

Quick Reference Guide – Retract Submitted Claim



What is UROC?

- The Unrostered Overtime and Callback Claims (UROC) system provides an online facility for Junior Medical Officers to claim unrostered overtime, callbacks and missed meal breaks all within the same application.
- You can create:
 - a claim for unrostered overtime (and claim for a meal allowance where eligible within the same claim).
 - a claim for callbacks (recalled for duty).
 - a claim for missed meal breaks.
- All claims are reviewed by your JMO unit or equivalent for processing into payroll. On occasions if you have missed important details in your claim, your JMO unit may return your claim to you to update before it is processed.



What is the Retract Submitted Claim function?

The retract submitted claim function allows for you to either 'withdraw' or 'amend' your claim if no action has been taken on that claim by a validator and the status is 'pending' validation.

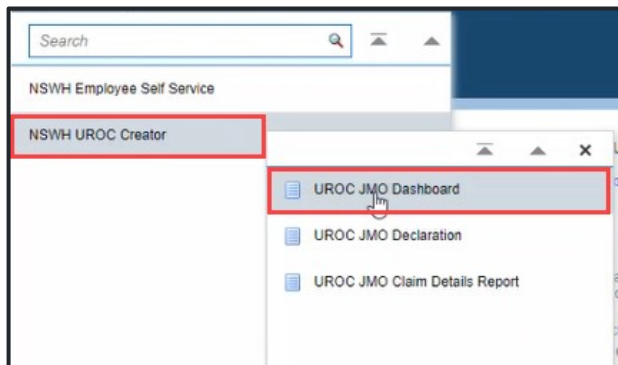
For example, you may wish to retract a pending claim if you have submitted it but have made an error, e.g. to amend the start/finish time or add in missing information before resubmitting.



How to Retract a Submitted Claim

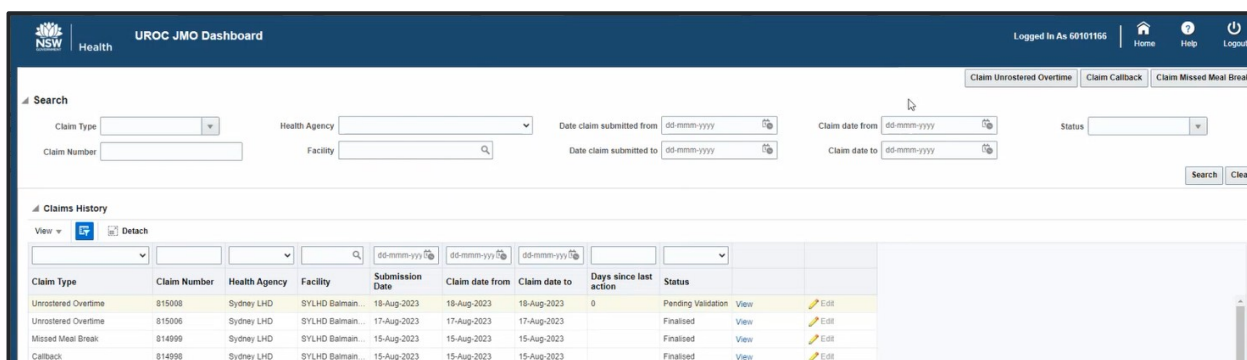
To access the **UROC JMO Claim Details**.

1. Navigate to StaffLink and login using your ID and password.
2. Select **NSWH UROC Creator** role from the drop-down list in the top left.

