



## **NDIS – UNREGISTERED PROVIDER**

### **What is the NDIS?**

There are around 4.3 million Australians who have a disability. Within the next five years the NDIS will provide an estimated 500,000 Australians who have permanent and significant disability with funding for supports and services. For many people, it will be the first time they receive the disability support they need.

### **NDIS & the role of providers**

***Melbourne Podiatrists & Orthotics is currently classified as an UNREGISTERED NDIS PROVIDER.***

Unregistered NDIS providers can still provide services which are fully funded by the NDIS, like any registered provider, they just can't claim their invoices with the NDIS directly.

Only NDIS participants who self-manage their plans or have a registered plan manager can access unregistered provider services.

For self-managed plans we invoice the patient directly for payment. The patient will then have to manually claim the funds back from the NDIS, using the NDIS portal. For plan managed plans we invoice the patient's plan manager.

### **How can you manage your NDIS plan?**

Eligible participants can choose from 3 different ways to manage the NDIS funding in their plan:

- Self-management
- Plan management
- NDIA management

### **What is a self-managed plan?**

- You look after your own NDIS money
- You can choose your service providers
- The service provider can be either an unregistered or registered service provider

### **What is plan management?**

- The NDIS pays your plan manager – who must be a registered NDIS provider
- The plan manager pays for your supports and services
- The service provider can be either an unregistered or registered service provider
- Your plan manager must pay for supports within the NDIS set price guide

### **What is NDIA management?**

- The NDIA pays for your support providers
- You can only use registered NDIS providers
- Registered providers must follow the NDIS set price guide

## **What services can Melbourne Podiatrists & Orthotics provide to NDIS participants?**

Below is a summary of services we can provide depending on how your NDIS plan is managed:

### ***Self-managed NDIS plans***

We can provide a full range of podiatry services including:

- General foot care
- Gait analysis
- Custom orthotics
- Nail surgery
- Other podiatry services or products

The patient pays for their services in full at the time of consultation.

### ***Plan managed NDIS plans***

As we are required to meet the NDIS price guide we can only provide basic general treatment services without prior financial approval. This means we can provide general foot care, nail cutting, corn, callus removal etc.

To provide patients with more advanced treatment including:

- Gait analysis
- Custom and prefabricated orthotics
- Nail surgery
- Other podiatry services or products

We will require prior financial approval and payment from your plan manager. If more advanced treatment is required a podiatrist will send the plan manager a detailed letter and quote outlining the treatment. Once this is approved and paid for in full by the plan manager then treatment will proceed.

NB. In some cases our advanced treatments may not meet the NDIS price guide and your plan manager may refuse to proceed with payment and the treatment.

For plan managed plans we invoice the patient's plan manager following their appointment. The patient will need to bring in their plan manager's invoice and contact details to their appointment. If these details are not supplied then the patient will be directly invoiced for the consultation.

Future consultations and appointments with plan managed plans will only proceed once invoices are fully paid. If accounts remain outstanding then we will have no option but to defer treatment until payment is received from your plan manager.

### ***NDIA managed plans***

As an unregistered NDIS provider we unfortunately cannot provide any services to patients under this plan.

## **Further questions**

For further information please contact the NDIS on 1800 800 110 or visit their website:

<https://www.ndis.gov.au/>