Provider Guide.

A guide to submitting and tracking invoices as a provider.

nib Thrive

November 2024

NDIS Provider Invoicing Guide

This guide includes information for providers on how to submit a claim with nib Thrive for payment for supports provided as part of a participant's NDIS plan. In this booklet you will find requirements for invoices, how to ensure your invoices are processed efficiently, the importance of keeping good records, and documenting support delivery.

At nib Thrive, we're here to help you stay NDIS-compliant and maintain high standards, so you get paid smoothly and easily. To speak with our provider engagement team, call **1800 999 333**, email **providersupport@nibthrive.com.au** or visit **nib.com.au/thrive** for more information.

Questions about an invoice you have submitted?

Did you know – you can check the status of your invoices in the nib Thrive Portal?

Or get in touch on **1800 999 333** or **providersupport@nibthrive.com.au**

Your guide to the nib Thrive Portal

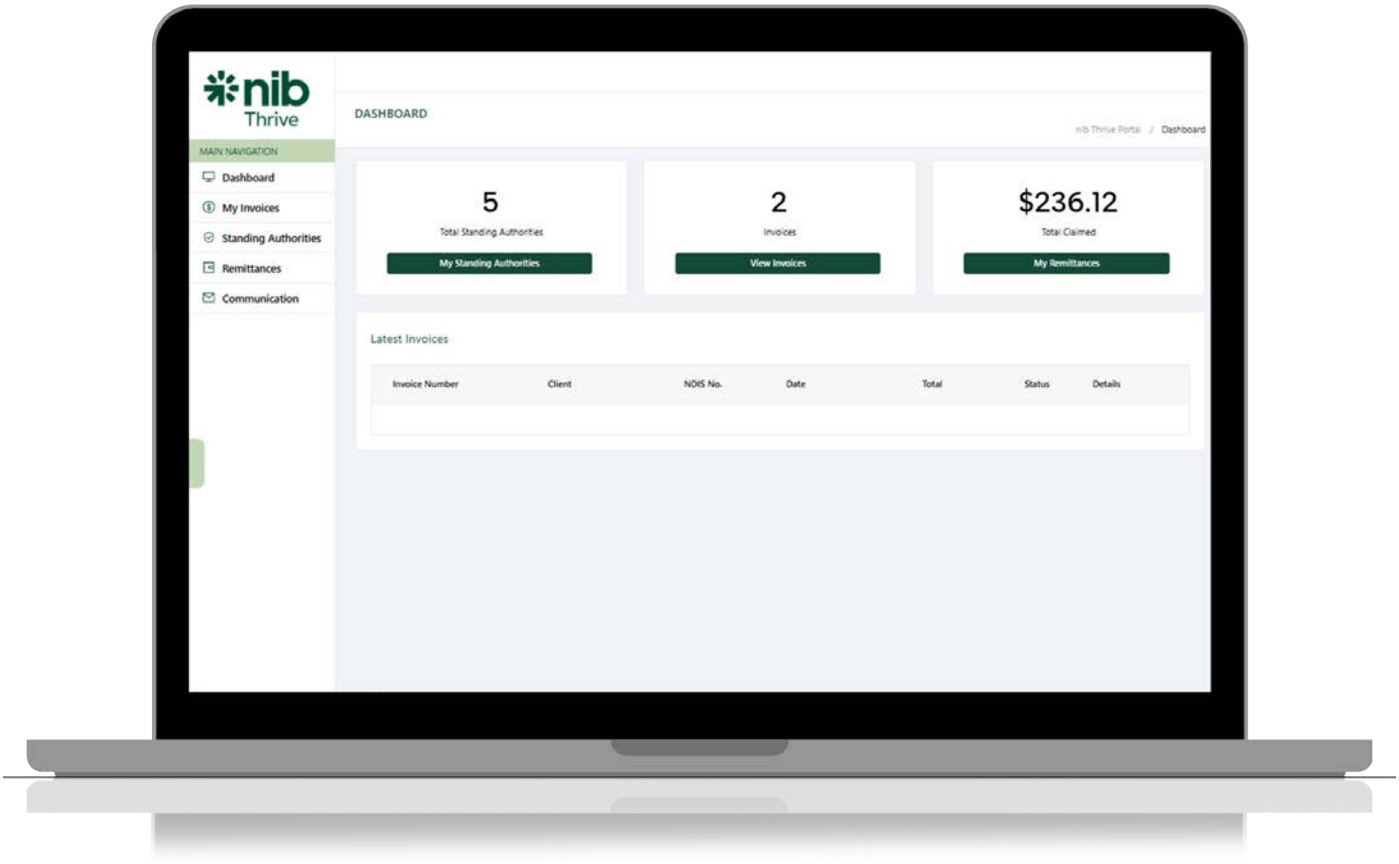
How to access the nib Thrive Portal

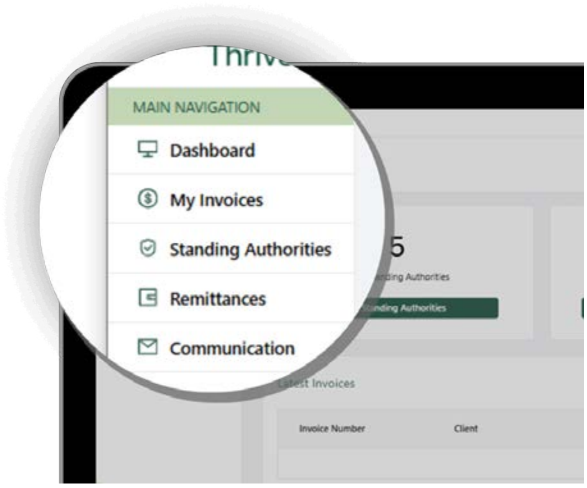
All providers who provide services to nib Thrive participants can use the nib Thrive Portal to manage your invoices.

We have emailed you instructions on how to log into the Portal for the first time. If you haven't received this email, you can send us a message at **providersupport@nibthrive.com.au** to request access.

Navigating the nib Thrive Portal

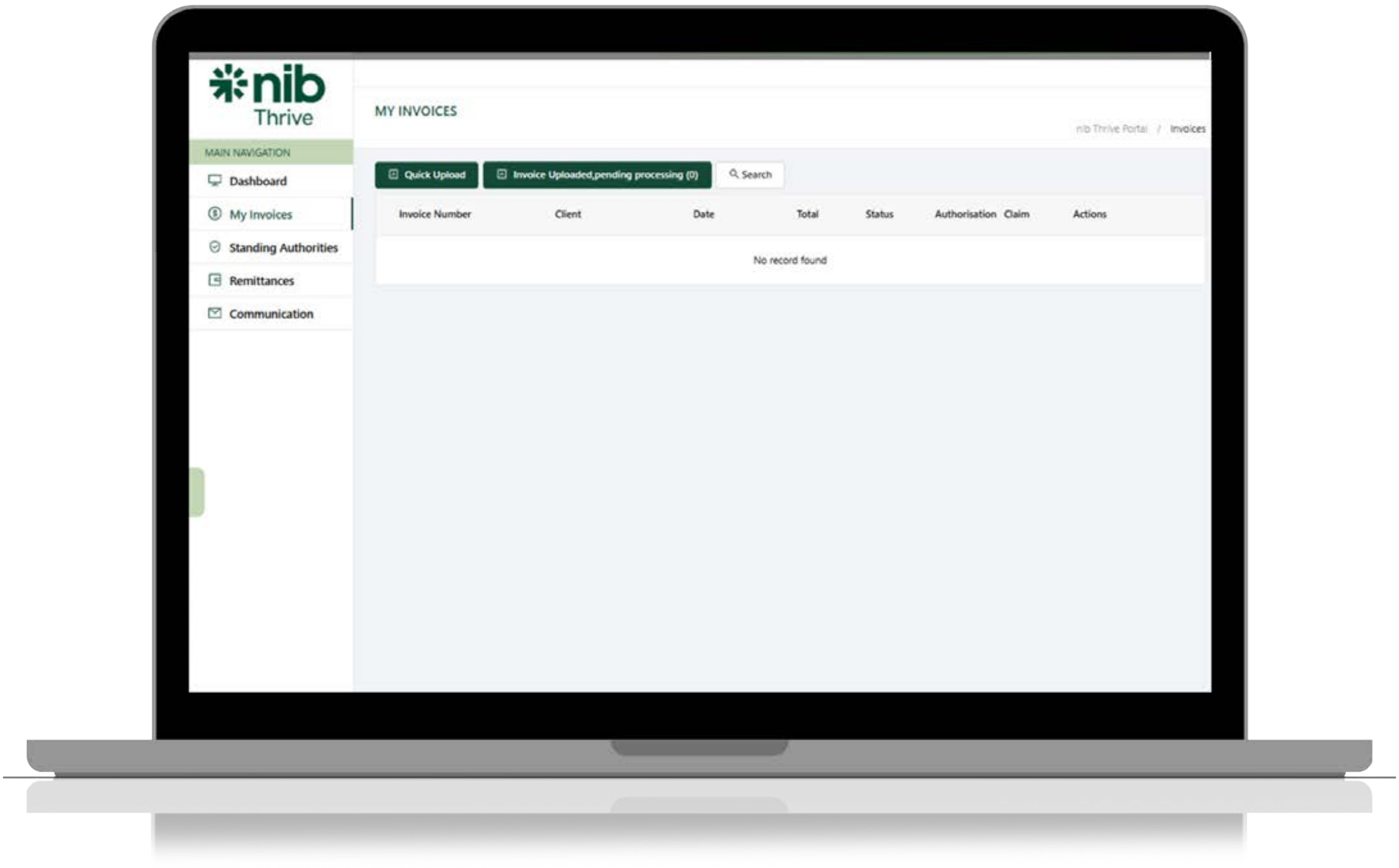
When you log in, the first page you will see will be your dashboard. On this page, you can view your total standing authorities, invoices and the total you have claimed. This section includes a list of your latest invoices.



