

Support at Home: Finalising HCP claims and commencing claiming for Support at Home

# Finalising HCP claims & commencing claims for Support at Home



This timeline and checklist are intended to support providers to commence Support at Home claiming from 1 December 2025.

#### 31 October

Outage of the Aged Care Provider Portal (ACPP) from 6pm on 31/10. The outage is expected to end 12:00 PM midday 1/11.

#### 1 – 5 November

ACPP in 'read only' mode. No claiming or invoicing is available until after midday on 5 November.

Oct 2025

Nov 2025

**Dec 2025** 

Jan 2026

ı Feb 2026

### October

Providers deliver final HCP services.

#### 1 November

Providers commence delivering services under the Support at Home program.

#### October

Providers should advise their subcontractors and health professionals to submit invoices on date of service to ensure final HCP claim is reflective of all services provided.

#### From 5 November

- Upload final HCP claim in preparation for Support at Home claiming.
- Report final balance of providerheld HCP Commonwealth unspent funds.
- Commence uploading claims/supporting evidence for Support at Home in preparation for claiming from 1 December.

#### From 1 Dec

Once final HCP claim is approved, start to submit claims for services delivered under Support at Home.

In line with current HCP claiming arrangements, providers do not need to wait to finalise invoices to submit their HCP claims. Providers can claim for services once the service has been delivered. Providers should follow up with subcontractors where possible to confirm outstanding invoice amounts to ensure claiming is accurate. Adjustment processes will be available if required.

## Finalising HCP claims & commencing claims for Support at Home



This timeline and checklist are intended to support providers to commence Support at Home claiming from 1 December 2025.

### Checklist

#### October 2025

- Regularly reconcile accrued expenses in preparation for lodging the final HCP claim in November.
- Prompt and remind all subcontractors and health professionals to submit invoices on the date of service or as quickly as possible.

#### November 2025

- Finalise October HCP claims as soon as possible to prepare for Support at Home claiming for services delivered.

  Providers should be as accurate as possible with claiming to avoid unnecessary adjustments.
- Ensure provider-held HCP
  Commonwealth unspent funds have been reported for all transitioning participants (including \$0.00 amounts).
  Refer to <a href="#">How to report Commonwealth unspent amount</a>.
- Start uploading claims information and evidence for Support at Home in preparation for claiming in December. Refer to Support at Home program claims and payments business rules guidance | Australian Government Department of Health, Disability and Ageing.

#### December 2025

Providers can commence claiming for services delivered under Support at Home from 1 December.

Note, HCP providers must submit and have their October claim approved by Services Australia before they can commence claiming for Support at Home. Refer to Support at Home User Guide – submitting claims to the Aged Care Provider Portal.

Providers will be able to work with Services
Australia to adjust claims if an inaccuracy is identified after the final HCP claim.

Please note, this will require a manual adjustment process.
Standard payment KPI timeframes may not be met for manual reconciliations.