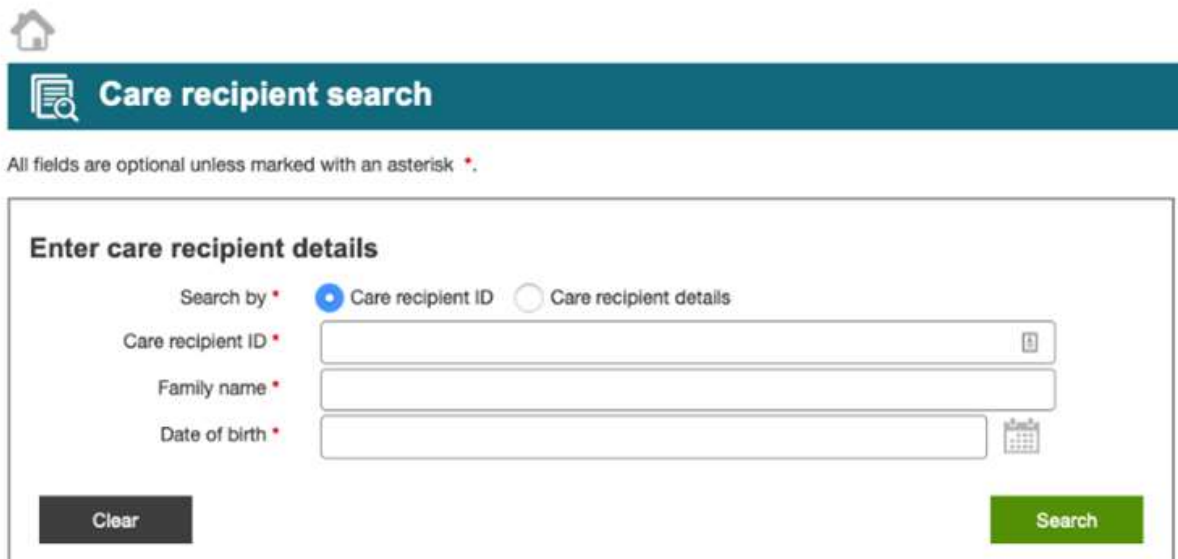


# HOW TO: SEARCHING A CARE RECIPIENT'S DETAILS IN THE AGED CARE PROVIDER PORTAL

## ACCESSING A CARE RECIPIENT'S DETAILS USING THE CARE RECIPIENT SEARCH SCREEN

To access a Care Recipient's details via the Claim section of the Aged Care Provider Portal:

- Click **Menu**
- Click **Care Recipient Search**
- Enter the relevant details and press **Search**



The screenshot shows the 'Care recipient search' interface. At the top left is a home icon. Below it is a dark teal header with a magnifying glass icon and the text 'Care recipient search'. Underneath the header, a note states: 'All fields are optional unless marked with an asterisk \*'. The main form area is titled 'Enter care recipient details' and contains the following elements:

- Search by \***: Two radio buttons are present. The first is selected and labeled 'Care recipient ID'. The second is labeled 'Care recipient details'.
- Care recipient ID \***: A text input field with a lock icon on the right side.
- Family name \***: A text input field.
- Date of birth \***: A date picker field with a calendar icon on the right side.
- Clear**: A black button located at the bottom left of the form.
- Search**: A green button located at the bottom right of the form.

If your search was correct, you will find yourself on the Care Recipient's profile page! If not – re enter the details or try our method of accessing the care recipient profile via the claim screen.

