

Aged Care Provider Portal – Quick Reference Guide

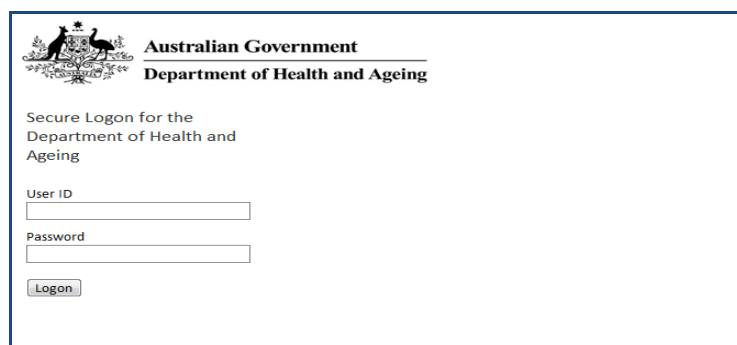
Aged Care Provider Portal – Accommodation Pricing Information

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.

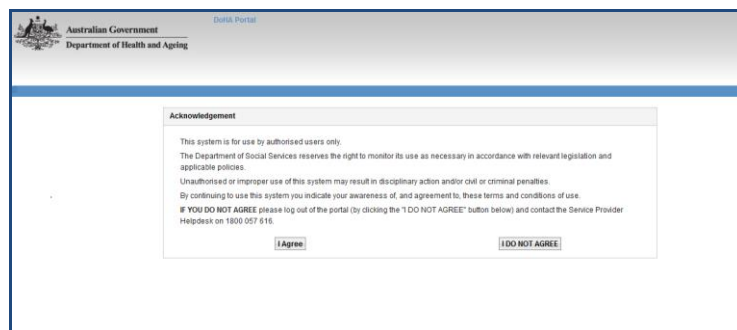
1. Accessing the Aged Care Provider Portal


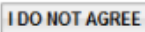
- 1.1 Open your internet browser (e.g. Internet Explorer) and visit the [Aged Care Provider Portal](https://ebiz.agedcare.gov.au) (<https://ebiz.agedcare.gov.au>).
- 1.2 The Logon screen is displayed:




Enter your User ID and Password and click 

- 1.3 The following Acknowledge screen is displayed.

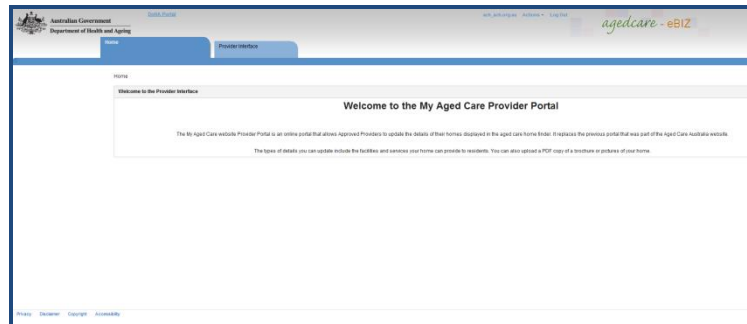


Note: Users have a choice of either clicking on  or clicking on .

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  if you agree to these terms and condition of use.

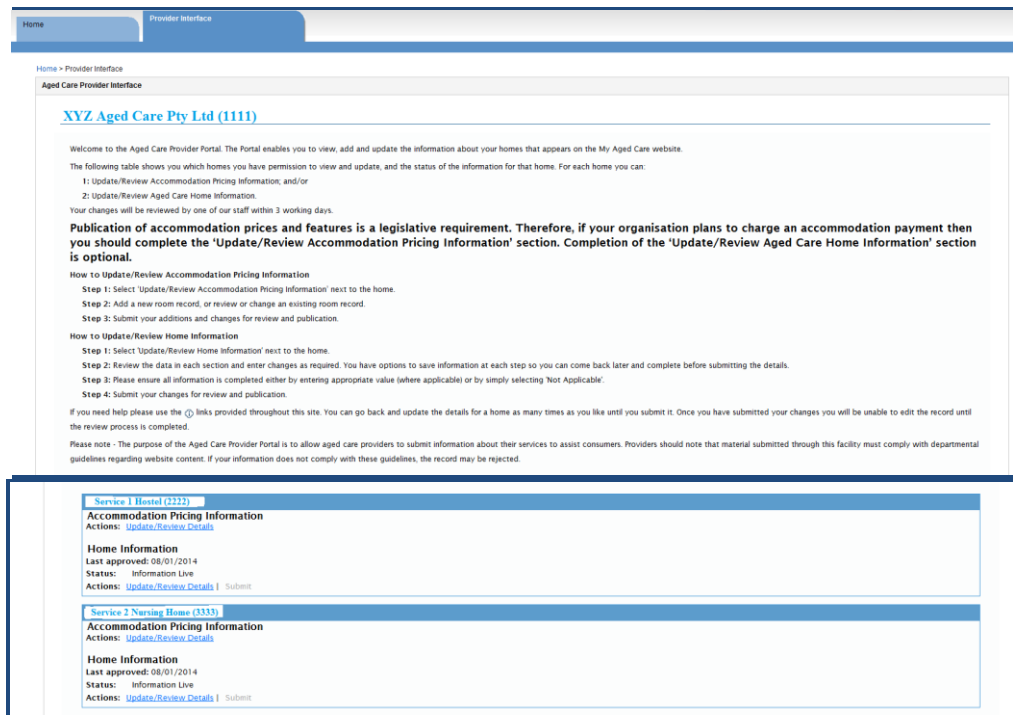
1.4 The Welcome Page [Home Page] is displayed and contains the Provider Interface tab.