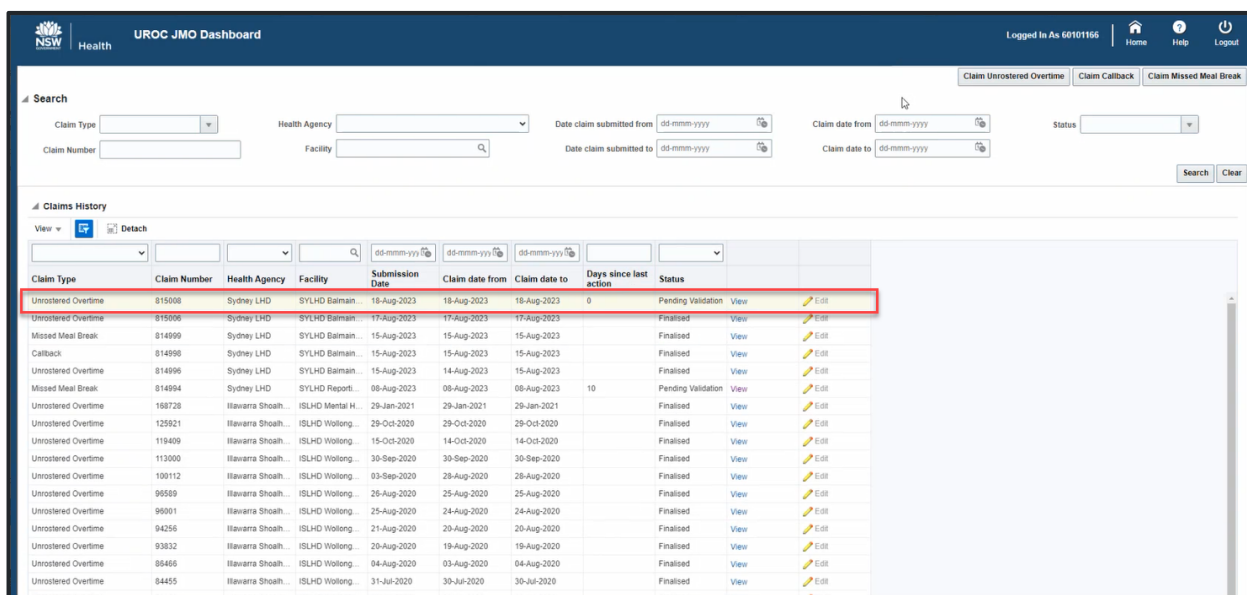


3. Select the **UROC JMO Dashboard**.

The UROC JMO Dashboard displays.



4. Select the **View** hyperlink on the claim you wish to retract from the **Claims History** list.

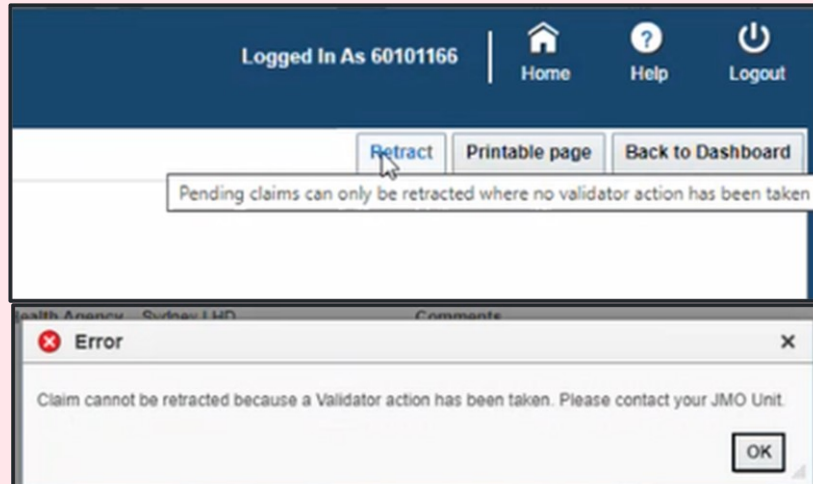




Important Information

The claim must have a status of **Pending Validation** for you to be able to retract it.

Pending claims can only be retracted where no validator action has been taken.



5. If your claim is not in **Recent Claims History** you can **Search** for a claim or all claims within the top part of the **Claims Search** by entering in any relevant information into one or all the **Claims Search** fields (There are no mandatory fields. You can add any information or none).

Field Name	Description
Claim Number	Enter a claim number if you are searching for a specific claim or batch.
Claim Type	Type of claim – Callback, Missed Meal Break or Unrostered Overtime
Health Agency	The health agency the claim relates to.
Facility	The facility the claim relates to.
Date Claim Submitted from	Add in the date period the claim was submitted from.
Date Claim Submitted to	Add in the date period the claim was submitted to.
Claim Date from	Add in the date period the claim was worked from.
Claim Date to	Add in the date period the claim was worked to.
Status	Select the status- Draft, Finalised, Pending Validation or Returned for Amendment.



Tip

You do not have to add any details into the **Claims Search** fields. You can click the **Search** button to view ALL claims.

The screenshot shows a search interface with three tabs at the top: 'Claim Unrostered Overtime', 'Claim Callback', and 'Claim Missed Meal Break'. Below the tabs is a 'Status' dropdown menu. At the bottom right, there are two buttons: 'Search' (highlighted with a red box) and 'Clear'.

Claims History search results will display.



Tip

You can see any of your data relating to claims across any LHD or previous employment.



Tip

You can change the view of the results by selecting the **View** button and adjusting the columns or sorting the data in ascending/descending order.

