

How to upload:

Supporting evidence to request changes to invoicing, unspent funds and 70-day from departure in the Aged Care Provider Portal (ACPP)

'A users' (ACPP users) require Maintain Events and Claim Finalisation access to upload documents.

Document upload

Home Care Providers can upload evidence to request changes to an invoice, unspent funds and 70-day from departure updates. This is available on the care recipient profile's menu item '**Care recipient evidence summary**' in the ACPP.

1.

From the care recipient record, go to the **Care recipient menu** and select **Care recipient evidence summary**. Then select **Upload evidence**.

Care recipient evidence summary

Activity Id	Activity type	Created date	Last updated	Status
No records available				

[Upload evidence](#)

Home Care Providers must include the reason for the request and the relevant supporting evidence to adjust amounts associated with the cost of care for a care recipient. The request and evidence must be uploaded to the ACPP for Services Australia staff to review.

2.

From the **Care recipient evidence upload** screen, select one of the evidence types.

Select **70-day update** or **Invoicing and unspent fund update**.

Select and open the supporting evidence file from your computer and select **Upload documents**.

A successful confirmation message will display.

Care recipient evidence upload

Select evidence category Category

70-day update
Please select
70-day update
Invoicing and unspent fund update

Upload documents

Select up to 10 files with a maximum of 5MB per file (JPG, JPEG, PNG, TIF, TIFF and PDF file types only)

[Select document](#)

Document name
example_1JPEG.jpeg [Remove](#)

[Go to care recipient evidence summary](#)

[Upload document](#)

Services Australia staff will review the request to approve the changes. The request is considered incomplete if illegible, unclear or missing required information and documents.

3.

Check status from the **Care recipient evidence summary** screen. **Activity ID**, **Activity type**, and **Status** will display.

Care recipient evidence summary

Activity Id	Activity type	Created date	Last updated	Status
XXXXXXXXXX	Invoicing and unspent fund update	XX/XX/XXXX	XX/XX/XXXX	NEW
XXXXXXXXXX	70-day update	XX/XX/XXXX	XX/XX/XXXX	APPROVED
XXXXXXXXXX	Invoicing and unspent fund update	XX/XX/XXXX	XX/XX/XXXX	REJECTED

Note: Status will display, and **Activity details** can be accessed through the hyperlinks.

