



HOW TO LODGE A CLAIM FOR EXCEPTIONAL CIRCUMSTANCES

If you feel there were **exceptional** circumstances that were outside your control with regards to the reason your claims/services were declined, or you have been advised that your claim can no longer be submitted, you can request a review of the claim under an “exceptional circumstance” process. This begins with an email from yourself which comprehensively outlines the situation. We would then begin to build a case for you. Should you wish to provide further information to substantiate a claim for exceptional circumstances, please provide the following details in an email to: claim.queries@6cpa.com.au

- Organisation Name
- Related Claim number (which has been wholly declined or has declined services within it)
- If claim not lodged, then details of what you wish to claim
- A detailed description of the circumstance/s that were beyond your control
- Please be sure to attach any evidence that you feel supports your claim, as this will be required later in the process.

Please be aware that we can only process claims that adhere to programme specific guidelines. All requests to have the claim considered as an exceptional circumstance are referred to the Department of Health for their consideration. This is generally a lengthy process and you may be required to provide evidence to substantiate your position.

Please note that this process is for *exceptional circumstances* only. Generally, it would be fair to say that this avenue is for issues that were outside your control. Reasons such as forgetting to lodge claims, not being aware of the programme specific guidelines, and taking holidays without planning for claims in your absence are unlikely to be accepted.