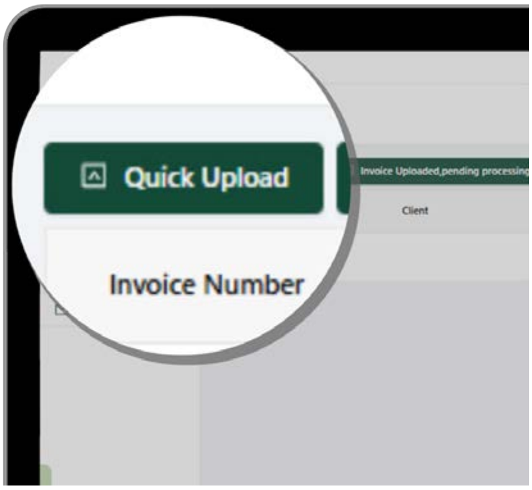


On the far left hand side of the page you can navigate to your invoices, standing authorities, remittances and communications using the ***Main Navigation*** menu.

If you are unable to find the invoice are looking for on the dashboard, click ***My Invoices*** in the main navigation menu. This will open a page that has a list of your invoices. If your invoice is not in this list, click on the green button at the top of the page that says, 'Invoice uploaded, pending processing' to view more.



If you are still unable to find your invoice, please contact us on **1800 999 333** or **providersupport@nibthrive.com.au**



