Aged Care Provider Portal – Quick Reference Guide

Aged Care Provider Portal – Accommodation Pricing Information

The Aged Care Provider Portal (the Portal) has been enhanced to enable Approved Providers to submit and update the Accommodation Pricing Information for each of their services that appears on the My Aged Care website. The publication of this information is a legislative requirement under the *Fees and Payments Principles 2014 (No. 2)*.

This Quick Reference Guide outlines each of the steps in the Portal for viewing, adding or updating a room record, in addition to some pointers for completing each of the fields. For more information about the legislative requirements, please see the *Best Practice Guide* that is available on the Department of Social Services' website.

1. Accessing the Aged Care Provider Portal

- 1.1 Open your internet browser (e.g. Internet Explorer) and visit the Aged Care Provider Portal (https://ebiz.agedcare.gov.au).
- 1.2 The Logon screen is displayed:

	Australian Government
AND TON THE ACT	Department of Health and Ageing
Secure Logon	for the
Department o	f Health and
Ageing	
User ID	
Password	
Logon	

Enter your User ID and Password and click

1.3 The following Acknowledge screen is displayed.

	Acknowledgement	
	This system is for use by authorised users only. The Department of Social Services reserves the right to monitor applicable policies.	its use as necessary in accordance with relevant legislation and
	Unauthorised or improper use of this system may result in disci	plinary action and/or ctvil or criminal penalties.
- 1 () - 1	By continuing to use this system you indicate your awareness of	f, and agreement to, these terms and conditions of use.
	IF YOU DO NOT AGREE please log out of the portal (by clicking th Helpdesk on 1800 057 616.	e "I DO NOT AGREE" button below) and contact the Service Provider
	lAgree	I DO NOT AGREE

If the User clicks on **'I DO NOT AGREE'** the Portal will not allow the User to progress past this point. The User is asked to contact the Helpdesk using the number on the screen.

Click on **IAgree** if you agree to these terms and condition of use.

1.4 The Welcome Page [Home Page] is displayed and contains the Provider Interface tab.

Australian Government Department of Health and Ageing	and advances and advances in the agedcare - eBIZ
1000	Production
моти	
Theicome	a Be Provider Interface
	Welcome to the My Aged Care Provider Portal
	The My Aget Care website Product is an online ponds that allows Approved Providers to update the obtain of their homes dispayed in the aget care home from the previous pontal that was part of the Aget Care Australia website.
	The lopes of details you can update individe the facilities and analosis your hume can provide to residentia. You can also update a POP capy of a brothaus or potants of your home.
Privaty Decemer Copyright Accessibility	

2. How to update your home's Accommodation Pricing Information

2.1 The **Provider Interface** tab lists all Residential and Multi-Purpose Services (homes) owned by the Approved Provider (User) and allows the User to view, add or update the Accommodation Pricing Information and general Home Information that appears for each of their homes on My Aged Care website.

The status of each home's information is also displayed.

•	Provider Interface
ome > Provider Interfac	
Aged Care Provider Int	rface
XYZ Age	d Care Pty Ltd (1111)
Welcome to the	e Aged Care Provider Portal enables you to view, add and update the information about your homes that appears on the My Aged Care website.
The following	table shows you which homes you have permission to view and update, and the status of the information for that home. For each home you can:
1: Update/	Review Accommodation Pricing Information; and/or
2: Update/	Review Aged Care Home Information.
Your changes	will be reviewed by one of our staff within 3 working days.
Publication you shou is option	n of accommodation prices and features is a legislative requirement. Therefore, if your organisation plans to charge an accommodation payment then Id complete the 'Update/Review Accommodation Pricing Information' section. Completion of the 'Update/Review Aged Care Home Information' section II.
How to Upda	te/Review Accommodation Pricing Information
Step 1: Se	lect 'Update/Review Accommodation Pricing Information' next to the home.
Step 2: A	Id a new room record, or review or change an existing room record.
Step 3: St	bmit your additions and changes for review and publication.
How to Upda	te/Review Home Information
Step 1: Se	lect Update/Review Home Information' next to the home.
Step 2: Re	view the data in each section and enter changes as required. You have options to save information at each step so you can come back later and complete before submitting the details.
Step 3: Pi	ase ensure all information is completed either by entering appropriate value (where applicable) or by simply selecting Not Applicable'.
Step 4: St	bmit your changes for review and publication.
If you need he the review pro	p please use the 🔿 links provided throughout this site. You can go back and update the details for a home as many times as you like until you submit it. Once you have submitted your changes you will be unable to edit the record until cess is completed.
Please note - 1	he purpose of the Aged Care Provider Portal is to allow aged care providers to submit information about their services to assist consumers. Providers should note that material submitted through this facility must comply with departmental
guidelines reg	urding website content. If your information does not comply with these guidelines, the record may be rejected.
Servic	a Hostel (2222)
Accom Actions:	nodation Pricing Information Update/Review/Details
Home	Information
Last app	roved: 08/01/2014
Status:	Information Live
Actions.	Montervex.ex.enue 1 200m
Service	2 Nursing Home (3333)
Accom Actions:	modation Pricing Information Update/Review Details
Home	Information
Last app	roved: 08/01/2014
Status:	Information Live
	Hardens (Resident Details 1, Schedult

✓ Alert: Users can go back and update the details for the home as many times as you like until the User clicks on [■] ^{submit}.

