



SUPPORT *at home*

CLAIMING GUIDE FOR
EAT WELL HEALTH PRODUCTS



1. Purpose of this Guide

Note on Timing:

While this guide references the Support at Home classifications and contribution rules that formally commence on 1 November 2025, the same claiming principles already apply under the current Home Care Package program. Providers can follow this process now to ensure nutrition supplement supply is claimed under Allied Health & Therapy – Nutrition & Dietetics with no client contribution, provided the product is prescribed by a dietitian or other health professional.

This guide helps Support at Home providers correctly classify and claim Complete Nutrition and Protein Plus for Seniors so that eligible clients pay 0% contribution when products are supplied following Eat Well Health's dietitian-signed clinical prescription.

2. Official Classification Rules

2.1 Clinical Support Services Definition

"Clinical support services are those provided by a health professional, such as a nurse, allied health professional, or medical practitioner, and include assessment, advice and therapy to support a person's health needs."

— Support at Home – Participant Contributions Fact Sheet, Department of Health, June 2025, p. 2

<https://www.health.gov.au/sites/default/files/2025-06/support-at-home-program-participant-contributions.pdf>

2.2 Allied Health – Nutrition and Dietetics

"Nutrition and dietetics services – provision of assessment, prescription, and monitoring of nutrition interventions."

— Support at Home Service List, My Aged Care, 2025

<https://www.myagedcare.gov.au/support-at-home/services>

2.3 Consumables Within Clinical Services

"Consumables provided as part of a Clinical Support service are included in the cost of the service and do not attract a participant contribution."

— Support at Home – Participant Contributions Fact Sheet, Department of Health, June 2025, p. 3

3. How Eat Well Health Meets the “Prescription” Requirement

Eat Well Health offers two pathways for clients to be able to fund their purchase of its nutrition support products direct through their Home Care Providers. They can either complete the online nutrition screening tool or upload a referral from their own dietitian or health care professional.

For clients who complete Eat Well Health's online nutrition screening questionnaire using the Mini Nutritional Assessment – Short Form (MNA-SF), results are reviewed and signed off by an in-house Accredited Practising Dietitian (APD). The signed report includes:

- Product name and formulation
- Dosage and duration
- Clinical purpose

This report is equivalent to a prescription under the Support at Home Service List definition.

3.1 Justification for Online Screening

- 1) The tool used is validated for remote use, and
- 2) A health professional reviews, interprets, and prescribes based on the results.

Eat Well Health's process meets the requirement for "assessment, prescription, and monitoring" in the Service List and aligns with Aged Care Quality Standards provisions for remote allied health assessments.

4. Claiming Pathways

Pathway	Who Claims	Classification	Client Contribution
A – Bundled into clinical service	Provider (using Clinical Support – Nutrition & Dietetics code)	Clinical Support	0%
B – Claimed as standalone meal/ product	Provider (using Everyday Living – Meals code)	Everyday Living	17.5–80% (means-tested)

5. Required Documentation for Pathway A (0% Contribution)

- 1) Eat Well Health Dietitian-Signed Screening Report (serves as the prescription). This satisfies "assessment, prescription, and monitoring of nutrition interventions" under the Service List.
- 2) Service record linking the product supply to a billed Clinical Support – Nutrition & Dietetics item. This satisfies the Fact Sheet requirement that consumables are "provided as part of a Clinical Support service".
- 3) "The dietitian-signed report is valid as a Clinical Support prescription even if no separate fee is charged for the assessment"



6. Example Wording

6.1 Dietitian-Signed Screening Report

PRESCRIBED NUTRITION INTERVENTION – SUPPORT AT HOME

Client Name: _____ Support at Home ID: _____

Date of Birth: _____ Date Issued: _____

Screening Outcome (MNA-SF): _____

Nutrition Risk Level:

☐ Normal Nutritional Status ☐ At Risk – Same Weight ☐ At Risk – Weight Loss Noted ☐ Malnourished

What This Means:

[e.g., "No malnutrition risk" / "Reduced intake and early weight loss trends" / "Clear signs of nutritional compromise"]

Clinical Recommendation:

- Normal Nutritional Status: Monitor regularly. If active, recommend Protein Plus for Seniors.
 - At Risk – Same Weight: Recommend Protein Plus for Seniors; recommended to seek ongoing support from a dietitian.
 - At Risk – Weight Loss Noted: Recommend Complete Nutrition; recommended to seek ongoing support from a dietitian.
 - Malnourished: Strongly recommend Complete Nutrition and urgent dietitian support.
-

Prescribed Nutrition Product:

☐ Complete Nutrition ☐ Protein Plus for Seniors

Authorisation:

I have reviewed the client's screening results and approve this prescription as part of a Nutrition & Dietetics Clinical Support service under the Support at Home program.