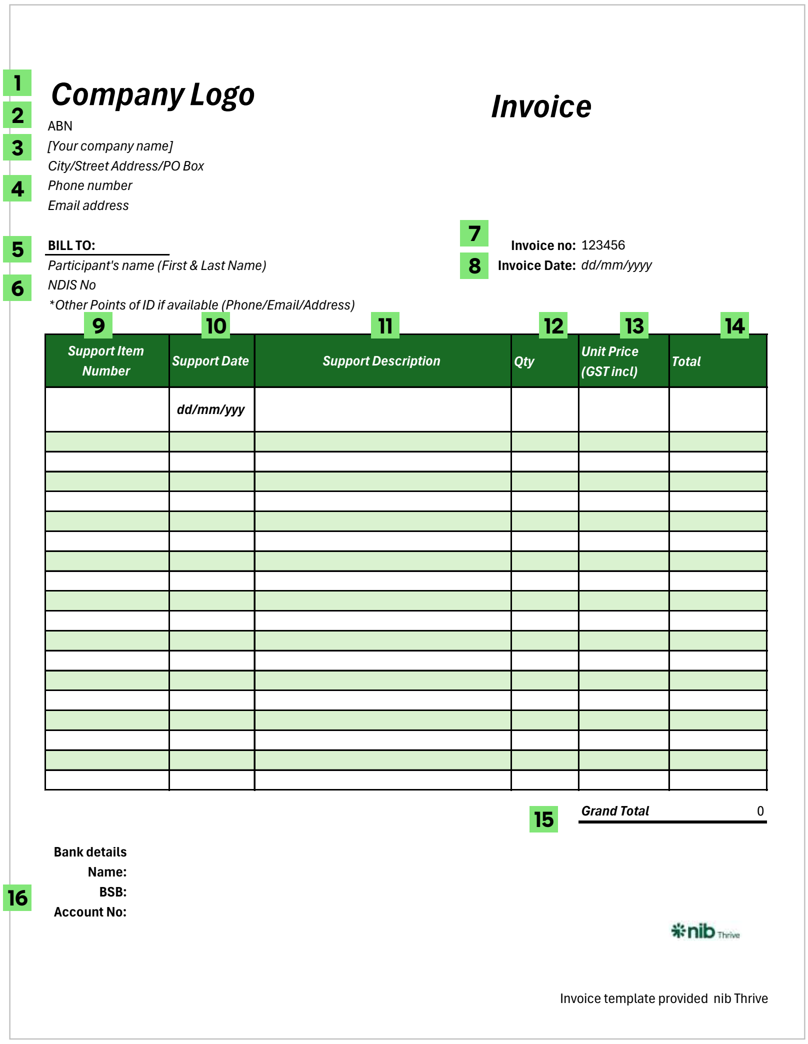
Uploading an invoice to the Portal

You can now upload invoices directly to the nib Thrive Portal. Select ***My Invoices*** in the main navigation menu then click ***Quick Upload*** at the top of the screen. A pop up window will appear, click on ***Choose File*** then select the invoice from your computer's files. A green box will show up to let you know the invoice is ready to upload. Click ***Upload*** and once the upload the pop up window will turn into a green box that says ***Successfully Uploaded***.

Invoice Requirements

As a provider, it's your responsibility to make sure your invoices are complete, accurate, and honest. By submitting an invoice for claiming you are confirming that the support or service that you are providing is an approved NDIS support. Learn more at **ourguidelines.ndis.gov.au/would-we-fund-it/what-does-ndis-fund**.

Take a look at our checklist and invoice example to help you set up your invoices for efficient payments.


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

Bank details
16 Name:
BSB:
Account No:

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Invoice template provided nib Thrive

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. Participants 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

Payments are processed more efficiently when invoices are correct. Errors will cause a delay of payment.

GST Requirements

NDIS services and supports are GST-free if the following requirements are met:

- The NDIS participant has an active NDIS plan
- The claim being made is for reasonable and necessary supports that are specified in the statement of supports in the participant's NDIS plan, and is an approved NDIS Support
- There is a written agreement between you and the NDIS participant or an authorised representative to provide them with your services
- Is it a supply covered by one of the tables in the **A New Tax System (Goods and Services Tax) (GST free supply – National Disability Insurance Scheme Supports) Determination 2021**

Record Keeping

To maintain NDIS compliance, there will be times when more information about claims is needed. Good record-keeping is essential and can help speed up payment reviews. NDIS providers should keep accurate records and be ready to provide the following as proof of support to the NDIS if asked

- Service agreement containing the schedule, cost, quantity, type and quality of support they promise to deliver. This includes expected outcomes for the participant
- Approved quotes
- Evidence of support quantity
- Evidence of support type
- Staff rosters
- Final report or assessment

The best way to document support is through logs for one-on-one support and rosters for group support. When possible, these documents should be signed by the participant, their parent/guardian, nominee, or carer to confirm that the support was provided as claimed.

Documenting Support Provided

At minimum, records must include:

- Participant's name
- Participant's NDIS number
- Date and hours and/or quantity of support provided
- Support type
- Location of support delivered

Additional documentation may be needed depending on the support provided.

Useful Links

How to get paid:
ndis.gov.au/providers/working-provider/getting-paid

Price Guide:
ndis.gov.au/providers/pricing-arrangements

Fraud Control/Provider Compliance
ndis.gov.au/providers/provider-compliance

NDIS Commission Provider Responsibilities
ndis.gov.au/providers

Troubleshooting Payment Problems

Payment mistakes can happen during invoicing or processing resulting in a payment rejection. Common reasons why payments are delayed or rejected are:

- **Exceeding a participant's budget**

  A payment problem can arise when a participant doesn't have enough funding left in their budget. To avoid this problem, you can call nib Thrive to quarantine the funds before the service is provided. Simply provide a copy of the signed service agreement.

- **Invoice Errors**

  Providers must create an invoice once they have delivered a service. See *Invoice Requirements* on page five of this booklet for an example of an accurate invoice. Before submitting your invoice ensure you have the correct date, amount totals, NDIS line item number and ABN.

