

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Aged Care Income and Assets

Question reference number: HS 43

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 12 December 2014

Number of pages: 1

Question:

- a) Provide details of why Senate QoN 829 remains unanswered.
- b) Provide details of the issue(s) causing delays in the processing and issuing of the assessment letters.
- c) What is the target time for processing and issuing of assessment letters in response to 'Permanent Residential Aged Care Request for a Combined Assets and Income Assessment' (SA457.1407)?
- d) How many applications for a 'Permanent Residential Aged Care Request for a Combined Assets and Income Assessment' (SA457.1407) have been received by DHS from 1 July 2014 to date?
- e) With regards to assessment letters for the period 1 July 2014 to date:
 - 1) how many letters have been issued;
 - 2) how many letters have been issued within the target time;
 - 3) how many letters have been issued, or are yet to be issued outside of the target time; and
 - 4) the average time that individuals have waited from the day of submission.
- f) When is it expected that all applications will be processed within the target time.
- g) Can an outline be provided of the steps DHS is taking to allocate resources to ensure that all applications are processed and responded to appropriately within the target time.
- h) Have any problems been identified with the Medicare Online Claiming system; if so, what is the nature of the problems and have they been resolved.
- i) Can an outline be provided of the steps DHS is taking to ensure that Medicare Online Claiming problems for community aged care will not occur when online claiming is introduced for residential aged care?

Answer:

- a) Senate QoN 829 was lodged on 17 November 2014.
- b) – i) Refer to Senate QoN 829.