

Make the most out of your NDIS plan, Hireup and MyIntegra, October 14, 2021 Webinar questions and answers

Q: How does MyIntegra communicate with support coordinators?

MyIntegra provides Support Coordinators with communication options to help Participants achieve their goals. If the Support Coordinator has a service agreement that has been consented to by a Participant or Nominee, they can send it to us at choiceandcontrol@myintegra.com.au and we create a relationship in our system, so that the Support Coordinator can have viewing rights to the Participant plan and budget.

The Support Coordinator can also send us the Service Agreements that have been agreed by Participants and Nominees with other Providers and we will reserve funding for those trusted providers. We communicate with Support Coordinators using phone, email, portal and app depending on their preferred way.

Q: What type of records does MyIntegra provide (for Plan Reviews)?

MyIntegra provides Participants and Nominees with access to records such as:

- Previous NDIS plans (if the Participant has been with us for multiple plan periods)
- Invoices and payments
- Providers
- Ability to download or print off current status of NDIS plan for use at a Plan Review.

Q: I'd like to know more about MyIntegra's record keeping also. This is my first plan and I do not know if I need to show how the money was spent for the next plan meeting with the Local Area Coordinator (LAC).

Your Local Area Coordinator will already have access to information about your NDIS plan and the progress you are making in relation to spending. It is important to prepare for your plan review meetings as it is an opportunity to review the progress you are making on each of your goals. If you have achieved your goals, then you need to make new ones! If you have had issues getting supports or services or spending the budgeted amount, then you need to be able to say why (there may have been issues in getting started with a support, or a staff member may have left for various reasons, etc).

You may need to gather evidence or reports to support something new being included in your future plan (like a report from an Allied Health professional for a piece of equipment or assistive technology or a home modification). We have produced a handy guide on how to prepare for your NDIS meeting which is at <https://myintegra.com.au/blog/top-5-tips-for-your-first-ndis-planning-meeting/>

Q: Does MyIntegra have a template for keeping record of spending ?

If you're plan managed by MyIntegra then we'll provide you with access to our portal which keeps track of your NDIS budget and spending in real time. We also send monthly budget statements so you can keep track of your budget on a month to month basis. If you don't want to access our portal then we can post the monthly budget statement to you. Contact us at choiceandcontrol@myintegra.com.au

Q: I would like to know more about how to maximise the amount in my next plan

The best way to maximise funding in your next NDIS plan is to:

- Make sure you use the funds in your current plan.
- (Note you can ask for an early plan review within 90 days of your current plan running out.)
- Prepare for your upcoming plan review by thinking about your day, week, month and year and what activities and plans and goals you may have.
- Think about your goals and keep them broad
- At the end of every planning meeting the Local Area Coordinator, or Early Childhood Early Intervention planner will ask you a series of questions and ask you to rate how well you can perform a task. When answering these questions, keep in mind that the information is used to determine how much support you will get in your plan.

We have prepared some information on how to maximise your plan at <https://myintegra.com.au/how-to-prepare-for-your-ndis-planning-meetings/>

As a MyIntegra client, you can also access offers from NDIS providers (including Hireup), which helps you get extra value from your NDIS plan.

Q: What other services can I use with my money? I'm using speech therapy and occupational therapy at the moment but there is improvement in my son's therapy, so I want to know what other services I can use under NDIS.

You could consider engaging support workers - potentially including support workers who are studying speech therapy and occupational therapy - to reinforce and build on the progress your son has made. [Hireup](#) has a category of support called [Therapy Support](#) where support workers can help you to plan, practice, and enjoy therapy.

Q: What's the role of the support coordinator and how do you get one?

Approximately 50% of NDIS Participants have Support Coordination or a Recovery Coach (which is a very similar service). The role of a Support Coordinator includes helping you

make the most out of your plan by accessing services, negotiating service agreements and liaising with people in your NDIS community, on your behalf.

In order to get Support Coordination in your plan, you'll need to ask for it at your plan review. However, this is not guaranteed and a judgement is made by the NDIA as to whether it is reasonable and necessary for you to have Support Coordination funded in your NDIS plan.

In order to present the best case to receive Support Coordination funding, you may provide evidence that:

- You have previously struggled to spend funding in your previous NDIS plan(s);
- You have little or no existing relationship with providers that you want to use;
- It is very hard for you to find services in your local area (either due to choice or personal circumstances).

Q: How do you know what is the best category to put the expenses against, instead of the core budget. Will MyIntegra automatically put it against another category instead of core where possible?

When a provider sends us an invoice, it usually includes information about the services, such as the NDIS line item. The NDIS line item tells us which part of the budget the services are paid from. If the NDIS line item isn't included then there will usually be a description of the services provided. From our experience of working with thousands of people in the NDIS across Australia, we can identify which part of the budget the services should be paid from, from the description of the services provided.

Q: What types of things can you claim under core supports - consumables?

The Consumables Support Category, under Core Supports, is mostly used to goods which are used regularly in relation to your disability. This can include disposable personal care items, items for wound care and nutritional products.

Q: Is participant invoice fraud an issue?

MyIntegra has many checks and balances in place to prevent fraud from happening. For example we work closely with the NDIA and NDIS Commission to identify any possible fraudulent claims.

