



If you're going to call My Aged Care this handy checklist will help you think about and prepare for some of the things they'll ask you during your conversation.

What questions will My Aged Care ask?

- Your name
- Your address and phone number
- Your date of birth
- Your Medicare number and reference number
- The reason you are calling

Have a pen and paper ready and something to lean on as you will need to write some things down during your conversation.

My Aged Care will also expect you to write down and share some of the following information with them:

- Be prepared to write down Referral Codes and Aged Care Identification numbers
- Think about other people you would like to nominate to speak on your behalf
- You can ask other people to be present at any assessment you have
- Whilst this does vary, you may be expected to financially contribute to the cost of the services you receive
- AnglicareSA's customer service team can assist with contacting My Aged Care and attending any in-home assessments with you.