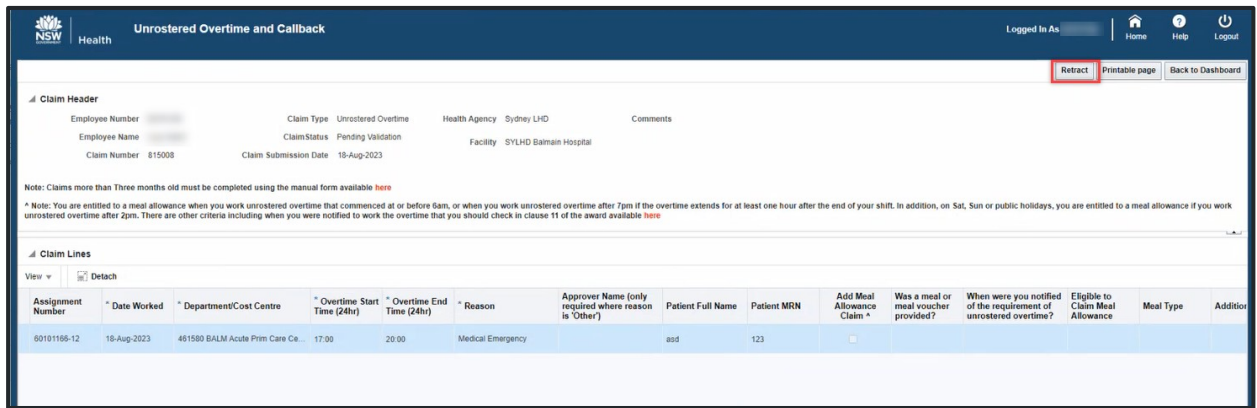
The screenshot shows a table header for 'Claims History'. The 'View' button in the top left of the table area is highlighted with a red box. The table columns are: Claim Type, Claim Number, Health Agency, Facility, Submission Date, Claim date from, Claim date to, Days since last action, and Status.

6. Click the **View** hyperlink to open the claim.

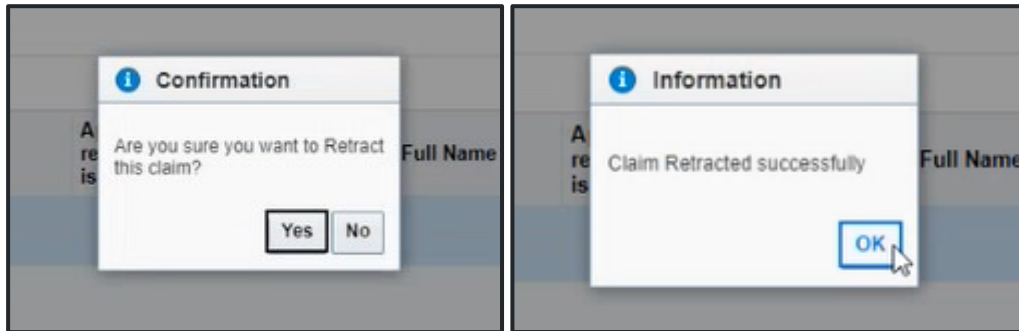
The screenshot shows the 'UROC JMO Dashboard' with a search section and a 'Claims History' table. The 'View' button in the 'View' column of the table is highlighted with a red box.

Claim Type	Claim Number	Health Agency	Facility	Submission Date	Claim date from	Claim date to	Days since last action	Status	View	Edit
Unrostered Overtime	815008	Sydney LHD	SYLHD Balmain...	18-Aug-2023	18-Aug-2023	18-Aug-2023	0	Pending Validation	View	Edit
Unrostered Overtime	815006	Sydney LHD	SYLHD Balmain...	17-Aug-2023	17-Aug-2023	17-Aug-2023		Finalised	View	Edit

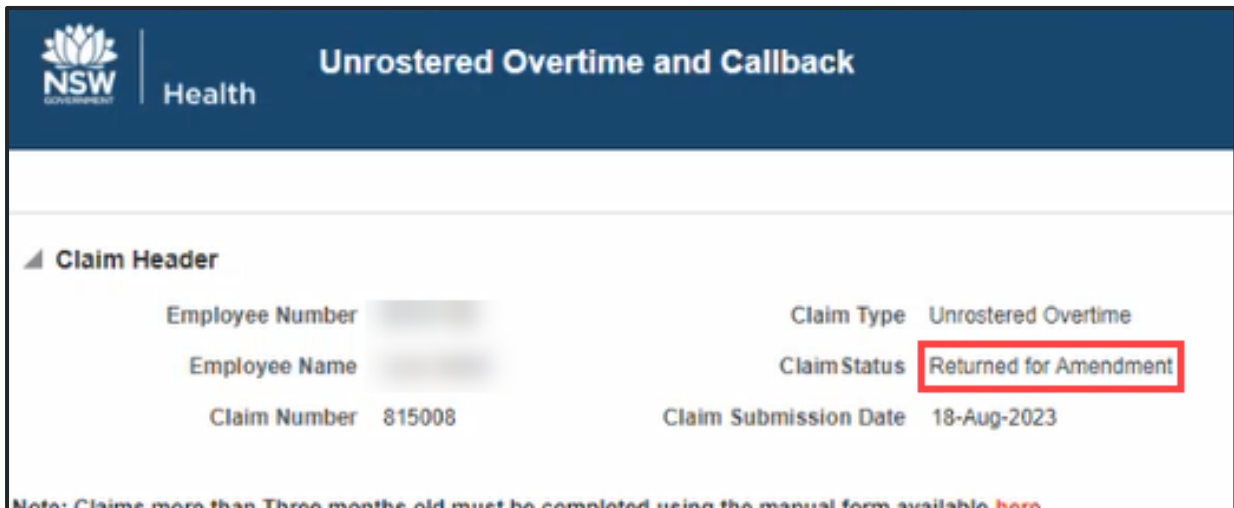
7. Select **Retract** in the top right-hand corner of the claim you wish to retract.



