

Medicare information for foster and kinship carers

Claiming Medicare benefits

As a foster or kinship carer, you are able to claim Medicare benefits when you pay for a child's medical expenses. This includes circumstances where a child is yet to be listed on a card of their own.

You will need to ensure you are listed as the 'claimant' when a claim is being made.

Electronic claiming

Many providers now use electronic claiming and can transmit claims on behalf of their patients. When you are paying for a child's doctor visit, you should:

- Advise the receptionist (who is taking the payment) that you wish to be listed as the claimant on behalf of the child. The receptionist will need to record your full name and Medicare card number
- Check the 'Statement of Benefit' receipt to ensure that your details are listed correctly. If you are not listed as the claimant on the 'Statement of Benefit' receipt, you should advise the receptionist immediately so they can fix this.

Manual claiming

Where a provider does not use electronic claiming, you will need to manually submit a claim for the Medicare benefit. You can do this by completing a Medicare claim form and submitting it via mail or in person at a Medicare service centre. Instructions are listed on the form.

Where a problem occurs and you do not receive the Medicare benefit, you should contact the Medicare general enquiry line on 132 011.

Enquiries relating to the status of a submitted claim

You can also enquire about the status of a Medicare claim by contacting the Medicare general enquiry line on 132 011.

A security check will need to be completed before any information can be provided to you. Only information in relation to the progress of the claim can be provided.

Important notes:

- Medicare can only provide information to you where you are the claimant.
- If a child aged 14-17 years is the claimant, no information can be given to you regarding the status of the claim. This is a legislative requirement under the Australian Privacy Principles contained in the *Privacy Act 1988*.
- If a claim was processed and the child aged 14-17 years was incorrectly recorded as the claimant, you should notify Medicare accordingly.

