

Submit and Finalise a Home Care Claim



The way Home Care Package providers claim has changed under legislation that commenced on 1 September 2021. This is a step-by-step guide on how to complete claims, starting with the September 2021 claim period. Invoice amounts must be entered for all care recipients in care for the month, even if the amount is \$0.

1



Determine the invoice amount for the care recipient

Determine how much was spent on their care, and minus any basic daily fee or additional service fees.

2



Log in to the Aged Care Provider Portal (ACPP), or submit a paper claim.

3



Enter and submit invoice amounts

There are 3 ways to submit invoice amounts on the ACPP:



Care Recipient Profile

Perfect for entering an invoice amount for just one care recipient, such as a departed care recipient.

Location: select **Invoice amount** under the **Commonwealth Amount** tab.



Bulk Invoice screen

Ideal when entering invoice amounts for multiple care recipients.

Location: select **Bulk Invoice** in the **Quick links** menu or hamburger menu.



File Import

Users can import a CSV file into ACPP to submit invoice amounts for multiple care recipients at once.

Location: use the export and import buttons on the **Bulk Invoice** screen.

4



Enter remaining claim information (leave, entries, departures), other care events and Commonwealth unspent amount

5



Navigate to current claim, and make any corrections before you finalise the claim.

For more information on how to use the ACPP, see servicesaustralia.gov.au/agedcareportal

