Provider Assist

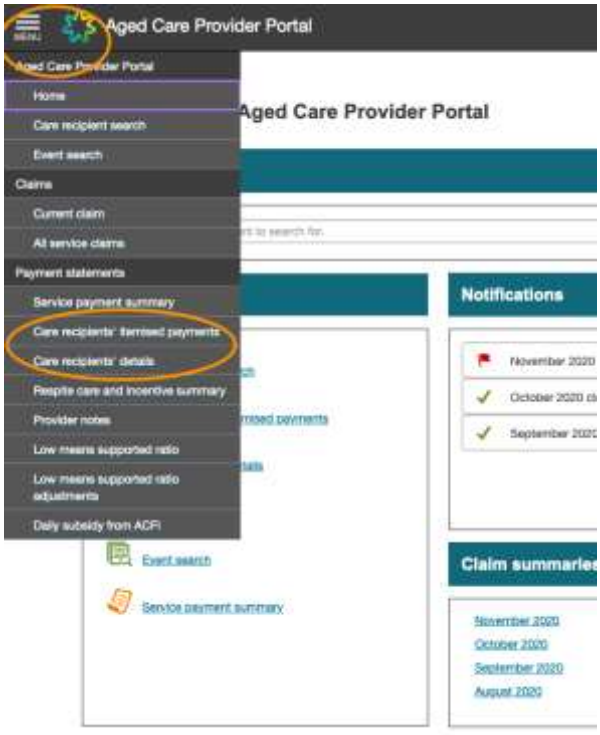
HOW TO:

IN THE ACPP, THE PAYMENT STATEMENT HAS A WALLET FULL OF DATA AND SHORTCUTS!

HOW TO USE THE PAYMENT STATEMENT TO GET TO THE CARE RECIPIENT PROFILE SCREEN

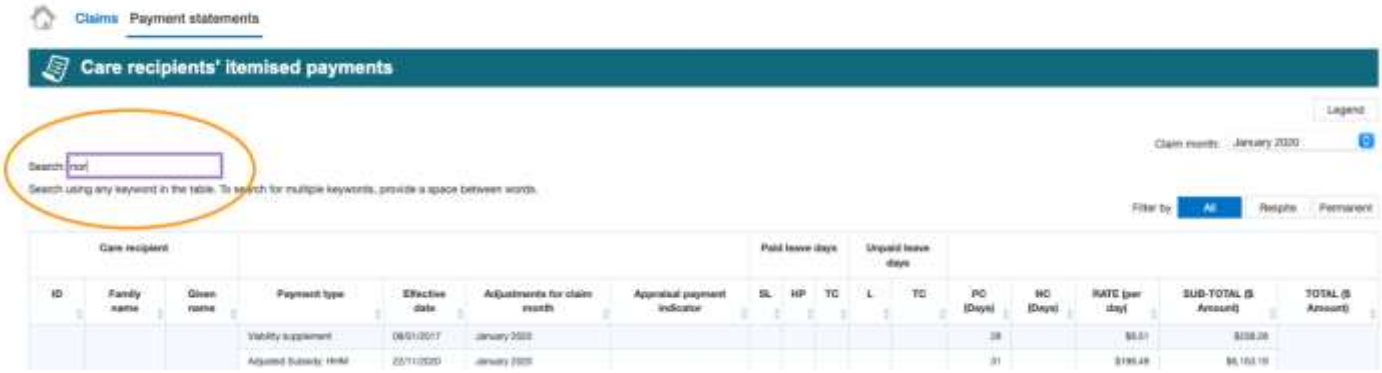
To use the Payment Statement to get to the Care Recipient profile screen:

- Login to the Aged Care Provider Portal (ACPP)
- Click **Menu** (top left side)
- Click **Care Recipient Details** or **Care Recipient Itemised Payments**



- Select a relevant month that the Resident was in care from the **Claim Month**

- In the search box, type the Resident's name



- Click the link in the **ID column**

If you take two things from the above:

- This is a handy shortcut!
- You need to select a month the Resident was in care and appeared on a Payment Statement

REVIEWING YOUR CURRENT CLAIM FOR ACCURACY AT THE END OF EACH CLAIM MONTH

At Provider Assist we cannot stress enough how important reviewing your Current Claim for accuracy is at the end of each Claim Month. There can be many data issues in Aged Care that subsequently need to be resolved. These issues can be the result of a claim being finalised without data representing what occurred in the month, with events outstanding or with errors. As with any system, it can be a great platform and have exceptional functionality, however it is still a program and does not have that human insight! This means in most instances it is getting the result it is programmed to get: but with your eyes, you can pick up on small issues that can result in a data error.

For instance – let's look at an example where the system gets the correct result, but user error results in a data issue:

- Nora Anderson moves into *Winston's by the Trees Aged Care* on the 15th of January
- The Facility are very busy caring for Nora and other Residents, so they do not submit Nora's entry event in their January claim – as such, Nora is not listed on the January Payment Statement (that is received early in the month of February).
- *Winston's by the Trees Aged Care* submit Nora's entry event in February and backdate it to the 15th of January.
- On the February Payment Statement, a payment for Nora's February stay will be listed, as well as the portion of January she was in care.

In the above scenario, if the Facility were to search for Nora using the shortcut described, they would not be able to use the January Payment Statement – as Nora does not receive payments, or get listed, due to not being claimed until February. This puts a gap in their data insights.

