Redesigning our systems to improve the participant experience

Provider Workshops

Service Providers
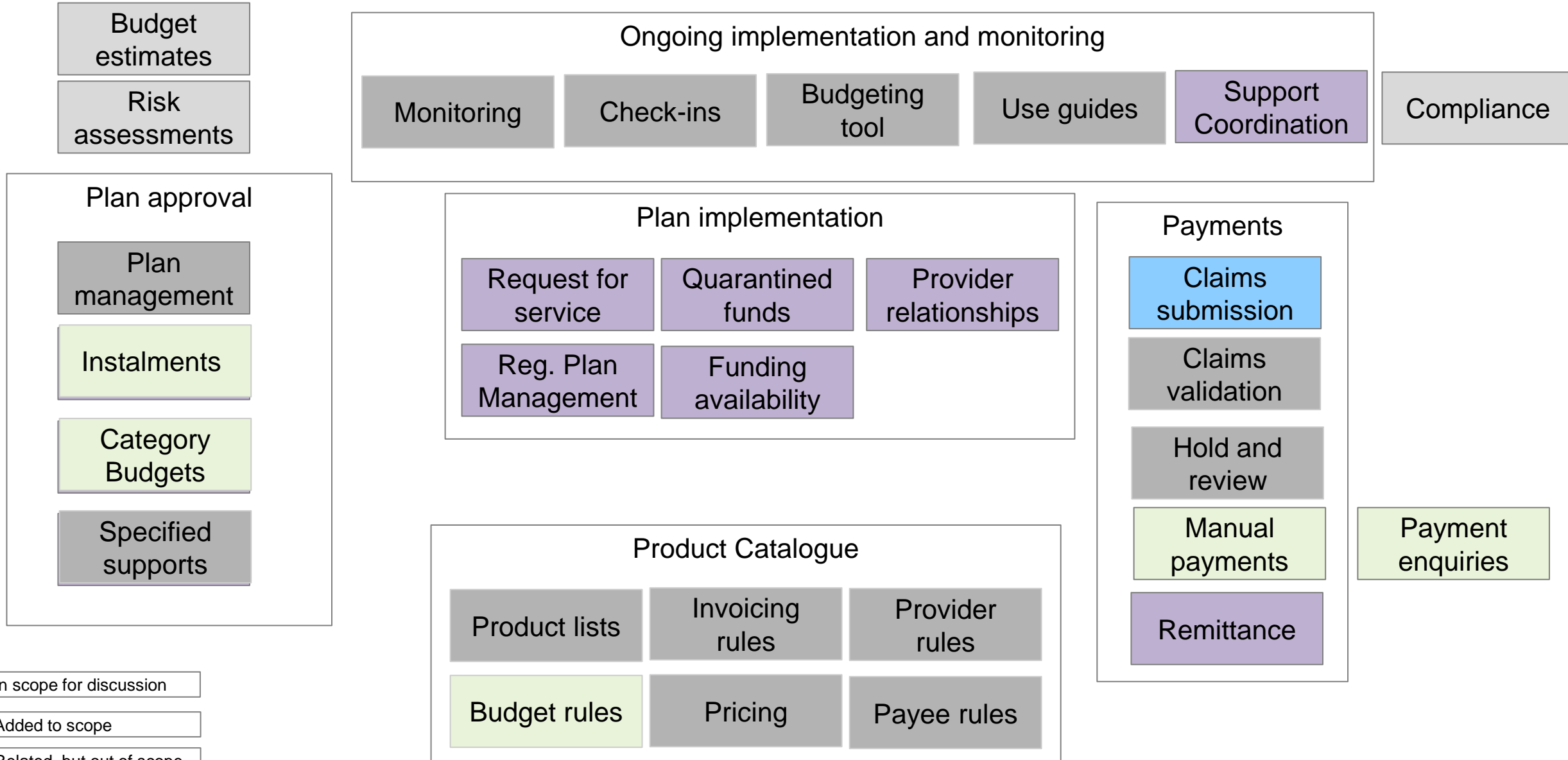
14 September 2022

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Purpose

We are building a new client relationship management (CRM) system, replacing our SAP business system with a new Salesforce product, and introducing new NDIS online portals for participants and providers.

Redesigning our systems to improve the participant experience is about:

- Improving the participant and provider experience with the NDIS and responding to feedback.

- Delivering on the Participant Service Charter, the Participant Service Guarantee and the Participant Service Improvement Plan.

- Improving our systems and internal processes, and the way we work, without changing the NDIS Act or Rules.

