

Boon Consulting is an NDIS Registered Plan Management Provider and has been engaged by your client to assist them with managing their NDIS funding. Here's what you need to know to ensure quick and accurate payments for services and supports you provide:

Ensuring accurate invoices

As a provider to NDIS participants, it is important that you understand the rules around the supports you provide, including the *General Claiming Rules* in the [NDIS Pricing Arrangements and Price Limits](#).

Please ensure your invoices accurately reflect the supports provided and include the following information:

Business details	<ul style="list-style-type: none"> Legal business name, and/or registered trading name ABN, details of payment method (bank account or BPAY), an email address for remittance advices, and a contact phone number.
Participant details	<ul style="list-style-type: none"> Their first and last names, their NDIS number Please make sure the participant is the listed customer
Service/Support description	<ul style="list-style-type: none"> Service or item provided (including the NDIS Line Item if you know it), the provider number and full name of the person providing any Therapeutic Supports, date/s the service was provided, the hourly rate and number of hours worked on each date (please round all figures to a maximum of two decimal places), the number of items and cost per item, and the total amount due.

Submitting invoices for processing

- Invoices should be submitted as PDF documents. We are unable to open external links, or process Word documents or Excel spreadsheets.
- Each email should only include invoice/s for a single client. This is to ensure we can maintain appropriate levels of confidentiality in our email storage systems.
- All reminders or statements must have the invoices attached.
- Email invoices to pm@boonconsulting.com.au and where possible, include the participant or their nominee in these emails.

Processing, claiming and payment timeframes

We aim to process all invoices within 48 hours of receiving a correct invoice and will process payments on successful claims within 24 hours of receiving the payment from the NDIA.

Payment of successful claims from the NDIA vary, however are usually paid within 3 business days of submission, however there can be delays due to public holidays, changes to participant's plans, or if the NDIA choose to conduct a pre-payment compliance check.

If you would like to follow up on the status of an invoice, please wait 7 days from the date you sent the invoice before contacting us. If there are any concerns, we will contact you directly to help you to resolve the issue as quickly as possible.

Any Questions?

If you have any questions, please get in touch with us by phone on (02) 6106 9989 or emailing pm@boonconsulting.com.au.