

# Recording my providers



## This fact sheet will explain:

- what a my provider is
- when you need to record a my provider
- how we check with you before we pay claims
- how you can ask someone else to represent you.

## What is a my provider?

If you have Agency-managed funding, you can tell us about the providers you regularly work with. We record these providers in our computer system.

We call the providers we record [‘my providers’](#).

When you record a my provider, you are letting us know they can make claims against your NDIS plan when they deliver a support to you, and we do not have to check with you before we pay them.

My providers are only used for Agency-managed funding and some specific supports. We list these supports in the next section. If you use a registered plan manager or self-manage your funding, and you don’t receive any of these supports, you won’t use my providers.

You can update or change your my providers at any time by talking to your my NDIS contact or calling our National Contact Centre on 1800 800 110.

If you have a nominee, child representative or Public Guardian, they can tell us about your my providers instead.

## Supports where you must record a my provider

There are some supports where you must record a my provider. You need to do this even if your funding for these supports is self-managed or you use a registered plan manager. These supports are:

- registered plan managers, support coordinators and recovery coaches
- behaviour support
- specialist disability accommodation (SDA)
- home and living supports.

If a provider claims these supports and they are not recorded as a my provider, we will automatically reject the claim and the provider will not be paid.

We'll work with you and your representatives to set up a my provider for these supports. We can do this at your plan meeting or your plan implementation meeting. If you need more time to choose a provider, we will support you to record a my provider when you are ready. You won't be able to receive these supports until you have recorded a my provider.

When you or your registered plan manager submit a claim for SDA or behaviour support, you must include the provider's ABN (Australian Business Number).

We will check the ABN and make sure the provider is registered with the NDIS Quality and Safeguards Commission to provide these services before we pay the claim.

## Supports where you can choose to record my providers

For all other supports where your funding is Agency-managed, recording my providers is optional.

If you are using a provider for a short-term service or one-off purchase, you may decide not to record them as a my provider. You will still be able to see claims made by these providers on your plan.



## Checking with you before we pay claims

If we get a claim from a provider who isn't recorded on your plan, we will check with you before we pay them. We'll send an SMS to you or your authorised representative to make sure it is for a support you have received.

If you did not receive the service or don't know what the claim is for, we will ask you to call us on 1800 800 110 within 6 days from when you received the SMS.

When you call us, we will let you know what the claim is for. You can tell us whether or not you agreed to this support.

If you did receive this support, you don't need to do anything. We'll pay the provider after 6 days.

If you receive a lot of claims from providers who are not my providers, we might arrange a check-in with you or your provider. We'll check that you have been receiving these supports and if you want to change the my providers you have recorded.

You can also see a full list of the claims that have been made against your plan in the my NDIS portal or my NDIS app.

## When you didn't agree to the support

If you do not agree with the support, you need to call us. We will pause the payment while we look at the claim. We might ask you for more information and talk to the provider.

Claims we don't agree to pay will be shown as 'rejected' in your portal and the provider portal.

## If you are not able to or don't want to receive an SMS

If you are not able to or don't want to receive an SMS about your providers, you don't need to do anything. We'll pay the provider after 6 days.

At your next check-in, we'll check that you've been receiving these supports and if you want to change the my providers you have recorded.

## Giving someone else consent to act for you

If you are not able to or do not want to receive an SMS about your providers, you might decide to give someone else consent to talk about your providers with us. You can ask us to send the SMS to them instead, and let them talk to us about the claim.

When you give someone consent, you choose exactly what they are able to do on your behalf, and how long they are able to do it for.

To give someone consent to talk about your providers with us, contact us.

To learn more, read our fact sheet on [Understanding consent](#) on the NDIS website.



# Notes



**Fact sheet – Recording my providers**

For more information visit [ndis.gov.au](https://www.ndis.gov.au)

## National Disability Insurance Agency



Website: [ndis.gov.au](https://www.ndis.gov.au)



Telephone: 1800 800 110



Webchat: [ndis.gov.au](https://www.ndis.gov.au)

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## For people who need help with English



TIS: 131 450

## For people who are deaf or hard of hearing



TTY: 1800 555 677



Voice relay: 1800 555 727



National Relay Service: [accesshub.gov.au](https://www.accesshub.gov.au)