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# Getting paid as an NDIS provider

October 2023

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# Session overview

## Working as an NDIS provider

- Scheme context
- Responsibilities
- Ways participants manage their funding
- Getting paid by budget type

## Getting paid

- Communication
- Service bookings
- Service agreements
- When participants want to change their supports

## Key resources

- NDIS Pricing Arrangements and Price Limits
- Payment enquiries
- Self-resolution and guidance

## PACE

- PACE improvements it will support
- Key change areas for providers
- A new NDIS website

# Scheme context



- At 31 December 2023, more than 646,000 participants had an NDIS plan, a net increase of 14,920 participants since September.
- There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the NDIA manage their plan.
- Over the past 2 years, the proportion of participants who:
  - Self-manage all or part of their plan has decreased from 30% to 29%
  - Use a plan manager has increased from 53% to 62%
  - Have an Agency-managed plan has decreased from 17% to 9%.
- The NDIA wants providers to get paid as quickly as possible for approved supports delivered to NDIS participants.
- The vast proportion of payment requests submitted through the NDIS portal are successfully processed and paid within five days.

# Responsibilities



- NDIS funded supports are approved by an NDIA delegate as per NDIS Act 2013 and included in a participant's plan
  - Every participant's plan is unique to individual needs and circumstances
  - The NDIA makes payments that align with approved funded supports included in a NDIS participant's plan.
- Understanding how NDIS supports are funded before delivering supports
  - How you get paid depends on how the participant manages their budget
  - Both the participant and/or their nominee and provider/s are responsible for ensuring there are NDIS funds available to pay for supports
  - Providers need to be clear on how the participant intends to pay for the supports before they are delivered

# Responsibilities (continued)



- **Payment accuracy**

- The NDIA actively monitors claims against participants' plans. If claims appear incorrect or unusual, providers and self-managed participants may be asked to reassess their payments for accuracy, provide supporting documentation, or speak with the Agency regarding payments that appear unusual.
- Taking care to enter accurate information when you claim increases the chances of your claims being approved.

- **Self-correction**

- More information about invoice requirements, record-keeping and the Provider Payment Assurance Program is published in the NDIS website under [Getting paid](#)

- **Fraud reporting**

- You can report suspected fraud or non-compliance by calling the NDIS Fraud Reporting and Scams Helpline on 1800 650 717 emailing [fraudreporting@ndis.gov.au](mailto:fraudreporting@ndis.gov.au).

# Different ways participants manage funding



- Participants have three options to manage their NDIS funding:
  - Self-managed
  - Plan-managed
  - NDIA-managed
    - Participants can also choose a combination of the three options.
- Participant choice and control is paramount
  - Plan management types are designed to optimise flexibility and participant choice of supports
- How a participant manages their NDIS funding determines:
  - whether a participant uses NDIS registered or unregistered providers
  - how providers get paid.



# Getting paid by budget type

## NDIA-managed

- Supports must be delivered by an NDIS registered provider
- To ensure payment, registered provider should have a service booking in the NDIS myplace provider portal before delivering supports
- Payment requests must be submitted by the provider in the NDIS myplace provider portal

## Plan-managed

- Participants can use both registered and unregistered providers
- Plan manager must have a service booking in the NDIS myplace provider portal
- Plan managers agree with participants how to receive invoices. This may be directly from providers.
- The plan manager will process the payment through the myplace provider portal and pay the provider

## Self-managed

- Participants can use both registered and unregistered providers
- Self-managed budgets have an automatic service booking (created by the NDIA)
- Participants who are self-managing their budget are invoiced by, and pay, providers directly
- Self-managed participants claim the expense through the myplace portal

# Plan-managed supports

- Plan Managers assist participants by:
  - managing and monitoring a participant's budget
  - managing claims and paying providers for delivered services
  - maintaining records for a participant and producing regular statements.
  - Ensuring claims are consistent with the participant's plan
- The participant and their Plan Manager must discuss and agree how they will approve or authorise requests for payment for NDIS supports provided.
- If you have been asked to provide supports to a Plan-managed participant, you should seek assurance from the participant and/or their Plan Manager (with the participant's consent) that the supports you have been asked to deliver align with the approved plan and are within the plan budget.
- Plan managers must always ensure that sufficient supporting evidence (e.g. a tax invoice) is included with relevant information about the goods/services purchased for all payment requests.
  - A Plan Manager may be asked to pay back any funding spent on goods or services not included in a participant's plan.



