

25/7/18

Dear Horizon Families,

I am writing to explain some recent changes with the way supports are priced under the National Disability Insurance Scheme.

From the 1st of July, 2018 the NDIA will implement the first set of recommendations from an Independent Pricing Review that was commissioned in 2017. This means there will be some changes to the way supports are funded under the NDIS. These will include:

There has been an increase to the unit price for ECI and therapeutic supports which came into effect on the 1st July. The NDIS price guide now nominates the ceiling rate for ECI supports as \$182.74 and Individualised Therapy at \$179.26.

To ensure no participants are impacted by this pricing increase, participant budgets and service bookings will be adjusted automatically by the NDIA to reflect the additional costs. Funding in your plan budget and existing service bookings will be increased to reflect the new unit prices. This means there will be no change to the number of hours for therapy you originally had in your plan.

What does this mean for me?

As per our Service Agreement document – Horizon HWNS is able to increase our hourly rate in line with the new price guide. At horizon we have never run at the ceiling rates that the NDIS suggests and funds at funds plans at but we will increase slightly. **Horizon rates for Educator/Key worker services will increase from \$140 to \$150 per hour and Speech/Occupational Therapy/Physiotherapy services will increase from \$170 to \$175. This increase in hourly rate will occur from 20/8/18.**

There are changes to the way therapy providers can charge for travel to deliver supports to individuals.

Provider travel when delivering therapy supports will no longer be capped at \$1000 per participant per plan. Previously, providers could also not charge for any travel under 10kms- this too has been lifted.

The NDIA will now use the Modified Monash Model (MMM) to decide whether people live in metropolitan, regional, rural or remote locations.

Providers can charge up to 20 mins for travel to an appointment and 20 mins for travel from an appointment for people in a **regional** area. This is calculated at the usual hourly rate for that service. Examples of these areas include: Tamworth, Kootingal, Duri, etc

For those participants living in MMM4 or MMM5 areas, you are in a **rural** area and providers can now charge up to 45 mins of travel at the usual hourly rate. Examples of these areas include: Quirindi, Werris Creek, Nundle, Bendemeer, Somerton, Barraba, Attunga, Moonbi, etc.

Why do services need to charge for travel to and from appointments?

Travel fees for therapists/behaviour support practitioners includes fuel, vehicle running costs, and the time of the therapist. When a therapist/practitioner is traveling to/from appointments this reduces the time they have for direct work with customers and so the cost of this time needs to be covered.

What does this mean for me?

From the 20/8/18 travel will be charged at this new model so for some clients who may not had to have travel placed into their agreements a small amount of their therapy time may be used to cover this until a new agreement is made.

When your plan is reviewed or you get a new plan, please think about where you would like your supports delivered. If you would like therapy at home, at school or in the community, this needs to be discussed with your planner so they can add enough funding to your plan to cover the travel fees.

When you sign a new service agreement with Horizon, we will make the change to how we charge for travel then and make an agreement with you about where supports will be delivered and discuss the travel fees.

There are changes to how providers can charge for short-notice cancellations or 'no-shows'.

What does this look like?

If you do not let us know you are unable to attend a scheduled appointment by 3pm the day before the appointment, providers can charge up to 90% of the appointment cost. The total of cancelled appointments can not be more than 6 hrs.

What does this mean for me?

If you make an appointment and do not attend or give notice after 3pm the day before that you can no longer make the appointment, HWNS may charge a late cancellation fee of up to 90% of the appointment cost.

This is to cover the time of the therapist/practitioner, who may not be able to reschedule another appointment at that time.

We ask families to be diligent with appointment times they make with therapists. Therapists will also aim to send an SMS reminder at minimum the day before the appointment to assist people to keep their appointments. Please make sure we have the best mobile number to send the SMS reminder to.

These changes to fee structure, hourly rates and cancellations will also be reflected in 'Fee for Service' client fees as well.

If you have any questions regarding these changes please don't hesitate to contact me at the office 67 663587 or your key worker for more clarification.

Regards,

Donna Betts

Coordinator, Horizon ECIS – House with No Steps