

What does Day 1 look like: NDIS providers

This Quick Reference Guide (QRG) has been created to support NDIS providers during the Tasmanian Test. The QRG aims to build your understanding of what Day 1 looks like as we test a new customer relationship management system (PACE). PACE will align improvements to the amended NDIS Act and Rules

What do I need to check before reading this QRG?

Before reading this QRG, you will need to check that you have completed some preparation activities:

- I can access to the systems I need, such as, the new and existing provider portals.
- I have read the Provider Information Guide, including the Frequently Asked Questions and Step by Step Guides, on the NDIS website.
- I have attended an information session or reviewed the materials on the NDIS website.
- If I am a Support Coordinator, Recovery Coach or Plan Manager I have read the relevant QRG.

What can I expect on Day 1?

We are working hard to improve outcomes for our participants by delivering a better NDIS. With the introduction of any new system, a change of this size will take time and not all changes will happen straight away.

The Tasmanian Test will allow us to get the change of introducing PACE right before we implement these changes nationally. Processes and systems will be refined to ensure that we continue to meet the expectations of our participants, people with disability, NDIS providers, our partners, and staff.

Registered NDIS providers who operate in Tasmania will continue to access the provider portal, via the current [myplace provider portal link](#) on the NDIS website, to view the relevant details of all Tasmanian participants and process claim for payments.

The transition of participants and their plan into PACE will occur in a two-stage approach in Tasmania:

- From 14 November, new Tasmanian participants and applicants eligible for the NDIS will be managed in PACE, and
- From 28 November, existing Tasmanian participants will commence transitioning to PACE in line with their plan reassessment date.

Day 1 for a NDIS provider will be the first day that a NDIS participant they deliver supports or services to has a new plan in PACE.

A provider will only be able to use the features of the new my NDIS portal when new Tasmanian participants join the NDIS, or a participant has their plan built or transferred to PACE as part of the existing plan reassessment process. This may mean that some NDIS providers will start using the features of the new myNDIS portal from late November 2022.

What is staying the same?

NDIS providers will continue to help participants by providing NDIS funded supports and services aimed at increasing their independence, inclusion, and social and economic participation.

During the Tasmanian test, NDIS providers who support participants living outside of Tasmania will see no change in how they use the existing myplace provider portal. All work items relating to non-Tasmanian residents will be progressed and finalised in the existing provider portal.

What are the changes for NDIS providers?

From November 2022, registered NDIS providers will be able to use their Provider Digital Access (PRODA) account to access the new myNDIS portal and see the My Participant and Request for service tabs. You will be able to access the portal via the current link on the NDIS website and will be redirected to the relevant portal.

Unregistered Support Coordinators and Recovery Coaches who operate in Tasmania will need to create a PRODA account to participate in the Request for Service process, link with the new provider portal, and submit reports relating to a participant they support.

The changes implemented with the introduction of the new PACE system will benefit NDIS providers with improved visibility of information relating to a participant and their plan, and simplified processes through the new provider portal. Creating a claim to receive payment for services and supports provided for a participant will continue through the existing myplace provider portal. Submission of single claims will no longer be processed in the existing portal. You will be able to use the bulk claim upload.

We know system changes can have a considerable impact on providers and their businesses. The major changes are outlined below, as common scenarios, to help you understand what this means for you.

What do I need to do from Day 1?

During the Tasmanian Test, NDIS providers who support participants residing outside of Tasmania will see no change in how they use the existing myplace provider portal. All work items relating to non-Tasmanian residents will be progressed and finalised in the existing provider portal.

When completing work in the provider portal, relating to a NDIS participant who resides in Tasmania, there are common scenarios a NDIS provider will encounter from Day 1:

1. Work completed in the **new** provider portal for participants who **have** transitioned to PACE.
2. Work completed in the **existing** portal for participants who **have not** transitioned to PACE.
3. Work that will **continue** in the existing provider portal.

The following table lists typical scenarios that will be encountered by NDIS providers from Day 1. This is not an exhaustive list but provides guidance to some of the changes and how to navigate them.

