![Australian Government Services Australia — medicare]

# Medicare Two-way claim (MS001)

## When to use this form

Medicare Two-way is a Services Australia 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.

If you have questions about private health insurance claims, contact your private health insurer.

## For more information

Go to **servicesaustralia.gov.au/medicare-two-way** or call **132 011**. Call charges may apply.

### Filling in this form

You can fill this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and complete it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ▮ **Go to 1** skip to the question number shown.

## Private health insurance member's details

**1** Name of private health insurer

**2** Private health insurance membership number

**3** Dr ☐  Mr ☐  Mrs ☐  Miss ☐  Ms ☐  Other ☐

Family name

First given name

**4** Postal address

Postcode

**5** Do you want this recorded as your permanent postal address?

No ☐
Yes ☐

**6** Daytime phone number (including area code)

## 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.

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

No ☐ ▮ **Go to 12**
Yes ☐

**8** Hospital name

**9** Is this a public hospital?

No ☐ ▮ **Go to 11**
Yes ☐

**10** Did you elect to be treated as a private patient?

No ☐
Yes ☐

**11** Date of hospitalisation

From (DD MM YYYY) ☐ ☐ ☐

To (DD MM YYYY) ☐ ☐ ☐

## 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 this form. 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.

**12** Are you making a claim for any ancillary services?

No ☐ ▮ **Go to 14**
Yes ☐

MCA0MS001 2205

**13** Ancillary claim details

| Member's first given name | Services provided by | Account paid? |
|---|---|---|
| | | No ☐ / Yes ☐ |
| | | No ☐ / Yes ☐ |
| | | No ☐ / Yes ☐ |
| | | No ☐ / Yes ☐ |
| | | No ☐ / Yes ☐ |
| | | No ☐ / Yes ☐ |

## Privacy notice

**14** The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to **servicesaustralia.gov.au/privacy**

## Declaration

**15** **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 authorise**:

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

**I understand that**:

- giving false or misleading information is a serious offence.

Private health insurance member's signature



Date (DD MM YYYY)

| | | |
|---|---|---|

## Returning this form

Return this form and any supporting documents:

- **online**

  Log into your Medicare online account through myGov or Express Plus Medicare mobile app.

  Attach an image of your original accounts and receipts if paid.

  Attach an image of the completed Medicare Two-way form.

  Submit your claim.

- **in person at one of our service centres**

  Complete this form and a **Medicare claim (MS014)** form. If you do not have this form, go to **servicesaustralia.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.

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

  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 (MS014)** form. If you do not have this form, go to **servicesaustralia.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.

  Provide your original accounts with receipts if the accounts have been paid and return your completed forms and supporting documents to your private health insurer. Your private health insurer will forward your Medicare claim to Medicare for processing. Your claim will then be processed by us and your private health insurer.

- **by post**

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

  Send your completed form with supporting documents to:

  > Services Australia
  > Medicare
  > GPO Box 9822
  > in your capital city