System features which affect the budget-to-payment experience

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Budget estimates

Risk assessments

Ongoing implementation and monitoring

Monitoring	Check-ins	Budgeting tool	Use guides	Support Coordination

Compliance

Plan approval

Plan management

Instalments

Category Budgets

Specified supports

Plan implementation

Request for service	Quarantined funds	Provider relationships
Reg. Plan Management	Funding availability	

Payments

Claims submission

Claims validation

Hold and review

Manual payments

Remittance

Payment enquiries

Product Catalogue

Product lists	Invoicing rules	Provider rules
Budget rules	Pricing	Payee rules

Legend

- In scope for discussion
- Added to scope
- Related, but out of scope
- In scope and already covered

Topics to work through with providers…

- We understand that changes will affect different types of providers differently.
- We plan to engage with providers in multiple groups to ensure we understand the impact of these different groups. This includes:
  - Service providers, plan managers and support coordinators
  - Large v small providers
  - Geographically dispersed footprints
  - Breadth of portfolio of services offered
- To ensure we approach understanding change in a controllable manner, we will limit the topics covered in any session – if matters arise relating to another topic, we will note it and resolve in a future workshop

Topic	Who
Understanding impacts to making claims (Portal & API)	All service providers (through nominated representatives)
Understanding impacts on service bookings – payment assurance	All service providers
Overview of changes to budget constructs (notifications, support category budgets, flexibility and instalments)	All service providers
Understanding impacts on service bookings – Viewing and administering participant plans and budgets	Registered plan managers, Support Coordinators and Recovery Coaches
Using portals to "check" available budgets	All service providers
Understanding impacts on requests for service	Support coordinators
Payment enquiries	All service providers
Claim cancellation	All service providers

Focus of today's discussion

Service Providers (14 September 2022)

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Extended discussion regarding introduction of the Agency's new CRM and associated changes

Agenda:

- Recap of prior sessions
  - Supporting payment for delivered services.

- Payment Enquiry functionality
- Claim cancellation

Supporting Payment for delivered services: What we've heard from providers so far…

Design features to be include are…

Further options to explore are….

BUDGET AVAILABILITY

- "what if" APIs which simulate whether a transaction would be paid, prior to providing service
- Proactive MyNDIS Contact check-ins where budget availability is getting low

- Sharing of available budget on redesigned portals
- Checks on whether aggregated service agreements exceed total budget for Agency Managed budgets
- Indicators for whether service should be directly claimed or claimed via plan manager.

RISK OF SERVICES NOT BEING COORDINATED OR OVERUTILISED

- Approved Providers for plans with Agency Managed budgets
- Allow multiple providers to be listed against 'designated' budgets to account for multidisciplinary service responses

- Ability to load service agreements (for providers and participants) in case of dispute
- Providing feedback into policies being developed on the role of plan managers (including registered plan managers, self-managers, and the NDIA)

BUDGET CHANGES

- Capture of plan sharing consent to as part of the process to establish Approved Provider relationship

- Notification to existing providers that funding or plan management approach has changed

