



**Australian Government**

**Medicare Australia**

If not delivered return to PO Box 1001 Tuggeranong DC ACT 2901

14 October 2010

Mr Rod Young  
Chief Executive Officer  
Aged Care Association of Australia  
PO Box 335  
Curtin ACT 2605

Dear Mr Young

**Relocation of aged care payments and enquiries in Western Australia and Queensland**

Commencing 1 November 2010 and 1 January 2011, Medicare Australia's processing and enquiries function for Western Australia and Queensland respectively will relocate to Parramatta, New South Wales.

The take-up of online claiming by the aged care sector is proving to be very successful. The online claiming solution provides a more efficient and accurate system for the processing of claims by removing duplication and the need to complete paper based forms resulting in productivity improvements for providers and government. In order to realise the benefits of this success, Medicare Australia has had to streamline the aged care processing arrangements and handling of enquiries.

These new arrangements will not impact the service Medicare Australia provides to the aged care sector. Transition arrangements are in place for all aged care claims and forms to continue being received at our Perth and Brisbane mailing addresses until 30 June 2011. From 1 July 2011, all mail should be sent directly to our Parramatta office. We will remind the sector of this requirement before 30 June next year.

Services will continue to use the existing 1800 195 206 number and their call will automatically be forwarded to our Parramatta team. Telephony hours will remain unchanged – 0830 to 1700 each business day. We will continue to have a local Business Development Officer presence to support online claiming.

Medicare Australia will be writing to all Western Australian (October) and Queensland (late November) services and ACATs to advise them of the changes. We will also communicate this change through our Aged Care eNews publication and website. Certainly you can also communicate these changes to your members through your organisations channels.

If you have any questions about the office closure, please do not hesitate to contact me.

Yours sincerely

Ian Jamieson  
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Aged Care Branch  
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