Processing Guidelines



Assistance with Daily Life

- TTP codes - only if mentioned in invoice – Should be NDIS registered - Check using ABN of the Provider. (https://www.ndiscommission.gov.au/resources/find-registered-provider/list-registered-providers)
- Invoices with "Establishment Fees" - ON HOLD - differs with reference to plan manager.
- Weekend service dates should not be included within the weekday service dates and Vice-versa –differs with reference to plan manager.
- Consecutive service dates should alone be entered as date range, if not should be a separate entry - differs with reference to plan manager.
- DO NOT process using code 01_017_0107_1_1 – On-Call Overnight Monitoring-Off Site or Onsite – Query - differs with reference to plan manager.
- STA (Short Term Accommodation) and MTA (Medium Term Accommodation) invoices - claimed as per individual Service dates – ON HOLD - differs with reference to plan manager.

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Assistance with Daily Life

- Quantity for STA, MTA and Night-time sleep over should be 1 only for individual service dates.
- Meal preparation and delivery 01_023_0120_1_1 from March 1, 2022 service date – Check for stated Item Code 01_022 for client.
- Same date, same code, same quantity and same rate are not entered to avoid duplicate lines and subsequent claim rejection.
- Additional charges such as credit card surcharges, any ‘gap’ fees, late payment fees are not taken up for processing.
- All therapy codes under 01 category should be used only when mentioned in invoice or notes or alerts.
- 01_020_0120_1_1 /01_019_0120_1_1 - QTY should not exceed 5/6 if invoice date is considered as service date, need to query asking for service date. Qty can be higher only if more than one worker has worked on the same day, can process 5 or more Qty if service date is given.
- Provider travel – labor costs and non-labor costs should be accompanied by primary support services.

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Consumables

- Hire/Rent – Consumables code should not be used unless specified.
- Single item above $1500 should not be processed under consumables.
- Invoices with delivery/shipping/freight support should be accompanied along with the Primary support item.
- NOT funded items - Deodorant stick/sunscreen/laundry powder/shampoo/shower gel/and any general cleaning products - Event tickets, footy tickets and movie tickets - Pharmacy (Medicine/Tablets) -Gym membership.
- Same date, same code, same quantity and same rate are not entered to avoid duplicated lines and subsequent claim rejection.
- Cost of ingredients not funded by NDIS, only meal preparation and delivery (70%).
- Subscription fees only used for Consumables (03) and Assistive Technology (05) and not for other categories.
- Please use Child/Adult code as appropriate.
- Can use 05 and 03 codes in the same invoice.
- NDIS does not fund for gym membership (unless until code mentioned in invoice or notes)

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Consumables

- NDIS DOES NOT FUND for furniture items, pillow cover (normal), fur toys, weighted toys, weighted blankets, fur blankets and other fitted sheets unless the client needs it or has a letter of approval from their practitioner.
- Sensory items like sensory lights, toys, blankets etc. and items like toothbrushes (electric or normal) should be processed only if relevant supporting letter.
- NDIS DOES NOT FUND for kettles, Juice maker, bottle opener vacuum cleaner and other cutler.
- Invoices for Thera bands or Thera putty can be processed.
- Invoices for services like - haircuts, shaving, pedicure and manicure etc must be sent back for confirmation as NDIS does not fund for them unless the client requires them. (Supporting letter needed).
- 03_710400001_0103_1_1 - Disability-Related Health Equipment and Consumables Delivery DO NOT USE this code, instead use code - 03_710930080_0103_1_1 - Delivery - Personal care Safety and Disability-related Health Consumables.

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Consumables

- Invoices for items like jump suites, jumpers, overcoat ,uniforms, coats and normal or casual shoes, jogging, running shoes should not be processed unless it is needed (specified).
- Nutritional drinks, protein products should be queried for confirmation.
- Kitchen items should be queried for confirmation.
- DON’T USED THIS CODE (03_040000111_0103_1_1 - Disability-Related Health Consumables - High Cost)
- For pads, nappies & pull ups use (Adult 12/Day - Annual Supply)
- Also invoices for pet (veterinary) grooming expenses should be processed only if letter of support or any other instruction provided.
- Invoices with description Data Card/Internet connections - This can be processed under Low Cost AT - Communication Or Cognitive Support.
- Normal shoes without mention of Orthopaedic shoes - sent back as query for confirmation

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Assistance with Social & Community Participation

- TTP codes - only if mentioned in invoice – Should be NDIS registered - Check using ABN of the Provider. (https://www.ndiscommission.gov.au/resources/find-registered-provider/list-registered-providers).
- Invoices with "Establishment Fees" - ON HOLD.
- Core funding (04_210) cannot be used for driving lessons.
- 04_210 should be used only if mentioned in invoice or notes.
- Weekend service dates should not be included within the weekday service dates and Vice-versa.
- Do not use code 04_210 unless otherwise specified in invoice or notes.
- Subscription fees only used for Consumables (03) and Assistive Technology (05) and not for other categories.
- Do not use ACTIVTY BASED (04_590) code to claim for travel under Assistance with daily living category (01) (OR UNLESS OTHERWISE QUOTED ON INVOICE) instead use same code or code for non- labour costs.

