

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

#### Human Services Portfolio

**Topic:** Aged Care programs – payment accuracy

**Question reference number:** HS 21

**Senator:** Fierravanti-Wells

**Type of question:** Hansard page 109

**Date set by the committee for the return of answer:** 7 December 2012

**Number of pages:** 2

#### **Question:**

Senator FIERRAVANTI-WELLS: On page 205, just above the table, you state that the department's role is to provide timely and accurate payments with a focus on service and administrative efficiency. Could you provide me with some statistics in relation to that or point me to such statistics in the annual report.

Ms Golightly: The table underneath gives you a comparison of the number of payments that we make each year. I can get for you on notice figures for accuracy.

Senator FIERRAVANTI-WELLS: And if there are statistics in relation to delays or anything like that, it would be good to have those.

Ms Golightly: Certainly.

#### **Answer:**

##### Timeliness

	<b>Key Performance Indicator</b>	<b>2011-12</b>	<b>2012-13 YTD</b>
Payment of Monthly Advances	95% by the 5th working day of the month 100% by the 7th working day of the month	97.8%	98.5%
Processing of Claims	95% of all claims within 10 working days of receipt 100% of remaining claims within 28 working days of receipt	97.8%	99.7%

Payments to approved Aged Care providers are made in advance at the beginning of each month. The payment process for approved Aged Care providers allows for an advanced payment and a final claim payment. The final claim payment is made once the provider lodges their claim at the end of the claim month. This is reconciled against the advance payment.

Accuracy

	<b>Key Performance Indicator</b>	<b>2011-12</b>	<b>2012-13 YTD</b>
Accuracy of payments	95%	97.3%	99.4%

Accuracy of payments are measured through a number of channels, i.e., through quality assurance and quality control processes conducted by the Department's payment teams, regular compliance checks on service providers and Department of Health and Ageing compliance checks on Residential Care Subsidies and Aged Care Funding instrument.