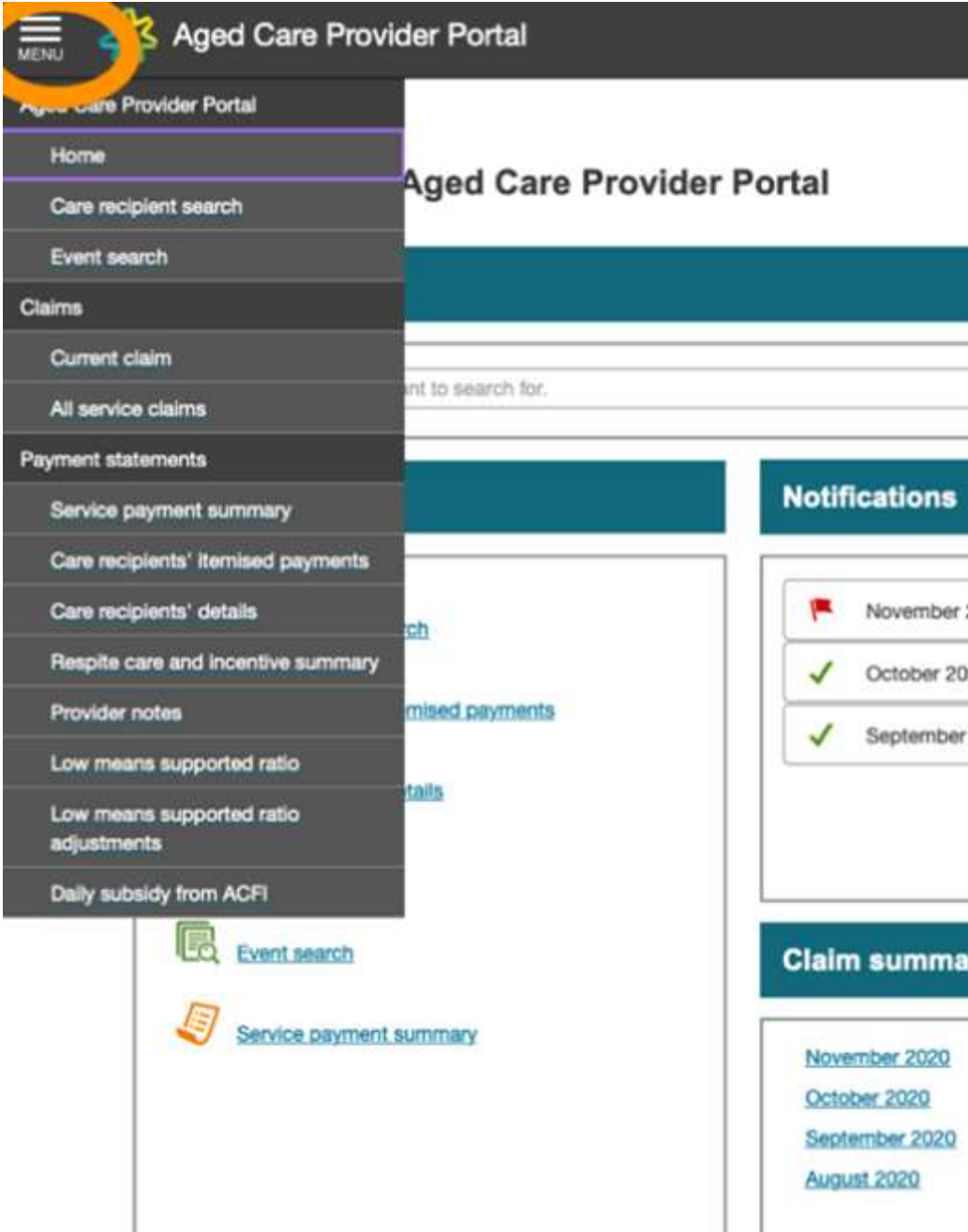
## FINDING A CARE RECIPIENT'S DETAILS USING A CLAIM

To access a Care Recipient's details via the Claim section of the Aged Care Provider Portal:

- Login to the Aged Care Provider Portal (ACPP)
- From the left side menu, click based on the below circumstances:

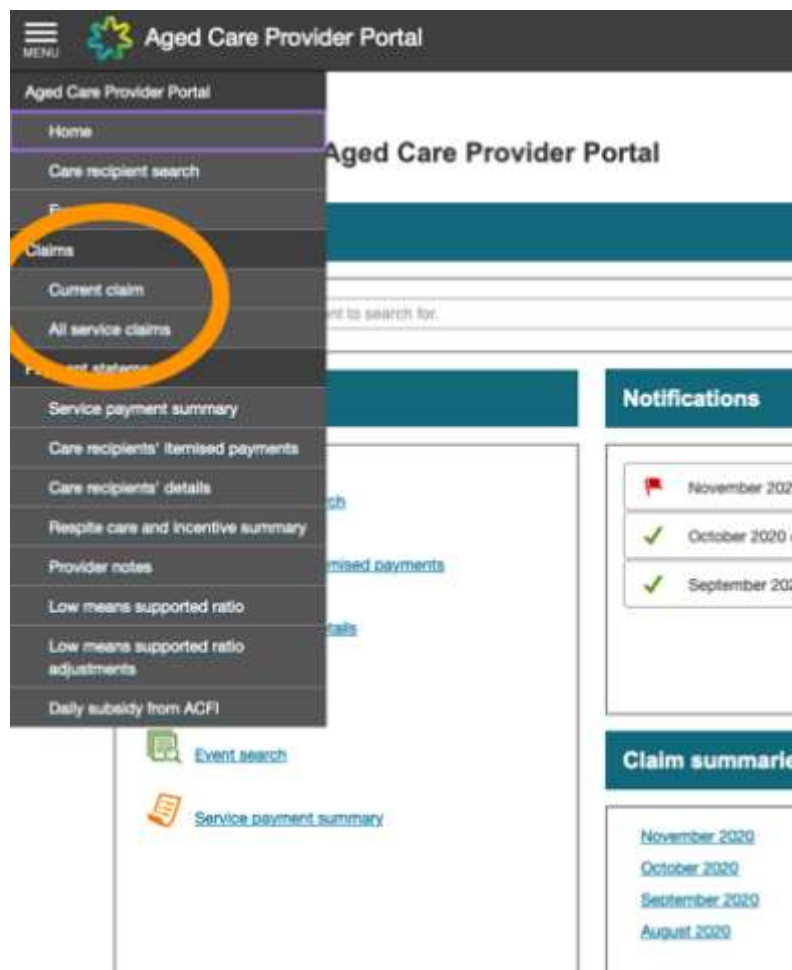
If the Care Recipient is on the current claim (i.e. they were or are in care during the current claim month):

- Click **Menu**



The screenshot displays the Aged Care Provider Portal interface. On the left, a dark grey sidebar menu is open, with the 'MENU' icon circled in orange. The menu items include: Home, Care recipient search, Event search, Claims (highlighted), Current claim, All service claims, Payment statements, Service payment summary, Care recipients' itemised payments, Care recipients' details, Respite care and Incentive summary, Provider notes, Low means supported ratio, Low means supported ratio adjustments, and Daily subsidy from ACFI. Below the menu, two icons are visible: 'Event search' and 'Service payment summary'. The main content area shows the 'Aged Care Provider Portal' header, a search bar, and a 'Notifications' section with a list of months (November 2020, October 2020, September 2020) and a 'Claim summary' section with a list of months (November 2020, October 2020, September 2020, August 2020).