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## Guide to Plan Management

September 2020



# Support Coordinators



## Support Coordinators:

- ✓ connect to NDIS and other supports
- ✓ broker supports and services in line with the participant's plan
- ✓ help the participant monitor plan budgets and support effectiveness
- ✓ build capacity and capability to understand their plan, navigate the NDIS and make their own decisions

Support Coordinators will help participants with different things depending on:

- ✓ what the participant's goals, needs and circumstances are
- ✓ what is funded in the participant's plan.

**Support coordinators play an important part in safeguarding a participant's wellbeing.**

## What they don't do

- × Make Reasonable and Necessary planning decisions
- × Provide formal advocacy services to participants. A support coordinator should refer and connect a participant to advocacy services where necessary.
- × Make decisions about a participant's future support requirements and/or NDIS plan funding
- × Make service bookings for other providers
- × Sign service agreements on behalf of participant and/or nominee
- × Make payments on behalf of the participant or NDIA
- × Escalate payment disputes on behalf of other providers

# Communication



- Asking the right questions before delivering supports is crucial to understanding what supports are funded by the NDIS and whether you can deliver the supports.
- Key questions to ask prior to delivering supports:
  - Are the supports you're asking me to deliver NDIS funded in your plan?
  - Is the support category budget that you want to use NDIA-managed, Plan managed, or Self-managed?
- Budgeting
  - Is there enough funds to deliver the supports you are asking me to provide? i.e. *I am going to charge you X per hour for Y hours each week. This amounts to \$XY per week. Does this align with how much money is in your plan for this support/service booking over this period of time?*
- Does the type of support being requested match the approved supports in your NDIS plan?
  - Over-servicing

# Service bookings



## Service Booking

Create and manage service bookings

- Service bookings are used to set aside funding for an NDIS registered provider for a support they will deliver.
  - Service bookings are not the same as service agreements.
- Registered providers should have an agreed service booking in place before a participant receives services or supports.
- Service bookings show the type of support participants need and for how long they need it. It also confirms there is funding in their plan to pay for these supports.
- Monitoring your service booking/s is crucial to ensure there is enough funds to cover the rate of utilisation. If you don't have a service booking (for example, the participant is Self-managed or Plan-managed), you should **seek further information** from the person and/or organisation that manages the relevant service booking prior to delivering supports

# Service agreements



- Making a service agreement is a negotiation between the participant and the provider.
- A service agreement is required for [Specialist Disability Accommodation](#) supports under the NDIS (Specialist Disability Accommodation) Rules 2021 (SDA Rules).
  - For other NDIS services, the NDIA does not require service agreements.
- The NDIA recommends having a written service agreement so participants and providers are clear about what each party has agreed to.
  - The NDIA does not have visibility of service agreements between participants/providers, but may request a copy of a service agreement as supporting evidence where needed to substantiate claims.
  - A service agreement is like any other agreement under Australian Consumer Law.
- Registered providers should not seek to impose conditions on participants through service agreements that are not in line with those set out in the NDIS Pricing Arrangements and Price Limits and its associated documents.
- The Australian Competition and Consumer Commission has [information to help businesses](#), (including not-for-profit organisations) that supply goods or services to consumers with disability or to NDIS participants.

# Changes to supports



- A participant's circumstances might change during a current plan.
- It's important the participant or appointed representative lets the NDIA know if their situation changes. A change of situation or change of details form lets the NDIA know:
  - The participant's situation has changed and their plan no longer meets their needs
  - the participant wants to change how funding is managed in their plan
- In either of these situations, the participant can ask for a plan reassessment. We call this a participant requested reassessment.
- **Providers should discuss any additional support needs with the participant and be clear on how those supports will be funded/paid for before delivering the supports.**

# Payment enquiries



- The NDIA makes payments that align with **approved funded supports** included in a NDIS participant's plan.
- The NDIA considers a range of factors when payment issues are escalated to the Agency, including:
  - *Does the provider and/or participant have a service booking in the portal?*
  - *Are the supports funded the participant's plan?*
  - *Is the support category budget NDIA-managed, Plan-managed, or Self-managed?*
- Under the NDIS Act 2013, the NDIA can make payments to:
  - Registered providers,
  - Plan Managers (who are registered providers), and
  - Self-managed participants.

