Invoice Support Guide.
Helping you get paid quickly.

nib | Thrive
PLAN MANAGEMENT

July 2026

nib Thrive Plan Management aims to support both providers and participants with high-quality NDIS plan management services. Processing claims is a big part of this. We want to make the invoicing and payment process as simple and prompt as possible.

This guide outlines everything you need to know to get paid on time and how to resolve common invoice problems.

Introduction to invoices

Invoices record information about the services or products delivered to an NDIS participant. The services you deliver must be in line with the participant's plan and funding periods, as confirmed by the NDIS. Your invoices should state what service or support was provided and when, the total cost of the service or product, details about the participant who received it, and your details for getting paid.

To receive payment for a service or support you provide to a participant with NDIS funding, submit invoices directly to nib Thrive Plan Management as their plan manager within **90 days of the service delivery date**.

Submitting an invoice

You can submit invoices to Thrive in different ways:

- → **By email claims@nibthrive.com.au**
- → **By uploading directly to the Thrive Portal**

Thrive Portal

New providers are set up with access to the Thrive Portal after we receive your first invoice, or once you've registered with us at **nib.com.au/thrive/join/provider**

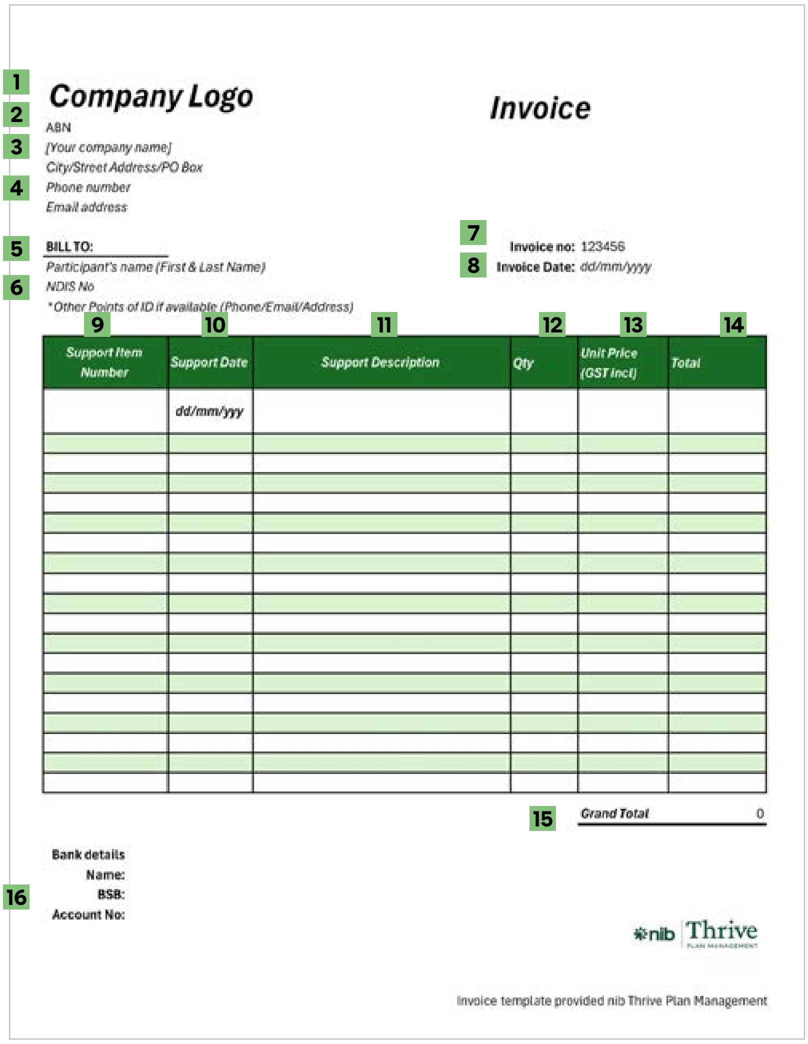
Providers can log in and start using the Thrive Portal any time. In the Portal, you can:

- ✓ Upload invoices
- ✓ Track the status of your invoices
- ✓ Manage and download remittances for record keeping
- ✓ Access your communications from Thrive.

Creating your invoices

As an NDIS provider, your invoices must be complete, accurate and honest. By submitting an invoice for payment, you confirm that the support or service that you are providing is an approved NDIS support. [Learn more about supports and services funded by the NDIS](#).

Entering all the required invoice information correctly is essential to getting paid on time. The NDIA requires certain information to be on an invoice before a claim can be processed. Below is a template of what an invoice should include. **We recommend using this template to check the details of your invoice are complete and correct.** Invoices without the correct information will be returned to you for updating, which may delay payment.


