | 7/09/1964 |
| Parent/Guardian CRN | 208128179L |

You can then make the required change (in the example shown below the DOB) once you have done this click the **Save** button.

Customer Edit Save Cancel

Customer Detail

Is Customer a dependant?

Title

Given Names

Surname

Date of Birth

Date of Death

Gender

Identifies as Aboriginal or TS Islander

Home Phone

Mobile Phone

Preferred Language

Preferred Communication Method

Email Address

Parent/Guardian of Dependant

Parent/Guardian Given Names

Parent/Guardian Surname

Parent/Guardian Date of Birth [7/11/2017]

Parent/Guardian CRN

Residential Address

Address Search

Enable Address Fields

Residential Address Line 1

Once you have saved the customer record you can then return to the Concession Application by scrolling to the bottom of the Customer Record screen and clicking on the Application ID.

Concession Applications New Concession Application

| Action | Application ID | Item Type | Status Light | Application Eligibility Status | Application Status |
|----------------------|----------------|---|--------------|--------------------------------|--------------------|
| Edit | AP-00043267 | Glasses with single vision grind lenses | | Application Not Eligible | New |

Once you have opened the Concession Application you can then try the Centrelink check again by clicking on the Check Centrelink button;

[Back to Customer: Benjamin Mosschino](#)

 Concession Application
AP-00043267

[« Back to Customer: Benjamin Mosschino](#)

[Notes & Attachments \(0\)](#)

Concession Application Detail

[Edit](#) [Check Centrelink](#) [Submit Claim](#) [Withdraw Application](#)

Customer Details

| | |
|--------------------------------|---|
| Application ID | AP-00043267 |
| Application Status | New |
| Dispenser | Community and Organisational Support Test GSA Account - Contacts Only |
| Customer | Benjamin Mosschino |
| Centrelink Residential Address | 2 TEST STREET HENLEY BEACH SA 5022 |
| Age When Claimed/Received | 12 |
| Parent/Guardian Full Name | ALESSANDRA MOSSCHINO |

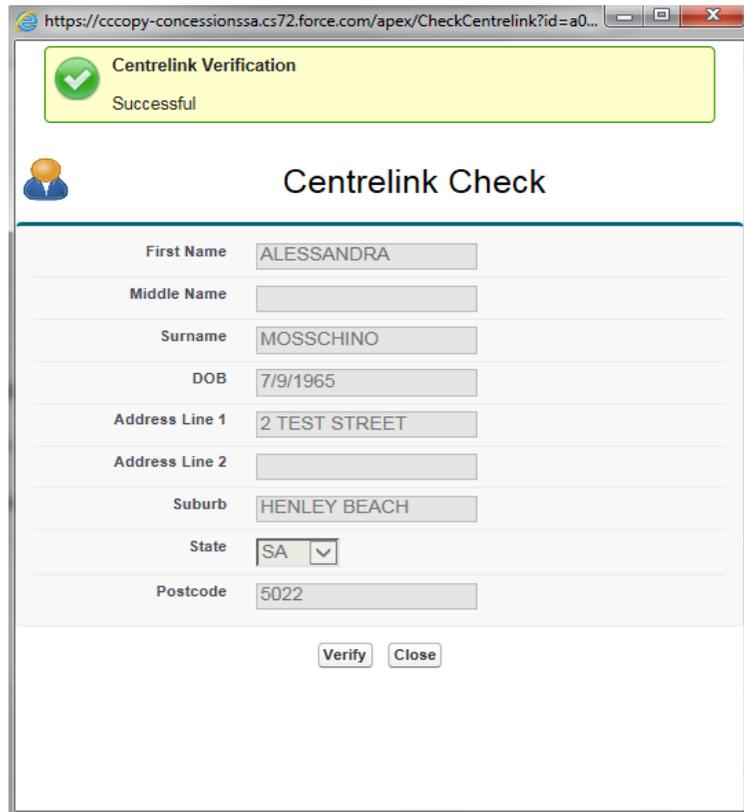
Eligibility Result

| | | | |
|--------------------------------|---|----------------------|---------------------------------------|
| Status Light |  | | |
| Application Eligibility Status | Application Not Eligible | Ineligible Reason(s) | There is a Centrelink Error recorded. |
| Next Eligible Date |  | | |

Centrelink Eligibility

| | | | |
|-----------------------------------|-------------------------------------|------------------------------|--|
| Customer Reference Number (CRN) | XXXXXX179L | Centrelink Checked | <input checked="" type="checkbox"/> |
| DVA Card No | | Centrelink Last Validated On | 7/11/2017 5:51 PM |
| Customer has been given all T&C? | <input checked="" type="checkbox"/> | Centrelink Error | DOB does not match Centrelink |
| Customer gave Centrelink consent? | <input checked="" type="checkbox"/> | All Centrelink Errors | Centrelink Check failed for the following reasons: <ul style="list-style-type: none">• DOB does not match Centrelink |

