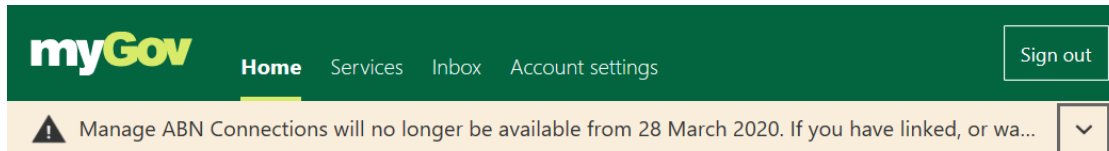


There are two ways to claim your rebate back through Medicare:

- a) Attend a Medicare office in person with your Account/Receipt of payment.
OR
- b) Claim online through www.my.gov.au. You will also need a PDF or JPG copy of your Account/Receipt of payment (as emailed or provided to you). Instructions for online claims:

1. Go to www.my.gov.au

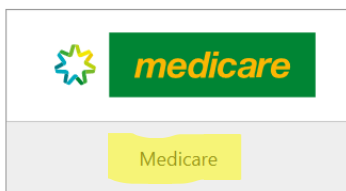


Good evening KIRSTY

KIRSTY MOORE, 1 October 1972

Last sign-in: 17 March 2020 2:26:56 pm AEDT

Your services



[Link another service](#) >

2. Click on "Medicare". The Welcome screen will appear.

Welcome Kirsty

You have no tasks or notifications

Medicare claims

Start a new claim for Medicare benefits.

[Make a claim](#)

My paid claims		View claims history		
Date	Provider name	Cost to claimant	Benefit paid	Total cost
07/01/2020	DR PENELOPE COATES	\$0.00	\$25.55	\$25.55
07/01/2020	DR PENELOPE COATES	\$0.00	\$15.05	\$15.05
07/01/2020	DR PENELOPE COATES	\$0.00	\$14.45	\$14.45

Services

My details

Have you changed your address or bank details?

[Update now](#)

Immunisation history

Find out what immunisations we have recorded.

[View statement](#)

Organ donation

You are not registered for organ donation.

[View preferences](#)

Safety Net threshold

Out of pocket costs: \$0.00
Safety Net threshold: \$2,169.20

[View balance](#)

3. Click on Make a claim

Make a Medicare claim

To make a claim you will need:

1. your accounts and receipts
2. details of the services you want to claim

You need to make a separate claim for each health professional and each patient.

Make a claim

Have you already been paid for this service?

[See your paid claims.](#)

4. Click Make a claim again

Make a Medicare claim

To make a claim you will need:

1. your accounts and receipts
2. details of the services you want to claim

You need to make a separate claim for each health professional and each patient.

Make a claim

Have you already been paid for this service?

[See your paid claims.](#)

Important notice about Medicare claiming

It is against the law to claim a Medicare benefit for a service that hasn't been provided. We may contact your health professional to check any claims you submit.

Giving false or misleading information is a serious offence, which carries a penalty of up to 2 years in prison.

Accept

Decline

5. Click Accept

Check if you've already received your benefit

Step 1 of 8

Does your document say '**Statement of claim and benefit payment**'?

Yes No

6. Select No, then click Next

Patient details

Step 2 of 8

Who received the service?

1 CRAIG J MOORE

2 KIRSTY M MOORE

You can only make a claim for one person on your Medicare card at a time.

7. Select YOUR name, then click Next

Payment details

Step 3 of 8

Have you paid for this service in full?

Yes No

Successful claims will be paid into the bank account you have registered with Medicare.

8. Select YES, then click Next

Attachments

Step 4 of 8

Attach separate copies of your accounts and receipts.

Documents should:

- clearly show the service you received, who provided it, the cost and how much you paid
- be in PDF, JPG, PNG, GIF or BMP format
- be less than 5MB in total.

Attach a document

Remember to:

- separate stapled accounts and receipts and attach them separately.
- make sure each document is in focus and shows all the information.

Next

Cancel

9. Attach copies. You will receive this message:



You have successfully attached the document.

Attach separate copies of your accounts and receipts.

Documents should:

- clearly show the service you received, who provided it, the cost and how much you paid
- be in PDF, JPG, PNG, GIF or BMP format
- be less than 5MB in total.

Attached documents

 [IMAG0027.jpg \(2.0 MB\)](#)

Remove

Attach another document

Remember to:

- separate stapled accounts and receipts and attach them separately.
- make sure each document is in focus and shows all the information.


Next

Cancel

10. Click Next

Provider details

Step 5 of 8

Provider number 

You can find this on your account / receipt

For example 123456AB

Next

Cancel

11. Complete the appropriate provider number as written on your account/receipt

Provider Number for Stacey Veness 5615271W

Provider Number for Kirsty Moore 4588924X


Click Next

Item details

Step 6 of 8

Enter all items you are claiming from your account / receipt.

Add an item

Item number 

This can be up to 5 numbers, for example 23 or 73810

Date of service

Day

Month

Year

For example 17/03/2020

Amount

+ Add item

Next

Cancel

12. Complete item details, Date of service, and Amount paid as written on your invoice. Click Next. The following screen should appear.

Item details

Step 6 of 8

Enter all items you are claiming from your account / receipt.

Item number	Date of service	Amount	Description	
80010	02 March 2020	\$200.00	Professional attendance for the purpose of providing psychological assessment.	Remove

[+ Add another item](#)

[Next](#)

[Cancel](#)

13. Check details are correct. If so, click Next. If not, click Remove and re-enter details.

Referral details

Step 7 of 9

Referring provider number

This is the reference number for the health professional who referred the service. You can find it on your account / receipt.

For example 123456AB

Date of referral

Day

Month

Year

For example 17/03/2020

[Next](#)

[Cancel](#)

14. Enter details of your referring GP or psychiatrist and the date of your referral. This information will be on your account/receipt. Click Next.

In hospital items[?]

Step 8 of 9

Does your account say 'admitted patient', 'in-patient' or show a 'H' or * after any of the item numbers?

Yes No

Next

Cancel

15. Select No, then click Next, to the In hospital items.

A summary of your claim and Medicare details will appear.

CHECK THIS CAREFULLY.

Once satisfied, scroll to the bottom of the screen and Click Submit.

By selecting Submit I understand that giving false or misleading information is a serious offence. I declare that the information and documents that I have provided are true and correct.

Submit

Cancel

Your claim has now been lodged. Your refund should appear in your nominated bank account shortly.