



# NDIS Weekly Payment Summary

REPORTING PERIOD: Week ending Sunday 25 July 2021



## Top 3 Reasons for Unsuccessful Payment Requests

43,570

(2.9%) Unsuccessful payment requests

The Agency is working with providers to successfully process these where valid payments are due.

28,175

Claim amount is greater than the available service booking

**Cause:** The claim amount is greater than the remaining available amount in the service booking.

**How to Fix Steps:**

- Review the claim and spend to date against the service booking to ensure the claim is within the agreed service agreement amount.
- Consider an increase to the amount of the service booking for further support if appropriate and funding permits.

10,228

Multiple Business Errors

**Cause:** Due to multiple reasons which may relate to the service booking or claim submitted.

**How to Fix Steps:**

- Analyse the claim and/or the service booking to determine any issues.
- If no known issues are found, contact the NDIA for further assistance.

2,125

Product selected is not valid within the selected support start and/or end dates.

**Cause:** The support item is not available for the specified support dates. A 2019-20 catalogue support item may have been claimed for a 2018-19 support date.

**How to Fix Steps:**

- Review the claim and resubmit using the correct support item from the relevant financial year pricing catalogue.

If you are still experiencing issues after following these steps, please contact the National Disability Insurance Agency on 1800 800 110