- Click **Current claim**



- In the search bar – type the surname



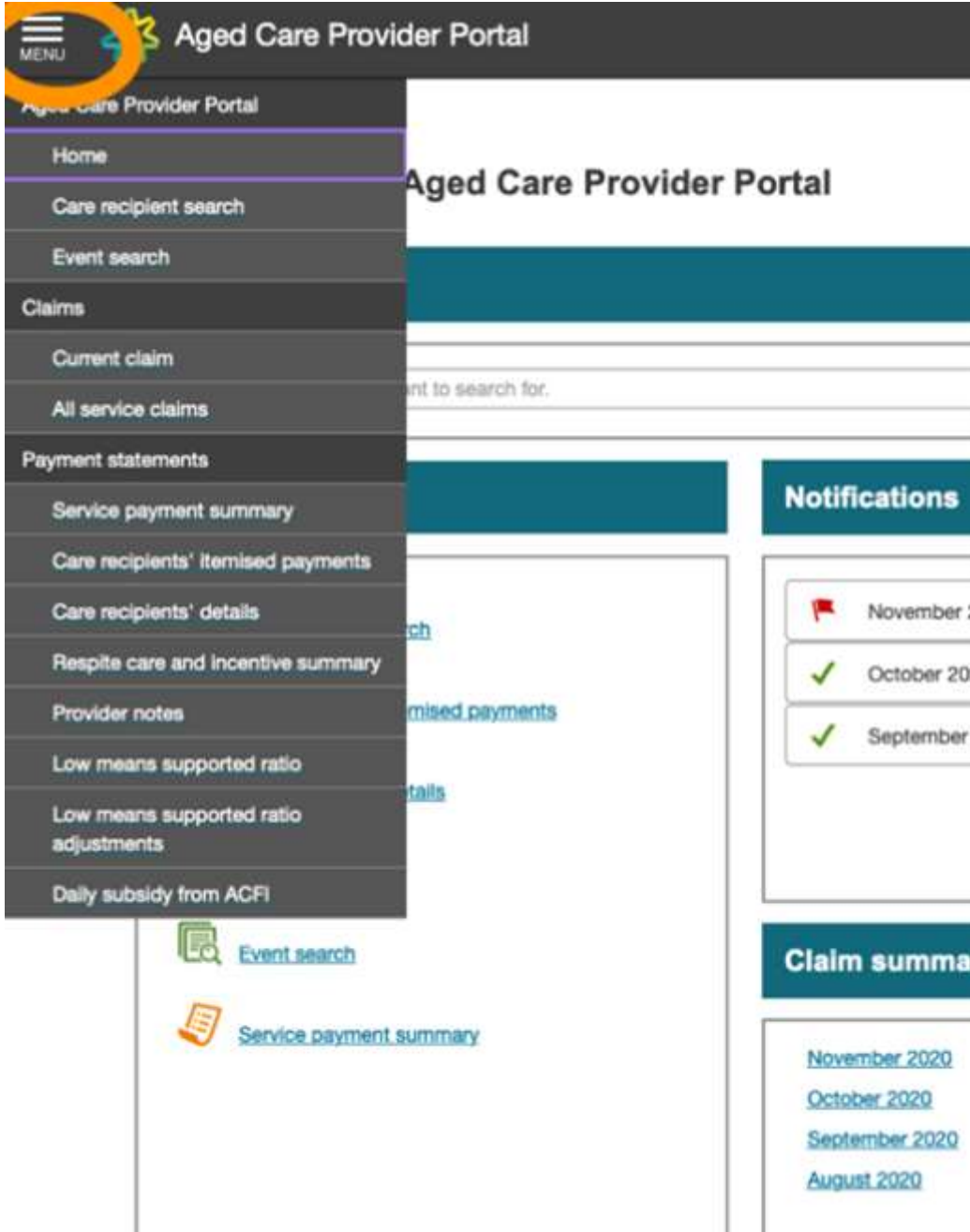
- When you find the Care Recipient, click the value in the column ID



You will find yourself on the Care Recipient's profile page!

If the Care Recipient is no longer in care:

