

How do I get a HCP?

1. Check your eligibility

- Find out at myagedcare.gov.au/am-i-eligible
- Apply for an official assessment on the My Aged Care website
- Start the process early - receiving a HCP can have lengthy wait times
- Call My Aged Care on 1800 200 422 if you have previously registered or require assistance



2. Have your ACAT assessment

- An ACAT assessor will assess you at home or over the phone
- Answer their questions to determine the level of care you need and your priority level
- Prepare for your assessment - you should have:
 - your Medicare Card and Proof of ID (e.g. Driver's Licence)
 - a copy of your GP referrals and contact details
 - information about the services you currently receive
 - consider if you would like family or friends to be present



3. Find out your assessment outcome

- My Aged Care will mail you an outcome letter
- Login to your My Aged Care account to:
 - see which services you've been recommended
 - obtain referral codes so we can waitlist you
 - review the support plan that was developed by ACAT
- You will be placed in the national priority queue until a package is assigned at a later date



4. Get prepared to Self-Manage your care

- Prepare a plan for how you will self-manage your package
- Trilogy Care will work with you to plan your personalised care circle
- In the interim, ACAT may choose to assign a lower level package while you wait for your assigned level package to be approved
- You may wish to utilise services at this lower level in the interim



5. Start Self-Managing with Trilogy Care

- Once your Home Care Package is assigned, you may enter an agreement with Trilogy Care as your provider
- If you choose our Self-Managed Plus offering, Trilogy Care will provide a care coordinator to assist you in your care coordination, recruitment, and workforce management
- **Start receiving care and services!**