This QRG should be read in conjunction with the Provider Information Guide, Frequently Asked Questions and Step by Step Guides on the NDIS website.

#	Common scenarios	Description and Next steps	System
1	Create a service booking for a participant who resides in Tasmania and has not transitioned to PACE.	There will be no changes for participants who reside in Tasmania and have not transitioned to PACE. NDIS providers will continue to access the current myplace provider portal using the current link on the NDIS website.	Existing myplace portal
2	Create a claim for payment for a participant who has transitioned to PACE and resides in Tasmania.	During the Tasmanian test, the existing myplace provider portal will continue to be used to enter a claim for payment, including for participants who have transitioned to PACE. The single claim function will not be available for participants with a plan in PACE. All claims will need to be made using the Bulk Payment Request template . When a NDIS provider submits a single payment request for a participant in PACE, they will receive an error code and directed to submit a bulk payment request. Separate bulk uploads will not be required.	Existing myplace portal

#	Common scenarios	Description and Next steps	System
3	View the details of a participant who has transitioned to PACE, who resides in Tasmania.	<p>Providers will know that they have a participant who has transitioned to PACE once the participant has endorsed the provider. Once a provider has been endorsed, the participant details will appear to the provider in the new portal.</p> <p>The ability for registered NDIS providers, Plan Managers, Support Coordinators and Recovery Coaches to view parts of a participant's plan, when consent given, is a new feature of the myNDIS provider portal.</p> <p>A Registered NDIS provider will be able to view a participant's goals and nominee details when a participant has provided consent.</p> <p>A Support Coordinator, Recovery Coach or Plan Managers can see different elements of the plan.</p>	New my NDIS Provider Portal
4	A participant, who has their plan in PACE, wants to add my business as a Participant Endorsed Provider.	Participants can update their endorsed providers at any time by contacting the National Contact Centre, you can assist by making sure the participant has clear information about your organisation including your business name and ABN.	New my NDIS Provider Portal
5	Submit a claim for a participant who resides outside of Tasmania.	All work will be completed in the existing myplace provider portal for participants who have not transitioned to PACE.	Existing myplace portal
6	A previously quoted item is progressed for a participant who has transitioned to PACE.	<p>For a participant who has transitioned to PACE, previously quoted items will have been considered as part of the planning process.</p> <p>There will be no changes for participants who have not transitioned to PACE. You will progress quoted items as you currently do.</p>	New my NDIS Provider Portal

#	Common scenarios	Description and Next steps	System
		<p>The claim for payments functionality will continue in the existing provider portal throughout the Tasmanian Test using the bulk claim upload. Single claims will not be available for participants with a plan in PACE.</p> <p>Quotes received after a participant has transitioned to PACE can still be submitted to enquiries@ndis.gov.au and considered as part of a plan variation process.</p>	

Which system should I use?

System	What will NDIS providers do and see in this system?
New my NDIS provider portal	<ul style="list-style-type: none"> • Accessed via the test in Tasmania section on the NDIS website. • View a Tasmanian participant's goals and nominee details, when consent given, who have transitioned to PACE.
Existing myplace provider portal	<ul style="list-style-type: none"> • Accessed via the current portal link on the NDIS website. • Submit all claims and payments, including for participants in PACE. • View a Tasmanian participant profile, when consent given, who has not transitioned and participants from all other States and Territories.

Where can I get support and more information?

We are committed to minimising the business impact of system changes on NDIS providers. Not disrupting claiming or payments is a priority for the Agency.

We will work with you leading up to, during and after the Tasmanian test to get this change right before we implement these changes nationally. We will do this through user acceptance testing period and the Tasmanian provider working groups where we will seek your support and feedback to make sure PACE works as intended.

Where you can go for support:

- By calling the National Contact Centre on 1800 800 110,
- Visiting the [NDIS website](#) to view the NDIS provider Information Guide,
- Completing the [Contact and feedback form](#), and
- Emailing enquiries@ndis.gov.au.