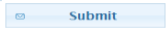


2. How to update your home's Accommodation Pricing Information

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.



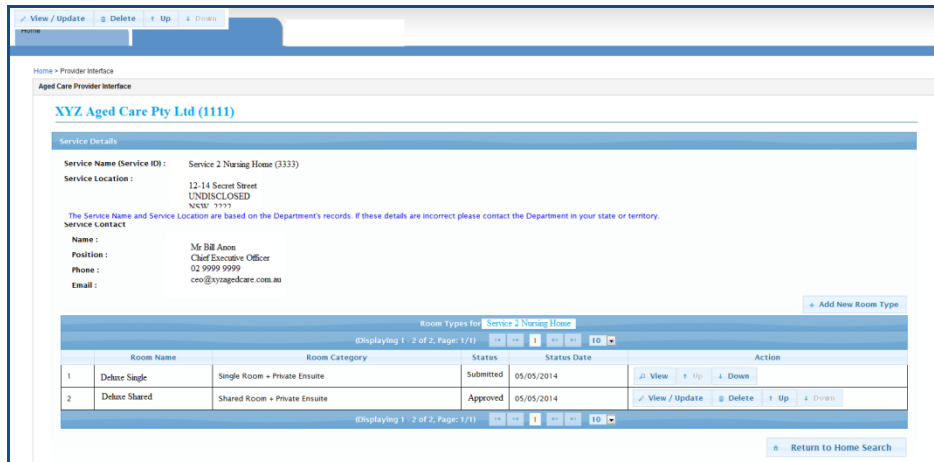
Alert: Users can go back and update the details for the home as many times as you like until the User clicks on .

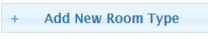
To update a home's Accommodation Pricing Information, click on the blue, underlined link for that home.



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.



To add a new room, click on the  button.

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

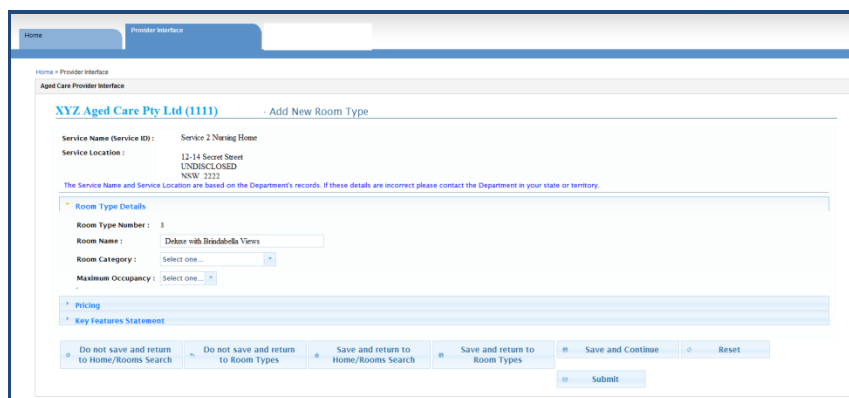


Room records can also be deleted by the User.

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.)



2.4 The Pricing section enables the User to review or add/update:

➤ Maximum Refundable Accommodation Deposit (RAD);

1. 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.

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.

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 . 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**.