1 **Company Logo**

Invoice

2 ABN
3 [Your company name]
City/Street Address/PO Box
4 Phone number
Email address

5 BILL TO:
Participant's name (First & Last Name)
6 NDIS No
*Other Points of ID if available (Phone/Email/Address)

7 Invoice no: 123456
8 Invoice Date: dd/mm/yyyy

9 Support Item Number	10 Support Date	11 Support Description	12 Qty	13 Unit Price (GST Incl)	14 Total
	dd/mm/yyy				

15 Grand Total 0

16 Bank details
Name:
BSB:
Account No:

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Invoice template provided nib Thrive Plan Management

1. Your company logo or name
2. Your ABN
3. Company name and postal address
4. Contact details
   a. Phone number
   b. Email address
5. Participant's first and last name
6. Participant's NDIS number and contact details if available
7. Invoice number
8. Invoice date
9. Support item number
10. Support date
11. Support description
12. Quantity
13. Unit price inclusive of GST
14. Total
15. Grand total
16. Your bank details
    a. Name
    b. BSB
    c. Account number

To be processed by nib Thrive Plan Management, your invoices must **include two pieces of information that identify the participant**. This ensures we can correctly match the invoice to the right participant and NDIS plan for claiming.

Invoicing for funding periods

You should ensure your claims fall within the current **funding period** for supports. Funding periods are determined by the NDIA, based on the participant's preferences and may be 3, 6 or 12 months long and vary for each support, depending on how it's delivered. You should discuss and confirm the funding periods for each support stated in a participant's plan with them, their nominee or representative, and adjust your invoice scheduling accordingly. We can help ensure your invoices are processed according to participants' funding periods.

For example, providers don't have to submit separate claims if the service spans multiple funding periods **if the participant has enough unspent funding to cover both**. Any unspent funding from the previous funding period will roll over into the next period.

NDIS Pricing Arrangements and Price Limits

The NDIS Pricing Arrangements and Price Limits (PAPL) is a document that the NDIA reviews and updates annually. This document contains the support items and maximum prices that providers can charge for all approved supports, based on specific units like location and time. It also outlines which supports are claimable and how you can claim them. Providers can only claim up to the price limit stated in the NDIS PAPL for any supports delivered.

Thrive has a summarised overview of commonly used support items and pricing from the NDIS PAPL, our **'NDIS Pocket Price Guide'** is available to download on our website.

Support Items

The NDIA gives each NDIS support item a number called a Line Item Number or Support Item Reference Number. This number helps identify the type of support or service being provided. You can find these numbers in the NDIS PAPL and the Support Catalogue. Each number shows what kind of support it is and how it's delivered such as hourly, daily, weekly, monthly, or yearly. For example, one support item – such as support work in the home, has different codes and price limits based on the unit of measure (e.g. hourly vs daily) and the time it's delivered (e.g. weekday vs weekend).

The NDIA checks that the Line Item number on provider invoices match those listed in the participant's plan. If these numbers are incorrect or missing, it can delay payment or lead to the claim being rejected. Providers must ensure that all claims are complete and accurate.

Each Line Item number is made up of specific coding related to the support category, sequence number, registration group, outcome domain and support purpose.

Below is an example of how the Line Item number would look for assistance with self care activities provided on a weekend.

01_013_0107_1_1 – Assistance with Self-Care Activities – Standard – Saturday

01_013_0107_1_1

Support category
01: Assistance with Daily Life

Sequence number
013

Registration group
0107: Daily Personal Activities

Outcome domain
1: Daily Living

Support purpose
1: Core

The invoice and claims process

Sending us your invoice is the first step to getting paid. Below is an overview of what happens after your invoice is submitted, through to when payment is made.

Stage 1

Participant receives a support from provider

- Thrive receives invoice
- Thrive claims team reviews invoice for claiming
- Invoice is approved by participant.

Stage 2

Thrive sends claim to NDIA for approval

- NDIA approves claim
- NDIA releases funds and transfers funds to Thrive.

Stage 3

Thrive receives funds from NDIA

- Thrive pays provider
- Provider can use the Thrive Portal to view and download remittances.

