Australian Government
Department of Health, Disability and Ageing

Support at Home



Support at Home Special payments

Guidance for providers

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About this document

This document provides guidance for providers on the special payments for Support at Home providers in exceptional circumstances. This document outlines the purpose of special payments, eligibility and evidence requirements, the process for submitting special payments requests, the review process, and where to access further support. It is intended for registered providers delivering services under the Support at Home program.

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Summary

Under the *Aged Care Act 2024* (the Act), the Australian Government pays subsidy to eligible registered providers for services delivered under the Support at Home program. Subsidy is not payable until a provider submits a claim in accordance with the Act.

In order to claim, providers must submit invoices through the Aged Care Provider Portal (ACPP). However, in the event of a natural disaster, emergency situation and/or critical systems failure, there is no alternative solution to enable the government subsidy to be paid to Support at Home providers.

Special payments enables the payment of government subsidy to Support at Home providers where services have been delivered however, the provider is unable to claim due to exceptional circumstances.

The special payment is **not a claim**. Once able, providers must submit itemised Support at Home claim(s) for the relevant period through the ACPP or their integrated software.

Special payments are **fully recoverable**. Payments will be recorded as a debit against the provider's Service Delivery Branch (NAPS ID). Once the provider resumes claiming, a payment for a submitted claim will only be made to the provider if the entire special payment debt has been recovered.

Requirements and eligibility

Special payments are used for exceptional and/or unforeseen circumstances that fall outside the regular claim and payment cycles for Support at Home.

The need for a special payment is identified when a standard claim cannot be processed through the usual system due to exceptional circumstances.

Determination for a special payment is contingent on whether the following eligibility requirements are met:

1. complete *Support at Home Special Payment Request Form* is submitted to SaHSpecialPayments@health.gov.au and
2. form contains the correct NAPS ID and Service Delivery Branch ID; and
3. there is sufficient justification that exceptional and/or unforeseen circumstances has prevented claiming via regular channels resulting in financial and service delivery risks; and
4. a special payment request is for services that have already been delivered to a participant through a Service Delivery Branch; and
5. the special payment is requested within 60 days after the end of the quarter; and
6. the requested payment amount is not greater that the average amount claimed from the same service delivery branch in the previous 3 months.

Note: Providers should retain the appropriate evidence to support the request for a special payment.

Process

Submission

A provider identifies the need for a special payment and submits a request by lodging the Support at Home Special Payment request form.

The form must include justification for why the provider requires a special payment and evidence must be attached demonstrating financial and/or service delivery impacts.

Evidence may include (but is not limited to):

- confirmation of exceptional circumstances
- details of system failure and progress towards ICT readiness
- short-term cash flow forecast and/or statements
- late or missed payments to suppliers
- broad attestation of financial risk.
- management commentary (e.g., board minutes, formal risk registers, mitigation plans)

Once completed, a provider must submit the form to SaHSpecialPayments@health.gov.au and include evidence as attachments to the email.

Department review and decision

All requests for special payment must be reviewed by an authorised delegate, and a determination made, within 5 business days from the date the form is received, where sufficient supporting evidence has been supplied by the provider.

Based on the review of the Support at Home Special Payment request form, submitted evidence and verification of information, a decision will be made to **approve** or **deny** the special payment request.

Provider notification

If approved, an email will be sent to the provider stating that their request for a special payment has been approved.

If denied, an email will be sent to the provider stating that their request for a special payment has been denied.

Payment

If approved, the approval notification email will include the following information about the providers special payments:

- amount of special payment
- the Service Delivery Branch and NAPS ID for the special payment
- the payment type will be recorded as a **recoverable payment** – the special payment will be automatically offset against future Support at Home claims for the same Service Delivery Branch and NAPS ID
- the payment timing will outline that Services Australia will make payment to the registered account (for the Service Delivery Branch and NAPS ID) within 72 hours (business days).

Note: **A special payment is not a claim. Once able**, providers must resume itemised Support at Home claiming, for all relevant periods, through the ACPP or their integrated B2G software.

Providers must retain evidence for special payments and claiming exceptions.

Provider resumes online claiming

Once able, the provider will need to resume online claiming via the Aged Care Provider Portal or integrated software.

As the special payment is not a claim, the provider will need to continue to submit a claim for every month that has been missed. Once the claim is submitted, Services Australia will process and offset this against the service delivery branch account.

A payment for a submitted claim will only be made to the provider if the entire special payment debt has been recovered.

Note: Providers must finalise their claims for a quarter within 60 days of the start of the new quarter (or 60 days after the conclusion of short-term care). For more information, refer to section 16.4 of the Support at Home program manual.

Further guidance and support

- More information on claiming and payments arrangements is in Chapter 16 of the Support at Home program manual.
- My Aged Care Service and Support Portal resources are available for information on how to log in to the Service and Support Portal, navigate client records and attach documents to client records.
- There is further information and guidance materials available on the Health Data Portal website via the User Help pages.
- Contact My Aged Care service provider and assessor line 1800 836 799
- The department's Local Network operates from every capital city and nine regional sites around the county. Providers are encouraged to continue to reach out to their local contacts to discuss how the Local Network can help.