- Click **Menu**

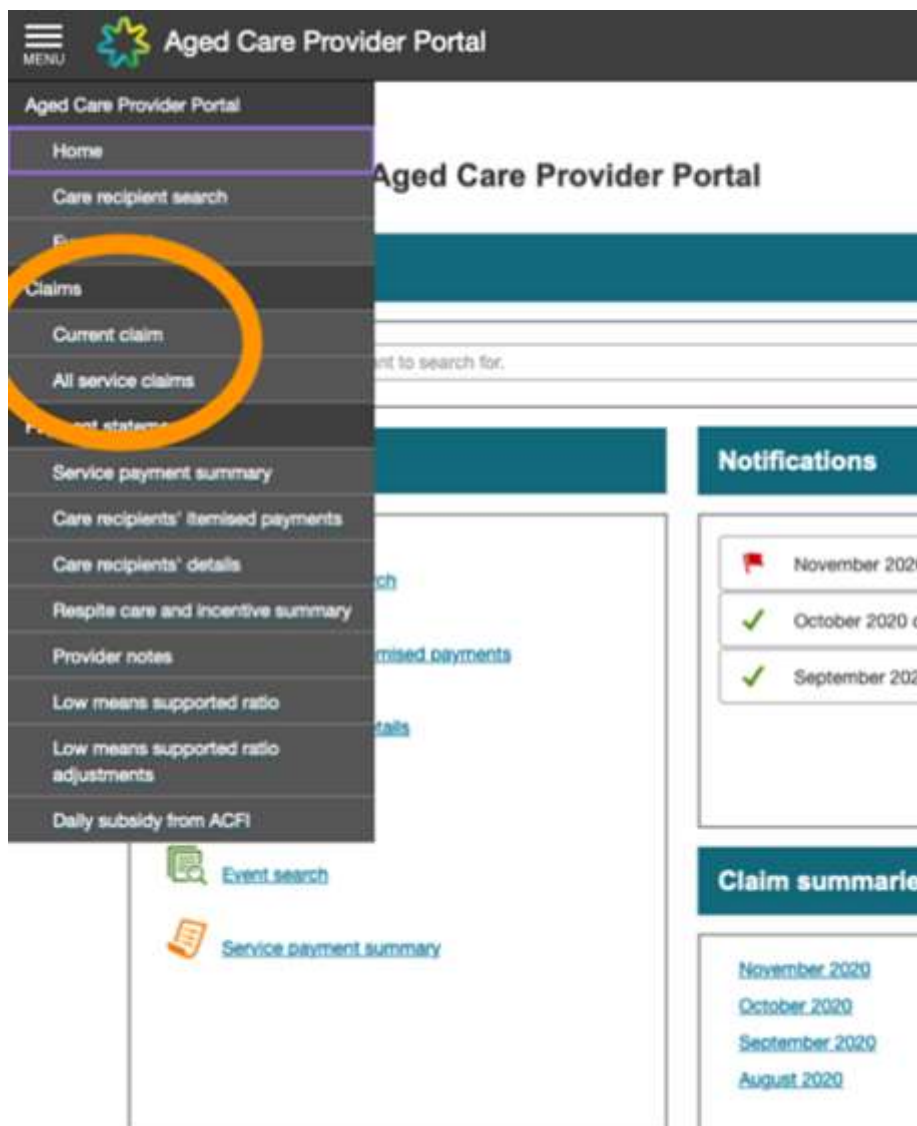


The screenshot shows the 'Aged Care Provider Portal' interface. A dark grey menu is open on the left side, listing various navigation options. The main content area is partially visible, showing a search bar and several sections: 'Notifications' with a list of dates and status icons, and 'Claim summary' with a list of months. The menu items are as follows:

- Aged Care Provider Portal
- Home
- Care recipient search
- Event search
- Claims
  - Current claim
  - All service claims
- Payment statements
  - Service payment summary
  - Care recipients' itemised payments
  - Care recipients' details
  - Respite care and Incentive summary
  - Provider notes
  - Low means supported ratio
  - Low means supported ratio adjustments
  - Daily subsidy from ACFI

Below the menu, two quick links are visible: 'Event search' with a magnifying glass icon and 'Service payment summary' with a document icon.

- Click **All Service Claims**



- Select a month you believe the Care Recipient was in care, by selecting the value in the **Status** column

#### All service claims

Search:

Search using any keyword in the table. To search for multiple keywords, provide a space between words.

Claims for year: 2020

Claim month	Date received	Authorised person	Channel	Date approved	Status
November 2020	09/11/2020		Phone	11/11/2020	Approved
October 2020	09/10/2020		Phone	10/10/2020	Approved
September 2020	01/09/2020		Phone	04/09/2020	Approved
Aug 2020	10/08/2020		Phone	10/08/2020	Approved
June 2020	05/07/2020		Phone	07/07/2020	Approved
May 2020	01/06/2020		Phone	04/06/2020	Approved
April 2020	18/05/2020		Phone	18/05/2020	Approved
March 2020	06/04/2020		Phone	09/04/2020	Approved
February 2020	10/02/2020		Phone	10/02/2020	Approved

Show: 10 records - Showing 1 to 10 of 11 records

1 2 Next Last

- In the search bar – type the surname



- When you find the Care Recipient, click the value in the column ID

You will find yourself on the Care Recipient's profile page!

This is a nice little shortcut for when you may not have information at your fingertips! We are huge fans of using the claim screen – as at the end of the day, if it is not on the claim, you won't see it on the Payment Statement, meaning you won't see the revenue. This, of course, can impact care outcomes.

Navigating the Aged Care Provider Portal (ACPP) for the first time can be challenging. You want to focus on delivering amazing care – but have a new Portal standing between you and that (plus all the other changes currently happening!) Our team are happy to assist! [Sign up here to receive our regular how-to series](#), and lock in a session with one of our team to walk you through the next steps and help you with any questions you may have on 1300 419 119 or [team@providerassist.com.au](mailto:team@providerassist.com.au).