Recap:
Example high level control settings to support payments

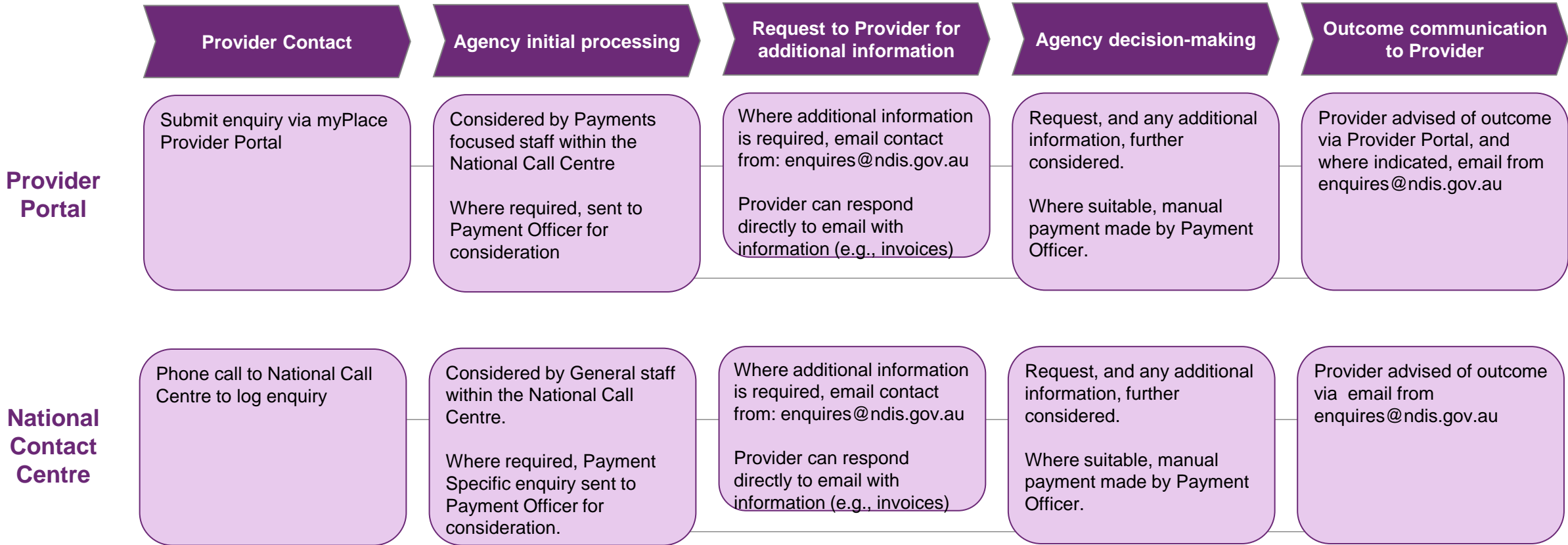| Controls	Level of risk		
	Level 1	**Level 2**	**Level 3**
Support Catalogue	Support Category options: : ▪ Instalment: Regular/Once-off ▪ Budget Type: Flexible/Stated ▪ Plan Management Options: All	Support Category options: ▪ Instalment: Regular/Once-off ▪ Budget Type: Stated ▪ Plan Management Options: All	Support Category options: ▪ Installment: Regular ▪ Budget Type: Stated ▪ Plan Management Options: Agency managed
Budget Structure	▪ Budgets Allocation: At Support Category level ▪ Plan Duration: 3 – 5 years ▪ Plan Management applied: Any	▪ Budgets Allocation: At Support Category level ▪ Plan Duration: 3 – 5 years ▪ Plan Management applied: Plan/Agency managed	▪ Budgets Allocation: At Support Category level ▪ Plan Duration: 3 – 5 years ▪ Plan Management applied: Agency managed
Finance Policy	▪ Funds available display: Released minus spent funds ▪ Funds accessible: All approved funds ▪ Monitoring: Routine review of expenditure	▪ Funds available display: Released minus spent funds ▪ Funds accessible: All approved funds ▪ Monitoring: Proactive check-in triggered where funds available reaches less than -1 installment. Plan Variation to implement changes.	▪ Funds available display: Released minus spent funds ▪ Funds accessible: All approved funds ▪ Monitoring: Regular scheduled check-ins where funds available remains less than -1 installment. Plan variation to implement further changes.
Designated Provider	▪ **No**	▪ **No**	• **Yes**

Payment Enquiry

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Provider Contact	Agency initial processing	Request to Provider for additional information	Agency decision-making	Outcome communication to Provider

Provider Portal

Submit enquiry via myPlace Provider Portal	Considered by Payments focused staff within the National Call Centre Where required, sent to Payment Officer for consideration	Where additional information is required, email contact from: enquires@ndis.gov.au Provider can respond directly to email with information (e.g., invoices)	Request, and any additional information, further considered. Where suitable, manual payment made by Payment Officer.	Provider advised of outcome via Provider Portal, and where indicated, email from enquires@ndis.gov.au

National Contact Centre

Phone call to National Call Centre to log enquiry	Considered by General staff within the National Call Centre. Where required, Payment Specific enquiry sent to Payment Officer for consideration.	Where additional information is required, email contact from: enquires@ndis.gov.au Provider can respond directly to email with information (e.g., invoices)	Request, and any additional information, further considered. Where suitable, manual payment made by Payment Officer.	Provider advised of outcome via email from enquires@ndis.gov.au

Key points:

- *Where an enquiry is lodged via the Provider Portal, outcomes will be communicated via the Provider Portal, and were indicated, also email.*

- *Where the enquiry is lodged via the National Call Centre, outcomes will be communicated via email.*

Claims

Claim submission (recap)

Current State	Change
Providers submit a claim using bulk claim upload in myplace Provider Portal	No change
Providers submit a single claim in myplace Provider Portal	Single claims will need to be submitted using the bulk claim upload (ie bulk upload of one claim)
Providers record the service booking on the claim	Any service booking recorded for a PACE claim will be ignored.

