



# How to claim the Telehealth Hosting Service Incentive

Information for residential aged care services

## Background

Residential aged care services that have hosted a telehealth consultation and have registered with Medicare Australia can lodge claims for monthly incentive payments.

There are two steps to lodge a claim for monthly incentive payments.

### Step 1

#### Complete a claim for Telehealth Hosting Service Incentive.

Complete the *Residential Aged Care Services Claim for Telehealth Hosting Service Incentive Payment* form at [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) then go to **For health professionals > Incentives and allowances > Telehealth**

Make sure all questions are answered and the claim form is signed by the authorised representative.

It is important the number of consultations provided is separated into:

- supported consultations—a supporting health professional in attendance during consultation
- unsupported consultations—no health professional in attendance during consultation.

If you don't complete all the questions, your claim form will be returned.

### Step 2

#### Lodge your claim with Medicare Australia.

Photocopy the form for your records and send the completed form to:

Mail **Telehealth Incentive Program**  
**GPO Box 2572**  
**ADELAIDE SA 5001**

Fax **1300 587 696\***

Medicare Australia will collect the information provided and at the end of the month, pay the Telehealth Hosting Service Incentive in to the bank account currently used for your aged care payments.

For more information about the Telehealth Hosting Service Incentive payment and other program specifications see the telehealth program guidelines at [www.mbsonline.gov.au](http://www.mbsonline.gov.au) then go to **Telehealth**

#### For more information

Online [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) then go to **For Health Professionals > Incentives and allowances > Telehealth**

Email [telehealth@medicareaustralia.gov.au](mailto:telehealth@medicareaustralia.gov.au)

Call **1800 222 032\*\***

\*Call charges apply

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