

Changing Home Care Package Providers - FAQ's

Frequently Asked Questions	Answers
<p>Can I change home care providers?</p>	<p>Yes, you can change providers at any time.</p> <p>Check your Home Care Agreement so you are aware of any notice periods or other conditions. You cannot be charged an exit fee.</p>
<p>Do I need to find a new provider before I leave my current provider?</p>	<p>To ensure continuity of service, ideally you should start researching providers before agreeing on an end date with your current provider.</p> <p>Aged Care Decisions FAST, FREE matching service can assist you to find and compare providers. Click here to get started.</p>
<p>Do I need to contact My Aged Care?</p>	<p>Yes, you need to call My Aged Care on 1800 200 422 to re-activate your referral code.</p> <p>You need this referral code to give to your new provider before you can start receiving their services.</p> <p>When the re-activated referral code is accepted by your new provider, a notification will be sent to your current provider to let them know you are looking to change providers.</p> <p>When you find a new provider, you must give formal notice of the end date for your current services, according to the required notice period in your Home Care Agreement.</p>

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How long do I have to enter into a Home Care Agreement with a new provider?	<p>Once you have agreed an end date with your current provider, you have 56 days from this date to enter into an Agreement with a new provider. If you need more time, you can request a 28-day extension by calling My Aged Care on 1800 200 422.</p> <p>If you do not enter into an Agreement within this time frame, your Home Care Package may be withdrawn. The start date with your new provider must be after the end date you have agreed with your old provider. These service dates cannot overlap.</p>
Will I have to pay an exit fee?	<p>No. Your current provider cannot charge you an exit fee.</p>
What happens to any unspent funds?	<p>If there are unspent funds in your package they will be transferred to your new provider.</p> <p>Within 56 days of the agreed end date of your OLD Home Care Agreement, your old provider must give you a statement outlining any unspent funds, and you must advise them of your NEW provider's details.</p> <p>Your OLD home care provider must transfer any unspent funds to your new provider within 70 days of your agreed end date.</p>

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<p>If I was receiving home care prior to 1 July 2014, will my fee arrangements be affected if I change providers?</p>	<p>If you are currently receiving services as part of a Home Care Agreement that started prior to 1 July 2014, you must enter into a Home Care Agreement with a new provider within 28 days if you want to continue with the fee arrangements that apply to your agreement.</p> <p>If you take more than 28 days to enter into a new Home Care Agreement, the fee arrangements that apply from 1 July 2014 will apply to your new agreement.</p> <p>Read more here: <u>Aged care costs before 1 July 2014 My Aged Care</u></p>

Changing Home Care Package Providers Checklist

- Review the terms and conditions of your current Home Care Agreement so you are aware of any costs and notice periods when you change provider.
- Create a shortlist of providers in your local area. Aged Care Decisions FREE comparison service can assist you to easily find and compare providers. agedcaredecisions.com.au
- Select a new provider that can deliver the care and services you need.
- Contact your current provider to give notice and agree on an end date of services. Remember; you have 56 days (or 84 days if you requested an extension) from this end date to enter into a Home Care Agreement with a new provider.
- Call My Aged Care on **1800 200 422** and ask them to re-activate your referral code. Your new provider will need this referral code before they can start delivering services to you.
- Work with your new provider to develop or review your care plan.
- Agree on a start date for services with the new provider and enter into a Home Care Agreement. Remember; the start date must be on or after the end date with your old provider.
- Notify your old provider within 56 days of ending your services with them, of the details of your new provider so that any unspent funds can follow you.
- Check that any unspent funds have been transferred from your old provider to your new provider within 70 days of your agreed end date of services.