CARISMA SOLUTIONS
SERVICES MANAGEMENT



National Disability Insurance Scheme (NDIS) Related Services Training 2024

Module 5

NDIS Invoice Processing Guidelines

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Module 5: NDIS Invoice Processing Guidelines

Objective:

1. Equip the team with the ability to verify and validate TTP codes, invoice details, and service dates as per NDIS guidelines.
2. Ensure compliance with NDIS funding rules related to specific codes for short-term and medium-term accommodation (STA, MTA), meal preparation, and daily life assistance.
3. Prevent invoice errors by understanding specific codes, service dates, and quantity restrictions for different service types.
4. Develop the ability to query invoices and place them on hold when inconsistencies or unsupported charges arise.
5. Familiarize the team with NDIS-approved consumables and assistive technologies to avoid the processing of non-fundable items.



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Topics Covered

5.1 Assistance with Daily Life

5.2 Consumables

5.3 Assistance with Social and Community Participation

5.4 Assistive Technology

5.5 Improved Daily Living Skills

5.6 General Instructoins

5.1 Assistance with Daily Life - Key Points

1. **TTP Codes Verification:**
   - *Process only if mentioned on the invoice.*
   - *Ensure the provider is NDIS registered using their ABN NDIS Registered Providers Check.*
2. **Handling Invoices with Establishment Fees:** Mark these invoices as ON HOLD as they vary with plan managers.
3. **Service Dates:**
   - *Ensure weekend service dates are separate from weekday service dates; no overlap should occur.*
   - *Only consecutive service dates should be entered as a range; otherwise, input them separately.*
4. **Restricted Codes:**
   - *Code 01_017_0107_1_1 (On-Call Overnight Monitoring) should not be used; query such invoices.*
   - *STA and MTA invoices should be processed per individual service dates. These invoices are ON HOLD.*
5. **Quantity Restrictions for STA, MTA, Night-Time Sleepover:** Only one unit of service per date.

5. 1 Assistance with Daily Life - Key Points (Continued)

6. **Quantity Restrictions for STA, MTA, Night-Time Sleepover:**
   - *Only one unit of service per date.*
7. **Meal Preparation and Delivery (Code 01_023_0120_1_1):**
   - *Applicable only for service dates after March 1, 2022.*
   - *Verify if the Item Code **01_022** is listed for the client.*
8. **Duplicate Line Prevention:**
   - *Avoid entering the same date, code, quantity, and rate multiple times, as it will cause rejection.*
9. **Prohibited Charges:**
   - *Additional fees such as credit card surcharges, gap fees, or late fees are **not** to be processed.*
10. **Specific Therapy Codes (01_020_0120_1_1 / 01_019_0120_1_1):**
    - *If the service date is missing, query the invoice. Quantities should not exceed 5 or 6 unless multiple workers are involved.*
11. **Provider Travel Charges:**
    - *Accompany labor and non-labor costs with primary support services.*

5.2 Consumables – Key Points



Hire/Rent Consumables: Process only if specified.



High-Value Items: Single items over $1500 should **not** be processed under consumables.



Non-Fundable Items: Items like deodorants, sunscreen, general cleaning products, gym memberships, etc., are **not** covered.



Meal Preparation vs. Ingredients: Only meal preparation and delivery are covered (up to 70%), not the cost of ingredients.



Code Usage: Ensure appropriate codes are used, such as: **03** for Consumables and **05** for Assistive Technology.

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5.3 Assistance with Social & Community Participation - Key Points

Core Funding and Driving Lessons: Core funding (**04_210**) cannot be used for driving lessons.

Code Usage for Social Activities: Avoid using activity-based transport codes for daily living assistance unless clearly stated on the invoice.

Subscription Fees: Only applicable to Consumables (**03**) and Assistive Technology (**05**).

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5.4 Assistive Technology – Key Points



AT Code Updates: Only use updated codes. Refer to shared documents for accuracy.



Renting Assistive Technology: Ensure AT rental codes are used appropriately.



High-Value Invoices: Invoices over $5000 should be **ON HOLD** until confirmed.



Technician Fees: Technicians' call-out fees can be claimed under low-cost AT only when accompanied by primary support items.

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5.5 Improved Daily Living Skills - Key Points



Updated Codes: Codes like 15_048_0128_1_3 are outdated. Use new codes such as 15_056, 15_054, 15_055, and 15_043.



Therapy Services: Ensure therapy services are processed with the correct updated adult category codes.



Handling Additional Charges: Credit card surcharges, gap fees, and late payment fees are not processed under NDIS

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5.6 General Instructions

Invoice Verification:

- Process only the current service amount, even if an outstanding balance is mentioned.
- Ensure the NDIS number is correct; minor typos can be accepted, but major discrepancies require further checks.

Funded vs. Non-Funded Items:

- Ensure stated item codes match Careview for the client.
- Items like sensory toys and household items (e.g., pillows, toys) require supporting letters or approval before processing.

Conclusion

By understanding the structure and regulations of the NDIS, the team will be better equipped to process invoices accurately and efficiently. Always ensure compliance with NDIS guidelines, verify participant eligibility, and adapt to any changes in a participant's plan. Your work plays a crucial role in supporting NDIS participants and maintaining the integrity of the scheme.

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