Mental Health Nurse Incentive Program (MHNIP) – Department of Health Claim Processing Information

Do I need to submit a Vendor Form?
A vendor form is required to be completed and submitted prior to any claims being paid. The vendor form was sent in hard copy to MHNIP organisations on 21 April 2016, and is available on request by calling the MHNIP team on (02) 6289 1514.

The Eligible Organisation details must be provided as the vendor on the form. It is up to the Mental Health Nurse and Eligible Organisation to determine whose Bank Account Details are to be provided.

How do I make a claim to the Department of Health (Health)
In order to submit a claim you must fill out the NEW claim form available at: http://www.health.gov.au/internet/main/publishing.nsf/Content/work-pr-MHNIP

Claims can be submitted to:

Email: MHNIPclaims@health.gov.au
Post: MHNIP Claims, MDP 11, GPO Box 9848, Canberra, ACT, 2601

Any claims received on the Department of Human Services (Medicare) claim form will be returned and you will be asked to re-submit on the new claim form.

When will my claim be paid?
If you have submitted a claim to Department of Human Services (DHS) prior to 30 April 2016, the claim will be paid by DHS at the end of May 2016.

If you have submitted a claim to Health, the claim will be paid within 30 days of receipt; however this is dependent on the completeness and accuracy of the information provided on the claim form. If the information is incomplete or inaccurate, Health will contact you to seek additional information/clarification or for you to resubmit the claim.

Claims will only be paid if the 2015-16 allocation cap has not been reached. Any claims for sessions above the allocation cap will not be paid.

Will I receive advice that my claim has been paid and processed?
Health will endeavour to pay claims within 30 days (see above). Health will not provide advice that the payment has been made.

If you wish to seek clarification of where your claim is up to, please send an email to MHNIPclaims@health.gov.au.

What happens if a claim has been rejected by DHS?
If a claim has been rejected by DHS and has therefore not been paid, you should resubmit the claim on the new claim form, along with a copy of the rejection letter from DHS.

Why don’t we have to provide patient information?
Under the Privacy Act, secure process and storage systems are required to handle and store personal information, such as Medicare numbers. Health was not in a position to establish these systems for this purpose, and as such will not be collecting patient information.

Am I eligible for Rural Loading?
Rural and remote classifications are determined by the Australian Standard Geographic Classification Remoteness Areas, managed by the Australian Bureau of Statistics.

MHNIP Organisations are eligible to receive a 25% rural loading if the MHNIP sessions are delivered in a location in the following categories:

− RA3 – Outer Regional
– RA4 – Remote
– RA5 – Very Remote

The location of where the sessions were delivered can be typed into the map in the link below and the RA classification will be displayed.

**How do I contact the Department of Health about MHNIP?**
You can contact the Department of Health MHNIP team on (02) 6289 1514 or by emailing MHNIPclaims@health.gov.au