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## Payment claims from my providers

If you are recorded as a [my provider](#), you will be paid quicker than providers not recorded.

All claims need to be submitted in the myplace provider portal, except for NDIS [replacement supports](#).

To receive a payment for an approved replacement support, if you are a my provider or plan manager, submit the claim and payment enquiry through the my NDIS provider portal.

Learn more about [how to get paid](#).

## Payment claims from providers who are not recorded

### Outcomes when not recorded as a my provider

If you are not recorded as a my provider, your claim can have 3 outcomes.

#### Outcome 1

If the participant or their nominee do not call us within 6 days after receiving our SMS, we will process your claim after 7 days.

#### Outcome 2

If the participant or their nominee accept your claim, we will process your claim in about 10 days.

#### Outcome 3

If the participant or their nominee do not agree to your claim, they can let us know by disputing your claim. We will review your claim and contact you if we need more information.

You can see the outcome of our review in the myplace provider portal.

Claims that are not authorised for payment will be shown as 'rejected'.

## **NDIA-managed funds**

If you are supporting an NDIA-managed participant, you will not receive an error code while your claim is being checked. Instead, your claim will remain open until it is paid or rejected.

Your claim may stay open for up to 10 days.

If the participant tells us they have not received the supports you claimed, we will pause the payment and review your claim.

## **Specialist disability accommodation, home and living supports and behaviour supports**

If you submit a claim for these supports in the myplace provider portal and are not recorded as the my provider on the participant's plan, your claim will be automatically rejected.

## **Time it takes for payments**

### **When recorded as a my provider**

My providers claims are generally paid within 2 to 3 days.

### **When not recorded as a my provider**

If you are not recorded as a my provider, your claim can take about 10 days to be processed.

The process takes longer because we need to check if the:

- NDIS support was agreed to
- claim has valid details.

Read more on [being recorded as a my provider](#).

## Why is a claim rejected

Your claim may be rejected for one or more reasons:

- You did not provide all information we needed to process your claim.
- You made an error in your claim:
  - wrong dates
  - duplicate claim
  - missing banking or ABN details
  - unit price exceeds the maximum.
- The participant/nominee did not authorise your claim.
- You are not recorded on the participant's NDIS plan to provide:
  - specialist disability accommodation, home and living supports and/or behaviour supports
  - plan management.
- You claimed after the participant left the NDIS and within 90 days from the date of leaving or death, and your item was not on the NDIS Bereavement Addendum list.
- There are insufficient funds available.
- The management type is incorrect.
- If your claim was rejected in the myplace provider portal, it will show the reason in this portal. A rejected claim will display the participant's NDIS number only.
- When we check with a participant your claim is valid and they tell us they have not received a claimed support, we will pause the payment and review your claim. Claims that are not authorised will be marked as 'rejected' in the portal.

## What to do when a claim is rejected

### Troubleshoot the problem

Learn more about [troubleshooting claims and payments](#).

### If you need more support

You can submit a claim and payment enquiry in the [my NDIS provider portal](#). You will see the status of your enquiry in the my NDIS provider portal.

You can also call us on [1300 311 675](tel:1300311675).

## Related information

[How to be recorded as a my provider](#)

[How to troubleshoot claims and payments](#)

[What is a my provider](#)

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