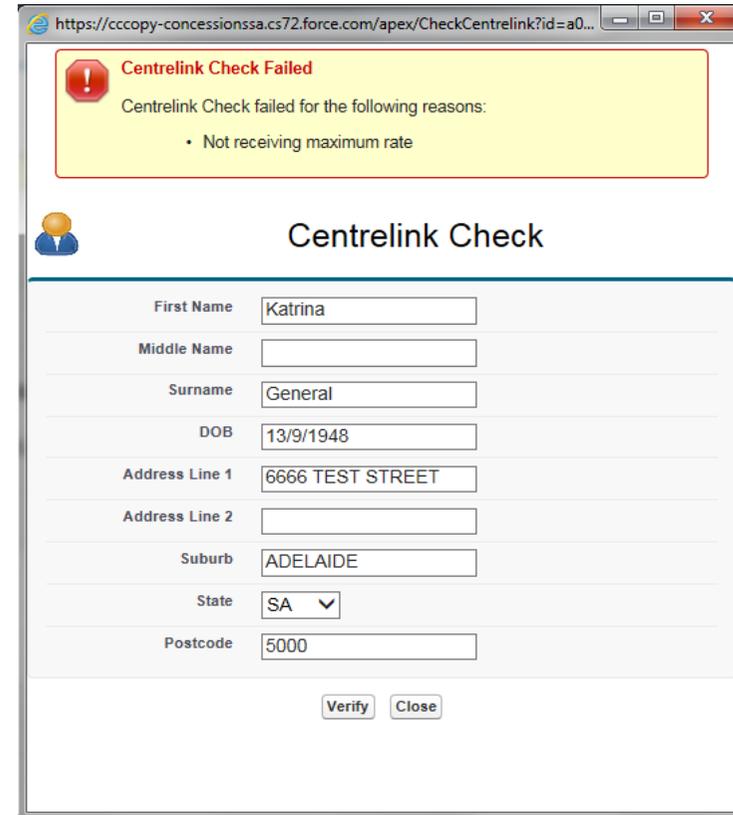
Click the **Verify** button on the Centrelink Check popup and if the Parent/Guardian's details match Centrelink's records you should see the following message as shown below on the left;



The screenshot shows a web browser window with the URL <https://cccoppy-concessionssa.cs72.force.com/apex/CheckCentrelink?id=a0...>. At the top, there is a green banner with a checkmark icon and the text "Centrelink Verification Successful". Below this is a user icon and the title "Centrelink Check". The form contains the following fields:

| | |
|----------------|---------------|
| First Name | ALESSANDRA |
| Middle Name | |
| Surname | MOSSCHINO |
| DOB | 7/9/1965 |
| Address Line 1 | 2 TEST STREET |
| Address Line 2 | |
| Suburb | HENLEY BEACH |
| State | SA |
| Postcode | 5022 |

At the bottom of the form are two buttons: "Verify" and "Close".



The screenshot shows a web browser window with the URL <https://cccoppy-concessionssa.cs72.force.com/apex/CheckCentrelink?id=a0...>. At the top, there is a red banner with an exclamation mark icon and the text "Centrelink Check Failed". Below this, it says "Centrelink Check failed for the following reasons:" followed by a bullet point: "• Not receiving maximum rate". Below the banner is a user icon and the title "Centrelink Check". The form contains the following fields:

| | |
|----------------|------------------|
| First Name | Katrina |
| Middle Name | |
| Surname | General |
| DOB | 13/9/1948 |
| Address Line 1 | 6666 TEST STREET |
| Address Line 2 | |
| Suburb | ADELAIDE |
| State | SA |
| Postcode | 5000 |

At the bottom of the form are two buttons: "Verify" and "Close".

You can then click the **Close** button and the Concession Application will now have updated to reflect that the customer is eligible for assistance, if you are unable to successfully match the Parent/Guardian details with Centrelink's records please contact GlassesSA on 1300 762 577 for further advice.

If the Parent/Guardian is not on an eligible Centrelink payment the Centrelink Check will fail as shown above on the right and the system will give you a reason why the customer is not eligible. Examples of why a customer is ineligible include, DVA gold card holder or not the holder of an eligible Centrelink card. If the customer disagrees with this outcome, they can contact GlassesSA on 1300 762 577 for further information.

Unless as above the Centrelink Check failed because the customer was ineligible for assistance, the concession application eligibility result should now show that the application is eligible. If you are ready to submit the concession application, click the **Submit Claim** button. You can also **Edit** or **Withdraw Application** if required at this stage.