Claim cancellation

Current State	Change
Where a Provider has submitted a single claim, Provider can cancel the claim via the myplace Provider Portal.	Not applicable as single claims will need to be submitted using the bulk claim upload.
Where a Provider has submitted a bulk upload, Provider can cancel the individual claims from the bulk upload (one at a time) via the myplace Provider Portal.	Not available for initial Tasmania test. Enhanced solution sought.

Key questions:

1. *How do you currently use the claim cancellation function for claims that were part of a bulk upload?*

2. *How might the interim change affect the way you manage claim cancellations?*

3. *Are there things that would mitigate any impact?*

4. *How would you like future claim cancellations to work?*

Key Open Transition Specific Issues: Updates to be provided in future session

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Ref	Category	Sub-category	Title	Summarised Insight/Pain Point/Further details
220810-2	Markets	Transition period (PACE specific Pain Point)	Provider burden associated with transition.	- Different operational processes for Providers between Participants on the current system versus the new PACE system may create additional burden for Service Providers (e.g., transition related administrative burden and staff training costs).
220810-3	General query	For feedback	Will consumables budget remain flexible?	- The Product Catalogue within PACE will determine which Support Categories can be made 'flexible' or 'stated' by a Planner. The Product Catalogue is still being finalised, however, it is presently expected that budget allocated to a PACE Consumables Support Category would continue to have the option of being used flexibly. - Product Catalogue still to be finalised.
220706-3	Topic suggestion	For action	Budget structure – Flexible budgets Budgets	- Final Budget structure subject to finalisation of Product Catalogue.

Product Catalogue (working draft)

Support Category Code	Support Category	Support Type	Default Plan Management Type	Plan Management Type Options	Default Budget Type	Budget Type Options	Default Instalment Type	Instalment Type Options	Designated Provider
01	Assistance with Daily Life	Core	Agency managed	Self managed; Agency managed; Registered Plan Manager	**Flexible**	**Flexible; Stated**	Regular	**Regular**	-
02	Transport	Core	Agency managed	Self managed; Agency managed; Registered Plan Manager	**Flexible**	**Flexible; Stated**	Regular	**Regular**	-
03	Consumables	Core	Agency managed	Self managed; Agency managed; Registered Plan Manager	**Flexible**	**Flexible; Stated**	Regular	**Regular**	-
04	Assistance with Social, Economic and Community Participation	Core	Agency managed	Self managed; Agency managed; Registered Plan Manager	**Flexible**	**Flexible; Stated**	Regular	**Regular**	-
05	Assistive Technology	Capital	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	**Once-off**	**Once-off; Regular**	-
06	Home Modifications	Capital	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	**Once-off**	**Once-off**	-
07	Support Coordination	Capacity Building	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	Regular	Once-off; Regular	Possibly
08	Improved Living Arrangements	Capacity Building	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	Regular	Once-off; Regular	-
09	Increased Social and Community Participation	Capacity Building	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	Regular	Once-off; Regular	-
10	Finding and Keeping a Job	Capacity Building	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	Regular	Once-off; Regular	-
11	Relationships	Capacity Building	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	Regular	Once-off; Regular	-
12	Health and Wellbeing	Capacity Building	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	Regular	Once-off; Regular	-
13	Lifelong Learning	Capacity Building	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	Regular	Once-off; Regular	-
14	Choice and Control	Capacity Building	Agency managed	**Agency managed**	Stated	Stated	**Once-off**	Once-off; Regular	Possibly
15	Improved Daily Living Skills	Capacity Building	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	Regular	Once-off; Regular	-
16 (new)	**Supported Independent Living (SIL) OR Home and Living**	Core	Agency managed	Self managed; Agency managed; Registered Plan Manager	Stated	Stated	Regular	**Regular**	-
17 (new)	**Specialised Disability Accommodation (SDA)**	Capital	Agency managed	**Agency managed**	Stated	Stated	Regular	Once-off; Regular	**Yes**
18 (new)	**Recurring Transport**	**Recurring**	**Self managed**	**Self managed**	Stated	Stated	**Recurring**	**Recurring**	-

Session Feedback (14.09.22)

Service Providers

3P Provider Workshops

1. NDIA inviting additional feedback

Please direct your feedback to ndistransition@ndis.gov.au

Ref	Type	Action	Details	Update	Status
220914-1	Invitation to join Tasmania Test working groups	Express interest	Working groups for the Tasmania Test will be formed. An expression of interest will be cicurated. Interested Providers are welcome to express their interest to participate. User Acceptance Testing and Technical working groups are being considered.	- EOI to be forwarded to attendees.	

