

PAYMENT INFORMATION

CONTACT INFORMATION



Australian Government
Department of Health and Ageing
Medicare Australia

How often will the payment be made?

- Applicants can choose one full payment in July, or two half payments in July and January each year.
- Medicare Australia will continue to make the payment to a client's nominated bank account annually/biannually unless notified otherwise.

Can a client nominate to have a payment made directly into a guardian's bank account?

- Yes, a payment can be made directly into a legal representatives bank account, although certified documentary evidence of the legal relationship will be required by Medicare Australia.

Can a client authorise a payment to be made directly to a organisation/service provider of their choice?

- Yes, a client can authorise to have the payment made directly to a nominated organisation/service provider, who will be responsible for purchasing their continence products. A separate authorisation form will be available from Medicare Australia or the website: www.bladderbowel.gov.au

Will the CAPS payment affect a client's income?

- No. The CAPS payment is income tax exempt.

Where can I go for information about the CAPS?

For information about processing your CAPS application or payment, phone Medicare Australia 132 011 (select option 1).

For general information about the CAPS visit:

- the Bladder and Bowel website (www.bladderbowel.gov.au)
- email (continence@health.gov.au)
- the National Continence Helpline (1800 330 066)
- the Continence Foundation of Australia website (www.continence.org.au)



CONTINENCE AIDS PAYMENT SCHEME

Assisting eligible people who have permanent and severe incontinence to meet some of the costs of their continence products.

CONTINENCE AIDS PAYMENT SCHEME (CAPS)



What is the Continence Aids Payment Scheme (CAPS)?

- The CAPS is an Australian Government Scheme that provides a payment to assist eligible people who have permanent and severe incontinence to meet some of the costs of their continence products.
- The CAPS will replace the existing Continence Aids Assistance Scheme (CAAS) from 1 July 2010.

Who is eligible for the CAPS?

People are eligible for the CAPS if:

- they are five years of age or older and have permanent and severe incontinence due to an eligible neurological condition; or
- if they have permanent and severe incontinence caused by another eligible condition provided they have a valid Centrelink Pensioner Concession Card and a health professional verifies the condition.

How will current CAAS clients transition to the CAPS?

- Throughout the 2009-10 transition period, information will be circulated to clients about the transition to the CAPS.
- Clients will continue to access their subsidy for continence products from Intouch in the same way until 30 June 2010.
- Clients will be sent a transfer form from Medicare Australia.
- Clients will need to provide their bank details to Medicare Australia.

What is the difference between the CAAS and the CAPS?

- The most significant difference is that clients will receive a payment to purchase their own products, instead of receiving subsidised products.
- Under the CAPS, clients will be able to determine which provider they purchase their products from and the frequency of their purchases.
- The CAPS is a payment which allows clients to have the flexibility to shop around for the most suitable product.

How do people apply for the CAPS?

- From 1 July 2010 applicants will fill out a CAPS application form, which includes a Health Report. A health professional must complete the Health Report component and all documents must be returned to Medicare Australia.
- Medicare Australia will assess the application and, if all the required information is provided, make the payment to the nominated bank account within 2 weeks from processing.
- If the application is incomplete or information is not valid, Medicare Australia will contact the client in order to finalise the application.

CAPS applications forms will be available from June 2010 via:

- The Bladder & Bowel website (www.bladderbowel.gov.au);
- The National Continence Helpline (1800 330 066); or
- Any Medicare Australia office.
- If clients are unable to complete an application form due to a condition, a legal representative may complete it on their behalf.