

Checklist – Claims and payments

The checklist below will help providers understand claims and payments processes in the new computer system, and the steps to begin using the my NDIS provider portal.

Follow this checklist to help solve queries you may have about claims and payments.

Claims and payments

- NDIS plans developed in our new computer system won't have service bookings. Instead, participants can tell us who their my providers are for their plan.
- Single claims will not be able to be submitted through the myplace provider portal for participants that have a plan in the new computer system. There are no other changes to the way providers submit claims—provider claims should continue to be made in the myplace provider portal.
- Providers are required to submit all claims using the Bulk Upload process for all participants with a plan in the new computer system.
- The Bulk Upload file can include claims for participants in both the new and old computer systems.
- Valid claims for Agency managed supports are generally paid within 2 to 10 days.
- Claims for Agency managed supports including specialist disability accommodation, home and living supports and behaviour supports, who aren't listed as a my provider for the participant's plan, will be automatically rejected.
- The Pricing Arrangements and Support Catalogue limits are the same for all participants. They do not change with our new computer system.

Information

- I have read the information on [claims and payments](#).
- I have read the information on [getting paid](#).

- I understand what [my providers are and how to be recorded as one](#).
- I have read the information on [pricing arrangements](#).
- I have reviewed the documentation on [changes to the support categories](#).
- I have read the [system and error messages guide](#) for the myplace provider portal.
- I have read the [bulk payment request guide](#) for the myplace provider portal.
- I have read the [Part 1. Using the myplace provider portal step-by-step guide](#) and understand that I will need to continue raising payment enquiries in the myplace provider portal.
- I have viewed the [‘How to do a Bulk Upload’ YouTube video](#).
- I have read the [common error trends for further guidance](#).

Processes

- I have logged onto the [my NDIS provider portal to view plan information](#).
- I have logged onto the [myplace provider portal to submit claims for payments](#).
- I understand the [importance of communicating with participants regarding their consent and NDIS plan](#).
- I understand the [different ways participants manage their NDIS budget](#).
- I understand how to [raise a payment enquiry in the myplace provider portal](#).
- I understand how to complete a [Bulk Payment Request template](#) for all claims.
- I have read the [frequently asked questions](#) and understand where I can share feedback or escalate an unresolved enquiry.

If you need further support, please email provider.support@ndis.gov.au or call us on 1800 800 110.