2. Service Provider identified pain points

Ref	Category	Sub-Category	Title	Summarised Insight/Pain Points	Update	Status
220914-6	Claims	Cancellation	Cancelling entire bulk upload.	Providers are not able to cancel an entire bulk upload file. Would be useful to have ability to easily cancel all claims from a bulk upload file.	- Noted. Will be factored into considerations for design work on Provider Portal enhancements.	Closed.
220914-5	Claims	Cancellation	Cancelling a subset of claims from a bulk upload file.	Providers are not able to cancel an subset/group of claims from a bulk upload file. Presently, each individual claim record needs to be cancelled one-by-one. Would be useful to be able to easily upload a group of payment request IDs (within and across bulk upload files), and for all those payment requests to be cancelled.	- Noted. Will be factored into considerations for design work on Provider Portal enhancements.	Closed.
220914-4	Claims	Cancellation	Manual cancellation of claims	Where a claim been paid, but the plan management type has been changed (retrospectively) post payment of the claim, this creates manual work for Providers to search for and ID the claims that need to be cancelled. Would be useful to have these flagged for cancellation.	- Noted. Will be factored into considerations for design work on Provider Portal enhancements.	Closed.
220914-3	Claims	Cancellation	Authority to cancel claims	The level of the Provider representative that needs to cancel claims (e.g., Account Manager) is too high. The level of the person required to cancel claims should be reduced or configurable by the Provider.	- Noted. Will be factored into considerations for design work on Provider Portal enhancements.	Closed.
220914-2	Payment Enquiry	Request for Information	Enquiry closes when information requested.	In current state, when further information is required in relation a payment enquiry, the original enquiry is closed and a new one needs to be submitted with the additional information (and Provider needs to go back and obtain the original enquiry ID for citing in the new enquiry with the additional info). It would be useful for the enquiry to stay open when additional information is requested.	- In PACE an enquiry will remain open when additional information is requested. When the additional information is provided, it will be append to the same (original) enquiry, and the resolution will come in relation to the original enquiry.	Closed.

2. Service Provider identified pain points

Ref	Category	Sub-Category	Title	Summarised Insight/Pain Points	Update	Status
220914-1	Payment Enquiry	Reopening enquiry	New enquiry required when Provider unsatisfied with resolution.	Where a Payment Enquiry has been closed by the Agency, and the outcome is unsatisfactory to the Provider (e.g., it doesn't appear the issue has been fully appreciated), the Provider needs to submit a new enquiry with additional information. Would be useful to be able to reopen the closed enquiry.	- Noted. Will be factored into considerations for design work on Provider Portal enhancements.	Closed.

3. Service Provider feedback

Ref	Type	Action	Details	Update	Status
220914-8 *Slide 11*	General query	For feedback	Will the Product Catalogue detail the items that are available for claiming?	• Yes. If the Category is funded within a Plan, then any item within that Category can be claimed. • Note: When item moved to a new category, the support item code will not change.	Closed.
220914-7 *Slide 11*	General query	For feedback	Why would SIL/Home and Living be anything other than Agency Managed?	• It is possible for SIL to be delivered by unregistered providers.	Closed.
220914-6 *Slide 11*	General query	For feedback	How will irregular SIL be claimed?	• As per current state, if the conditions in the Pricing Arrangements are met, then the IRSS (Irregular SIL Supports) claim type would be used along with the applicable support item. • There will be nil need to use a Service Booking to differentiate between regular and irregular SIL supports.	Closed.
220914-5 *Slide 10*	Transition update	For noting	Public announcement has been made regarding go-live for the Tasmania Test of PACE.	• Nil.	Closed.
220914-4 *Slide 9*	Claims	For noting	Provider peak bodies are being provided with a copy of the technical solution for claiming to review.	• Nil.	Closed.
220914-3 *Slide 6*	Budgets	For feedback	If multiple service providers listed against support category, will there be a carve out of part of the budget for each provider?	• No - budget will be allocated at the category level and will not be segmented for subsections of services within the category (or apportioned between providers).	Closed.

3. Service Provider feedback

Ref	Type	Action	Details	Update	Status
220914-2 *Slide 6*	Instalments	For feedback	Is drawdown beyond the instalment still to be permitted.	• Yes (see slides from earlier packs). • Future design consideration will be given to notifications when a period's instalment is expended, to support Participant/Provider awareness.	Closed.
220914-1 *Slide 6*	General enquiry	For feedback	Provider will often deliver essential services despite a Participant running out of budget. Will there be measures in place to ensure essential services are sufficiently funded.	• The check-in process is intended to support Participants to not get into situations where essential services are not delivered. • Note prior feedback regarding ability to access funds beyond the released instalment amount.	Closed.