

What's New in My Aged Care

This update provides a summary of the system changes being delivered on Monday 27 February 2023.

Changes at a glance

1. Changes to the My Aged Care Client Support Model

In June 2022, the My Aged Care support model was expanded to:

- introduce a new support role 'Agent' (a role that can assist a client but not make decisions on their behalf), designed for individual professionals and support organisations who provide client support in the community; and
- enable support relationships to be established with support organisations approved by the Department of Health and Aged Care.

Enhancements being introduced on 27 February 2023 to further build on this capability include:

1. Approved support organisations will be published on the My Aged Care [website](#)* and able to be selected by clients via the 'Apply for assessment online' form.

*This link will be available from the 27 February onwards

2. Agents and representatives can request relationships on behalf of clients, and clients can request organisation relationships via the Online Account.
3. Real-time notification that a Home Care Package (HCP) letter has been generated for a client. Dependent on the client's notification preferences, notification recipients will receive an SMS or email notification when a HCP letter has been generated and is available to view in the portal. A client's notification preferences must be up to date to receive the notifications.

Note: The hard copy version of the letter will still be sent via post.

4. The 'Appointment of a representative' form will be replaced by the 'Appointment of a Support Person' form (for individual relationships) and 'Appointment of a Support Organisation' form (for organisation relationships).
5. Minor enhancements to recording consent for relationships in the myAssessor app.
6. Simplification of the legal document attachment process, by consolidating the legal document attachment types as 'legal documentation'.

Please note: Assessors using the myAssessor application should only select '*Legal documentation*', '*Letter by Medical Pract*' or '*Appointment of Support Person/Organisation*' forms when attaching the related documents, or the client's assessment will not be able to be uploaded and they will need to remove any invalid attachments. The Department of Health and Aged Care will resolve this issue in the next version of the myAssessor application.

A detailed fact sheet (*Overview of client support relationships*) has been developed to provide an overview of what these changes mean for [assessors](#) and [providers](#).

2. Release of the Hospital Portal

The My Aged Care Hospital Portal was originally rolled out to a limited number of hospitals in the Australian Capital Territory in April 2021. This iteration will see the portal being further rolled out to participating public and private hospitals who nominated to onboard to the hospital portal. A bulk upload of hospital data will establish these hospital organisations and outlets in My Aged Care; enabling the portal to be used by up to 200 public hospital outlets and 73 private hospital outlets from 27 February 2023.

The hospital portal will provide hospital discharge planning staff with:

- direct access to patient information in My Aged Care,
- view/read only access to search for a patient record in My Aged Care. To allow staff to view a summary of their aged care assessment information to manage discharge planning from hospital,
- the ability to add notes and attachments to the client's record such as a hospital discharge summary and update a patient status to 'deceased'.

In addition, the changes will mean hospital staff will no longer be able to:

- register a client, edit client details in My Aged Care or refer a client for an in-hospital assessment using the hospital portal, and
- create support roles for the client such as relationships or representatives using the portal.

3. Hospital Portal and the My Aged Care Support Model Changes

The Support Network changes previously made to the Assessor and Service and Support portal in June 2022 will also be introduced into the hospital portal. A Support Network tab will be available that provides an overview of a client's support network, or the people a client supports.

4. Verification of Diverse Needs Specialisations

Unverified diverse needs specialisations will be removed from the My Aged Care Website as of 27 February 2023. From this date, only verified specialisations will be visible.

System enhancements will introduce changes to the process for applying to have claims to deliver specialised care to people with diverse needs verified. Providers will be required to complete and upload evidence forms through the service and support portal for each specialisation they are claiming. The criteria that the specialisation was verified against under the Framework will also now be published to the provider's My Aged Care profile.

In addition, as part of the system changes, Provider Outlets will have the ability to:

- nominate services that the verified specialisations apply to in the application form,
- view each current verified diverse specialisation for each outlet,
- search and filter outlets by verified specialisation/s.

For more information about the My Aged Care Specialisation Verification initiative, visit the [Department of Health and Aged Care](#) website.

5. Home Care Packages price capping

Changes to what Home Care Package (HCP) providers can charge for administration and management were implemented on 01 January 2023 to ensure more funds are available to meet the direct care needs of My Aged Care recipients.

The following system enhancements will be introduced to support these changes:

- Care management and package management prices will be capped as a percentage of the package level. If providers go over set caps during configuration, the My Aged Care Service and Support Portal will display error messages.
- Providers will be unable to view and edit Exit amounts in the My Aged Care Service and Support portal, and the Assessor Portal service finder.
- Providers will be unable to charge separately for third party services. Third-party related charges will not be visible or able to be edited in the My Aged Care Service and Support portal, and the Assessor Portal service finder.

Guidance material for Assessors is available on the Department of Health and Aged Care Website here: [My Aged Care - Assessor Portal Resources](#)

Guidance material for Service Providers is available on the Department of Health and Aged Care Website here: [My Aged Care - Service and Support Portal Resources](#)

Guidance material for Hospital Staff is available on the Department of Health and Aged Care Website here: [My Aged Care - Hospital Portal resources](#)

For help with any of the above changes, please contact the My Aged Care Service Provider and Assessor helpline on **1800 836 799**.