FIRST2CARE

FOR PROVIDERS: TIPS & HINTS FOR PAYMENT PROCESSING

At First2Care, our aim is to process provider payments smooth and as quickly as possible following participant approval. We have developed a list of some helpful tips and hints to assist you.

- Ensure that the amount you are charging for the support or service you have provided accurately reflects the hourly rates within the NDIS Price Guide. If the price you are charging exceeds the NDIS' rates, it may only be partially funded.

- Include the invoice number and the participant's name or NDIS Number into the email subject.

- Configure your invoicing software to send the invoice as an attached PDF, NOT just as an embedded link within the email. All invoices need to be in a PDF, JPG or PNG format.

- Always ensure that the quantity is included on each line item and that it is correct. Quite often we see a quantity defaulted to "1" and the invoice can be short-funded.

- Make sure each line item on your Invoice has a service date, even if it only has one line item. This way, there is never any confusion over which rate to use and you are less likely to be short-funded.

- On average, invoices received on Monday, Tuesday or Wednesday will be paid in the same week, whereas invoices received Thursday and Friday will be paid on the following Monday.

- Ensure days falling on a weekend or public holiday where a different rate applies are entered as separate line items.

- If you do not include an NDIS code, make your description of the service as accurate as possible.

- Consider sending invoices at least weekly; monthly invoices are more likely to span periods of multiple plans or price guides.

- Ensure you send each invoice individually as a PDF document and that the file size does not exceed 4.5 MB. Files sent as a Word or Excel document can cause processing delays.

- Check that the weekday, weekend and evening rates are clearly outlined to prevent any payment processing delays.

- If you know which NDIS code your service aligns with, include this in your invoice. If you are unsure of which code to choose, you can contact us at 1300 322 273 or support@first2care.com.au. Alternatively, you can see a full list of codes and descriptions of these line items in the NDIS Price Guide on the NDIS website.