

Recording my providers

This factsheet explains:

- 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're telling us they can make claims against your NDIS plan when they deliver a support to you. This means we don't 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 these specific supports, you won't use my providers.

To tell us about your providers or ask us to remove a provider from your plan, you can:

- talk to your my NDIS contact
- call 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.

The providers you work with can also request to be recorded as a my provider. You can see this request in the my NDIS portal.

You'll receive a SMS or email from us telling you we have received a request to add a new provider relationship to your record. You can see, and accept or decline this request in the my NDIS portal or by [contacting us](#).

If you don't accept or decline the request, we will attempt to contact you. If we can't contact you, we will cancel the request after 28 days.

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're not recorded as a my provider, we'll automatically reject the claim and the provider won't 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 implementation meeting. If you need more time to choose a provider, we'll support you to record a my provider when you're ready. You won't be able to receive these supports until you have recorded a my provider. You can find more information about [my providers](#) on the NDIS website.

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

We'll 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're using a provider for a short-term service or one-off purchase, you may decide not to record them as a my provider. You'll still be able to see claims made by these providers on your plan and we'll check with you before we pay them.

Checking with you before we pay claims

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

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

When you call us, we'll 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.

You can also see, and accept or dispute the claim in the my NDIS portal. If you accept the claim, you can choose to make the provider a my provider so we don't have to check with you each time they make a claim.

If you receive lots of claims from providers who aren't 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 don't agree with the support, you need to [contact us](#) or dispute the claim in the my NDIS portal. We'll 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're not able to or don't want to receive an SMS

If you're 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 if we don't hear from you.

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're not able to or don't want to receive an SMS about your providers, you might decide to give someone else consent to talk to us about your providers. 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're able to do on your behalf, and how long they're 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](#).

National Disability Insurance Scheme

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

Telephone 1800 800 110

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

Follow us on our social channels

[Facebook](#), [Instagram](#), [YouTube](#), [LinkedIn](#)

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

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

National Relay Service: accesshub.gov.au

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