

# Home Care claiming tips



Here are some tips worth remembering when you're claiming for home care services using the Aged Care Provider Portal (ACPP)



Finalised claims and some events may not show as **Accepted** in the ACPP until the next working day.



If you can't find a care recipient, double-check their name and date of birth details using MyAgedCare.



A care recipient will need a valid home care package before you enter them into your service. Entry dates can't be before the package start date.



You can submit a leave event without an end date. Once you know the leave end date, update the original leave event to include the end date.

Providers have **2 years** to make any leave and entry adjustments. You can't submit, update or delete an event more than 2 years old. For departed care recipients, you have 70 days after their departure to make any adjustments.  
\*Excludes invoice amounts which can't be adjusted.



You can see a maximum of 24 months worth of claims and payment history in the ACPP.



You can import a CSV file to submit invoice amounts or report Commonwealth unspent amounts for multiple care recipients at once.



You can export a CSV file after submitting invoice amounts and reporting Commonwealth unspent amounts to validate all the amounts entered.



An invoice amount must be entered for all care recipients in care during the month, even if the amount is \$0.

For more information on how to use the ACPP, go to: [servicesaustralia.gov.au/agedcareportal](https://servicesaustralia.gov.au/agedcareportal)

