

Home Care reforms information series

20 March 2017 | ISSUE 8

Welcome to the eighth edition of LASA's Home Care Reforms e-newsletter. Now that we have passed 27 February, we will be releasing this newsletter each fortnight and will continue to make it available on the LASA [website](#). If you have specific topics or questions you would like us to cover in future editions, please email us at: homecare@lasa.asn.au.

1 TRANSITION FOR EXISTING CLIENTS & HOME CARE PACKAGES ASSIGNMENT

LASA has been informed by several Members that some existing clients were not assigned a home care package by My Aged Care following the introduction of the 27 February changes. Members became aware of this issue when reviewing their Medicare claims and payment and noticed that some clients who were in receipt of a package from 1-26 February, and therefore in receipt of the daily subsidy, were referenced as 'no package allocated' for 27-28 February.

The Department of Health (the Department) has advised LASA that this is due to information not being sent to the Department of Human Services payment system in time for the changes, and that payment adjustments will appear in the March Medicare claims.

LASA has also received feedback that some clients' package levels appear to have accidentally been altered with the 27 February changes (i.e. the client has not been offered a new package). LASA encourages home care providers with existing clients to review their claims and payments for February, and again in March, to determine if any of their home care clients have been impacted by this issue. If any Members are experiencing ongoing issues with their March payments, please contact LASA on 1300 111 636.

2 RELEASE OF PACKAGES AND WAIT TIMES

The Department anticipates that more than 11,000 packages will be released this month, having commenced the release of packages from 13 March, and with the intention to move to a weekly release from 27 March. LASA has been advised that average wait time information will be made public once the Department is confident in the accuracy of the data. It is anticipated that this will occur from about July 2017.

3 HOME CARE PROVIDERS: APPLICATION AND NOTIFICATION FORMS

LASA has received several enquiries from existing and prospective approved providers who are interested in offering home care packages. This correlates with advice from the Department that they have received more applications over the past few months in the lead up to February's changes. To support these Members, LASA will aim to include relevant information each fortnight for organisations that are interested in offering home care packages.

With the introduction of the 27 February changes, the Department has introduced three new application forms for organisations that want to offer home care packages:

- Organisations that are not currently approved providers need to complete the application for [approval to provide aged care - new applicant form](#). If your organisation only provides Commonwealth Home Support Programme (CHSP) services, and no other Commonwealth aged care programme, you will need to become an approved provider via the new applicant form.
- Existing approved providers that are not currently approved to provide home care packages will need to complete the application for [approval to provider aged care – existing approved provider form](#).
- Government organisations need to complete the application for [approval to provider aged care – government organisation form](#).

To notify the Department of home care services they intend to offer, existing home care providers need to complete the [Home Care Service Notification form](#) (half way down the page) prior to any care being provided. Existing home care providers should also use this form to update their name and/ or address with the Department.

If you would like to speak to a LASA representative about becoming a home care provider, please phone us on 1300 111 636 or email homecare@lasa.asn.au.