

Note: The information in this PowerPoint is true and accurate at time of presentation (23 /10/24) and is subject to change.



October Information Session

Understanding ...
Care Recipient Leave





What is covered...

1. Topic: [Impact on Care Recipients](#)

1.1 [Trilogy Care Processes](#)

1.2 [Leave allowances](#)

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2. Topic: [Impact on Coordinators](#)

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1.1

IMPACT ON CARE RECIPIENTS Trilogy Care Processes

IMPACT ON CARE RECIPIENTS: Types of Leave

TYPES OF LEAVE:

Care recipients can take leave from their Home Care Package (HCP) for various reasons, including:

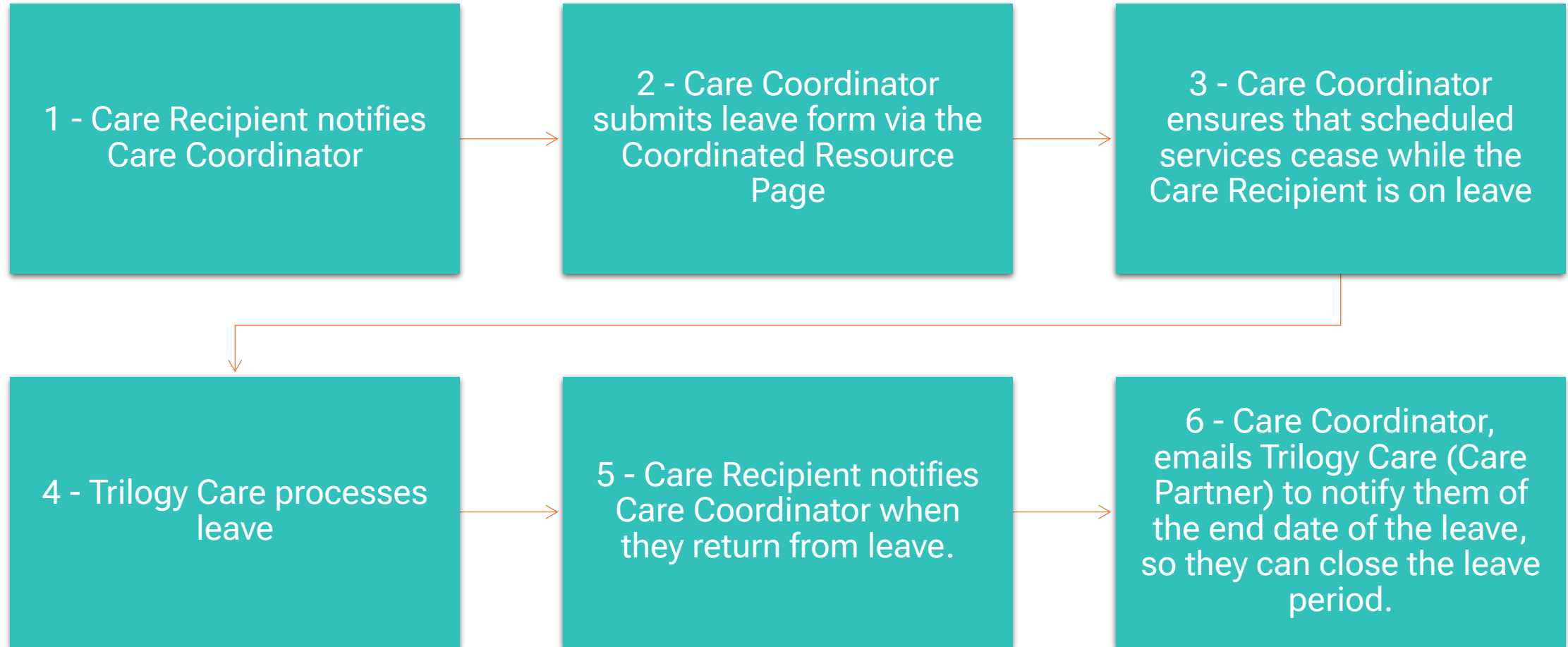
- Hospital Leave
- Transition Care Leave
- Residential Respite Care Leave
- Social Leave

IMPORTANT ACTIONS TO BE TAKEN BY CARE COORDINATORS:

- Care Recipients need to inform their coordinator who needs to submit the leave with Trilogy Care.
- Coordinators need to suspend services during the Care Recipient is on leave.
- Leave can be submitted without knowing the end date. When you are aware of the end date, email your care partner. **IMPORTANT:** do not resubmit a leave request.



