



Australian Government



Summary of My Aged Care System Changes

4 DECEMBER 2017

This summary document is intended to assist service providers and assessors in understanding the changes made to the My Aged Care system on 4 December 2017.

This release is focused on delivering a number of high priority system improvements and builds on the changes made since 1 July 2015 to continue to improve the usability of the system. The changes include:

- Enabling service providers to transfer services between outlets and to transfer clients between services for the same approved provider organisation, reducing the reliance on manual intervention by the contact centre
- Display of additional information upon acceptance of a service referral (e.g. NAPS Service ID) and enable providers to select which NAPS Service ID to assign a referral to when accepting a referral or drawing a client into service from a waitlist. This will ensure that accurate information is included in payment claims, as the selected NAPS Service ID should match the NAPS Service ID used for claiming.
- Enhancements to the functionality for service providers in the maintenance of Home Care Packages, including:
 - Enabling the automatic re-assignment of a Home Care Package when an entry notification is received after the package take-up deadline
 - Enable acceptance of a Home Care entry notification prior to the acceptance of a referral in the provider portal
- Improvements to the delegation, approval and extension process, including the ability for ACAT delegates to approve permanent residential care with an approval end date

If accessing this document electronically, clicking on the changes above will take you to further information on each change.

All relevant guidance documentation (including user guides and quick reference guides) has been updated to support this system release and will be available on the [Department of Health's website](#) shortly.



Improving My Aged Care provider portal functionality

What?

Enabling service providers to transfer services between outlets –provider portal

Why?

During the Accelerated Co-Design workshops in late 2016, it was identified that the process to transfer services between outlets is labour intensive and time consuming.

Changes have been made to enable provider administrators to transfer one or multiple services (with the exception of Residential Care services) between outlets within the same approved provider organisation, removing the need for assistance from the contact centre.

Note: if you are transferring services to an outlet from or to another approved provider organisation e.g. as part of a merger or acquisition you should follow the process for [‘Transferring home care services to another approved provider’](#).

This functionality can be performed from the Outlet Administration section of the provider portal.

View outlet

About Margery Services Outlet

Address
52 Wilcox Street
Preston VIC 3072

Contact Details
George Kelly
Phone 0298765432
Fax
Email
Website

Organisation philosophy
Cultural specialisations ?
Religious specialisations ?

Services
To request an update to your contracted service information, please submit specific changes [here](#).

- Administrators will be able to select a destination outlet and services to be transferred (up to a maximum of 25)

Transfer service inventory items

Transfer from: Margery Services Outlet to

Outlet name:

Outlet	Status	State	Contact name	Phone number
<input checked="" type="radio"/> Margery outlet	Active	VIC	Squire Seikaly	(02) 3928 4924
<input type="radio"/> Margery Services Outlet	Active	ACT	George Kelly	(02) 9876 5432



Improving My Aged Care provider portal functionality

What?

Why?

Transfer from: **Margery Services Outlet** to **Margery outlet**

Services added to transfer: 3 (max 25)

Programme: Commonwealth Home Sup | Service type: | SEARCH | SELECT ALL BELOW

Service type	NAPS ID	Service item name	Funding state	Funding region
<input type="checkbox"/> Allied Health and Therapy Services	2548	Margery CHSP provider	VIC	Gippsland
<input checked="" type="checkbox"/> Domestic Assistance	2548	Margery CHSP provider	VIC	Gippsland
<input checked="" type="checkbox"/> Meals	2548	Margery CHSP provider	VIC	Gippsland
<input checked="" type="checkbox"/> Home maintenance	2548	Margery CHSP provider	VIC	Gippsland
<input type="checkbox"/> Home modifications	2548	Margery CHSP provider	VIC	Gippsland

NEXT | CANCEL

- Prior to transferring a service, providers will also have the option to edit the service item name or generate an impact report to identify any clients impacted by the transfer

Transfer from: **Margery Services Outlet** to **Margery Cole outlet**

Services added to transfer: 3 (max 25)

Programme	Service type	NAPS service ID	Funding region	Funding state	Service item name	Revised service item name
CHSP	Domestic Assistance	2548	Gippsland	VIC	Margery CHSP provider	Service item name:
CHSP	Home maintenance	2548	Gippsland	VIC	Margery CHSP provider	Service item name:
CHSP	Meals	2548	Gippsland	VIC	Margery CHSP provider	Service item name:

SAVE TRANSFER AND GENERATE IMPACT REPORT | TRANSFER SERVICES | CANCEL

- After a transfer has been completed, transfer logs are available detailing the outcomes for each transferred service

Services

To request an update to your contracted service information, please submit specific changes [here](#).

