

Medicare Two-way claim

Purpose of this form

Medicare Two-way is an Australian Government Department of Human Services initiative designed to make lodging private health insurer claims easier for people with private health insurance. Under Medicare Two-way, you can lodge all your in-hospital and ancillary claims either with your participating private health insurer or with Medicare.

There are over 35 private health insurers participating in Medicare Two-way. Contact your private health insurer to see if they participate in Medicare Two-way or ask at one of our service centres. If you have questions about private health insurance claims, contact your private health insurer.

Filling in and returning your form

• At a service centre

Complete this form and a **Medicare claim form (MS014)**. If you do not have this form, go to humanservices.gov.au/forms or visit one of our service centres.

Check that all required questions are answered and that the form is signed and dated.

Attach your original accounts with receipts if the accounts have been paid.

Place in the drop box at one of our service centres.

We will process your Medicare claim and forward your private health insurance claim to your private health insurer for processing. Private health insurer payments will be paid by Electronic Funds Transfer (EFT). To receive payment by EFT, register your bank account details with your private health insurer.

• At a private health insurer

Complete your private health insurance claim form as well as a **Medicare claim form (MS014)**. If you do not have this form, go to humanservices.gov.au/forms or visit one of our service centres.

Check that all required questions are answered and that the form is signed and dated.

Attach your original accounts with receipts if the accounts have been paid and return your completed forms and attachment to your private health insurer. Your private health insurer will forward your Medicare claim to the Department of Human Services for processing. Your claim will then be processed by us and your private health insurer.

• By mail

Complete this form and a **Medicare claim form (MS014)**. If you do not have this form, go to humanservices.gov.au/forms or visit one of our service centres.

Send your completed form with attachments to:

Department of Human Services
GPO Box 9822
in your capital city

For more information

Go to humanservices.gov.au/medicare or call **132 011**. **Note:** Call charges may apply.

Private health insurance member's details

1 Name of private health insurer

2 Private health insurance membership number

3 Family name

4 First given name

5 Postal address

Postcode

6 Do you want this recorded as your permanent postal address?

 No Yes

7 Phone number

Claiming the private health insurer medical gap benefit

The private health insurer medical gap benefit is the difference between the Medicare benefit and the Medicare schedule fee that your private health insurer will pay for in-hospital services.

8 Do you want to claim the private health insurer medical gap benefit?

 No **Go to 13** Yes

9 Hospital name

10 Is this a public hospital?

 No **Go to 12** Yes

11 Did you elect to be treated as a private patient?

 No Yes

12 Date of hospitalisation

From to

Ancillary claim details

Ancillary services are services such as dental, optical and physiotherapy. Ancillary claims do not attract a Medicare benefit. However, as part of the Medicare Two-way service, you are able to complete a **Medicare Two-way claim form (MS001)**. Attach all original accounts with receipts if paid and lodge your ancillary claim at one of our service centres. Your claim will be forwarded to your private health insurer for processing.

13 Are you making a claim for any ancillary services?

No **Go to 15**

Yes

14 Ancillary claim details

Member's first given name	Services provided by	Account paid?
		No <input type="checkbox"/> Yes <input type="checkbox"/>
		No <input type="checkbox"/> Yes <input type="checkbox"/>
		No <input type="checkbox"/> Yes <input type="checkbox"/>
		No <input type="checkbox"/> Yes <input type="checkbox"/>
		No <input type="checkbox"/> Yes <input type="checkbox"/>
		No <input type="checkbox"/> Yes <input type="checkbox"/>
		No <input type="checkbox"/> Yes <input type="checkbox"/>

Privacy notice

15 Your personal information is protected by law (including the *Privacy Act 1988*) and is collected by the Australian Government Department of Human Services for administering payments and services. This information is required to assist with your application or claim.

Your information may be used by the Department, or given to other parties: where you have agreed to that; or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which the Department will manage your personal information, including our privacy policy, at humanservices.gov.au/privacy

Declaration

16 I hereby claim benefits for the professional services to which this claim relates and

I declare that:

- I have paid for, or am liable to pay, the expenses for these services.
- there is no entitlement to claim compensation or damages from any other source.
- the services were not for the purpose of health screening, superannuation entry or a health examination requested by an employer.
- the information I have provided in this form is complete and correct.

I understand that:

- giving false or misleading information is a serious offence.

I authorise:

- my private health insurer to contact the provider of any professional service for clarification of any details in this claim.
- the Australian Government Department of Human Services to forward my Medicare statement of benefit for in-hospital services associated with the attached **Medicare claim form (MS014)** electronically or manually to my private health insurer.

Private health insurance member's signature



Date

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