

Participant Information Pack

Participant-endorsed providers

This information pack explains the concept of participant-endorsed providers.

This information is for Tasmanian Agency-managed participants and participants with Specialist Disability Accommodation and Behaviour Support included in their plan.

June 2023

Introduction

We are testing a better way to deliver the NDIS. Part of this work has been designing and building a new computer system to help us deliver a nationally consistent experience for participants.

If you are an NDIS participant in Tasmania from November 2022, you will have a different NDIS journey to other participants in Australia.

This information pack provides information about participant-endorsed providers for participants in Tasmania who are part of the test, and:

- Agency-managed participants in Tasmania, or
- participants with Specialist Disability Accommodation and Behaviour Support in their plan.

Additional information packs on our website explain what you can expect from your NDIS experience and how you will be supported to pursue your goals.

We have information packs on our [website](#) about:

- Making connections
- Apply to the NDIS
- Creating your NDIS plan
- Using your NDIS plan
- Changing your NDIS plan

What is Agency-managed funding?

There are three options to manage your NDIS funding - self-managed, plan-managed and Agency-managed

Agency-management is when the NDIA manages your NDIS funding. This means the NDIA will pay your providers on your behalf. The NDIA will also manage your book-keeping and records of your spending.

You can talk to your NDIA planner about the best way to manage your plan. You can choose of combination of these three options. For example, you may choose to self-manage one part of your plan to start with and have the rest to be Agency-managed. You can learn more about on the NDIS website about:

- [Self-management](#)
- [Plan-management](#)
- [Agency-management](#)

Introducing participant-endorsed providers in Tasmania

In the Tasmania test we are testing a participant-endorsed provider process for:

- all Agency-managed participants.
- all participants with Specialist Disability Accommodation and Behaviour Support in their plan.

Once your plan has moved to our new computer system you will be able to record participant-endorsed providers in your plan. You will no longer need to have service bookings with your providers. Participant-endorsed providers are registered providers you regularly work with.

By endorsing a provider, you are letting us know the provider can make payment claims when they deliver a support to you.

Having participant-endorsed-providers recorded on your NDIS plan means your provider will receive timely payments for services you agree to. It also means we won't need to contact you to check payment claims made by your endorsed providers.

There are two types of participant-endorsed providers. They are:

Participant-endorsed providers – general

A participant-endorsed provider at the general level is a provider nominated by you to deliver core, capital and capacity-building supports funded within your NDIS plan. This will apply to all Agency-managed participants who are part of the test in Tasmania.

If you have existing service bookings with a provider, they will automatically become a participant-endorsed provider when your plan is developed in our new computer system.

Participant-endorsed providers - category

All participants with Specialist Disability Accommodation and Behaviour Support will need to record their participant-endorsed providers for these two categories within their plan.

Specialist Disability Accommodation and Behaviour Supports are required to be delivered by a registered provider under NDIS Commission rules. Having these supports recorded in your plan allows us to ensure compliance with the rules.

If you have Specialist Disability Accommodation and Behaviour Supports, you will need to contact us to record your providers for these supports as a participant-endorsed provider on your plan.

How do I choose my providers?

Once you decide which services may help you pursue your goals, it's time to find out more about the providers in your area and whether they are right for you. Your NDIS local area coordinator or early childhood partner can help you.

You can learn more about choosing the right provider for you on the [NDIS website](#).

There are tools and resources on [our website](#) to help you choose the right provider for you, like:

- [Provider finder](#)
- [Plan implementation directory](#)

How do I nominate my participant-endorsed providers?

You have choice and control over who you nominate to be a participant-endorsed provider.

You can record your general and category level participant-endorsed providers during your plan meeting, plan implementation meeting with your my NDIS contact or by calling the National Contact Centre at any time.

A provider who has not been nominated by you can still be paid for services you have agreed to, but you will need to contact the NDIS to confirm this is a service you have agreed to before it is paid.

You choose if you want to endorse a provider. Many participants may choose not to nominate a participant-endorsed provider for short-term or one-off purchases.

You also don't need to endorse providers to find out if a claim has been made on your plan.

What is the difference between participant-endorsed providers and providing consent for a provider to view parts of my plan?

Giving consent for a provider to view parts of your plan is different to being a participant-endorsed provider.

If you want to give your consent for a provider to view parts of your plan, you will need to give your consent during your plan meeting, plan implementation meeting with your my NDIS contact or by calling the National Contact Centre.

If you have given consent, your provider can use the my NDIS provider portal to view the types of support and funding in your plan.

You can learn about consent from the [your privacy and information](#) operational guideline.

Claims from participant-endorsed providers

If you have parts of your plan that are Agency-managed and use general or category level participant-endorsed providers, we will process their claims automatically without contacting you.

Claims from other providers

You can still choose to work with any registered provider; however, we will be testing a new process in Tasmania to check and confirm claims made by providers who you haven't recorded in your plan.

We will be testing SMS notifications to Agency-managed participants in Tasmania with plans in our new computer system.

If a claim is made on your plan by a provider who is not a participant-endorsed provider on your plan, we'll send you, or your nominee, an SMS to let you know you have a claim to check with the NDIS.

You will need to call the NDIS on 1800 800 110 within 6 days from when you receive the SMS. We will let you know what service the claim is for.

During the phone call, you can let us know if you agree to the service by accepting the claim. When the claim has been accepted it will be processed for payment.

If you do not agree to the service, you can let us know by disputing the claim. We will review the claim and contact you if we need more information.

Once the NDIA payment review officer makes their decision on the claim, the outcome will be displayed in the my NDIS portal.

If you or your nominee do not call after receiving the SMS, the claim will be processed for payment after 7 days. This process will generally take 10 days before the claim is paid.

If a provider claims Specialist Disability Accommodation and Behaviour Support services, and they are not listed as a category level participant-endorsed providers for these services on your plan, their claim will be automatically rejected.

You are welcome to get in touch with your my NDIS contact, or the National Contact Centre when you receive an SMS to let us know this is a provider you are working with and would like to add them as a participant-endorsed provider on your plan. This means the next time they submit a claim, you won't receive an SMS.

If a provider not recorded in your plan makes a claim on your category level supports, their claim will be automatically rejected, and you will not receive an SMS to confirm the service. This is because only participant-endorsed providers at the category level can provide you with these types of supports.

What happens if I change my provider?

You can change or remove your participant-endorsed providers at any time by talking to your my NDIS contact or by calling the National Contact Centre.

If you change providers, your previous participant-endorsed providers will still be able to claim for services you received during the period they were nominated as your participant-endorsed provider.

SMS notifications and scams

Often SMS scams will ask you to make a payment or give personal information. The SMS we will send to check claims won't contain any of your personal information and we will never ask you to provide your personal information to us by SMS.

You can find out more about scams and how to protect yourself on the [NDIS website](#).

Your experience

You can talk to us about your experience in Tasmania. Find out how to contact us on our website at www.ndis.gov.au/contact

You can also share your feedback at: transition.engagement@ndis.gov.au

Your feedback will help us learn more from our test in Tasmania and to make any changes or improvements we need to before we begin using our new computer system in the rest of Australia.

To help improve the process, we may contact you to ask you about your experience.