



Final migration of missing CHSP clients – FAQs

Frequently Asked Questions for Commonwealth Home Support Programme (CHSP) providers regarding the 'CHSP Grandfathering' tile in the My Aged Care Provider Portal.

Background

The Department of Health and Aged Care (the department) is undertaking the third and final CHSP data migration exercise to capture all eligible clients who do not have an active client record in My Aged Care but are receiving services.

The data collection commenced on 9 January 2023 in preparation for reforms to in-home aged care and will be the final opportunity for CHSP providers to ensure all client data is recorded in My Aged Care.

Frequently Asked Questions

This document answers some of the frequently asked questions we are seeing, either via our inbox (sah.implementation@health.gov.au) or the My Aged Care Service Desk (1800 836 799).

How do I add a new person as an organisation administrator?

It is the responsibility of the current organisation administrators to manage their staff in the Provider Portal. Navigate to the 'Administrator' tile within the portal and then 'Staff'. In here, providers are given the ability to either update an existing user account or add in a new staff member.

How do I get added to the distribution list for communications?

Communication is distributed to all active Organisation Administrators. You can ask an existing Organisation Administrator within your Organisation to update your access so that 'Organisation Administration' is ticked. This will allow you to see the 'CHSP Grandfathering' tile and receive future communications we send for this activity.

Can the department tell me what clients are not in the portal?

The department cannot inform providers if they have any missing clients. We are looking to obtain information of all clients you are delivering services to that may not be in My Aged Care.

Key project dates

My Aged Care Provider Portal open – Monday 9 January 2023

My Aged Care Provider Portal closes – Friday 26 May 2023

My Aged Care data migration – July 2023

The Provider Portal allows providers to download a report of all clients that are existing against your service provider within My Aged Care.

We recommend that providers download this report. This can be done by clicking the 'Download' button in the top left-hand corner of the 'CHSP Grandfathering' functionality in the Provider Portal. Providers can then compare with their own records to see if any of their clients does not appear.

What information do I put in the 'Source System Client ID' field?

The 'Source System Client ID' field, which is included in the data collection template, captures any unique IDs a provider may have in their own systems. This is an optional field to assist with tracking clients in My Aged Care once the migration has been completed in July 2023.

Where do I collect / inform the department about the services the client receives? This is not on the template.

After completing the data collection template and uploading it into the 'CHSP Grandfathering' tile, providers will need to edit each client record to add in the service delivery information.

Which clients does the department want information about?

We are looking to obtain information of all eligible clients that CHSP providers are delivering services to who may not have an My Aged Care record.

Why can't I see the 'CHSP Grandfathering' tile in the portal?

The 'CHSP Grandfathering' tile will only appear if a provider has the correct access. You require 'Organisation Administrator' access and the organisation that your account is linked to, must be funded to deliver CHSP services.

Why can I see the data provided in previous migrations?

To assist providers with their client migration, we have left any data from the 2019 migration process in the portal. This will allow providers to review the data that was uploaded last time and either amend or delete this data.

To delete all of the records and start again, simply upload a new Data Collection template. To amend records that remain in the grandfathering tile, click the pencil at the end of the client row.

Will clients still need to undergo a Regional Assessment Service (RAS) assessment?

Clients who are successfully loaded onto My Aged Care will not need to undergo a RAS assessment.

When will my client be assigned an Aged Care ID?

Clients who are successfully loaded will receive an Aged Care ID once migrated in July 2023

What happens if I don't give completed client information by the deadline?

If a provider does not give any client information before 26 May 2023, they will not be able to claim for the services delivered under the new program to clients without a My Aged Care record.

Instead, when the new program commences 1 July 2024, the client will need to contact My Aged Care and undergo an assessment in order to have a record.

Can I get an extension if I can't meet the deadline?

The client information needs to be completed in the portal by providers by 11.59pm AEST Friday 26 May 2023. No extensions will be granted.

Do I have to use the new data collection template or can I just upload the old template?

CHSP providers must use the new [template](#) to collect the required client information. Providers cannot submit the previous template into the Provider Portal.

Why does the department require collection of clients' Medicare, DVA number or CRN?

This information will assist the department to accurately data match the client information provided with existing My Aged Care client records. This will prevent duplicated client records being created when the migration occurs. The collection of a client's unique identifier is consistent with the current My Aged Care registration process.

How should I collect data from my clients?

Providers will decide the best approach for contacting their clients and how to get the required information. This could include collecting information over the phone, face-to-face, through an online process, or uploading existing information already stored by the provider.

Can I change any of the data fields in the template or include other information?

No. All data columns should be completed as per the template instructions.

Do I need to obtain client consent?

Yes. It is up to providers to determine how they record this consent. They may wish to record a conversation, have a face-to-face conversation, or other method the provider sees fit.

What happens if a client does not consent to having their information on My Aged Care?

Their information cannot be included in the data collection process.

Do I have to record that clients consented to providing their personal information?

Yes. Providers will be asked to confirm they have obtained client consent to continue submitting data into the portal.

Once the client is registered, can they change providers? If so, what do they have to do?

Yes. The registered client can contact My Aged Care and request a change of provider. The My Aged Care Contact Centre can issue a referral code for a new provider.

How can CHSP clients get more information?

Clients should contact their existing CHSP provider if they need any additional information.

Clients should not be directed to the My Aged Care Contact Centre (1800 200 422) unless their needs have changed and they require an assessment of their needs.

If clients would like to get involved with future consultations, they can visit the Aged Care [Engagement Hub](#) where they can also register to the [EngAged newsletter](#).

They can also visit the department's [Reforming in-home aged care webpage](#).

Where to get more information

- For assistance with the Provider Portal, contact the My Aged Care Provider and Assessor Helpline on **1800 836 799**
- For any technical queries about the data collection template, please email sah.implementation@health.gov.au



Phone **1800 200 422**
(My Aged Care's free call phone line)



Visit **agedcareengagement.health.gov.au**

For translating and interpreting services, call 131 450 and ask for My Aged Care on 1800 200 422. To use the National Relay Service, visit nrscat.nrscall.gov.au/nrs or call 1800 555 660.