Concession Application
AP-00043267

[Notes & Attachments](#) (0)

Concession Application Detail

[Edit](#) [Check Centrelink](#) [Submit Claim](#) [Withdraw Application](#)

Customer Details

| | |
|--------------------------------|---|
| Application ID | AP-00043267 |
| Application Status | New |
| Dispenser | Community and Organisational Support Test GSA Account - Contacts Only |
| Customer | Benjamin Mosschino |
| Centrelink Residential Address | 2 TEST STREET HENLEY BEACH SA 5022 |
| Age When Claimed/Received | 12 |
| Parent/Guardian Full Name | ALESSANDRA MOSSCHINO |

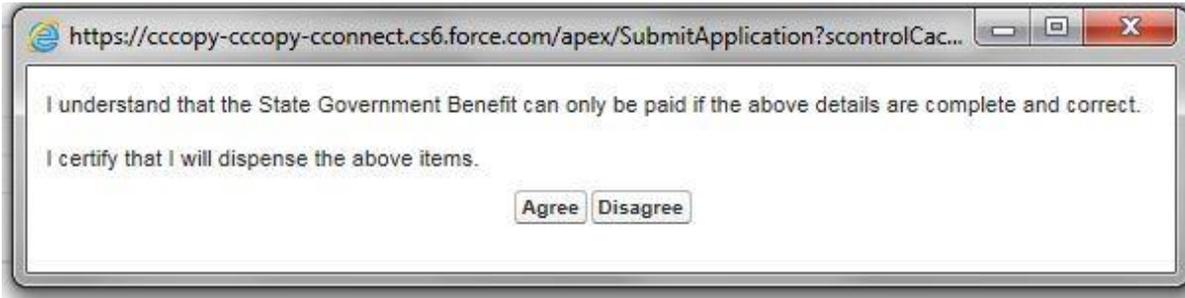
Eligibility Result

| | | |
|--------------------------------|---|---|
| Status Light |  |  |
| Application Eligibility Status | Application Eligible | Ineligible Reason(s) |
| Next Eligible Date | | |

Centrelink Eligibility

| | | | |
|-----------------------------------|------------|------------------------------|--|
| Customer Reference Number (CRN) | XXXXXX179L | Centrelink Checked | ✓ |
| DVA Card No | | Centrelink Last Validated On | 7/11/2017 6:10 PM |
| Customer has been given all T&C? | ✓ | Centrelink Error | |
| Customer gave Centrelink consent? | ✓ | All Centrelink Errors | Centrelink Check failed for the following reasons: <ul style="list-style-type: none">• DOB does not match Centrelink |

After you have submitted the application, the following pop-up box appears:



Clicking **Agree** submits the concession application to DHS for processing and payment. The application will not be submitted to DHS if **Disagree** is selected.

Until the application is processed by DHS it can be withdrawn by going to the **Search My Concession Applications** link on your landing page, selecting the application and clicking **Withdraw Application**.

Applications for asylum seekers

If the customer is an asylum seeker, you will need to sight relevant supporting evidence instead of verifying with Centrelink to determine eligibility.

Asylum seekers are required to hold a Transport Concession Card or Interim Transport Concession card issued by the Department of Human Services to access the GlassesSA program.

Follow the current process for selecting/creating a new customer:

1. Search for the customer
2. Select existing customer or create new customer
3. Update status as an Aboriginal person to 'No'
4. Enter the cardholder and/or dependent's details as per the standard process

Start a new concession application:

5. Enter information as usual, with these changes under 'Centrelink Eligibility':
 - Do not enter Centrelink information
 - Under 'Customer Category', select 'TCC holder'
 - Under 'Supporting evidence sighted', select either:
 - Interim Transport concession card
 - Transport Concession Card
 - Under 'TCC Number', enter the card number. For the examples shown on the next page, this would be either:
 - the letters TCC followed by an 8 digit and 3 digit number, separated by a forward slash (TCC00000000/000) or
 - a 7 digit alphanumeric string (A002501)
6. Complete the application (as normal)
7. Save the application
8. Click on 'Independent child/TCC holder check'. This replaces the Centrelink verification step in the usual assessment process and provides assurance you have sighted and verified the customer's supporting evidence
9. Click on 'confirm' in the pop up box – this submits the application

The screenshot shows a web form with the following fields and options:

- Centrelink Reference Number (CRN): [Text input field]
- DVA Card No: [Text input field]
- Customer has been given all T&C?:
- Customer gave Centrelink consent?:
- Customer Category: TCC holder (dropdown menu)
- Supporting Evidence Sighted: --None-- (dropdown menu, with a red arrow pointing to the 'Interim Transport concession card' option)
- Accompanying Adult Full Name: [Text input field]
- Accompanying Adult Relationship to child: [Text input field]
- TCC number: [Text input field]

