

Client Guide: Claiming Medicare Rebates for Psychology Services

MEDICARE



What Can Be Claimed?

You can claim all Medicare services except bulk billing services. If your psychologist has offered you bulk billed services (no out-of-pocket fees), the psychologist will make this claim directly to Medicare who will then pay the provider for their service to you.

To claim a Medicare rebate for your psychology sessions, you will need to have a valid Medicare card, a referral from your GP specialist or psychiatrist (dated within the last 12 months), with an accompanying Care Plan (e.g. Mental Health Care Plan, Enhanced Primary Care Plan, Eating Disorders Plan). The referral will state the number of sessions you can claim through Medicare. A maximum of 10 sessions in a calendar year can be claimed. This number has temporarily been increased (until 31 December 2022) to 20 sessions to support Australians impacted by the Covid-19 pandemic.

Some items, such as cancellation fees, reports, letters and some types of psychological assessments are not covered under Medicare and therefore a rebate cannot be claimed.

How Do I Make a Claim?

- 1) Medicare online account (via your MyGov account)
- 2) Medicare Express app (mobile or desktop)
- 3) At a Medicare Service Centre
- 4) Telephone claiming for rural and remote residents – call 1300 360 460 24 hours, 7 days per week.

Medicare Service Centers

If you don't have access to the internet or for other reasons need to make your claim in person, you can visit your nearest Medicare Service Centre or call 132011. Due to Covid-19 restrictions, some service centers may be operating at different hours or may be closed so it is a good idea to check first.

What Information Do I Need to Make a Claim?

Your psychologist will provide you with a receipt or an account of your service. Medicare requires the following information:

- Medicare service (item number for psychology)
- The amount you paid for the service
- Medicare Provider Numbers of your psychologist and your referring medical practitioner
- Date of referral
- A copy of your paid account

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Steps to Complete a Medicare Claim

1) Sign in

- Via myGov account – sign in to myGov and select Medicare
- Or via the Medicare Express app – open the app and enter your myGov PIN number

2) Select 'Make a Claim' - read the disclaimer notice and select 'Accept' if you agree and wish to continue. Check to see if your account includes a Medicare Statement of claim and benefit paid. If this statement has been included then your psychology provider has already made a claim on your behalf and there is no need for you to submit the claim. Select 'Yes' if the benefit has already been claimed (no further action required) or 'No' to continue making a claim.

3) Confirm your details - select the name of the person who received the Medicare service. This may be your name if you received the service, or your partner or child's name if you have multiple people listed on your card.

4) Confirm payment details – select 'Yes' if the account has already been paid or 'No' if you have not made payment yet.

5) Attach your document - upload a copy of your account. You can take a picture of your account and upload the image (JPG, GIF, PNG or BMP format) or you can scan the account and upload it as a PDF format file.

6) Add provider and item details – you can find your psychologist's Provider Number on your account. It is of a combination of letters and numbers that is 8 characters in length.

Enter the Medicare item number for the treatment you received. The Medicare item number is a 5-digit code (e.g. 80110). The Medicare item numbers on your accounts will vary, depending on; the duration of your session, the delivery method of your session (i.e. in person/telehealth/telephone) and the type of referral provided by your GP. Enter the amount you paid for the service.

You can add further items if you are claiming multiple services. Referral details: enter the Provider Number of the medical practitioner who has referred you for the service. Their Provider Number can also be found on your account/receipt.

Enter the date of the referral (e.g. the date of your Mental Health Care Plan) – this can also be found on your account/receipt.

Select 'Yes' or 'No' to indicate if your service was received in a hospital. If your Medicare item number has 'admitted patient', 'in-patient', 'H' or a '*' after the code then this service was received in hospital.

7) Review and submit - click 'Submit' to submit the claim for processing or click 'Edit' to make any necessary changes. Medicare will issue you with a Claim ID after you submit this claim. You can download a copy of your claim summary in PDF and print it. It can take up to 7 days for Medicare to process your claim.

8) Sign out – sign out of your myGov account or exit the Medicare Express app.