So, it is important to note:

- When a Resident is not on the claim
- It means they are not on the Payment Statement
- Which means no payment!
- Which means compromised cash flow
- Which means you may not be receiving the funding that you are entitled to
- Which can impact care outcomes.

So this How To is two fold:

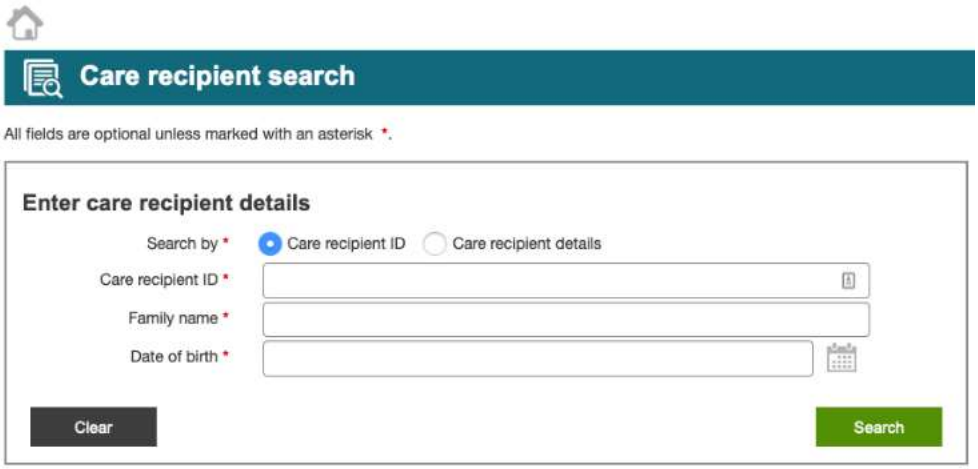
- A reminder that data is key to maintaining a sustainable Aged Care organisation – without data insights, that are:
    - Timely
    - accurate (based on submitting events to Medicare regularly and reviewing your Claim and Payment Statement – but especially the claim)
    - connected to multiple data sources
    - easily available and in a format you and your wider team can use to build stories and make decisions –

  means you may not be positioning your organisation to provide the most Remarkable care;

- A great shortcut to getting to the Resident profile screen

Of course, you can still use the Care Recipient search function to get to the Care Recipient Profile screen. To do this:

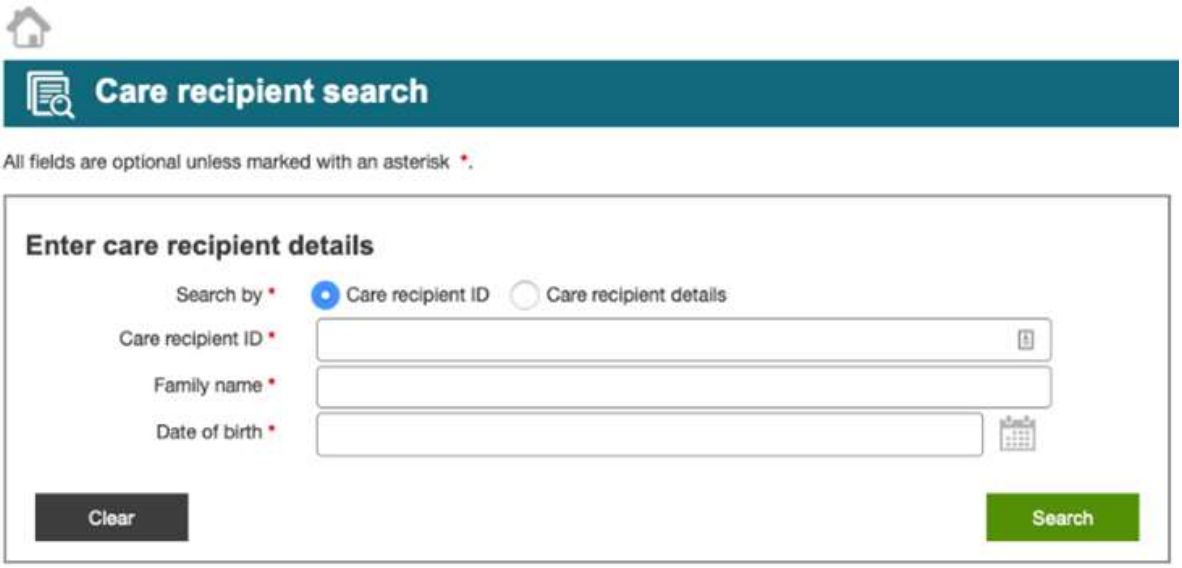
- Click **Menu**
- Click **Care Recipient Search**
- Enter the relevant details and press **Search**



If your search was correct, you will find yourself on the Care Recipient's profile page! If not – re enter the details or try our method of accessing the care recipient profile via the claim screen.

To access a Care Recipient's details via the Claim section of the Aged Care Provider Portal:

- Click **Menu**
- Click **Care Recipient Search**
- Enter the relevant details and press **Search**



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Navigating the Aged Care Provider Portal (ACPP) for the first time can be challenging. You want to focus on delivering amazing care – but have a new Portal standing between you and that (plus all the other changes currently happening!) Our team are happy to assist! Sign up here to receive our regular how-to series, and lock in a session with one of our team to walk you through the next steps and help you with any questions you may have on 1300 419 119 or team@providerassist.com.au.