- **Plan Dates**

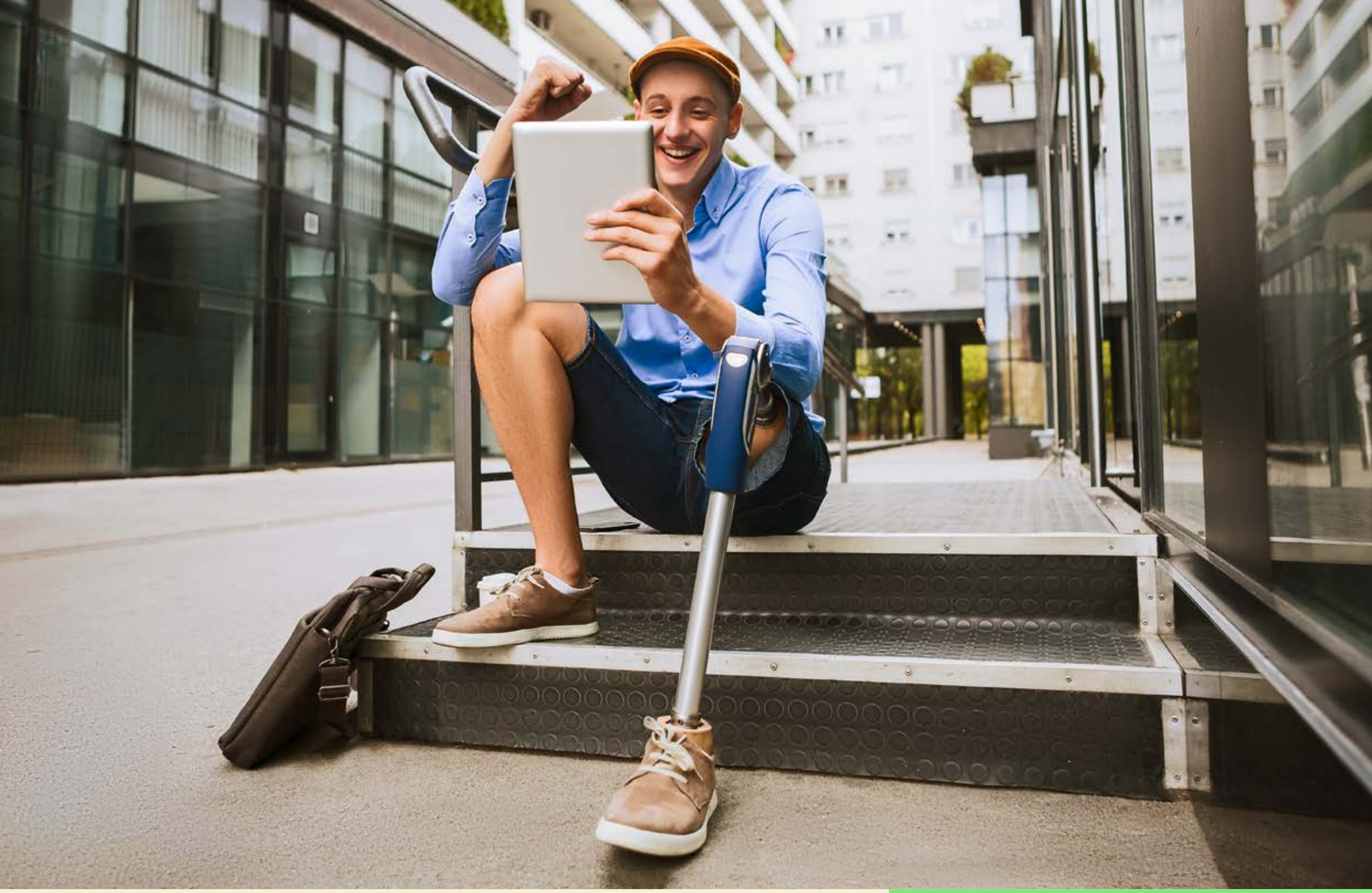
  If a participant's NDIS plan ends midway through the invoice period, and the invoice is not broken down into individual service dates, we may get in touch to request further information. To avoid this problem, break down your invoices into individual delivery dates when including multiple services in the one invoice.

- **Exceeding the NDIS Price Guide**

  Providers can only claim up to the amount listed in the NDIS Price Guide. If the hourly rate agreed upon by the participant is higher than the NDIS price cap, the participant must pay the additional cost. To avoid this problem, check the NDIS price cap amounts by heading to the **NDIS website**.

- **Change of Plan Management provider**

  A participant has choice and control over their plan manager. This means they are able to change their plan management provider at any time. The previous plan manager must release the funds allowing the new plan manager to take over. To avoid this problem, regularly check in with your participant to ensure there are no changes to their plan management provider.



We’re here to help.

Our experienced team is available
Monday – Friday, 9am – 5pm (AEST).

Contact Us

Call: **1800 999 333**
Email: **providersupport@nibthrive.com.au**

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nib Thrive is an NDIS Registered Plan Management Provider.
Provider Registration Number: 4050033778

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