

## Key points

- Find out more about and log into the new [my NDIS provider portal](#).
- As part of the test there are no changes to the way providers submit claims. Providers should continue to log into the myplace provider portal for all claims and payment processes.
- We are working to improve our payment enquiry system when providers enquire about a payment.
- We are testing a new portal and tools for how information is exchanged between NDIA and providers, such as support coordinators and plan managers.
- Service bookings will not be required in our new computer system.

We've designed and built a new NDIS computer system, which will be supported by new provider and participant portals to improve how participants, providers and the NDIA work together.

Through the design and build of the new computer system and portals, we have made it a priority to minimise impacts to providers. If we didn't need to change something, we haven't.

Even if we had to do a technical change, we've tried to reduce external impacts as much as possible to make sure claim and payment processes won't be disrupted.

There is no change to how Tasmanian providers submit claims, even if the participant they are working with has an NDIS plan in our new computer system.

Tasmanian providers should continue to use the myplace Provider portal and the current support item service and support codes to submit claims.

For participants in the new computer system we will be removing the single claim functions with all claims to be made using the using the [Bulk Payment Request template \(CSV 1KB\)](#).

We will be testing some improvements we've made, like a new provider portal, how we manage payment enquiries, removing service bookings and introducing participant-endorsed providers.

These improvements are designed to reduce administration for providers, create opportunities for business growth, and provide time for meaningful connections with participants.

We know system changes can have significant impacts on providers and their businesses. That's why we've been completing extensive user acceptance testing this year, including testing with NDIS providers.

We expect to learn from the test in Tasmania to help us prepare for the national rollout of our new computer system and improved processes in 2023.

## Resources and downloadable documents

### Overview of the NDIS test in Tasmania

An overview of the test in Tasmania and information to help NDIS providers prepare for the test has been compiled here:

- [NDIS test in Tasmania Provider Information Pack \(PDF 412KB\)](#)
- [NDIS test in Tasmania Provider Information Pack \(DOCX 292KB\)](#)

This information pack is intended to support NDIS providers during the test in Tasmania. The information pack contains information on the test relevant to Tasmania providers, including:

- how a provider will know if a participant has transitioned to the new computer system
- what is changing for providers
- an overview for plan managers
- an overview for support coordinators and psychosocial recovery coaches
- an overview of the budget support categories.

### How the NDIS test will work in Tasmania for providers

We have prepared an end-to-end journey map to show an overview on how the NDIS will work in Tasmania for providers. This shows how providers will work with the NDIS and how they will be supported by our new computer system and improvements in Tasmania.

- [How the NDIS test will work in Tasmania for providers \(PDF 352KB\)](#)
- [Accessible version of NDIS Overview for Providers \(DOCX 283KB\)](#)

Quick reference guide for NDIS providers:

- [What does day 1 look like – NDIS providers \(83KB PDF\)](#)
- [What does day 1 look like – NDIS providers \(147KB DOCX\)](#)

For day 1 quick reference guides for plan managers, support coordinators and psychosocial

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recovery coaches visit the [Plan managers, support coordinators and psychosocial recovery coaches page](#).

## **[A new provider portal and tools](#)**

## **[Introducing participant-endorsed providers](#)**

## **[Removing service bookings](#)**

## **[Clearer budget support categories](#)**

## **[Claims and payments](#)**

## **[Information for plan managers, support coordinators and psychosocial recovery coaches](#)**

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