



Service Provider Factsheet:

What to do when you're supporting a participant on PACE

If a participant's NDIS plan is on PACE (the NDIA's new computer system) then there's a few things that service providers need to be aware of.

We thought we'd put together some general steps to follow so you know how to keep up with PACE!



1. Find out how the participant's plan is managed

Plan managed: If the plan manager is endorsed, there is no need for the participant to endorse any other service providers (another great reason to recommend Plan Tracker!).

Agency managed: All service providers need to be endorsed - if not they could experience delays with payment.

Self-managed: There is no requirement for providers to be endorsed - this will be at the participant's discretion.

Note: *If you are an unregistered provider, you will only be working with self-managed and plan managed participants, so endorsing doesn't apply to you. Continue as usual.*

2. If endorsement is needed, how does this work?

There are two ways a participant/nominee can endorse a provider as a 'my provider'.

- Contact the NDIA National Call Centre on 1800 800 110.
- Contact their "My NDIS contact" - like their Local Area Coordinator or Planner.

3. Continue providing services as usual

Once you are endorsed or have confirmed the participant is self or plan managed you can continue to provide services as usual.



PACE frequently asked questions

What is PACE?

PACE is the NDIA's new computer system. All new plans and plan renewals from February 2024 will be moving onto PACE and providers will see several changes with the rollout of the new computer system.

What is endorsing?

Endorsing is how service providers connect with participants, and can only be done by the participant, their nominee, or their guardian. 'My providers' are service providers who have been endorsed by the participant.

When do participants need to endorse?

There are only two times this need to be completed:

- When a participant signs up to a provider for the first time, like at the start of a new plan **or** when they are changing providers.
- When a participant renews their plan, they may need to endorse you again.

How does the new system (PACE) change how participants engage with providers and payments?

For plan managed participants - as long as the preferred plan manager is endorsed there will be no impact to payment timeframes.

For agency managed participants - it is extremely important providers are endorsed. If the provider is not listed, the NDIA will need to confirm via SMS if the participant is comfortable working with that provider.

Unregistered service providers

Unregistered providers should continue to submit their invoices to self-managed participants or plan managers in the usual way (as they will not be working with agency-managed participants).

What's the new 'my NDIS' provider portal?

The new 'my NDIS' provider portal is different to the 'myplace' provider portal.

Providers will only need to use the 'my NDIS' provider portal if they're working with a participant who has an NDIS plan on PACE.

How will providers know if a customer is on PACE?

- You'll receive an error message when attempting to submit a single claim payment request.
- Any existing service bookings will be end dated to the previous plan.
- You will no longer be able to create a service booking in the 'myplace' provider portal.

How does a participant endorse Plan Tracker?

They need to advise their My NDIS Contact (or the NDIA) that they would like to endorse Plan Tracker as their plan manager. Plan Tracker's registration number is **4050012016** (they may be asked for this number).



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