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# Step 1: Understand what portal and information you need

## Information to check before you claim

You need to provide your bank account details to us before a payment request can be created.

You should check the funding management type you are claiming for.

You need an active Australian Business Number (ABN) if the participant's funding is plan-managed.

You should also check what computer system the participant's plan is in before you claim.

If the participant's plan is in our old computer system, and the funding is NDIA-managed, a service booking must be created before you can claim.

If the participant's plan is in our new computer system and is NDIA-managed or plan-managed, or for specialist disability accommodation, home and living or behaviour supports, you need to be recorded as a my provider.

You'll use a different provider portal depending on the actions you need to complete.

## The myplace provider portal

All claims for payment are submitted in the myplace provider portal.

General enquiries (not claim and payment enquiries), complaints or feedback can be submitted in this portal.

## The my NDIS provider portal

Claim and payment enquiries are submitted in the my NDIS provider portal.

Approved NDIS replacement support claims are submitted in the my NDIS provider portal.

Learn more about how to use the provider portals, along with our step-by-step guides.

# Step 2: Request payments in advance, if required

In some cases, you can request payment before you deliver supports to a participant. For example, for some higher cost supports.

To do this, you need to complete the 'written approval form' in the myplace portal.

Prepayments without written approval can only be claimed in the specific circumstances outlined in the NDIS pricing arrangements and price limits.

# Step 3: Make a payment request

You can make single claims through the 'payment request' tile in the myplace provider portal.

Or you can make a bulk claim through the 'bulk payment request upload' tile in the myplace provider portal.

You must use the bulk payment request to claim for supports delivered to participants with plans in our new computer system.

Making bulk payments can be helpful if you make claims once a month for the whole provider organisation or business.

Each step in this process can be found in the bulk payment request guide.

Download the bulk payment request guide:

- Bulk payment request self-help guide - PDF 1.94 MB

# Step 4: Once your payment request is made

After you submit your payment request, there are 2 possible outcomes.

## Normal process

We won't email you if your payment is 'open or pending'.

Once we receive a claim, we complete a claim validation check.

If the claim is validated, it will move to the ‘pending payment’ status until it is paid.

Once paid, it will show as ‘paid’ in the portal.

## Validation check fails

If the claim validation check is rejected, you’ll see a ‘rejected’ status in the portal.

The system will send you an error message to let you know what went wrong and what you need to do to fix the claim before resubmitting it.

We’ll email you if we have concerns about your claim’s validity and need to investigate.

We may do a manual payment review. This is where we check all claims made by a provider or participant before they are paid. If we do, we’ll tell you why this review is happening and how the process works.

> **Tip: Unsure why your claim was rejected?**
>
> Claims can be rejected if there is incorrect information such as date, price, fund management type. You can learn how to troubleshoot your claims and payments.

## Video

Learn how to make a bulk payment request in this video.

### How to make a bulk payment request

Transcript for 'How to make a bulk payment request'

## Related information

### Guide to getting paid

### How to troubleshoot claims and payments

## How to use the provider portals

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