

Medicare Two-way claim

Purpose of this form

Medicare Two-way is an Australian Government Department of Human Services (Human Services) 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.

There are over 35 private health insurers participating in Medicare Two-way. A complete list is available at [humanservices.gov.au/Health professionals](http://humanservices.gov.au/Health_professionals) > [Doing business with Medicare](#) > [Online business](#) > [ECLIPSE](#)

For more information

For more information go to our website humanservices.gov.au > [General information](#) > [Forms](#) > [Medicare forms](#) > [Medicare two-way claim form](#) or call **132 011**.

Note: Call charges apply – calls from mobile phones may be charged at a higher rate.

Medicare staff can advise you about participating private health insurers but cannot answer private health insurer enquiries.

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

Returning your form

- **at a Medicare Service Centre**

Complete a **Medicare claim form (PC1)** and a Medicare Two-way claim form available at your local Medicare Service Centre or go to our website humanservices.gov.au > [General information](#) > [Forms](#) > [Medicare forms](#) > [Medicare Two-way claim form](#)

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

Human Services 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 either cheque or Electronic Funds Transfer (EFT). To receive payment by EFT register your bank account details with your private health insurer. You will need to enquire with your private health insurer if they offer EFT facilities.

Place in the drop box at your local Medicare Service Centre.

- **at a private Health Insurer**

Complete your private health insurance claim form as well as a Medicare claim form available from your private health insurer, at your local Medicare office or go to humanservices.gov.au > [General information](#) > [Forms](#) > [Medicare forms](#) > [Medicare Two-way claim form](#)

Attach your original accounts with receipts if the accounts have been paid and return your completed forms and attachment with your private health insurer. Your private health insurer will forward your Medicare claim to Human Services for processing. Your claim will then be processed by Human Services and your private health insurer.

- **by mail**

Send your completed form with attachments to:

The Department of Human Services
GPO Box 9822
in your capital city

Health fund member's details

- 1 Name of private health insurer
- 2 Health fund membership number
- 3 Family name
- 4 First given name
- 5 Postal address
 Postcode
- 6 Do you want this recorded as your permanent postal address? No
Yes
- 7 Phone number

Claiming the fund medical gap benefit

The fund 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.

8 Do you want to claim the fund medical gap benefit? No **Go to 13**

Yes

9 Hospital name

10 Is this a public hospital? No **Go to 12**

Yes

11 Did you elect to be treated as a private patient? No

Yes

12 Date of hospitalisation From / / to / /

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 a Medicare Two-way claim form. Attach all original accounts with receipts if paid and lodge your ancillary claim at a Medicare Service Centre. Your claim will be forwarded to your private health insurer for processing.

13 Are you making a claim for any ancillary services? No **Go to 15**

Yes

14 Ancillary claim details

Member's first given name	Services provided by	Account paid?
		No <input type="checkbox"/> Yes <input type="checkbox"/>
		No <input type="checkbox"/> Yes <input type="checkbox"/>
		No <input type="checkbox"/> Yes <input type="checkbox"/>

Declaration

15 I hereby claim benefits for the professional services to which this claim relates and

I understand that:

- giving false or misleading information is a serious offence.

I authorise:

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

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 provided in this form is complete and correct.

Health fund member's signature

Date

Privacy notice

Centrelink, Medicare, Child Support and CRS Australia are services within the Australian Government Department of Human Services (Human Services).

Your personal information is protected by law, including the *Privacy Act 1988*. Your information is collected for Social Security, Family Assistance, Medicare, Child Support and CRS purposes. This information may be required by the powers provided within each services' legislation or voluntarily given by you when you apply for services or payments.

Your information will be used for the assessment and administration of payments and services. Your information may also be used within Human Services, where you have provided consent or it is required or authorised by law. Human Services may disclose your information to Commonwealth departments, other persons, bodies or agencies ONLY where you have provided consent or it is required or authorised by law.

You can get more information about privacy by going to our website humanservices.gov.au/privacy or requesting a copy of the full privacy policy at one of our Service Centres.