Q: Creating an invoice on my MyIntegra portal can only be done with existing invoices, I cant create a new support invoice?

Participants have the ability to create invoices or reimbursements on the portal. In order to create an invoice for a new provider, we'll need to have the provider details first - such as their ABN, name and bank details. If the provider contacts us on 1800 696 347 or email choiceandcontrol@myintegra.com.au, we can set them up in the system, and then you'll be able to submit an invoice for them.

Q: My son is plan managed with MyIntegra. We've never had a support coordinator, denied when I asked for one on my 3rd year on NDIS. How do I find out what NDIS services I can utilise and what would benefit my son? Is there information somewhere that could help me navigate supporting my son in using his funding positively before we lose it?

If you're plan managed by MyIntegra then you can also give us a call to discuss the best ways to make the most of your plan. We can help you understand your plan and what type of services you can buy from your plan. We can also explain the offers that are open to you as a MyIntegra customer, through our MyRewards feature.

If you have not been given Support Coordination in your plan, then you should still have access to a Local Area Coordinator (LAC), listed on your NDIS plan. Your LAC is also a resource to help you find providers in your local area. Finally, there are also many provider finder tools available online. This includes the NDIA who have a [provider finder tool](#). This only lists providers who are registered with the NDIA though.

Another option is Hireup's [Support Partner](#) service. This allows you to have a conversation with someone who can help you navigate the NDIS. They're not a Support Coordinator but can help you if you can't get Support Coordination funding.

Q: What is reasonable and necessary (in relation to support coordinators)?

You can read more about what is reasonable and necessary in this [Disability Services Consulting article](#).

Q: I can create a new invoice on an existing provider via the MyIntegra portal, but I failed to find a way to attach the invoice document. Is it true?

You should have the ability to upload attachments when you create an invoice or reimbursement in the portal. If you're having trouble in doing this then please contact us on 1800 696 347 or email choiceandcontrol@myintegra.com.au.

Q: Does a support worker need their own ABN to be able to do an invoice on the MyIntegra portal, or can they be an individual that fits?

Under rules set by the NDIA, we are unable to pay any provider invoice that does not include an Australia Business Number (ABN).

There are two exceptions to this rule, where:

- you are exempt from quoting an ABN under Australian Taxation Office (ATO) rules and you provide us with a 'Statement by a Supplier' form
- we are directly reimbursing a participant in-line with the funded supports in their plan

If a provider is exempt, they must send us their Statement by a Supplier form as soon as possible to minimise any delay to payment times.

Q: Sometimes I get less reimbursement payment than the bill on MyIntegra, what do I need to do to get full payment? I know there is some dollar unit rate limit, but I'm not clear how it works?

As a registered plan manager, MyIntegra is bound by the maximum rates set by the NDIA for each service. It's possible that you claimed reimbursement for a service that was above the maximum rate that we can claim for that product or service. We would contact you if this was the case.

You can always contact us on 1800 696 347 or email choiceandcontrol@myintegra.com.au to discuss exactly why your reimbursement wasn't processed as you expected.

Q: Can I change my area coordinator?

It is possible to request for a change in an individual Local Area Coordinator but you will need to think about the reason you are making the request. Is it because you do not like the LAC? If so, that may not be a compelling reason. Local Area Coordination providers are assigned to each NDIS region, so you will still be dealing with the same organisation.

If you have an issue with an individual Local Area Coordinator you might ask whether it is possible to be connected to their manager or team leader. However if you have an issue because you don't like what the Local Area Coordinator decision is, it may be that a decision has been made as part of the overall organisation's (or NDIA's) decision making process. If you are seeking to be connected to someone who has more expertise related to your circumstances or needs, you may want to raise that in your request.

Q: Can you tell me more about MyRewards or Refer a Friend?

MyIntegra's My Rewards program is our way of saying thank you to Participants and Nominees and it is available in our portal and app.

You can claim exclusive discounts and benefits from hundreds of retail outlets, department stores, attractions, travel, cinemas and restaurants nationwide. The promotions and discounts on offer can be a huge benefit to you and your family, helping you save thousands each year on everyday expenses.

You can access MyRewards via a secure online portal that lists a complete directory of daily offers and savings on major brands, including Village Cinemas, Coles, David Jones, Ticketmaster, Specsavers, JB Hi-Fi, Priceline Pharmacy and more.

In addition, you can access a range of exclusive offers from some of the best disability providers in the country that can help your NDIS funds go further. Check the NDIS deals in the top navigation for details. At the moment HireUp and MyIntegra have a deal which you may want to take advantage of!

Log in to the MyIntegra Portal - Head to the MyIntegra Portal to log in. Not signed up with MyIntegra? You can sign up by calling 1800 696 347 or visit www.myintegra.com.au

Find 'MyRewards' to the right of your main portal menu - Click to be automatically logged in to your very own MyRewards Portal and accept the terms.

Start shopping and saving! Click on the deals you wish to take advantage of to earn discounts, rewards and more.

The **Refer a Friend** program is just being launched now. If you are Plan Managed by MyIntegra (or would like to be) and know someone who would too, then contact us and you'll both receive \$100 as a thankyou from us. And there's no limit on how many people you can refer. The person referred needs to be an eligible NDIS participant and stay with us for two months. Contact us at choiceandcontrol@myintegra.com.au