

## IMPORTANT NOTICE:

### NDIS PAYMENT TIMEFRAMES - REMINDER

Viewing on a mobile device? Rotate the phone to landscape mode in order to view as intended.

We wanted to share some important updates with you. **Effective immediately**, all invoices submitted to the NDIA will be subject to additional screening measures put in place to mitigate fraud, non-compliant behaviour and strengthen the NDIS.

#### ALL CLAIMS

We as plan managers, will continue to pay you the same day that we receive the funds from the NDIA. **Due to the changes enforced even valid, compliant claims are being delayed by an additional 2-3 business days, extending our standard payment processing time to 5-7 business days.**

#### CLAIMS UNDER REVIEW

**Plan Managers may be asked to provide additional information** about the services provided, which we will submit to the NDIA in a timely manner. What this may mean, is that we'll reach out to you for further information. However, if the provided information is unsatisfactory or no response is received, the claim will remain on hold until we receive the required details. **Once the claim is approved by the NDIA we will promptly add your claim to the daily payment run. This process may delay payment by up to 10 days.**

**We encourage you to factor in these updated processing times when submitting invoices for payment. This includes STA's & Reimbursements.**

#### 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 contact the NDIA. Alternatively, you can find out a bit more about claims and payments here and review the National Disability Standard's helpdesk article which addresses these changes here.

Below, you'll find a visual representation of the updated process. We appreciate your ongoing support and understanding as we navigate these changes together.

Warm Regards,

**Kayla Curzon**  
Financial Services Manager

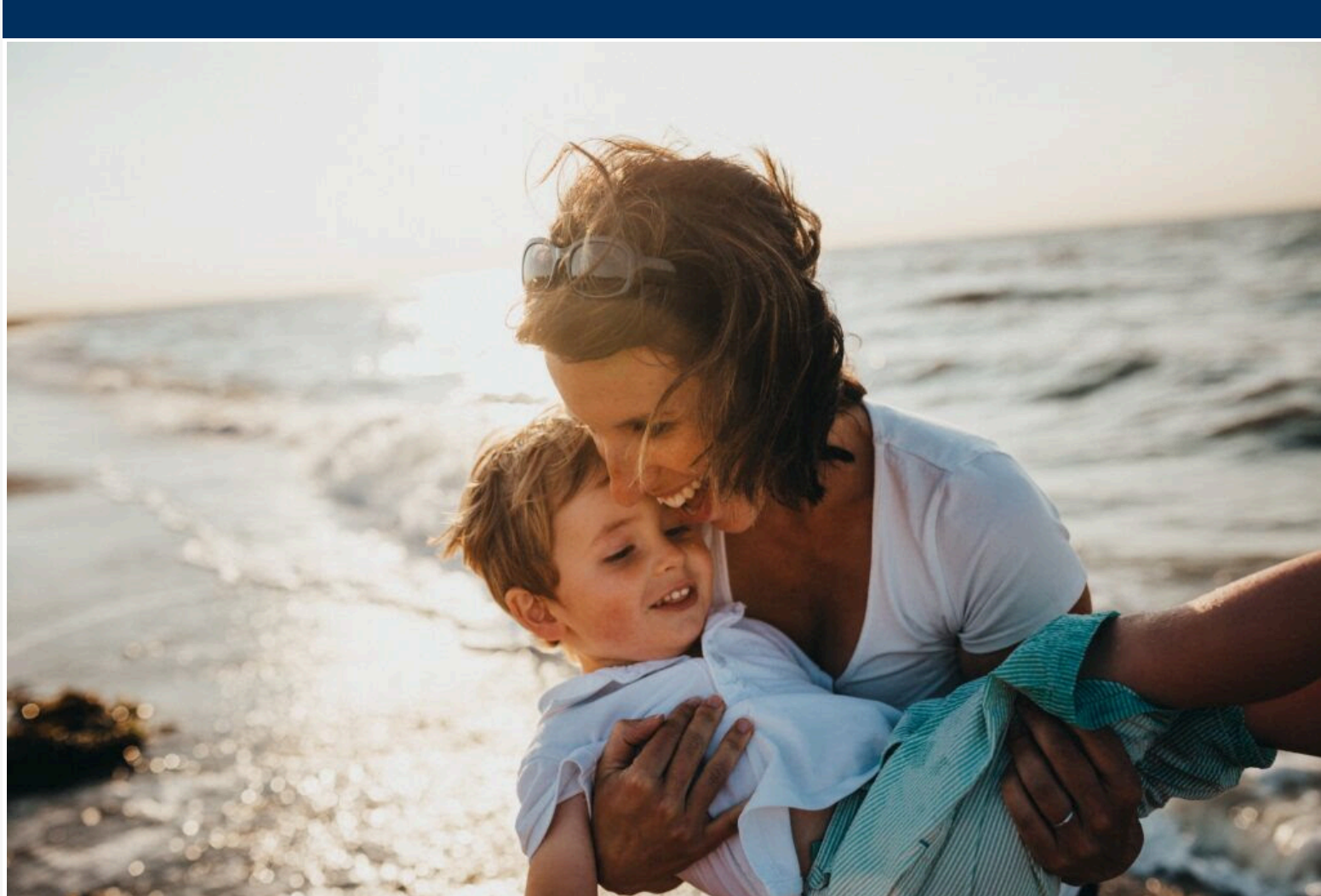
*Your unique path, our personalised support.*



### Claims Process



[Download Flowchart](#)



#### 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](mailto:plan@ypm.com.au) or call our office on **1800 968 775** today.

**Thank you for supporting small business.**

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<https://www.mypcorp.com/marketing/manageEmailPreferences.aspx?a=41Ktp8OqImLr&b=11585>  
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