# Accessible journey maps for general providers

## Map 1: Transfer of a general provider relationship to the new computer system

The text below outlines the provider journey map for how the transfer of a general provider relationship to our new computer system works, when the NDIS (National Disability Insurance Scheme) participant engages with the transition process. The text also includes the steps involved for the NDIA (National Disability Insurance Agency) planner and what the general providers business system will do.

The following headings capture the key journey phases, with dot points outlining the key steps involved for NDIS participants, general providers, NDIA planners, our new computer system and provider systems within the journey phase.

### Creating your plan and using your plan

* The NDIS participant will engage with the plan transition process to our new computer system.
* The NDIA planner will approve the participants' first plan with Agency-managed supports.
* Our old computer system will then transfer the active service booking on the participants plan to our new computer system for the participants first approved plan.
* This will auto-create the my provider role for the provider that held the service booking.
* The role start date in our new computer system will be set to the plan approval date.
* The general provider will need to revise the service booking end-date in their system to the day prior to plan approval in our new computer system.
* The my provider end date will be set to ongoing in our new computer system.
* The general provider will receive a notification in the my NDIS provider portal of the new role.
* The participants plan information for consent is defaulted to ‘no’ in our new computer system.
* The NDIA planner will update the role attributes if required (i.e., consent).
* The participant will decide if they want to engage in the plan implementation process.
* During the plan implementation process the participant will need to confirm the auto-created role and associated attributes (e.g., consent level).
* If the participant requests changes to role the NDIA planner will record this in our new computer system.
* The participant during the plan implementation process can discuss their plan in the new computer system.
* General providers will be able to access participant information via the my NDIS provider portal, with an option to also confirm their service booking has ended in the myplace provider portal.

## Map 2: General provider – Submit a claim via API (Application Programming Interface)

The text below outlines the provider journey map for how it will work in our new computer system when a general provider submits a claim via API. The text also includes the steps involved for the NDIS participant, and what the general providers business system will do.

The following headings capture the key journey phases, with dot points outlining the key steps involved for general providers, our new computer system, provider systems and NDIS participants within the journey phase.

### Using your plan

* The general provider will submit a claim in our new computer system.
* The general providers claim data in their system is passed to NDIS API and sent to our new computer system.
* The claim is then validated against our systems rules and looks for the my provider relationship.
* If there is no my provider relationship with the participant in our new computer system, the claim service verification will follow the sub process, outlined in map 4.
* If there is a my provider relationship in our new computer system, the claim outcome is then determined.
* If the claim is valid, then a payment is issued and remittance advice is generated for paid claims. The provider can view remittance advice in the myplace provider portal.
* The claim outcome will be updated in the general providers system and can then review the claim outcome.
* The NDIS participants claim history will also be updated in our new computer system.

## Map 3: General provider – Submit a claim via myplace provider portal

The text below outlines the provider journey map for how it will work when a general provider submits a claim via myplace provider portal. The text also includes the steps involved for the NDIS participant and what the Agency systems will do.

The following headings capture the key journey phases, with dot points outlining the key steps involved for general providers, Agency systems and NDIS participants within the journey phase.

### Using your plan

* The general provider will submit a claim for a NDIS participants plan in our new computer system via the myplace provider portal bulk claim function.
* The claim data is sent from the myplace provider portal to our new computer system and then validated against the system's rules.
* The new computer system will look for my provider relationship for the participants plan.
* If there is no my provider relationship with the participant in our new computer system, the claim service verification will follow the sub process, outlined in map 4.
* If there is a my provider relationship in our new computer system, the claim outcome is then determined.
* If the claim is valid, then a payment is issued and remittance advice is generated for paid claims. The provider can view remittance advice in the myplace provider portal.
* The claim outcome will be updated in the general providers system and can then review the claim outcome.
* The NDIS participants claim history will also be updated in our new computer system.

## Map 4: General provider – Claims held for verification

The text below outlines the provider journey map for how it will work when a general provider claim is held for verification. The text also includes the steps involved for what the Agency systems will do, the NDIS participant and the NDIA claim review officer.

The following headings capture the key journey phases, with dot points outlining the key steps involved for general providers, Agency systems, NDIS participants and a NDIA claim review officer within the journey phase.

### Using your plan

* When a claim is made by a general provider and the new computer system does not detect a my provider relationship between the provider and NDIS participant, the claim is moved into a hold.
* When a general provider accesses the Bulk Upload Results File in myplace provider portal, they will see their claim status as "Open".
* The Participant (or their nominee) will be notified of claims requiring verification and asked to confirm if they agreed to the services.
* If they did not agree, a claim review officer will review the claim and may contact the participant and/or provider to discuss the claim and the participant can supply further information.
* Once the claim reviewer officer completes the review, they will determine if the claim was considered compliant. If it is not compliant the claim outcome will be updated in our new computer system and the participants claim history is updated.
* If the participant did agree and responded within 7 days to the claim review officer the claim is then validated and updated in our new computer system, including the participants claim history.
* If they did not respond within 7 days, the claim is updated and the subsequent processes match those shown in map 2 and 3.
* Note: After the claim outcome is updated, the subsequent processes match those shown map 2 and 3.

## Map 5: Payment enquiry related to a plan on the new computer system

The text below outlines the provider journey map for how it works to make a payment enquiry related to a plan on the new computer system.

The text also includes the steps involved for all providers the National Contact Centre (NCC) and the NDIS claims and payment officer.

The following headings capture the key journey phases, with dot points outlining the key steps involved for all providers, National Contact Centre and the NDIS claims and payment officer within the journey phase.

### Using your plan

* All providers can call the National Contact Centre for support on how to make a payment enquiry for a plan on the new computer system.
* Provider can submit a payment enquiry from the myplace provider portal.
* The NCC will determine if the providers issues require further investigation.
* If yes, the NDIS claims, and payment officer receives a new enquiry to investigate and if payment support is required. If yes, where indicated, claims and payment officer organises payment. If no, the issue is resolved and the enquiry is closed. The provider can review the outcome from a closure email or the myplace provider portal
* If the NCC determined the payment issue did not require further investigation, they will resolve with the provider and the enquiry will be closed. The provider will consider the outcome and any further steps required.

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