IMPACT ON CARE RECIPIENTS: **Process**



1.1

IMPACT ON CARE RECIPIENTS Leave Allowances

IMPACT ON CARE RECIPIENTS: Allowances

TYPES	Purpose	Subsidy Payments	Fees	Extra
Hospital	Taken when a care recipient is hospitalised.	The home care subsidy is payable at the full basic subsidy rate for up to 28 <u>consecutive</u> days for each episode of hospitalisation. After 28 consecutive days, the subsidy reduces to 25% of the basic subsidy rate.	During the initial 28 days, the income-tested care fee will be charged. After this period, the care recipient may be asked to pay the lower amount between their income-tested care fee and 25% of the basic subsidy rate.	The HCP does not fund services that are provided by the hospital or facility during leave periods, such as meal provision or personal care. Seek advice from your Care partner if there are exceptional circumstances and service may be required (e.g.: minor home maintenance)
Transition Care	For transition care following a hospital stay.	Similar to hospital leave, the home care subsidy is payable at the full basic subsidy rate for up to 28 <u>consecutive</u> days. After this period, it reduces to 25% of the basic subsidy rate.	Like Hospital leave, during the initial 28 days, the income-tested care fee will be charged. After this period, the care recipient may be asked to pay the lower amount between their income-tested care fee and 25% of the basic subsidy rate.	Care recipient <u>cannot</u> access any services from the Home Care Package whilst accessing a Transitional Care Package.

IMPACT ON CARE RECIPIENTS: Allowances

TYPES	Purpose	Subsidy Payments	Fees	Extra
Residential Respite Care	When a care recipient receives temporary care in a residential setting to give their usual carer a break.	The home care subsidy is payable at the full basic subsidy rate for up to 28 <u>cumulative</u> days in a financial year. After 28 days, it reduces to 25% of the basic subsidy rate.	Similar to hospital leave, providers can charge the full rate for the first 28 days. After this period, the care recipient may be asked to pay the lesser of their income-tested care fee or 25% of the basic subsidy rate.	Home Care Package cannot pay the gap fee for government subsidised Residential Respite Care
Social	For personal reasons such as holidays.	The home care subsidy is payable at the full basic subsidy rate for up to 28 <u>cumulative</u> days in a financial year. After 28 days, the subsidy reduces to 25% of the basic subsidy rate.	During the initial 28 days, providers can charge the basic daily fee and the income-tested care fee. After 28 days, the care recipient may be required to pay 25% of the basic subsidy rate or their income-tested care fee, whichever is lesser	Care recipient generally <u>cannot</u> access any services from the Home Care Package whilst on Social Leave.

IMPACT ON CARE RECIPIENTS:

Impact on Monthly Statements and Leave Balances

Monthly Statements: Any subsidy, supplements, or fees paid or payable while the care recipient is on leave must be included in their monthly statement.

Leave Balances: Leave balances reset on 1 July each year or when the package level changes. Leave balances are specific to each care recipient and transfer with them if they change providers.

Services whilst on Leave: Funding is not provided for services and purchases during leave periods. However, the HCP may allow specific services to continue under certain conditions. Before offering any service, please confirm with your Care Partner to ensure it can be funded through the HCP during the leave period.

These services may include:

- **Home Modifications:** necessary for the consumer's safety upon returning home may be arranged during hospitalisation, contingent on available funds and prior approval from your Care Partner.
- **Essential Home Maintenance:** Services necessary to ensure the home is safe for the consumer's return, such as garden maintenance, may continue with prior approval from your Care Partner.



1.3

IMPACT ON CARE RECIPIENTS

Key Points

IMPACT ON CARE RECIPIENTS: Key Points

- Leave must be lodged when the Coordinator is aware and has a start date
- Leave is lodge via your Coordinated Consumer Resource Page- 'Submit Leave'
- Ensure the spelling of the Care Recipients name is the same as it appears on the Portal
- To end a Care Recipients 'submitted leave' – Coordinators need to email their Care Partner and notify them of the end date of the leave. Important: do not, resubmit an online leave request.
- Generally, services and purchases can not be funded during leave periods.
- While a Care Recipient is on leave this will affect your coordination fee: [Impact of Leave on Coordination Fees](#) and [FAQs](#) in this presentation.



2.1

IMPACT ON COORDINATORS

Coordination Fee

IMPACT ON COORDINATORS: Overview

The Coordination Fee is a monthly charge and cannot be applied on those days where leave is taken by a Care Recipient.

- If no leave is taken during the month, the full Coordination Fee, based on the agreed percentage, will be charged.
- If leave is taken, the number of leave days is calculated as a percentage of the total days in the month. This percentage is then applied to reduce the Coordination Fee for that month to ensure Care Recipients are not being charged a Coordination Fee for days on leave.

Please Note: A Care Recipient is allowed up to 28 days of leave per year without affecting their Home Care Package (HCP). This leave resets on 1 July each year and is tracked separately from the monthly Coordination Fee calculation.



