ARRANGEMENTS TO ACCESS AGED CARE CLIENT RECORD FROM DHS-MEDICARE’S AGED CARE ONLINE CLAIMING WEBSITE

In conjunction with the recent changes to the Aged Care Online Claiming (ACOC) website, the Department of Health and Ageing requested that additional privacy and security controls be introduced.

Increased security was implemented for the Aged Care Client Record (ACCR) as the personal information in the ACCR is classified as ‘Protected Information’ under the Aged Care Act 1997. This will better manage the risk of inappropriate (browsing) access to client’s protected information.

To access clients’ ACCR data when using ACOC (for clients who are not in your care), you will be required to provide:

- the client’s surname
- given name
- date of birth
- sex
- **Medicare Card Number** and **Individual Reference Number** (to the left of the client’s name on their Medicare card) and

- a reason for accessing the client’s aged care approval information.

The system will only display a client’s information if all the above information is supplied and can be verified.

If a client is unable to provide a Medicare Card Number e.g. the client has forgotten their card or they do not have a Medicare Card (has a DVA Gold card), and they also do not have a copy of the ACCR, provisions have been put in place to assist the Service Provider in retrieving the ACCR from Department of Human Services - Medicare. These provisions are outlined in the Quick Reference Guides which have been updated and published on the internet. (See below)

There will be no change to the way you access approval information if the client is already in your care.

The changes have been introduced to the existing client and eACCR search functions. The new requirements were implemented on 10 December 2011 and will only affect providers using webforms at this stage. Providers who use B2B will not be affected by these changes until 28 January 2012. The Department of Human Services - Medicare provided Software Vendors with detailed information about these changes in October 2011. Further, the Department of Human Services - Medicare has provided written advice to affected Service
Providers on 20 December 2012. Please speak to your Software Vendor for more information.

It is recommended that Service Providers establish their business process to ensure the Medicare Card Number and Individual Reference Number information are collected and that this new procedure is documented. To help clarify the current situation some recommended actions have been outlined below for different scenarios.

### Aged Care Assessment Teams (ACATs)

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Recommended Action</th>
</tr>
</thead>
</table>
| If a client has never been assessed i.e. has no current ACCR approval. | ACAT implement their usual referral process, including gaining initial consent for assessment, confirming client contact details with the client/family - **include the client’s Medicare Card Number** and **Individual Reference Number** - and gathering appropriate background information.  
Record the Medicare Card Number and Individual Reference Number on ACE or equivalent Client Management System in the available software field option. |
| If a client is seeking a reassessment from the same ACAT. | The ACAT will have access to the client details on their Client Management System (i.e. ACE or an equivalent system) and would not require access to ACOC for this information. |
| If a client is seeking a reassessment from a new ACAT. | The new ACAT will need to implement their usual referral process, including gaining initial consent for assessment, confirming client contact details with the client/family - **include the client’s Medicare Card Number** and **Individual Reference Number** - and gathering appropriate background information.  
Record the Medicare Card Number on ACE or equivalent Client Management System in the available software field option. |

### Aged Care Service Providers

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Recommended Action</th>
</tr>
</thead>
</table>
| Service Provider interviews a potential new client. | Service Provider reviews client’s ACCR paper copy if available. Note that this may not be the most current version so the client’s current approval status should be confirmed by viewing it on Aged Care Online Claiming website.  
In order to facilitate access to the ACOC website, it is essential that the **Medicare Card Number** and **Individual Reference Number** are recorded for all potential new clients.  
In order to access an eACCR (for potential new clients), a Service Provider will need to have the following details **in addition to** current client information requirements:  
- Medicare Card Number;  
- Individual Reference Number; and  
- Consent.  
In the event that the client is not a Medicare Card holder, the Service Provider should contact the Medicare Help Desk on **1800 195 206**. |
| Service Provider | Service Provider contacts potential client/family to seek **client’s Medicare Card Number** and **Individual Reference Number** stating reasons. OR Service Provider contacts the Aged Care Online Claiming website Help desk on **1800 195 206** to seek client’s current ACAT approval to access aged care services. They will need to respond to a set of questions to validate their reason for enquiry. Service Providers will need to provide their:  
• User/caller name  
• Service ID and name  
• Registration Authority or A number  
• Physical address  
• Unique details about their service (e.g.) postal address, fax number etc.  

Once the caller’s identity has been verified, Department of Human Services - Medicare will provide the following client details only:  
• Types of care approved  
• Level of care approved  
• Approval date  

Once the client is entered into their care, Service Providers will have full access to the ACCR via ACOC without being asked for a Medicare Card Number. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A Service Provider who relies on an electronic waiting list to review potential clients.</td>
<td>Following an ACAT assessment, ACATs will advise clients of their care options and recommend the client contact appropriate Service Providers in the local region. Clients will need to contact the relevant Service Providers and provide their contact details - <strong>including their Medicare Card Number</strong> and <strong>Individual Reference Number</strong>. Service Providers will be able to access the client’s ACCR from the Aged Care Online Claiming website with the client’s <strong>Medicare Card Number, Individual Reference Number</strong> and the client’s consent, in addition to the current client information requirements. Where the ACAT provides client details to Service Providers with the client’s consent, the information provided should include the <strong>Medicare Card Number</strong> and <strong>Individual Reference Number</strong>. Service Providers should obtain the client’s consent to use the Medicare Card Number to access their records. This consent should be retained for future reference.</td>
</tr>
</tbody>
</table>
Commonwealth Respite and Carelink Centres (CRCCs)

| CRCCs need to confirm a client has a current ACAT approval for residential care (including residential respite care), community care and flexible care options. | CRCC staff will be able to access ACCRs on the Aged Care Online Claiming website in the near future. They will need to establish a business process to include the collection of a client’s Medicare Card Number and Individual Reference Number plus gain the client’s consent to access ACCRs if required.

Always remind Service Providers it is their responsibility to ensure new clients have a current ACAT approval for residential respite care.

Stay informed with the Department of Human Services – Medicare Aged Care eNews and eNews alerts

eNews is a monthly eNewsletter to keep you up-to-date with:
- industry news
- developments in online claiming
- information about aged care

eNews alerts provide you with instant alerts and notifications about the Aged Care Online Claiming website and the Department of Human Services - Medicare Australia’s system performance. Click this link below to register for eNews and/or eNews alerts.


Electronic Aged Care Client Record and Medicare Card Number questions and answers


Useful links and information


Where do I go for further information?
For more information call the Aged Care Online Claiming helpdesk on 1800 195 206* and press option 1.