

♥ For Providers: Tips & Hints for Payment Processing

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

YOUR INVOICE

- ♥ Invoices must include your business name and valid ABN. If you do not have a valid ABN, you must provide an ATO Statement by Supplier form, quoting the reason you are exempt from an ABN.
- ♥ 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.
- ♥ 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.
- ♥ Include the invoice number and the participant's name or NDIS Number into the email subject.
- ♥ 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.
- ♥ Ensure days falling on a weekend or public holiday where a different rate applies are entered as separate line items.
- ♥ If you know which NDIS code your service aligns with, include this in your invoice. You can see a full list of codes and descriptions of these line items in the NDIS Pricing Arrangements and Price Limits on the NDIS website. (<https://www.ndis.gov.au/providers/pricing-arrangements>)

SUBMISSION AND PROCESSING

- ♥ 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.
- ♥ 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 or Tuesday.
- ♥ 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.

If you have any questions or need help, chat to our friendly team, see details below.

Contact our friendly team
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