ADD A SERVICE ITEM | TRANSFER SERVICE ITEM | TRANSFER CLIENTS | **VIEW TRANSFER LOGS**

- If required, the contact centre will be able to assist with the transfer process

Detailed information on this process is available in *Quick Reference Guide – Transferring Clients and Services* on the department's [website](#).



Improving My Aged Care provider portal functionality

What?	Why?
<p>Enable service providers to transfer clients between services for the same approved provider organisation – provider portal</p>	<p>To support the transfer of services between outlets, provider administrators will now have the ability to transfer clients between services (with the exception of Residential Care services). This will enable providers to restructure outlets according to business needs, address inconsistencies that may exist between My Aged Care and Aged Care Online Services (ACOS) and remove the need for manual intervention by the contact centre.</p> <p>Note: if you are transferring clients between services from or to another approved provider organisation e.g. as part of a merger or acquisition you should follow the process for ‘Transferring home care services to another approved provider’.</p> <p>This functionality can be performed from the Outlet Administration section of the provider portal and can only be completed within the same approved provider organisation.</p> <div data-bbox="470 862 1385 1518" data-label="Image"> </div> <ul style="list-style-type: none"> From the source outlet, administrators will be able to select a destination service from the same outlet or another outlet in the organisation to transfer clients to



Improving My Aged Care provider portal functionality

What?

Why?

- Up to a maximum of 50 clients can be transferred at one time

- After a transfer has been completed, transfer logs are available detailing the outcomes for each transferred service

- If required, the contact centre will be able to assist with the transfer process

Detailed information on this process is available in *Quick Reference Guide – Transferring Clients and Services* on the department's [website](#).



Improving My Aged Care provider portal functionality

What?

Display of additional information upon acceptance of a service referral – provider portal

Why?

Service providers must ensure that the NAPS Service ID used to submit claims to the Department of Human Services (DHS) matches the service that they have accepted a referral for. If the NAPS Service IDs do not match, this can result in the withdrawal of a client's home care package.

To support this process, enhancements have been made to referral management in the provider portal to:

- Display additional fields, including the Service Item Name, Outlet and NAPS Service ID, on client referrals in card and list view

Incoming referrals – Card view

Incoming referrals

Smita WINTER

DUNLOP, ACT, 2615
Aged Care ID: AC64715667
Date referred: 12 July 2017
Due date: 26 July 2017
Outlet: Aged Care Allied Health & Residential
Service type: Domestic Assistance, 6938: General House Cleaning

Medium (3 days overdue)

Smita WINTER

Aged 77 (1 January 1940), Female
DUNLOP, ACT, 2615

About this referral

Outlet: Aged Care Allied Health & Residential
Date referred: 12 July 2017
Date due: 26 July 2017
Referral comments: No referral comments provided

About this service

Service type: Domestic Assistance
Service sub type: General House Cleaning
Service item name: Care Inc
Naps service Id: 6938
Recommended start date: None
Recommended review date: None
Recommended end date: None

Multiple referrals are available for this client

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT TO WAITLIST REJECT REFERRAL

MERIMBULA, NSW, 2548

Incoming referrals – List view

Last name	First name	Aged care user ID	Due date	Referred date	Service type	Recommended start
WINTER	Smita	AC64715667	26 Jul 2017	12 Jul 2017	Domestic Assistance, 6938: General House Cleaning	

Smita WINTER

Aged 77 (1 January 1940), Female
DUNLOP, ACT, 2615

About this referral

Outlet: Aged Care Allied Health & Residential
Date referred: 12 July 2017
Date due: 26 July 2017
Referral comments: No referral comments provided

About this service

Service type: Domestic Assistance
Service sub type: General House Cleaning
Service item name: Care Inc
Naps service Id: 6938
Recommended start date: None
Recommended review date: None
Recommended end date: None

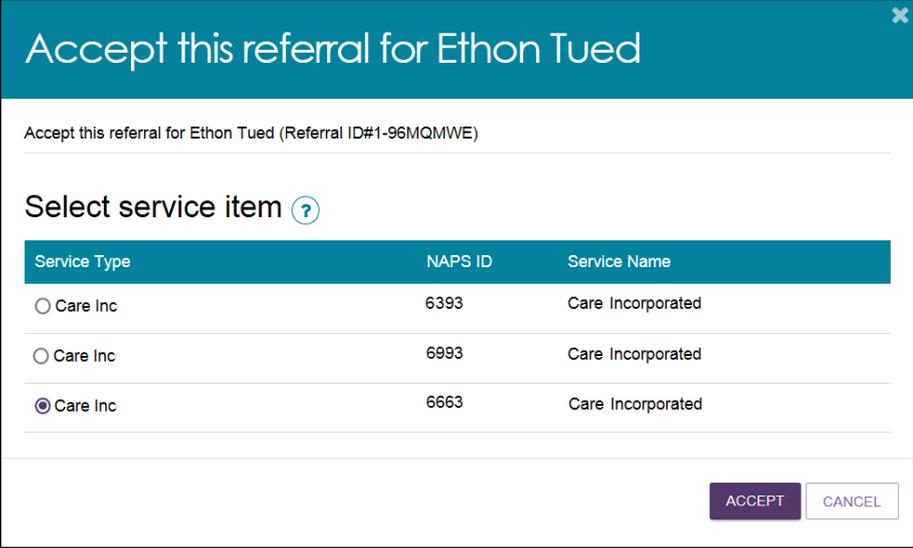
Multiple referrals are available for this client