To update a home's Accommodation Pricing Information, click on the blue, underlined link for that home.

Accommodation Pricing Information Actions: Update/Review Details

2.2 The Home's Accommodation Pricing Information screen.

The home's Accommodation Pricing Information screen lists all the existing room records for that home, which the User can view or update, and allows the User to add a new room record.

NC Care Puly Ltd (1111)	Service Name (Service)	Pty Ltd (1111)					
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Service Location : L2-14 Secret Size UDDS CLOSED The Service Location are Based on the Department's records. If these details are incorrect please contact the Department in your state or territory. Service Contact Name : Room Type Room Robert Contact Room Robert Contact Robert Contact Room Robert Contact Room Robert Contact Room Robert Contact Robert Robert Contact Robert Robert	service dame (service	D): Service 2 Nursing Home (3333)					
Service contact Name : Claf Eacodre Officer Prosition : Claf Eacodre Officer Priore : Cl 2000 1990 Email : coc@synapeckar con as Email : coc@synapecka	Service Location :	vice tocation : 12-14 Secret Steet UNDSCLOSED NEW '777					
Name : Me Bil Alson Fruities : CLaft Exosite Office Friee : 0,2 9999 9999 Ensall : creating strate on an Exosen Types for Service 2 Names Home - Cthylolyleg 1: 2 df 2, Fage: 1/1 and and 10 an	Service Contact						
Room Types For Service 2 Naming Home Chipplaying 1 - 2 of 2, Page 1/1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Name : Position : Phone : Email :	Mr Bill Anon Chief Executive Officer 02 9999 9999 ceo@xyzagedcare.com.au					
Room Types for Sarrive 2 Norther 10mm 1 Charges for Sarrive 2 Norther 10mm 1 Charges for Sarrive 1 Norther 1 North							+ Add New Room Typ
Chipplaying 1 - 2 of 2, Tage: 1/1) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				s for Servic	e 2 Nursing Home		
Room Name Room Category Status Status Date Action			(Displaying 1 · 2 of 2, Page:	1/1) 14	** 1 ** ** 10 💌		
	Room	Name R	coom Category	Status	Status Date		Action
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	1 Deluxe Single	*					
Submitted of or fourth and the second s	Room	Name R	Room Type (Displaying 1 - 2 of 2, Fage: : coom Category	es for Servic 1/1) ···· Status Submittad	ee 2 Nursing Home		Action

To add a new room, click on the Add New Room Type button.

To view or update Accommodation Pricing Information for an existing room record, click on the "View/Update" button for that room.



Room records can also be deleted by the User.

2.3 The **Room Type** screen enables the User to view and update a room's Accommodation Pricing Information using free text boxes or the use of radio buttons, as per the following screenshots. Note that the free text boxes will initially display the maximum number of characters permitted, which will automatically reduce as the User types in the box.

The **Room Type Details** section enables the User to review or add/update:

Room Name;

Note: A Home may have many Room Types. The Room Name given to each Room Type must be unique within the Home (that is, you cannot have two rooms with the same name).

- Room Category; and
- Maximum Occupancy.

Note: The maximum occupancy refers to the maximum number of people in a room of that type, and should be consistent with the Room Category. (For example, if the room is a single room, the number would be '1'. If it is a shared room, it would be 2, 3, or 4 and so on.)

Hone Provide Medica
Kona - Produkr Markez
Aged Care Provider Interface
XYZ Aged Care Pty Ltd (1111) Add New Room Type
tervice Name (Kervice ID): Service 2 Naming Home tervice Location : 12-14 Source former 13-14 Source former 13-14 Source former 14-14 Source former 14
* Room Type Details
Room Type Number: 3
Room Name : Donce with Brindsbella Views
Room Category : Select One
Maximum Occupancy : Select one *
* Pricing
* Key Features Statement
Do not save and return to bome/Rooms Search and return to Save and return to Reset
e Submit

- 2.4 The **Pricing** section enables the User to review or add/update:
 - Maximum Refundable Accommodation Deposit (RAD);
 - If the RAD is greater than \$550,000 the User must state whether the RAD has been approved by the Aged Care Pricing Commissioner, by selecting the 'Yes', 'No' or 'Pending Approval' radio button.

If 'Yes'

Subject to the approval of the Room Type record by DSS, the Maximum RAD the User has entered is published on the My Aged Care website.

If 'No'

Because the Maximum RAD exceeds \$550,000 and does not have Pricing Commissioner approval, it will be rejected by DSS and the User notified by email, along with other reasons for rejection, if applicable. The Room Type record is not published on the My Aged Care website.

