

My Provider Endorsement



With the new NDIS PACE system, participants need to endorse the providers they want to work with. Endorsing a provider adds them to your My Providers List with the NDIS.

Participants or their nominees need to inform NDIS of their My Providers when they have:

- NDIA-managed supports funded within their NDIS plan.
- Behaviour supports funded within their NDIS plan.

This allows the provider to claim payments for these services, as per their service agreement with you.

How to endorse a provider

You, your nominee, Support Coordinator or Local Coordinator can call the NDIS (on **1800 800 110**) to inform them who your providers are. You can also do this during your Plan Review with the NDIS.

Tell them if you want to endorse Therapy Focus as one of your providers. Therapy Focus' Provider Number is **4050002025**

For support categories that are Plan Managed, only the plan manager needs to be recorded as a My Provider. This allows the Plan Manager to be paid. You can endorse your other providers if you want to.

Self-managing participants do not need to record My Providers for their plan.

Your call script

Below is a script to help your call, pre-filled with important details about Therapy Focus.

"Hello, my name is **[Your Name]**, and I am a **[participant/plan nominee]** in the NDIS.

My NDIS number is **[Your NDIS number]**.

My NDIS plan is on the new PACE system. This means I have to endorse my therapy provider by speaking with you.

Could you please endorse Therapy Focus Ltd (Provider Number: **4050002025**) as My Provider under Support Category **[Improved Daily Living and/or Behaviour Support]**.

I want to endorse Therapy Focus from the date my plan started, which is **[Your NDIS plan start date]**.

Can you please confirm this has been completed and Therapy Focus will be able to begin services for me straight away?"

Important tips

- Make clear that your NDIS plan is on the new PACE system.
- Make sure that they confirm that Therapy Focus Ltd is being endorsed by telling them our provider number **4050002025**.
- It is important to begin the endorsement from your plan's start date. This ensures sure all claims that fall within your plan dates can be processed.
- Stay on the phone until they have told you the endorsement is finalised. The endorsement process is instant and should be completed in one phone call.
- Ask the NDIS for a receipt number for the phone call, just in case you need to follow up the endorsement with the NDIS at a later date.

Want more info? Call us on 1300 135 373 or visit therapyfocus.org.au