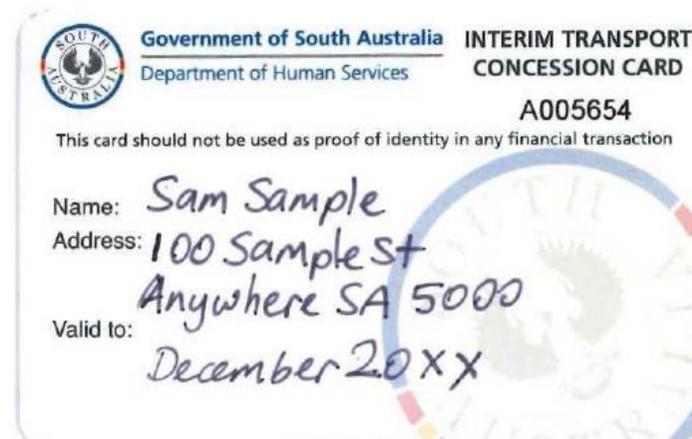
PLEASE NOTE non-conventional address information is accepted for asylum seekers. Please input address details exactly as they appear on the customer's Transport Concession Card.

Below examples indicate which cards are accepted as supporting evidence when assessing the eligibility of asylum seekers:

Transport Concession Card



Interim Transport Concession Card



Applications for young people in care

As with asylum seekers, if the customer is a young person in care you will need to sight relevant supporting evidence instead of verifying with Centrelink to determine eligibility.

Follow the current process for selecting/creating a new customer (as above) then follow the below steps to create a new concession application:

1. Enter information as usual, with these changes under 'Centrelink Eligibility':
 - Do not enter Centrelink information
 - Under 'Customer Category', select 'Independent child'
 - Under 'Supporting evidence sighted':

- **If the young person has a Health Care Card in their own name:**

- select 'Health Care Card' from the drop down
- If the child is accompanied by an adult, ask the adult if you may also record their name and relationship to the child. If they agree:
 - For 'Accompanying adult full name', enter the adult's name.
 - For 'Accompanying adult relationship to child', select the relevant option from the drop-down list:
 - **youth worker/case worker**
 - **foster carer/kinship carer/long term guardian**
 - **parent/guardian**
 - **none of the above**

Centrelink Reference Number (CRN)

DVA Card No

Customer has been given all T&C?

Customer gave Centrelink consent?

Customer Category **Independent child** ▼

Supporting Evidence Sighted **Health Care Card** ▼ ⓘ

Accompanying Adult Full Name

Accompanying Adult Relationship to child **--None--** ▼ ⓘ

TCC number

- **If the young person is with a carer and does not have a Health Care Card in their own name:**

- select 'Carer ID' from the drop down
- Under 'Accompanying adult full name', enter the carer's name, as it appears on the card.
- Under 'Accompanying adult relationship to child', select **foster/kinship carer/long term guardian**

2. Complete the application (as normal)
3. Save the application
4. Click on 'Independent child/TCC holder check'. This replaces the Centrelink verification step in the usual assessment process and provides assurance you have sighted and verified the customer's supporting evidence
5. Click on 'confirm' in the pop up box – this submits the application

Customer Category **Independent child** ▼

Supporting Evidence Sighted **Carer ID** ▼ ⓘ

Accompanying Adult Full Name

Accompanying Adult Relationship to child **--None--** ▼ ⓘ

TCC number

Type of Lens **foster/kinship carer/long term guardian**

Eye condition require 1.6 index lenses?

Under 18 frame upgrade

Date Claimed/Received

Below examples indicate which cards are accepted as supporting evidence when assessing the eligibility of children and young people in care:

Health Care Card



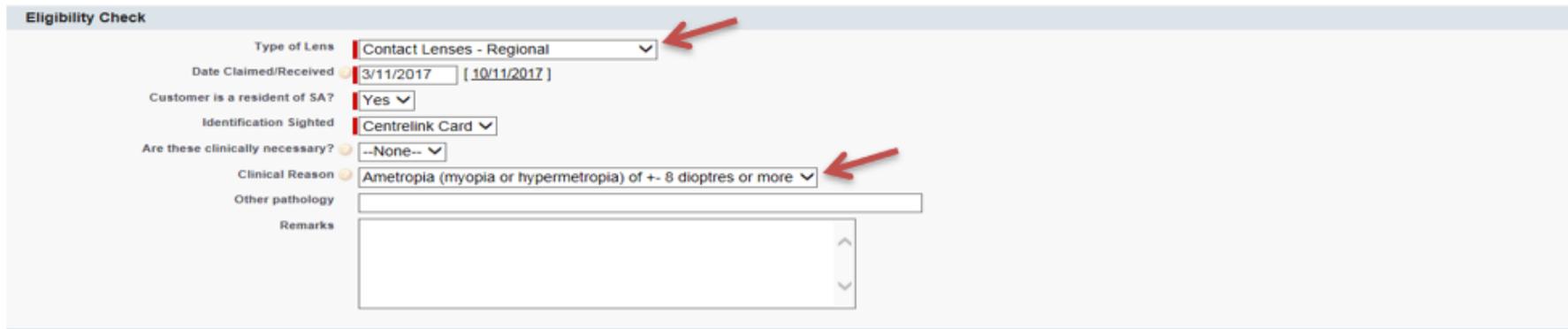
Department of Child Protection carers IDs



Applications for contact lenses only

Contact lens applications are done in the Concession Application screen, in the **Type of Lens** field select contact lenses. In an application for contact lenses the “PCC\HCC valid from” date must be entered in the field as shown below. For more information about contact lenses, please refer to the *GlassesSA – Contact lens factsheet*.