# NDIS Pricing Arrangements and Price Limits



- As a registered provider, you need to be familiar with the NDIS Pricing Arrangements and Price Limits. This document specifies and explains the price limits you can charge NDIA-managed or Plan-managed participants.
- The NDIS Pricing Arrangements and Price Limits explains claiming rules and responsibilities for providers by support category, and includes price limits of each support type.
- Price limits are the maximum prices that registered providers can charge NDIS participants for specific supports. Participants and providers can negotiate lower prices.
  - Self-managing participants can use registered or unregistered providers and are not subject to the price limits or other pricing arrangements set out in the NDIS Pricing Arrangements and Price Limits and its associated documents.
- The NDIA sets these price limits based on a number of factors, including ensuring value for money. Providers do not have to charge at this limit.
- Changes to prices are updated to respond to market trends and changes in costs.

# Self-resolution



- Reflect and resolve
  - Reflect on your responsibilities as a provider seeking payment to try and determine the cause of any payment issue before submitting a Payment Enquiry. reassess the [Getting paid](#) webpage on the NDIS website
- [Managing service bookings](#)
  - [How to create a service booking \(video tutorial\)](#)
  - [How to view a service booking \(video tutorial\)](#)
  - [How to edit a service booking \(video tutorial\)](#)
  - [How to end a service booking \(video tutorial\)](#)
- Claiming timeframes
  - To receive payment for services where the service booking ended more than 90 days ago, you will need to request payment through the bulk payment request feature in the [myplace Provider Portal](#). Instructions about making a bulk payment request can be found in the [Bulk Payment Request Step-By-Step Guide](#) or [Bulk Payment Request Step-By-Step Guide](#) on the NDIS website.
- The NDIS publishes a **Systems and error messages guide** to help providers self-correct their claims through the portal



# 3P and PACE

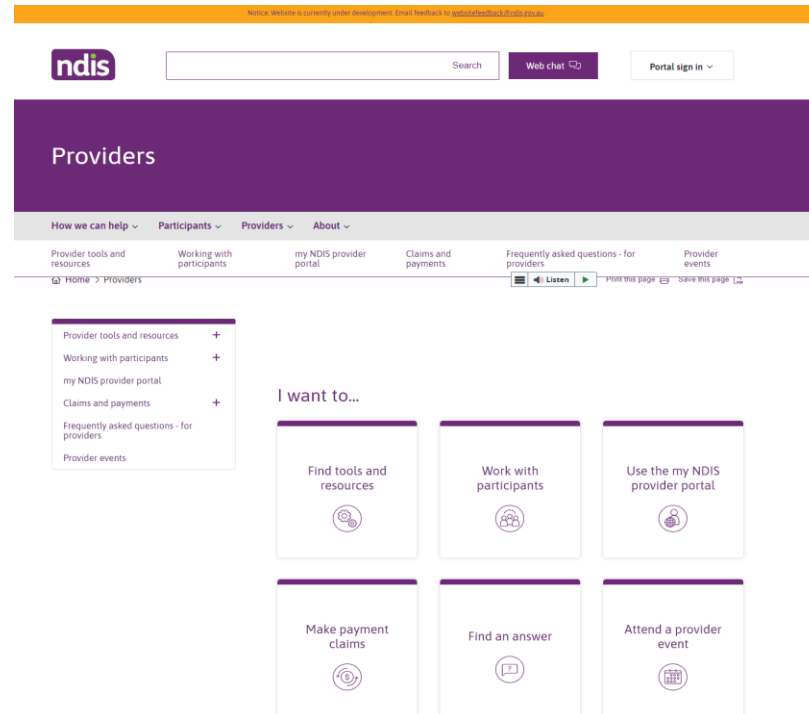


## PACE, 3P and improvements it will support



## A new NDIS website

- We have built a new website
- Dedicated source of information for participants, providers, and the disability community
- This website is in beta phase
- You can provide feedback through the website
- <https://improvements.ndis.gov.au>



# Stay up to date

**NDIS website:** [ndis.gov.au/providers](https://www.ndis.gov.au/providers)

**Subscribe to:** [Provider eNewsletter](#)

**Call:** 1800 800 110

**Email:** [provider.support@ndis.gov.au](mailto:provider.support@ndis.gov.au)

**Register for upcoming events:** [Latest events | NDIS](#)

**It is important to keep your details up-to-date** in the NDIS Commission portal under 'My Registration'. This ensures you receive critical information from the NDIA. Learn how in the [myplace provider portal step-by-step guides](#) or visit [NDIS Commission website](#).

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## National Disability Insurance Agency



1800 800 110



[ndis.gov.au](https://www.ndis.gov.au)



[enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



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