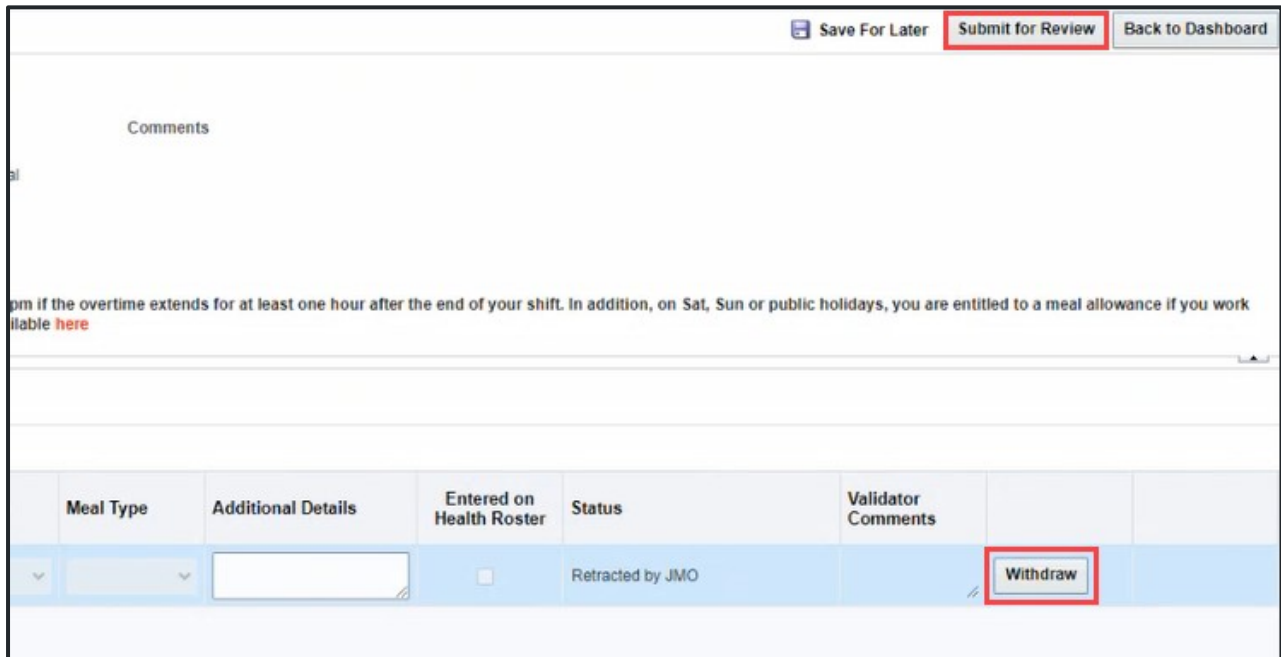
8. A confirmation window will appear, select **Yes** if you wish to retract the claim. After you have confirmed, there will be a second window confirming the claim has been retracted. Select **OK**.



9. The claim will update to the status **Returned for Amendment**.

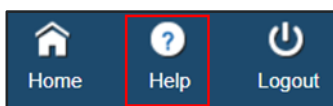


10. From this **Claim Status** you can make any amendments and **Submit for Review** or **Withdraw** the claim.



Other useful information

1. Please refer to JMO Unrostered and Call-back Claims user guide for more detailed information on creating claims. This guide can be found by clicking the **Help** button on your **UROC JMO Dashboard** page.



2. The Statewide Service Desk (SWSD) is the contact point for Information, Communication and Technology (ICT) issues. Call the SWSD on 1300 28 55 33 or lodge an issue online via SARA.