VIEW REFERRAL SUMMARY AND CLIENT RECORD

ACCEPT TO WAITLIST REJECT REFERRAL



Improving My Aged Care provider portal functionality

What?	Why?
	<ul style="list-style-type: none"> Enable provider team leaders to select the relevant service when accepting a referral from a referral code, and introduce the option to change the service when accepting a referral or drawing a client into service from a waitlist 
<p>Enhancements to the functionality for service providers in the maintenance of Home Care Packages – provider portal</p>	<p>A number of changes are being made to support the continuous improvement of the home care reforms introduced on 27 February 2017, including:</p> <ul style="list-style-type: none"> Enabling the automatic re-assignment of a Home Care Package when an entry notification is received after the package take-up deadline (provided the entry is within the deadline). The system will also send a letter to the client notifying them this has occurred Enable acceptance of a Home Care entry notification prior to the acceptance of a referral in the provider portal



Improving My Aged Care assessor portal functionality

What?

Improvements to the delegation, approval and extension process – assessor portal

Why?

A number of additional enhancements have been made to improve the delegation, approval and extension process in the assessor portal:

- Where an ACAT delegate wishes to delegate a prior approval without any new Act-based recommendations, 'No change to Existing Care Approvals' is now available for selection

- ACAT delegates will no longer be required to Agree or Disagree to a prior approval when a 'No Change to Existing Care Approvals' recommendation has been added

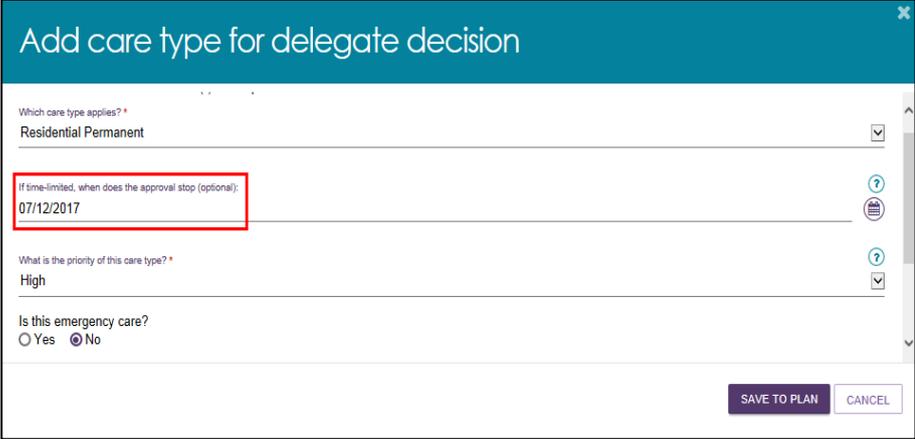
Current care approvals

Recommended care requiring delegate decision

- An extension end date will no longer populate for approved residential respite extensions
- ACAT delegates will now be able to approve Residential Respite extension requests from a previous assessment where a new assessment has since occurred



Improving My Aged Care assessor portal functionality

What?	Why?
<p>Ability for ACAT delegates to approve permanent residential care with an approval end date – assessor portal</p>	<p>Changes have been made to the assessor portal to permit ACAT delegates to approve permanent residential care with an approval end date. The My Aged Care Manual Approval Form will no longer be required in this circumstance.</p> 



FURTHER INFORMATION OR SUPPORT

For more information on these changes, educational material (including user guides and quick reference guides) is available on the '[Information for assessors](#)' page and the '[Information for service providers](#)' page on the Department of Health's website.

For technical support and assistance, the My Aged Care service provider and assessor helpline is available by calling 1800 836 799.

The next major system release is expected to be in February 2018. The scope of this release is still being finalised, and is subject to change. The release will focus on:

Improvements resulting from the Accelerated Design process

- Ability to register a client within the offline myAssessor application
- Enhancements to outlet administration functions

Improvements to the assessor and provider portals

- Improved processing for recording clients as deceased
- Changes to support assessment in remote areas

Supporting home care reforms

- Enhancements to My Aged Care correspondence to enable prospective home care clients to prepare for entry into home care