Getting paid can be different depending on the participant's plan and provider setup, and delays or disruption can happen at any stage in the process. To help explain the invoicing process from invoice lodgement through to payment, we have summarised the general stages of the invoice process:

1. After you deliver a support, you send an invoice to nib Thrive Plan Management as your participant's plan manager.
2. The invoice goes to Thrive's claims team for processing. Our usual processing timeframe for invoices is less than **3 working days**. Our claims team review the invoice to ensure it meets all requirements for processing, including the services provided match the participant's plan and follow NDIS guidelines. Additionally, we make sure there is enough funding available in the participant's plan to process your claim. If there are issues with the invoice or funding available, we may ask you or the participant for more information.
3. If required, we then request approval from the participant or their representative before we submit the invoice to the NDIA for claiming. There are two types of approvals that the participant can set up with all their providers:
   - **Automatic approvals:** The participant decides they don't need to approve every invoice we process for some or all providers. We can automatically process invoice(s) and submit it to the NDIA to await payment without the participant reviewing.
   - **Manual approvals:** the participant is emailed the invoice(s) to review and instructed to approve within three days. If the participant doesn't confirm approval or rejection in that time, we will automatically process the invoice. Participants can approve invoices via email, over the phone or in the Thrive Portal.
4. Once processed, Thrive then submits the claim to the NDIA from the participant's plan funding. After we've submitted a claim to the NDIA, the payment process may take from **two to 10 days**.
5. If the claim is approved, the NDIA will **usually release the funds to Thrive within 24-48 hours.** We will then pay the invoiced amount to your nominated bank account within **three working days.**

A **remittance advice** showing how much was paid for each invoice will be available to download on the Thrive Portal and emailed directly to you as the provider. **Remittances** can help you with reconciling your accounts.

nib Thrive Plan Management does not directly access funding in a participant's plan. The NDIA holds all NDIS participant funding. To pay providers, the NDIA must approve a claim and then release the funds from the participant's plan. Once a claim is submitted to the NDIA, nib Thrive Plan Management cannot control the processing time or influence any NDIA decisions, including delaying your claim.

Troubleshooting invoice problems

Sometimes an invoice may be rejected or delayed. An invoice may be rejected when funds aren't available to be claimed, meaning the provider cannot be paid.

There are several reasons why Thrive might delay an invoice, or the NDIA might reject it. We want to help you understand why these payment issues happen and how to spot them, so you can begin resolving them as effectively as possible.

Here are some examples of invoice issues that can affect processing and payment.

Information is wrong or missing

- **Example:** the Line Item Number is incorrect or doesn't match the service provided
- **Example:** the support delivery date(s) aren't included on the invoice
- **Example:** bank account details mismatch between the invoice and what is in our system
- **Example:** the price of the support delivered exceeds the price limit in the PAPL
- **Example:** the quantity or amount of support delivered exceeds what is specified in the participant's plan
- **Example:** the same date of service has already been claimed on a previous invoice, or an invoice has been duplicated

Invoice authorisation

- **Example:** the participant might reject an invoice for processing
- **Example:** a delay in the participant responding to our request to approve the invoice, they have up to three days to approve it before we can submit it to the NDIA

The NDIA may conduct a payment integrity audit of the invoice

- **Example:** confirm that the invoice complies with NDIS guidelines and aligns with the participant's plan
- **Example:** assess if unlawful or fraudulent conduct has occurred

Administrative or technical issues can also disrupt invoice processing or payment

- **Example:** the NDIA or Thrive Portal is offline due to maintenance or experiencing system issues
- **Example:** plan funding or periodic funding has been exhausted and there is no funding left to pay the invoice
- **Example:** the invoice is dated after a plan has expired
- **Example:** the participant recently switched plan managers, but their previous plan manager has not yet transferred their funding details
- **Example:** the participant hasn't endorsed Thrive or has un-endorsed Thrive as their plan manager in PACE

nib Thrive Plan Management need to review the invoice before it can be processed

- **Example:** check that all support items included in the invoice are correct or accurate
- **Example:** confirm that the supports delivered are in line with the participant's NDIS plan
- **Example:** check the invoice aligns with the service agreement
- **Example:** ensure supports provided comply with NDIA's guidelines
- **Example:** check that the prices charged for supports are in line with the PAPL

It's important to review your invoices before submitting them for processing. If you need to resubmit an invoice because it was inaccurate, you can also delete the old inaccurate invoices in the Thrive Portal.

All these invoice issues affect how quickly we process your invoice or whether the NDIA approves your claim. We will notify you and the participant about issues that require your action, and inform you of any payment delays outside of the NDIA's payment guidelines.

Depending on the stage, you may need to **contact the NDIA directly** for more information about an invoice audit, or to challenge a payment-related decision.

As a plan manager, nib Thrive Plan Management can't directly mediate or participate in disputes relating to payment between providers and the NDIA or a participant. Disputes involving a participant should be resolved through direct communication in the first instance, guided by a signed service agreement. Unresolved or serious payment disputes can be escalated to the NDIS Quality and Safety Commission, which investigate complaints.

To submit invoices or check a claim status, log in to the Thrive Portal.

Need help logging in? Check out our handy how-to videos. Alternatively, you can email invoices for processing to enquiries@nibthrive.com.au

Contact us
Call: **1800 999 333**
Email: **enquiries@nibthrive.com.au**
Visit: **nibthrive.com.au**

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