



Assisted Reproductive Technology (ART) Storage Funding Program

8 August 2024

Claiming Payment: Information for ART Clinics

This fact sheet provides an overview of how clinics can lodge claims for payment under the ART Storage Funding Program (the program) for eligible cryostorage services. General information about the program is available on the Department of Health and Aged Care's (the Department's) ART Storage Funding Program [website](#).

Each ART clinic may lodge claims for payment for eligible services provided under the program. Payments will be made in arrears on a 6-monthly pro rata basis.

Clinics cannot lodge claims for storage services that have already been paid for by the patient or are otherwise ineligible. For more information on eligibility, please refer to the ART Storage Funding Program [Guidelines](#).

1. Before Claiming: Program Entry

Before lodging claims for subsidy payments under the program, ART organisations must:

- a) Enter the program by registering their ART organisation with Services Australia, and
- b) add details of each ART clinic under their organisational structure. Include bank details so each clinic can be paid directly for eligible services they provide under the program, and
- c) enter into a grant agreement with the Department of Health and Aged Care.

Please see the '[Program Entry – Registration](#)' fact sheet for more information on how to enter the program.

2. Before Claiming: Patient Consent

ART clinics must gain consent from each eligible patient to lodge claims for program subsidy on their behalf. Patients must agree to share their health information with Services Australia and the Department. Patients can be informed about their privacy under the program by reading [this privacy notice](#).

Consent must be recorded and retained in records, but does not need to be provided when claims are lodged. Records of consent may be checked as part of post-payment compliance activities.

3. Before Claiming: Patients have not paid for services

Clinics cannot lodge claims for storage services that have already been paid for by the patient. Payment for eligible cryostorage services must be claimed under the program. No out-of-pocket costs may be charged to the patient.

4. Lodging claims: information gathering

Every 6 months, ART clinics may lodge claims for all eligible cryostorage services they provided over the prior 6 months (i.e. in July they may lodge claims for eligible cryostorage services provided from January – June of that year).

For each eligible cryostorage service for which the ART clinic is seeking payment, the clinic must use the claim form template to provide:

1. The patient's Medicare Card number and individual reference number (IRN)
2. The start date and end date of the storage period for this claim,
3. The type of material stored (eggs, sperm, embryo), and
4. The patient's reason for eligibility (cancer, PGT, etc)

The claim form template will be sent to ART clinics as grant agreements are finalised. If you do not have a copy of the claim form template, please contact Services Australia.

Please note that it is the responsibility of the ART clinic to ensure all information they provide to Services Australia and the Department is true and accurate. The clinic must also work with Services Australia and the Department to verify any information on request, and correct if needed.

If any cryostorage service claims cannot be verified or corrected in time to be approved and paid in the current claim lodgement period, the clinic may resubmit those claims only in the next claim lodgement period.

If a clinic misses lodging their claim altogether in the relevant claim lodgement period, they may lodge missed claims only in the next claim lodgement period. These will be verified and paid as normal. Claims lodged more than 12 months after the service has been provided will not be paid.

5. Lodging claims: How to lodge a claim

To lodge a claim, a clinic must:

1. Enter the information for each storage service for which payment is being claimed into the claim form template (as above).
2. Confirm acknowledgement of the declaration displayed in the HPOS file upload facility.
3. Upload the completed template.

6. Claim assessment and processing

Once the claim is lodged, Services Australia will:

- validate claim submissions, including applying pre-payment System checks to ensure each storage service is eligible,
- make payment to the ART clinic for validated storage services, and

- provide a payment statement to the clinic with details of payment made.

For more information on storage service eligibility, please refer to the ART Storage Funding Program [Guidelines](#).

7. After the claim has been paid

Once payment has been received, your clinic must provide a written statement to each participating patient, noting:

- that the federal Government paid for the cryostorage service rendered by the clinic,
- that \$0 is owing for this cryostorage service,
- the period of subsidised cryostorage (this may be only part of the 6-month period),
- which material/s storage was subsidised (i.e., eggs, sperm, embryo/s), and
- that if the patient's details have changed they should update them, and
- that they may end their cryostorage if they no longer require it, and
- instructions for the patient on how to proceed if they no longer need the storage service/s.

8. Further information

A suite of eLearning modules, infographics and simulations are available on the Services Australia Health Professional Education Resources portal, [here](#).

More information on the program is available:

- On the Department's ART Storage Funding Program [website](#),
- In the ART Storage Funding Program [Guidelines](#),
- In the ART Storage Funding Program [Grant Opportunity](#) Guidelines, and
- In your individual grant agreement.

Contact

- For questions about how to register or lodge claims, please contact: ASSISTED.REPRODUCTIVE.TECHNOLOGY@servicesaustralia.gov.au
- For general questions about the program, please contact: medical.indemnity@health.gov.au