You must sight the customer’s Centrelink Card for all contact lens applications. The **Clinical Reason** field (as shown on page 11 of user guide) needs to be completed for the prescription of contact lenses, a text box is provided for any additional comments. The **Are these clinically necessary?** field must be completed if you are prescribing new lenses within the standard three-year eligibility period.



The screenshot shows the 'Eligibility Check' section of a form. It contains the following fields:

- Type of Lens:** A dropdown menu with 'Contact Lenses - Regional' selected. A red arrow points to this field.
- Date Claimed/Received:** A date field with '3/11/2017' entered and '[10/11/2017]' as a placeholder.
- Customer is a resident of SA?:** A dropdown menu with 'Yes' selected.
- Identification Sighted:** A dropdown menu with 'Centrelink Card' selected.
- Are these clinically necessary?:** A dropdown menu with '--None--' selected.
- Clinical Reason:** A dropdown menu with 'Ametropia (myopia or hypermetropia) of +/- 8 dioptres or more' selected. A red arrow points to this field.
- Other pathology:** An empty text input field.
- Remarks:** A large empty text area with a scroll bar.

Because contact lenses need to be ordered, it is unlikely that you will have the price of the lenses at this stage, so leave the fields for **Actual Item Price inc GST**, **Lens Supplier** and **Lens Supplier Invoice Number** blank for now. Enter the customer’s PCC or HCC valid from details, tick the box for **This is the lowest price item?** and the system will allow you to save the record for now.



The screenshot shows the 'Contact Lenses Only' section of a form. It contains the following fields:

- Card Type:** A dropdown menu.
- PCC \ HCC is valid from:** A date field with an empty input box and '[10/11/2017]' as a placeholder. A red arrow points to this field.
- Actual Item Price inc GST:** An empty text input field.
- This is the lowest price item?:** A checkbox that is currently unchecked.
- Lens Supplier:** An empty text input field.
- Lens Supplier Invoice Number:** An empty text input field.

Then click the **Check Centrelink** button to determine that the customer is eligible for contact lenses, the Centrelink Check process for contact lenses is identical to the process used for glasses as shown above. **Remember that if a customer is a dependant the Centrelink Check will be performed using the Parent/Guardian's Centrelink details so please ensure that you follow the customer is a dependant process as outlined on pages 20-30 of the user guide.**

When you have the lens price, you can return to the customer record using the **Search Customers** link, find the customer record and open the concession application, click **Edit** on the application and enter the price of the lenses, together with the name of the lens supplier and the invoice number. The system will then allow you to submit the claim for processing and payment by DHS (**Submit Claim**).

Remember that contact lenses are only available to prescribe by the FMC, RAH or WCH or by Optometrists based in areas with postcodes starting in 5200 and higher, in these instances the customer must also reside in a location with a postcode starting in 5200 or higher.

Search My Concession Applications



Search My Concession Applications

Clicking on the [Search My Concession Applications](#) link will open the following screen:

Steve Warner ▾

Home GlassesSA

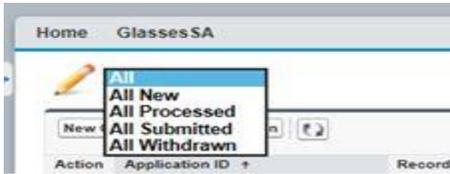
All ▾

New Concession Application ↕

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

| Action | Application ID ↑ | Record Type | Application Type | Date Claimed/Received | Dispenser | Customer | Type of Lens | Application Eligibility Status | Application Status | Created By |
|--------|------------------|--------------|------------------|-----------------------|-------------------|--------------------|-----------------------------------|--------------------------------|--------------------|---------------------------------|
| Edit | AP-00000006 | GSA - Locked | GSA Application | 25/02/2016 | Blackwood Optical | Peppa Pig | Glasses with bi-focal lenses | Incomplete Application | Processed | Steve Warner, 25/02/2016 5:... |
| Edit | AP-00000015 | GSA - Locked | GSA Application | 8/03/2016 | Blackwood Optical | Daniel Craig | Glasses with single vision len... | Application Eligible | Processed | Steve Warner, 8/03/2016 8:4... |
| Edit | AP-00000024 | GSA - Locked | GSA Application | 14/04/2016 | Blackwood Optical | Buck Rogers | Glasses with single vision len... | Application Eligible | Processed | Steve Warner, 14/04/2016 11:... |
| Edit | AP-00000025 | GSA - Locked | GSA Application | 14/04/2016 | Blackwood Optical | Zefram Cochrane | night vision | Application Eligible | Processed | Steve Warner, 14/04/2016 11:... |
| Edit | AP-00000044 | GSA - Locked | GSA Application | 18/04/2016 | Blackwood Optical | David Attenborough | Glasses with grind lenses | Application Eligible | Processed | Steve Warner, 18/04/2016 10:... |
| Edit | AP-00000068 | GSA - Locked | GSA Application | 6/04/2016 | Blackwood Optical | Roger Rabbit | Glasses with grind lenses | Application Eligible | Submitted | Steve Warner, 22/04/2016 12:... |
| Edit | AP-00000073 | GSA - Locked | GSA Application | 21/04/2016 | Blackwood Optical | Benny Hill | Glasses with multi-focal lenses | Application Eligible | Processed | Steve Warner, 22/04/2016 1:... |
| Edit | AP-00000075 | GSA - Locked | GSA Application | 13/04/2016 | Blackwood Optical | Gary Peto | Glasses with multi-focal lenses | Application Eligible | Submitted | Steve Warner, 22/04/2016 3:... |
| Edit | AP-00000100 | GSA - Locked | GSA Application | 10/05/2016 | Blackwood Optical | Fred Gelly | Glasses with grind lenses | Application Eligible | Withdrawn | Steve Warner, 10/05/2016 12:... |
| Edit | AP-00000103 | GSA - Locked | GSA Application | 10/05/2016 | Blackwood Optical | Bloop Sheppin | Glasses with grind lenses | Application Eligible | Processed | Steve Warner, 10/05/2016 2:... |
| Edit | AP-00000181 | GSA - Locked | GSA Application | 29/05/2016 | Blackwood Optical | Yvonne Jackman | Glasses with bi-focal lenses | Application Eligible | Processed | Steve Warner, 30/05/2016 4:... |

The Application Status shows if the application is Processed for payment, Submitted for payment, New or Withdrawn.



In the top left of the screen, you can use the table to choose which concession applications you would like to view. Clicking on the application ID will give you further details about that application.

Home GlassesSA Steve Warner

Concession Application **AP-00000181** Printable View

[Back to List: Concession Applications](#) [Claim Items \(1\)](#) | [Notes & Attachments \(1\)](#) | [Concession Application History \(1\)](#)

Concession Application Detail [Withdraw Application](#)

Customer Details

| | |
|-----------------------------|-----------------------------------|
| Application ID | AP-00000181 |
| Application Status | Processed |
| Dispenser | Blackwood Optical |
| Customer | Yvonne Jackman |
| Customer Centrelink Address | 10 KYM AVENUE VALLEY VIEW SA 5093 |
| Age When Claimed/Received | 79 |
| Parent/Guardian Full Name | |

Eligibility Result

| | |
|--------------------------------|--------------------------------------|
| Status Light | ✔ |
| Application Eligibility Status | Application Eligible |
| Ineligible Reason(s) | |
| Next Eligible Date | 29/05/2019 |

Eligibility Check

| | |
|--|-------------------------------------|
| Type of Lense | Glasses with bi-focal lenses |
| Date Claimed/Received | 29/05/2016 |
| Customer has been given all T&C? | <input checked="" type="checkbox"/> |
| Customer is a resident of SA? | Yes |
| Customer eligible for the DVA program? | No |
| Identification Sighted | Centrelink Card |
| Are these clinically necessary? | No |
| Clinical Reason | |
| Other pathology | |
| Remarks | |

Glasses Only

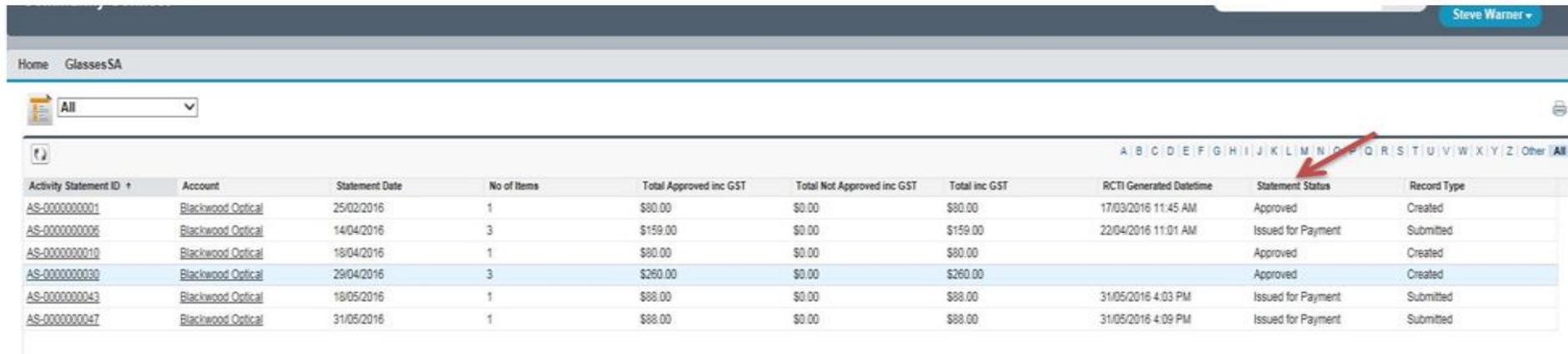
| | |
|---------------------------------------|-------------------------------------|
| Centrelink Income Statement Sighted? | <input checked="" type="checkbox"/> |
| Date of Income Statement | 16/05/2016 |
| Customer is on FULL Pension/Newstart? | Yes |
| Income Statement Uploaded | <input checked="" type="checkbox"/> |

