

YOUR NEWS BULLETIN



Your Plan Manager

your unique path, our personalised support

IMPORTANT NOTICE: UPDATES TO PROVIDER PAYMENTS

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We wanted to inform you about recent updates from the NDIA regarding provider payments, which may impact our payment timeframes. These changes are aimed at strengthening the NDIS system by reducing fraud and non-compliant behavior.

Starting March 2024, the NDIA may take additional time to review some claims before processing payments. While valid claims will still be paid within 2 to 3 business days, please note that some payments may now take up to 10 days.

PROVIDERS

Here's what you need to know about the claims review process:

- Duplicate claims submitted within 14 days will be reviewed for fraud and non-compliant behavior.
- If your claim is being reviewed, we (YPM) will receive a request for information from the NDIA at which point we shall reach out to you for more information.

Rest assured, once we receive the necessary information, we will promptly add your claim to the next payment run. However, if the provided information is unsatisfactory or no response is received, the claim will remain on hold until we receive the required details.

We encourage you to review your claiming and invoicing systems and processes to ensure alignment with NDIA payment terms, thereby avoiding any delays in payments.

PARTICIPANTS

We understand that changes to provider payments may impact your experience with service providers. If you find that a payment is delayed or under review, please know that we are here to assist every step of the way.

Our team will work closely with you and your service providers to ensure that any claiming issues are resolved promptly and that your NDIS funds are managed efficiently. Should you have any concerns or questions, please don't hesitate to reach out to us. Your satisfaction and peace of mind are our top priorities.

For further details about NDIA provider payment terms, please visit the [NDIS website](#). We appreciate your ongoing support and understanding as we navigate these changes together.

Warm Regards,

Kayla Curzon
Financial Services Manager



QUESTIONS?

We genuinely love what we do here at Your Plan Manager, with family at the heart of our business, we take being a part of your chosen support team seriously.

If you have any questions regarding the new process, or would like to talk to one of our Plan Support Officers please don't hesitate to reach out to our team via email plan@ypm.com.au or call our office on **1800 968 775** today.

Thank you for supporting small business.

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