

Home Care reforms information series

8 May 2017 | ISSUE 11

Welcome to the eleventh edition of Leading Age Services Australia's newsletter on the Home Care Reforms, which is also available on our [website](#) along with previous editions. If you have specific topics or questions you would like addressed in future editions, please email them to homecare@lasa.asn.au. The purpose of this newsletter is to inform member business decisions for combining multiple National Approved Provider System (NAPS) ID services associated with home care packages. Combining these services involves consolidating home care package client registrations in My Aged Care (MAC) and the Department of Human Services' (DHS) aged care payment systems.

The Department of Health (DoH) issued a [Guide to combining aged care services](#) in September 2016, to assist providers in combining NAPS ID services. LASA has been advised that DoH plan to discuss the combining of services at an upcoming [webinar](#) on 15 May 2017 and will also publish an accompanying factsheet for home care providers to provide further advice for combining NAPS ID services associated with home care package programs.

The intended benefit of combining NAPS ID services is that the continuing service will need to submit only **one monthly aged care claim form** and consequently will receive only one monthly advance and claim adjustment payment. However, having only one NAPS ID service will also result in a provider having a **single service entry in the MAC Service Finder** whereas a provider having multiple NAPS ID services currently has multiple service entries in the MAC Service Finder, increasing their visible presence in Service Finder search listings.

Providers with multiple NAPS IDs need to consider the value of having multiple MAC Service Finder entries that look similar, if not the same, as they may contribute to the confusion consumers experience when using the Service Finder. This in turn **makes it difficult** for them to make good choices and compounds the difficulty for older people when making complex decisions. It may adversely influence the initial engagement experience between provider and prospective client. Other considerations for providers are outlined below.

MULTIPLE NAPS ID SERVICES

Drawing from the [Aged Care Services List – Australia](#) there were over 2000 NAPS ID services registered nationally for home care packages as of 30 June 2016, and there are currently over 500 approved home care package providers. Consequently, many approved providers have multiple NAPS IDs acquired from former home care package arrangements.

COMBINING MULTIPLE NAPS ID SERVICES

The DoH Guide explains the process involved in combining home care packages and some important things approved providers should consider before making this business decision. Key requirements for combining services include:

- the same approved provider must operate the services
- the services must not be subject to sanctions
- the requested variation day must be the first day of a month (for all client registrations)
- the application must be made at least 60 days prior to the requested variation day (unless DoH approves a shorter turnaround period for combining services).

Approved providers are encouraged to discuss their intention to combine services with their relevant DoH state or territory office prior to submitting an application and in clarifying responsibilities for the process of combining services.

Once the request for combining services is approved, the procedure to combine services entails moving current care recipient records and their approved places in the DHS aged care payment system from one or more existing NAPS ID services to the 'continuing service' which has a single NAPS ID. In some applications, this may result in the assignment of a newly created NAPS ID for the continuing service

Once NAPS ID services are combined in the DHS aged care payment system they cannot be uncombined. As such, providers need to consider the structure of their NAPS ID services as are registered in the DHS aged care payment system and the flow on effects for changes to service IDs in the MAC system.

In practical terms, moving care recipient records between services will require their being discharged from the ceasing NAPS ID service and being re-admitted to the continuing service, with care recipients retaining their care recipient ID and historical information on admission. The administration requirements to complete these tasks should be discussed with your relevant DoH state or territory office.

All services being combined must be up to the same claim month with relevant forms submitted, such as [Aged Care Client Entry Records](#) and up-to-date claim forms for subsidy. Where outstanding aged care claims/adjustments exist for a NAPS ID service, these must be resolved prior to any request for combining of this service. For support in working to have outstanding aged care claims/adjustments for a NAPS ID service resolved where ongoing difficulties are encountered, please contact homecare@lasa.asn.au.

Members should note that LASA has been informed that some members looking at combining services have chosen not to undertake a 'batch approach' to combining services as is described above. They have instead chosen to register all newly accepted clients against a preferred NAPS ID service allowing the number of clients registered against other NAPS ID services to gradually reduce because of a program's natural package turnover.

Importantly, clients registered against the continuing service may extend across various states and territories and are not limited to residing within a geographic region, as was the case in former home care package arrangements.

Additionally, some members have advised that with large numbers of home care package clients registered against a single NAPS ID they have experienced difficulty with the DHS online aged care claims processing platform. LASA is pursuing further advice regarding these difficulties. If you would like to chat with us further about the combining of home care packages NAPS ID services, please contact us at homecare@lasa.asn.au.