



# Aged Care Approved Provider Statement

## Your questions answered

### Q1. What is the Aged Care Approved Provider Statement (provider statement)?

**A:** The provider statement is a signed statement from an aged care provider that confirms all aged care forms, claims and other relevant documentation submitted to Medicare Australia have been authorised by the approved provider.

### Q2. What changes are being made to the provider statement?

**A:** From 2012, some providers will no longer have to submit the provider statement annually.

### Q3. How will the changes affect me?

**A:** If you are registered for Aged Care Online Claiming, the last time you need to complete the provider statement is June 2011.

If you are not registered for Aged Care Online Claiming, you will continue to submit the provider statement but instead of submitting it annually it will need to be submitted every three years. The 2011 statement will be for the period 1 July 2011 to 30 June 2014.

All aged care providers need to complete the provider statement for 2011.

### Q4. Why has the provider statement changed?

**A:** The provider statement has been changed in response to feedback from aged care providers who asked for less paperwork to let Medicare Australia know that appropriate business and security controls are in place.

### Q5. Why does the provider statement no longer need to be completed for services registered for Aged Care Online Claiming?

**A:** Providers will no longer have to complete the provider statement for these services because the terms and conditions for Aged Care Online Claiming have been

amended to include the terms and conditions in the provider statement. These are now available at [www.medicareaustralia.gov.au/aged](http://www.medicareaustralia.gov.au/aged)

To register for Aged Care Online Claiming or for more information call **1800 195 206\*** or view the *Aged Care Online Claiming - making claiming easier* guide.

### Q6. Do I need to re-sign a new Registration for Aged Care Online Claiming?

**A:** No, because the terms and conditions in your original application remains valid.

### Q7. What if I am a provider and I have some services registered for Aged Care Online Claiming and some services not registered?

**A:** In 2014, you will still need to complete the provider statement for those services not registered for Aged Care Online Claiming. Medicare Australia will write to you to let you know which services you need to complete the provider statement for.

### Q8. When will I receive my provider statement?

**A:** In April 2011, the provider statement will be mailed to approved providers.

You can also download the provider statement from [www.medicareaustralia.gov.au/aged](http://www.medicareaustralia.gov.au/aged) > forms

### Q9. Who should sign the provider statement?

**A:** The provider statement must be signed by key personnel of the approved provider as defined under Section 9-1 (2) of the *Aged Care Act 1997*.

Medicare Australia will check the key personnel names on the provider statement with information recorded by the Department of Health and Ageing.

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## Q10. When do I need to submit the provider statement?

**A:** To make sure all claims or forms (electronic or paper) received from 1 July 2011 onwards are successfully processed, your provider statement must be received by Medicare Australia by 30 June 2011.

## Q11. Which service(s) should submit a provider statement?

**A:** Services which need to submit provider statements include those providing:

- Residential care
- Community Aged Care Packages (CACP)
- Extended Aged Care at Home (EACH)
- EACH Dementia and transition care.

Provider statements are not required for National Respite for Carers programs.

## Q12. Do I need to complete a form for each service if I am the approved provider for a number of services?

**A:** No, you can complete one form and attach a list of your services. However, each page must be signed by key personnel of the approved provider.

## Q13. What if I am no longer the approved provider of an aged care service?

**A:** The existing provider statement is deemed to be terminated. The new approved provider will be required to submit a new provider statement.

## Q14. Do forms and claims that I submit to Medicare Australia still need to be signed?

**A:** Yes, aged care forms and claims submitted manually must be signed. Unsigned forms and claims will be returned for signature.

## Q15. Where do I submit my provider statement?

**A:** You should mail your completed provider statement to:

Aged Care Payments  
Medicare Australia  
GPO Box 9923

**ACT, NSW, QLD & WA** providers send to  
**Sydney NSW 2001**

**NT, SA, TAS, VIC** providers send to  
**Melbourne VIC 3001**

### For more information:

Call **1800 195 206\***

Email **ac.online.support@medicareaustralia.gov.au**

Website **www.medicareaustralia.gov.au/aged**

\*Call charges apply from mobile and pay phones only.