You have the option to withdraw the application up to the point it is processed by DHS. The application shown above has been processed by DHS as shown by the Application Status, so this particular application cannot be withdrawn, in this instance you would need to contact the GlassesSA team on 1300 762 577 for further advice.

Viewing Activity Statements

An activity statement is a collection of individual concession applications from your practice which are bundled together for payment.

Clicking on the [View Activity Statements](#) link will open the screen below:



| Activity Statement ID ↑ | Account | Statement Date | No of Items | Total Approved inc GST | Total Not Approved inc GST | Total inc GST | RCTI Generated Datetime | Statement Status | Record Type |
|-------------------------|-------------------|----------------|-------------|------------------------|----------------------------|---------------|-------------------------|--------------------|-------------|
| AS-0000000001 | Blackwood Optical | 25/02/2016 | 1 | \$80.00 | \$0.00 | \$80.00 | 17/03/2016 11:45 AM | Approved | Created |
| AS-0000000006 | Blackwood Optical | 14/04/2016 | 3 | \$159.00 | \$0.00 | \$159.00 | 22/04/2016 11:01 AM | Issued for Payment | Submitted |
| AS-0000000010 | Blackwood Optical | 18/04/2016 | 1 | \$80.00 | \$0.00 | \$80.00 | | Approved | Created |
| AS-0000000030 | Blackwood Optical | 29/04/2016 | 3 | \$260.00 | \$0.00 | \$260.00 | | Approved | Created |
| AS-0000000043 | Blackwood Optical | 18/05/2016 | 1 | \$88.00 | \$0.00 | \$88.00 | 31/05/2016 4:03 PM | Issued for Payment | Submitted |
| AS-0000000047 | Blackwood Optical | 31/05/2016 | 1 | \$88.00 | \$0.00 | \$88.00 | 31/05/2016 4:09 PM | Issued for Payment | Submitted |

The [View Activity Statements](#) screen allows you to keep track of your concession applications and the progress of your claims. All payments from DCSI are accompanied by a Recipient Created Tax Invoice (RCTI) which is automatically emailed to your billing email address when DHS processes the payment. The Statement Status allows you to see what stage the Statement has progressed to in the payment process, if there are any issues with the Statement you will be contacted by DHS to discuss.

Clicking on the **Activity Statement ID** allows you to see each concession application in the statement:

Community Connect Suzie Peters

Home Glasses SA Printable View

Activity Statement **AS-0000000049**
[Back to List: Activity Statements](#)

[Activity Statement Items \(1\)](#) | [Notes & Attachments \(0\)](#)

Activity Statement Detail

| | |
|----------------------------|--|
| Account | Health Partners Optical - Adelaide |
| Activity Statement ID | AS-0000000049 |
| Statement Number | 000000000049 |
| Statement Description | GlassesSA Scheme - provision of optometry services to eligible clients |
| Statement Date | 31/05/2016 |
| Statement Status | New |
| | |
| No of Items | 1 |
| Total ex GST | \$80.00 |
| Total GST | \$8.00 |
| Total inc GST | \$88.00 |
| | |
| Total Not Approved inc GST | \$0.00 |

Activity Statement Items

| Action | Activity Statement Item ID | Activity Date | Customer Name | Item | Total inc GST | Item Status | Restated |
|--------|------------------------------|---------------|-------------------|------------------------------|---------------|-------------|--------------------------|
| | ASL-00000123 | 29/05/2016 | Bernie Ecclestone | Glasses with bi-focal lenses | \$88.00 | New | <input type="checkbox"/> |

Notes & Attachments

[New Note](#) [Attach File](#)

