

Senate Standing Committee on Finance and Public Administration

BUDGET ESTIMATES – 27 MAY 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Continence Aids Payment Scheme

Question reference number: HS50

Senator: FIFIELD

Type of question: Written

Date set by the committee for the return of answer: 9 July 2010

Number of pages: 2

Question:

- a) Has Medicare received all data on clients from inTouch (the current service provider)?
- b) How was that data transferred to Medicare?
- c) As at May 2010 does both Medicare and inTouch hold data on clients?
- d) What communication has Medicare had to clients to date regarding the new scheme?
- e) How many clients have completed and returned the forms to transfer from CAAS to CAPS?
- f) How many enquiries has Medicare received regarding the transfer process?
- g) How many staff has Medicare allocated to the implementation of this scheme?
- h) Will Medicare permanently have staff directly responsible for this scheme?
- i) Has Medicare experienced any technical problems / issues in the setting up of this scheme within the agency?
- j) How many clients have indicated to Medicare they would like their payment to go to a nominated service provider rather than into their own bank account?
 - When were forms regarding nominating a service provider sent to clients?
 - Who was responsible for the design/format and printing of the forms?
 - When was the design/format of the form completed?
 - When were the forms printed?
 - Why were the forms unavailable to clients as at 21 May 2010?
- k) Will Medicare automatically assess all transitioned CAAS to CAPS client eligibility from 1 July 2011?

Answer:

- a) Medicare Australia is receiving the Continence Aids Assistance Scheme (CAAS) client data from Intouch, through the Department of Health and Ageing, in four stages.

Three stages have been completed and account for the majority of clients already registered for Continence Aids Payment Scheme (CAPS). The final stage is scheduled to occur in the new financial year to capture those clients who registered for CAAS in April, May and June 2010.

- b) The CAAS client data was delivered by the Department of Health and Ageing to Medicare Australia on a compact disc.
- c) Both Medicare Australia and Intouch currently hold data on CAAS clients.
- d) As at June 2010, Medicare has conducted three mailouts of CAPS transfer forms to approximately 78,000 existing CAAS clients. These forms are accompanied by a letter which outlines the transition from the CAAS to the CAPS.

In addition to this, Medicare Australia has also made information available through its own *Forum Newsletter* and *Aged Care eNews*.

- e) As at June 2010, approximately 56,000 CAAS clients have returned their CAPS transfer forms.
- f) As at June 2010, Medicare Australia has received approximately 9,900 telephone enquiries regarding the CAPS.
- g) Medicare Australia is using staff across the agency to develop and implement the CAPS. As at 11 June 2010 there are 19 staff directly dedicated to the implementation of this program, across processing, enquiries, project management and implementation, IT and business analyst roles.
- h) Yes.
- i) No. The CAPS project is on schedule for implementation by 1 July 2010.
- j) Approximately 2,700 CAAS clients.
- The mailout of the CAPS Transfer and Authority to Direct forms commenced on 7 June 2010.
 - The Department of Health and Ageing designed the form, with input from Medicare Australia, and was responsible for printing the forms.
 - Medicare Australia was notified by the Department of Health and Ageing that the form was complete on 27 May 2010.
 - Medicare Australia was notified by the Department of Health and Ageing that the form was printed on 3 June 2010.
 - The forms were still under development at 21 May 2010.
- k) From 1 July 2011, clients that meet the eligibility criteria will continue to receive payments under the CAPS program.