



FAQ's for NDIS Plan Managers

1) **There isn't enough funding in the participant's budget under the code listed on the quote/invoice, can you change it?**

Example: The quote has 05_061209821_0135_1_2 listed against the foot splint. The participant normally claims these items under low-cost AT, can we change the code to 03_06000911_0135_1_1?

Answer: Second Skin is registered under the following NDIS groups:

- 0128 - Therapeutic Supports
- 0103 - Assistive Products for Personal Care and Safety
- 0135 - Customised Prosthetics

Our products and services can fall under several different item codes within these groups, based upon the outcome goals of the Participant. Where possible, we will display the most appropriate and commonly used code for each line item as a default on the quote. If the participant wishes to claim from a different support item code, **please notify us in writing when approving the funding**. Provided the code is appropriate to the support, falls within our registered group and is compliant with NDIS guidelines, we will be able to update the quote/invoice for you.

2) **Can you send me an invoice? I can't pay off a quote.**

We do not require pre-payment for our quotes. For plan-managed funding we only require written confirmation of funding availability from the plan manager and a tax invoice will be sent directly to them at the appropriate time.

3) **Can you split the cost of an individual item across multiple invoices/budgets?**

Example: If a splint costs \$4200, can it be paid using \$3100 from Capital Supports AT Budget and \$1100 from Core Consumables?

NDIS Reply:

No, it cannot be split between two budgets and would need to be claimed from the one

If you require any further assistance, please reply to provider.support@ndis.gov.au or you can contact the NDIS National Contact Centre on 1800 800 110 Monday to Friday between 8am-8pm.

Kind Regards,

Marcela
Provider Support
National Disability Insurance Agency



4) **Can you split the invoice? I need each invoice to be under \$1500 to claim from Low Cost AT.**

As each item on the quote is under \$1500, you are able to approve and use individual lines for payment requests without the need to split quotes or invoices per line.

NDIS Reply:

The invoice needs to be broken up into the individual items and their cost. This can be compiled onto one invoice; however, you cannot just provided a lump sum amount for payment. The NDIS will need to know what the total amount was spent on.

Kind regards,
Ana
National Contact Centre [Provider Support]



5) **How can we pay this invoice, the item is above the stated price range in the plan?**

Example: A total of \$35,000 has been allocated under Assistive Technology with a break down of guide prices as below. The splint costs \$4200, this is above the guide price for the Orthosis:

Assistive Technology: \$35,000

Assistive technology is equipment, technology and devices that help you do things you can't do because of your disability. Or things that help you do something more easily or safely, such as wheelchairs or vehicle modifications.

Manual wheelchair with a price range \$5,413.95 to \$11,900.47

Power assist device with a price range \$7,422.43 to \$14,500.00

Orthosis - Dynamic or Lycra - Full Body with a price range of \$2,467.00 to \$3,354.79

The price range is an indicative price only and if \$5000 is included for the stated supports then the difference between the \$5000 allocated and the upper limit of the price range can be used to pay for the supports in full, as per our quote.

NDIS Reply:

You are correct in that the price range is an indicative price only. Mid-cost AT is added to the Capital budget in \$5000 increments and can be used flexibly across the support items listed. If a quote for the Second Skin supports has been provided, this should be the amount that is funded in the participant's plan.

When it comes to claiming, the plan manager needs to pay the quoted amount in full to ensure the participant can purchase the AT they need. It is important to confirm that there is no expectation that participants pay a person contribution toward their AT, and this should not be suggested by plan managers.

Kind regards,

Tyson

Provider Support

National Disability Insurance Agency



6) **I can't approve this quote/pay this invoice without sighting the supporting evidence.**

NDIS Reply:

Plan manager requirements are noted in the [NDIS Guide to Plan Management \(PDF 3.6MB\)](#) ([Plan management | NDIS](#)) – It is not a plan managers responsibility to determine if a support is reasonable and necessary, this is done when the plan is created. They are required to ensure funds are being spent in accordance with the plan.

The invoices received are the evidence of the support being requested. Plan managers should discuss a participant's supports and goals as stated in the NDIS plan to understand what supports can be claimed from the plan. Plan managers will use the Price Guide and Participant plans to understand if the support is compliant. More information about record keeping and payment compliance is located here [Invoicing and record keeping | NDIS](#).

Plan managers are expected to organise prompt payment of services – section 4.2.1 Prompt payment of the guide explains what a plan manager should do when an invoice is outside the scope of the plan - it does not state they need to obtain or keep reports/further evidence.

Relevant sections of the Guide to plan management:

4.2.2 Payment integrity

"Ultimately, all plan managers have a legal responsibility to ensure that NDIS funds (public monies) are spent in accordance with the participant's plan. In discharging this obligation, it is important for plan managers to consider that supports in a participant's plan can either be described generally or specifically. Where supports in a plan are described generally, the participant will have a high degree of flexibility over the implementation of their supports. In contrast, supports that have been described specifically (known as 'stated' supports) will have to be purchased in the way described in the plan"

"To be clear, the role of a plan manager does not extend to determining whether supports or services which have been purchased are 'reasonable and necessary'. The participant's individualised plan will already have funding included for the reasonable and necessary supports that have been approved by the Agency at the planning stage. As stated above, the plan manager's role is to ensure that the participant's plan is being implemented as intended, which includes ensuring that funds are being spent in accordance with the plan and in line with expected NDIS plan spend. In addition, a plan manager's role does not extend to deciding what supports a participant can access."

2.3 Demonstrating accountability (Pg. 5) - This includes defining the invoice authorisation process and keeping full, accurate records of required evidence (such as invoices).

4.2.1 Prompt payment – "In circumstances where an invoice or receipt is received and found to be outside the scope of a participant's funded supports, the plan management provider should discuss the invoice with a participant as soon as practicable and refer a participant to the provider for further discussion."

Your receipt number is: 32519735

For more information about the NDIA's commitment to service please visit [our website](#).
If our offices are closed and you require crisis support, you should contact your local GP, hospital, or mental health crisis team. Alternatively, you can contact Lifeline on 13 11 14.

Kind regards,
Paula
Provider Support
National Disability Insurance Agency