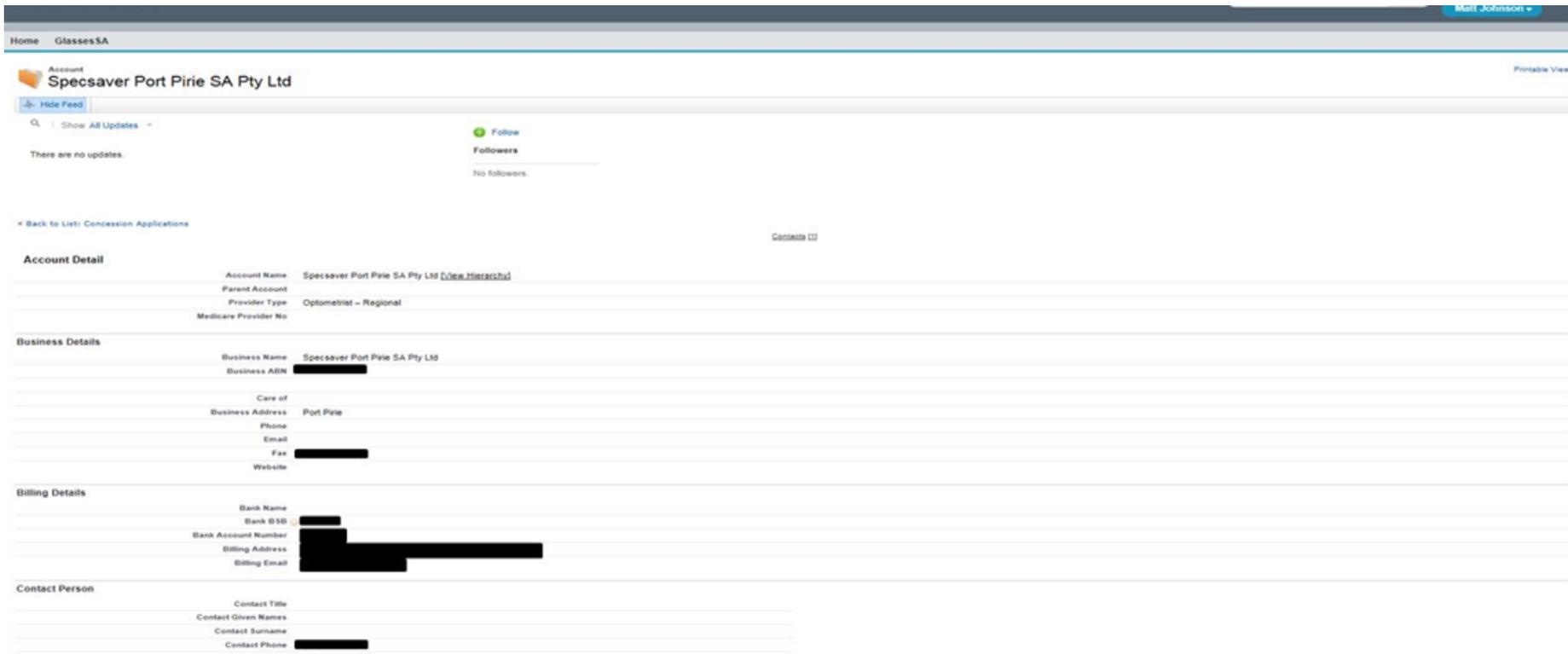
No records to display

[Back To Top](#) Always show me [more records](#) per related list

My Account

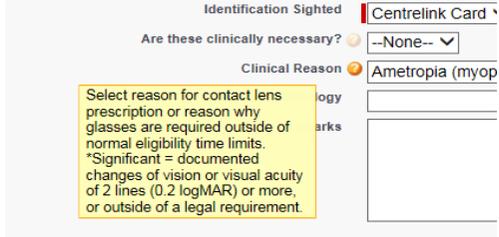


Clicking on the [My Account](#) link opens this screen:



This screen contains the information that is held about your practice. Use this screen to check your contact and billing information and see other registered users of GlassesSA from your practice. If any of this information needs to be changed, please contact the GlassesSA hotline on 1300 762 577 (Monday to Friday 9am to 5pm).

Troubleshooting

- It is essential when entering a customer's details into the system that all information recorded is accurate and matches the customer's Centrelink records. If the customer record doesn't match with Centrelink the validation process will return a Centrelink mismatch.
- GlassesSA is a web-based program and needs a reliable internet connection to function correctly.
- Remember to use tab key or mouse to navigate to the next field, pressing enter/return is not recommended.
- All fields marked with the red sidebar are compulsory fields and must be completed. 
- You will not be able to submit a glasses application for payment unless you have performed a successful Centrelink eligibility check.
- Applications for contact lenses are only accepted from the Women's and Children's Hospital, The Royal Adelaide Hospital and the Flinders Medical Centre or Optometrists based in a location with a postcode starting in 5200 or higher, in these instances the customer must also reside in a location with a postcode starting in 5200 or higher.
- Many fields have help boxes, hover your mouse cursor over the orange question mark for more information. 
- GlassesSA can be used with a tablet or smartphone using a web browser although there may be screen layout issues due to limited display area.

For further information, please call the GlassesSA team on 1300 762 577 (Monday to Friday 9am to 5pm)