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What a my provider is

You need to tell us about the providers you regularly work with if you have NDIA-managed or plan-managed funding. We record these providers in our system.

We call the providers we record my providers.

What a my provider is for

When you record a my provider, you're telling us they can make claims against your plan when they deliver an NDIS support to you.

This means we don't have to check with you before we pay them.

If you get funding for certain supports

You must record my providers when you have funding for:

- specialist disability accommodation (SDA)
- supported independent living (SIL)
- home and living supports
- behaviour supports
- a plan manager, support coordinator or recovery coach.

We'll automatically reject claims if a provider claims these supports and they're not recorded as a my provider for your plan. The provider won't be paid.

You can choose if you want to record providers for other supports in your plan.

What working with my providers is like

We'll work with you to record your my providers. We can do this at your:

- plan meeting
- plan implementation meeting
- check-in meeting.

We'll help you record a my provider when you're ready if you need more time to choose one.

Changing my providers

You can update or change your my providers at any time by:

- talking to your my NDIS contact
- calling 1800 800 110
- submitting an enquiry through our service hub .

Using the my NDIS participant portal

The provider you work with can also ask to be recorded as a my provider.

You'll get a notification in your portal when a provider submits a:

- new relationship request
- request to extend a relationship
- request to end a relationship.

You can accept or decline requests in the my NDIS participant portal. You can find requests in the 'relationships' tab.

Checking with you before we pay claims

We'll check with you before we pay a provider for an NDIA-managed support if you haven't recorded them as a my provider.

We'll SMS you every time a provider who isn't recorded as a my provider for your plan makes a claim for an NDIA-managed support. We do this to make sure it's for an NDIS support you agreed to.

You can check and accept or dispute claims in your my NDIS participant portal under the 'pending claims' tab.

You can also call us on 1800 800 110 within 6 days from when you got the SMS. We'll let you know what the claim is for.

Easy Read

Download recording my providers in Easy Read:

- Recording my providers (PDF 3.48MB)
- Recording my providers (DOCX 52.61KB)

Video

Manage relationships in my NDIS participant portal

Learn how to manage relationships in the my NDIS participant portal in this video.

Transcript for 'Manage relationships in my NDIS participant portal'

Related information

What is NDIA-managed funding

What is plan-managed funding

What is a my NDIS contact

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