2.2

IMPACT ON COORDINATORS

How fees are calculated

IMPACT ON COORDINATORS: : Calculations



1. Full Coordination Fee:

- If no leave is taken during the month, the agreed Coordination Fee, which is a fixed percentage of the Care Recipients HCP, is charged in full.

2. Leave adjustment:

- The number of leave days is worked out as a percentage of the total days in the month.
- This percentage is then used to reduce the agreed Coordination Fee for that month.

3. Formula:

- $\text{Leave percentage} = (\text{Leave days} / \text{Total days in the month}) \times 100$
- $\text{Leave impact} = (\text{Leave percentage} * \text{Agreed Coordination Fee percentage})$
- $\text{Coordination Fee payable} = \text{Agreed Coordination Fee percentage} - \text{Leave impact}$

IMPACT ON COORDINATORS: Example calculation



EXAMPLE:

- Total days in the month: 30 days
- Agreed Coordination Fee: 11% of the HCP
- Leave days taken: 3 days

Steps:

1. Work out the leave as a percentage of the month:
 - Leave percentage: $(3 \div 30) \times 100 = 10\%$
2. Work out the impact of leave on the Coordination Fee:
 - Leave impact: $10\% \times 11 = 1.1$
3. Work out the Coordination Fee payable:
 - Coordination Fee payable : $11 - 1.1 = 9.9$

2.3

IMPACT ON COORDINATORS

Key Points

IMPACT ON COORDINATORS: Key Points



- The monthly Coordination Fee depends on how many days you are not on leave.
- Any leave taken during the month is worked out as a percentage of the total days in the month and applied to reduce your Coordination Fee.
- A care recipient can take up to 28 days of leave per year without it affecting your HCP. This leave resets on 1 July every year.
- Check your RTCI when you receive it from Trilogy Care and apply the outlined calculations to check.
- If you have any questions regarding your coordination fees, please contact your Partnership/ Relationship Manager.

YOUR COORDINATION PAYMENTS: Process

REMINDERS:

Trilogy Care relies on information from Services Australia to process monthly coordination fees.

- It is crucial to review and respond to correspondence about Declarations and RCTI within the timeframe specified in the email.
- If no active service was provided to a care recipient under their HCP during the month, the coordination fee will be reduced to 3%.
- If a Care Recipient takes 'leave' within the month, your coordination fee will be impacted.

For any issues related to your coordination fees, please contact:

coordpayments@trilogycare.com.au

NOTE: Meaning of RCTI- Recipient –Created Tax Invoice

MONTHLY COORDINATION PAYMENTS: Process

1. Week prior to the end of the month – Trilogy Care sends Coordinators Declaration (see information on previous slide regarding process and expectations)

2. Trilogy Care receives claim from Services Australia (SA)

3. Trilogy Care cross checks data from SA with Care Recipient internal HCP activity.

4. Trilogy Care emails Coordinators RCTI invoice

5. Coordinators need to check RCTI when received. If a coordinator wants to dispute or question the RCTI an email needs to be sent to:
coordpayments@trilogycare.com.au

6. If correct: Trilogy Care aims to release coordination fees within 5 business days after the RCTI was emailed.

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SUPPORT MATERIAL

Links

HELPFUL LINKS:

- Australian Government: Department of Health and Aged Care:
 - [Temporary leave from Home Care Packages](#)
 - [HCP FAQs](#)
- My Aged Care:
 - [Search Leave](#)
 - [Home Care Package Operational Manual \(Section 11\)](#)
- Trilogy Care:
 - [Webpage](#) (Search Leave)
 - Coordinated Consumer Resource Page:
 - Leave- Frequently asked questions
 - Submit Leave- Leave Request Form



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FOLLOW UP
Evaluation

EVALUATION:



We kindly ask that you take a moment to complete the evaluation via the link below.

[OCTOBER_Care_CoordinatorTrainingFeedback](#)

At Trilogy Care, your feedback is highly valued, and it helps us improve our sessions.

Thank you for your participation today!



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QUESTIONS RAISED DURING INFORMATION SESSIONS

QUESTION... (copied from presentation chat)	TRILOGY CARES RESPONSE
<i>Before returning from a hospital visit HCP recipients are allowed to have their home cleaned and the lawn managed.</i>	In certain cases, this may be possible. Please make sure that any requests like these are directed to your Care Partner. For more information, refer to Slide 7 .
<i>Are you saying that despite the package not being reduced i.e they have not taken 28 days leave and the HCP amount is not reduced - our coordination fee is still affected i.e reduced for the month?</i>	The coordination fee is not payable on days where a Care Recipient takes leave during the month. Since the HCP is a 'daily subsidy', package fees are charged only for the 'active' days of the HCP, following the formula provided . This adjustment applies to both the Coordinator and Trilogy Care.

