**Plan Management: Payment of Invoices Policy**

**Policy**

*futures in sight* is committed to ensuring people with disability receive services which are value for money. We are also committed to support providers and their organisations being paid for the services they provide in line with relevant legislation and guidelines.

**Scope**

All Partners, Employees, Contractors and Volunteers

**Legislation**

* National Disability Insurance Scheme Act, 2013
* NDIA guidelines

As a registered Provider under section 70 of the NDIS Act, it is our responsibility to ensure that plan managed claims for participants accurately reflects:

* supports delivered,
* the volume, and
* the rate charged per unit (not exceeding the price limits stipulated in the NDIS Price Guide).

When providing and claiming for these supports, *futures in sight* complies with the NDIS Price Guide.

**Principles**

Our Plan Management services operate to ensure maximum flexibility for the people we support, while adhering to the NDIA legislation and operational guidelines.

*futures in sight* will not claim any invoices on behalf of the NDIA participant without approval from the person we support or their nominee.

We will not process invoices, which are to be claimed from the NDIS, that are above the benchmark maximum price set by NDIA.

We assume that people who received plan management funding from the NDIA are able to make choices and decisions in line with NDIS Plan management guidelines.

When providing and claiming for supports, as a registered provider, *futures in sight* complies with the NDIS Price Guide and the following information provided by the NDIA (NDIA letter to *futures in sight*, 16/04/2020):

***“Volumes Delivered***

*Each claim submitted should include the correct number of hours for services delivered to the Participant. The claim for payment must accurately reflect actual hours and should not be rounded up or include future estimated services. Additionally, claims for payment can only be made once the support has been delivered.*

***Supports Delivered***

*Each support category has specific supports and services that are recognised in the portal. These are usually referred to as ‘Support Items’ and are, in most cases, not prescribed in participant plans. A comprehensive list of all NDIS supports (the Support Catalogue) is available on the NDIS website. The Support Catalogue includes item descriptors to assist providers to claim payments using a ‘best-fit’ approach, and to assist participants in engaging and negotiating with service providers. Providers should claim payments against the support item that most closely aligns to the service they have delivered. Providers can only claim for a support category they have been registered and approved for.*

***Claim Rates***

*Where price limits are applicable, prices charged to Participants must not exceed the prescribed support price limit referenced in the Support Catalogue. This includes selecting the correct price limit for the day of the week the service was actually delivered.*

*No additional charges are to be added to the cost of the support. Examples include credit card surcharges, or additional fees including any ‘gap’ fees, late payment fees or cancellation fees unless otherwise specifically stated in the NDIS Price Guide. It is important to remember that the NDIS Price Guide is a maximum support price.”*

As a registered provider, *futures in sight* maintains complete and accurate records of the supports delivered to participants. These include invoices, service agreements where available, and other documents that can validate the claim for supports provided.

**Procedure**

**1. To process invoices on behalf of a participant we:**

* Seek approval from the person or their nominee in terms of accuracy of services delivered (especially in relation to dates and times)
* Check invoices are in line with the budget of the person we support and highlight any concerns with the person/their nominee immediately
* Check invoices for accuracy in terms of NDIA price guide, as all as ATO requirements (including: name of supplier, ABN, date of invoice, name of participants, date and cost of service)
* Process invoices and claims from NDIA portal
* Once payment has been received, pay the provider

***futures in sight* is unable to process nor pay invoices:**

* that are above the NDIS benchmark/capped price (to that end invoices need to be round down rather than round up)
* where only a part payment has been received (only invoices that have been full paid for by the NDIA will be paid by *futures in sight*). We will work with the person we support/their nominee and the provider concerned to resolve the outstanding issue
* that have been rejected for payment by the NDIA. We will work with the person we support/ their nominee, the NDIA and the provider to address the concerning issues

**Rounding down to comply with NDIA benchmark Prices**

* *futures in sight* does not pay invoices above the NDIS benchmark/capped price.
* Invoices received above the capped price will be paid at the capped price rate
* *futures in sight* accounting systems will be adjusted to this practice
* Subsequent invoices sent by providers for the remaining amounts, which are the result of rounding up and exceeding the benchmark price, will be sent back to the provider with the suggestion to contact the NDIA directly if seeking above benchmark payment.

More information on *futures in sight* plan management practices can be found in the Plan Management Handbook.

**Review**

This policy will be reviewed on a two-yearly basis.

However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

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