# Accessible journey maps for support coordinators

## Map 1: Establishment of support coordinator / recovery coach relationship when plan moves to new computer system

The text below outlines the provider journey map for how it works when a plan moves to our new computer system. The text also includes the steps involved for NDIS participants, NDIA planner, Agency systems, support coordinator and recovery coach and provider systems.

The following headings capture the key journey phases, with dot points outlining the key steps involved for NDIS participants, NDIA planner, Agency systems, support coordinator and recovery coach and provider systems within the journey phase.

### Creating your plan and using your plan

* NDIS participant engages with plan transition process.
* NDIA planner approves the first plan in PACE with support coordination and recovery coach supports.
* The service booking end-date is revised in the provider system a day prior to the PACE plan approval date on the my NDIS provider portal.
* The NDIA planner will offer a plan implementation meeting. At the meeting the preferred provider(s) are recorded, the level of consent is updated and frequency of reporting is also recorded. This will commence the request for service (RFS) process.

Map 2: **Support coordinator or recovery coach – 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 support coordinator or recovery coach submits a claim via API. The text also includes the steps involved for the NDIS (National Disability Insurance Scheme) participant, our new computer system and what the providers business system will do.

The following headings capture the key journey phases, with dot points outlining the key steps involved for a support coordinator or recovery coach, Agency systems, provider systems and NDIS participants within the journey phase.

### Using your plan

* The support coordinator or recovery coach will submit a claim for the participants plan in our new computer system.
* The support coordinator or recovery coaches 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 support coordinator or recovery coach relationship in our new computer system, to determine the claim outcome.
* If the claim is valid, then a payment is issued and remittance advice is generated for paid claims. The support coordinator or recovery coach can review the remittance advice in the myplace provider portal.
* The claim update will be available in the providers system and where they can review the claim outcome.
* The participants claim history will be updated.

## Map 3: Support coordinator or recovery coach – Submit a claim via myplace provider portal

The text below outlines the provider journey map for how it will work when a support coordinator or recovery coach 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 support coordinator or recovery coaches, Agency systems and NDIS participants within the journey phase.

**Using your plan**

* The support coordinator or recovery coach 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 the support coordinator or recovery coach relationship for the participant’s plan.
* If there is a support coordinator or recovery coach 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 support coordinator or recovery coach can review the outcome in the myplace provider portal and the participants claim history is updated.

## Map 4: 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 it with the provider and the enquiry will be closed. The provider will consider the outcome and any further steps required.

## Map 4: Establishment of support coordinator / recovery coach relationship when plan moves to new computer system

The text below outlines the provider journey map for how it works when a plan moves to our new computer system. The text also includes the steps involved for NDIS participants, NDIA planner, Agency systems, support coordinator and recovery coach and provider systems.

The following headings capture the key journey phases, with dot points outlining the key steps involved for NDIS participants, NDIA planner, Agency systems, support coordinator and recovery coach and provider systems within the journey phase.

### Creating your plan and using your plan

* NDIS participant engages with plan transition process.
* NDIA planner approves the first plan in PACE with support coordination and recovery coach supports.
* The service booking end-date is revised in the provider system a day prior to the PACE plan approval date on the my NDIS provider portal.
* The NDIA planner will offer a plan implementation meeting. At the meeting the preferred provider(s) are recorded, the level of consent is updated and frequency of reporting is also recorded. This will commence the request for service (RFS) process.
* The provider systems will receive a RFS notification on the my NDIS provider portal. The support coordinator or recovery coach will review the RFS and accept or decline.
* If the RFS is accepted the role start date for the support coordinator or recovery coach is set to the plan start date. The role start date in the Agency systems will be set to ongoing and plan budget consent set. The provider systems will receive a notification of PACE role allocation. The support coordinator or recovery coach can then access the participants information via my NDIS provider portal, begin working with the participant and submit reports in line with the reporting frequency.
* If the RFS is declined the next preferred provider is identified and the above process commences.

End of document.