This prescription remains valid until the next nutritional reassessment or unless clinical circumstances change.

Signed: _____

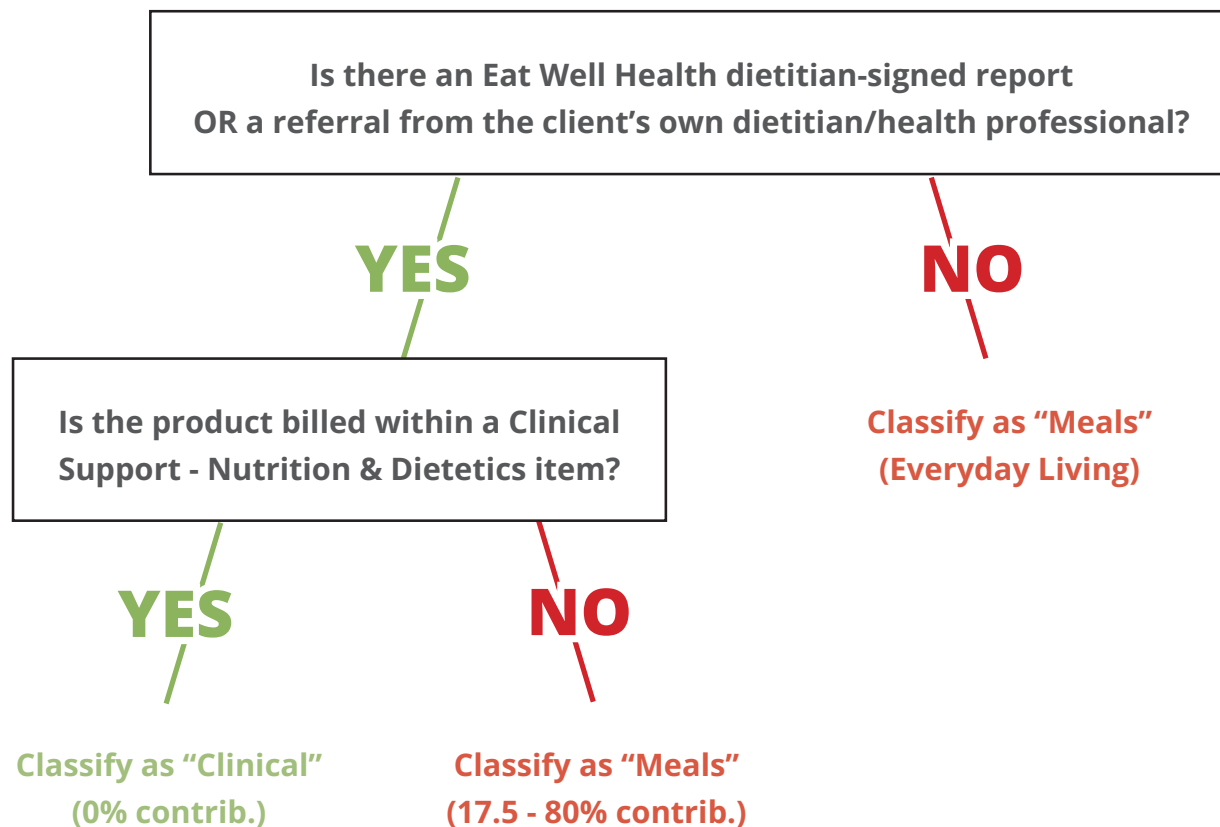
Name (APD): _____

APD Number: _____

6.2 Provider Invoice Description

Clinical Support – Nutrition & Dietetics service, including provision of prescribed nutrition supplement per Eat Well Health dietitian recommendation: Complete Nutrition

7. Flowchart – Choosing the Correct Classification



8. Key References

- Support at Home – Participant Contributions Fact Sheet (Dept. of Health, June 2025) – <https://www.health.gov.au/sites/default/files/2025-06/support-at-home-program-participant-contributions.pdf>
- Support at Home Service List (My Aged Care, 2025) – <https://www.myagedcare.gov.au/support-at-home/services>
- Aged Care Quality Standards – <https://www.agedcarequality.gov.au/providers/standards>
- Mini Nutritional Assessment (MNA-SF) – <https://www.mna-elderly.com/>

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