

With the new NDIS PACE system, you need to first endorse any plan manager you want to work with. **This just means you have to call the NDIS (on 1800 800 110) to tell them who your new plan manager is.** You can also do this with your Local Area Coordinator (LAC). We've written this script to help your call, pre-filled with important details about Provider Choice.

Hi there

My name is [Your Name], and I am a [participant / plan nominee] in the NDIS.

The participant's NDIS number is [participant's NDIS number].

My NDIS plan is on the new PACE system. This means that I have to endorse my plan manager by speaking with you. Could you please endorse **Provider Choice Plan Management** as my plan manager for my NDIS plan. (If asked, Provider Choice's provider registration number is **4050041521**).

I want to endorse Provider Choice from the date my plan started, which is [Your NDIS plan start date].

Can you please confirm this has been completed and that Provider Choice will be able to begin services for me straight away? *(They should be able to tell you "yes.")*

Important tips!

- Make it clear to the person on the phone that your NDIS plan is on the new PACE system.
- Make sure that they confirm that **Provider Choice Plan Management** is being endorsed by telling them the provider number (**4050041521**).
- It is crucial to begin the endorsement from your plan's start date. This makes sure all invoices that fall within your plan dates can be processed.
- Stay on the phone until they have told you the endorsement is finalised. It should be completed in one phone call. They should not tell you that it will take time to complete this - the endorsement process is instant.

Have questions or would like someone to talk you through this process? You can call the NDIA on **1800 800 110**. Alternatively, we're also here to help. Contact your local Community Engagement Manager with the email below.

hello@providerchoice.com.au