

Fact Sheet

PATS Frequently Asked Questions

How do I log in to the PATS online portal?

Applications can be made at www.sahealth.sa.gov.au/pats - follow the links to go on-line. You will need your Medicare Card and bank details handy to complete the required details.

Submitting your application online is the fastest way to ensure your payment. We will prioritise online applications. Please complete all details, including bank account information, even if you have provided previously with paper-based applications so that we can set you up for payment faster.

How do I find out my new PATS client number?

It will be on your remittance advice. You do not need one for a paper claim – staff can search the system and match your details if you are already entered.

Can I check progress of my claim(s) online? – If yes, how do I do this?

Once you have a log-in, you can create a new claim on-line and see a record of claims that have been entered on your behalf. Click on the “my Claims” tab at the top of the page.

I understand there is a delay in processing applications, I submitted my application some time ago?

A number of factors, including staffing, have led to a delay in processing applications. Please be patient while we work on making the payments as fast as we can. We have taken immediate steps to increase the volume of payments, including the employment of two extra full-time staff. The new system will make payments faster once applicants are registered. Applying online through the on-line PATS portal will ensure you receive your payment in a shorter time period.

What can I do to check the progress of my application?

Unfortunately, we are unable to advise on the progress of individual paper-based applications. The progress and history of applications entered online can be tracked.

We appreciate your patience in processing your application.

Are the PATS Offices manned?

PATS is a state-wide program, with staff processing applications throughout Country SA. Our focus is on processing applications but staff are available to discuss with you at various identified times. Although our staff are part of your local community, we ask that you please respect their working hours – staff are not able to discuss your claim outside of these times.

I didn't get the amount I expected – what do I do next?

You can send an email to CHSAPATS@sa.gov.au to enquire about your payment amounts. However, please check the PATS Information first. This sets out the eligibility criteria and guidelines. All details of payments are included in your remittance advice.

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Has the criteria for payment changed? Why is my reimbursement different?

In 2014, a review of PATS by Filby indicated that the information available about PATS criteria for payment was lacking in detail to be clear and consistent. From 1 July 2016, we therefore clarified the PATS Guidelines for Assessment. In some circumstances, the clarifications have meant that a small number of consumers, have seen a change to the subsidy provided. In these cases, the PATS Assessors will work closely with those individuals to ensure they are able to continue their treatment.

If I travel by air, am I eligible to apply for a subsidy?

In line with the above, we have clarified the guidelines to confirm that if a patient does not have a medical requirement to travel by air, any payment will be that of the amount required for road travel. Please consider the mode of transport and eligibility criteria when planning travel.

A specialist can authorise air if required, if in line with the criteria.

What is the criteria?

Full details of the criteria for application are available online at www.sahealth.sa.gov.au/pats. Please be aware that PATS provides a subsidy if you are seen by the nearest treating specialist and you live more than 100 kilometres away. Before making an application, even if you have done so previously, you are advised to check whether there is a new service locally.

You are also advised to check the criteria for mode of travel. If you are able to travel by road, any payment will be that of the amount required for road travel.

If I am claiming for use of a private car to travel to my appointments, do I have to include receipts for fuel?

No. These have not been required for some years.

Who do I contact if I am waiting for a claim payment and I am in financial hardship?

We are unable to track the progress of individual paper claims. If the situation is critical, please email the chsapats@sa.gov.au or call 1300 341 684 to discuss an advance payment for your upcoming trip or if a delay has caused difficulties.

For more information:

1300 341 684

www.sahealth.sa.gov.au/pats
chsapats@sa.gov.au

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