If 'Pending Approval'

Subject to the approval of the Room Type record by DSS, the words 'Pending approval' will be published on My Aged Care instead of the accommodation price and combination example.

2. From the RAD value entered, and using the Effective MPIR (as displayed), the system will automatically calculate the Maximum DAP and combination payment based on 50% RAD and 50% DAP.

Note: The combination example of 50% RAD and 50% DAP has been set to aid comparability on My Aged Care. Providers can set their own examples elsewhere.

Explanation of payment options; and

Note: The system automatically defaults to the words provided. The User has the option to enter their own explanation. This must explain residents' payment options, namely, a refundable deposit, daily payment, or combination of both. The explanation cannot restrict residents' payment options, or offer discounting for the payment of a refundable deposit.

Is the room or part of the room offered on an extra service basis?

Note: The system defaults to 'No', in which case the User doesn't have to enter anything. However if the User selects the 'Yes' radio button, they will have to enter the extra service fee (per day) and a description of the extra services provided for the extra service fee.

		_			
Room Type Details					
* Bridge					
riking					
Maximum Refundable Accommodation Deposit (RAD)	Maximum Refundable Accommodation Deposit (RAD): \$ 300000				
If > 550,000 is the RAD approved ?	If > 550,000 is the RAD approved ? Not Appliable				
Effective MPIR:	6.58%				
Maximum Daily Accommodation Payment (DAP) :	\$54.08				
Example of combination Payment					
Example RAD % : 50.00%					
Example RAD \$: \$150,000.00					
Example DAP % : 50.00%					
Example DAP \$: \$27.04					
-					
Explanation of payment options	Explanation of navment options				
Residents can choose to pay for their accommoda	tion by a refundable denoist a daily payment or a combination of both				
A refundable deposit is paid as a lump sum amount	ton of a returnative deposit, a damp payment, or a combination of oorth. A daily payment accrues daily and is paid periodically, for example monthly.				
A combination payment includes both a partial lum	A combination payment includes both a partial lump sum and daily payments.				
	400 characters remaining.				
Is the room or part of room offered on an extra ser	is the room or part of room offered on an extra service basis? 💿 Yes 💿 No				
Additional extra service fee (per day):					
Description of additional services provided for the extra repuice fee :					
for the extra service lee :	1200 characters remaining.				

- 2.4 The **Key Features Statement** section enables the User to view or update the descriptions of a room's key features:
 - Description of quality, condition and amenity of room (mandatory);
 - Size of room (e.g. m²) excluding ensuite (mandatory);
 - Description of quality, condition, size and amenity of common areas to which a person living in this room would have access (mandatory):
 - Description of any specific accommodation or design features of the room, and of the facility, to which a person in this room would have access;
 Note: The system defaults to 'Not applicable'. If applicable the User can enter a description.
 - Description of any additional care or services offered at no additional cost (i.e. included in the accommodation price for the room); and
 Note: The system defaults to 'Not applicable'. If applicable the User can enter a description.
 - Description of any optional additional (i.e. not included in the accommodation price for the room) costs associated with the room and a description of the services offered for those costs.

Note: The system defaults to 'Not applicable'. If applicable the User can enter a description.

Room Type Details	
* Pricing	
Key Features Statement	
Description of quality, condition and amenity of room :	
Size of room (e.g. m ²) excluding ensuite :	2000 characters remaining.
Description of quality, condition, size and amenity of common areas to which a person	
living in this room would have access :	2000 characters remaining.
Description of any specific accommodation or design features of the room, and of the	Not applicable
facility, to which a person in this room would have access :	
	1200 characters remaining.
Description of any additional care or services offered at no additional cost (i.e. included in	Not applicable
the accommodation price for the room) :	
	1200 characters remaining.
Description of optional additional (i.e not included in the accommodation price for the	Not applicable
room) costs associated with the room and a description of the services offered for those	
costs :	1200 characters remaining
	1200 Galacters remaining.
_ Do not save and return _ Do not sa	e and return Save and return to Save and return to B Save and Continue C Reset
to Home/Rooms Search to Ro	m Types Home/Rooms Search Room Types
	👳 Submit

The User has a number of options at the bottom of the screen, including options to save, to not save and return to the Home's list of Room Type records, to reset, and submit the Room Type record.

When all the appropriate details have been added or updated the User can click on submit . The User will be asked to confirm the submission.

✓ Alert: Once the Users has submitted the Room Type for approval they are unable to make any further changes to the Room Type record until it has been approved or rejected by DSS.

3. Hints and Tips

3.1 Do not enter '\$' signs into monetary fields.

Note: Entering a \$ sign into monetary fields (for example, where you enter the maximum RAD amount) will cause an error.

4. Support Information

For technical support with the Portal, please contact the Aged Care Support Helpdesk on **1800 222 471** and select **option 2**.