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Assistance with Social & Community Participation

- Consecutive service dates should alone be entered as date range, if not should be a separate entry.
- 04_115_0125_6_1 not used since 01/07/2021 and replaced by 04_210_0125_6_1.
- Activity based transport code not used for claiming cab charges, 02_051_0108_1_1 used instead.
- Additional charges such as credit card surcharges, any ‘gap’ fees, late payment fees are not taken up for processing.
- Group Activities In The Community and Group Activities In A Centre are no longer used for service dates after 1st Jan 2024.
- Activity based transport should be accompanied by primary support service.

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Assistive Technology

- Updated AT codes alone should be used. Please check PDF document.
- DO NOT use AT supplementary codes.
- Hire/Rent – Use AT Rental Codes.
- Subscription fees only used for Consumables (03) and Assistive Technology (05) and not for other categories.
- Invoices with delivery/shipping/freight support should be accompanied along with the Primary support item.
- Invoice Amount more than $5000 should be placed ON HOLD.
- Training and setup codes in AT are old codes – should be replaced with the new delivery code as appropriate.
- Insurance and Admin Fee – AT rental - use the same code as AT rental.
- Technicians call out or labour fee can be coded under low-cost AT. It should be claimed only if primary support item or service mentioned in invoice.
- Cushion- NDIS does not fund cushions-except the ones used for wheelchair & postural support. Anything other than these two must be sent back / queried.

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Improved Health and Well-being

- Personal training should be coded under Improved health & well-being only.

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Improved Daily Living Skills

- 15_048_0128_1_3 should not be used, replaced with 15_056 , 15_054 , 15_055 and 15_043
- 15_ category codes have been updated with new codes for speech therapy, occupation therapy, art therapy, podiatry etc for adult category.
- If Qty is mentioned in minutes, to be converted to hours and entered appropriately.
- Additional charges such as credit card surcharges, any ‘gap’ fees, late payment fees are not taken up for processing.
- For description like – PARENT APPOINTMENT / TRAINING -use code (15_038_0117_1_3 - Training for Carers/Parents) - this code can be used only if the limit is within the code’s max limit. If it does not cover better use the same code / support code (15_617, 15_622 ,15_055)

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General Instructions:

- If outstanding balance amount is mentioned in invoice (total amount), only the current service amount should be taken into account and processed – place the job ON HOLD with notes.
- If there is a typo error in NDIS number mentioned in invoice (1 or 2 digits swapping and number missing) – it can be processed.
- If more numbers are wrong, Check Date of Birth/Address provided in invoice and if this matches, can process the invoice – place it ON HOLD.
- Stated Item codes should be processed only if it is a stated item in Careview for that client.
- Service Fee – should not be processed.
- Qty should be appropriately entered with reference to the code used.
- Invoices with no banking details either on invoice or CV can still be processed and placed ON HOLD.

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General Instructions:

- Invoices with invalid client NDIS number and client address should not be processed.
- For non-labour costs and activity based transports appropriate registration group codes should be selected (Registration group as per primary support service code).
- Don’t use the Complex codes unless mentioned in invoice.
- Same date, same code, same quantity and same rate are not entered to avoid duplicated lines and subsequent claim rejection.
- Invoices for future invoice date can still be processed – make sure that service dates have already passed & also use current date (as invoice date) to enter or process.
- Please make sure the BSB and account details in invoice matches with the one in invoice.

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General Instructions:

- Additional charges such as credit card surcharges, any ‘gap’ fees, late payment fees are not taken up for processing.
- Cancellation Invoices - Invoices that were processed and are in cancellation status in Careview - this invoices can still be processed adding "A" and placed ON HOLD.
- Splitting up of Qty as appropriate if the Qty is combined for 2 or more service dates, including Weekday, Saturday and Sunday for STA. Appropriate codes for Weekday/Saturday/Sunday should be used and Amount split up equally if not specified in invoice (Please refer to the Document Shared) - Job should be place ON HOLD.
- Invoices with membership fees (art classes/swim pool etc)/registration fees for camp programme. These invoices need to be sent back as query for confirmation. Once we receive the confirmation, it is okay to process accordingly.

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