

# Residential Care Claiming Tips

Here are some tips worth remembering when claiming online with the Aged Care Provider Portal (ACPP).

## Are you approved?

Ensure that you're approved to provide residential care, and that relevant places have been allocated to your service to avoid errors in your claim.



## Confirm valid approval before entry

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

## Confirm care recipient details

Check valid identification for example a pension card or drivers license. You won't be able to change care recipient details.

## Submit ACFI on time

Ensure Aged Care Funding Instrument (ACFI) for care recipients is submitted within appraisal period to avoid any late penalties. For further information read the ACFI guide.

## Avoid over occupancy

Ensure that the number of care recipients in your claim doesn't exceed the approved number of places. You'll be unable to submit your claim if you're over occupied.

## Leave without an end date

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

## Select correct departure reason

There are multiple codes to report departures. Using the right code will reduce errors and delays in your claim.

## Limited editing when deceased

If 'deceased' is selected as a departure reason, further actions to the care recipient record may be limited after finalising the claim.

## Confirm date of death is correct

For deceased care recipients, confirm the correct date of death as advised to Centrelink. This will reduce errors and ensure you get the correct payment.

## Edit accepted events

If you need to update any new information, you can update when the event has an 'accepted' status. Finalised claims and some events may not be 'accepted' until the next working day.

## Updates to previous claims

You have a limit of 2 years after the end of a payment period to vary a claim. You can't submit, update or delete an event more than 2 years old through the ACPP.

## Access to historical information

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

## Check data

Double check all the data provided as part of your claim before finalising. Any discrepancies will lead to errors and delays in your claim.

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

