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# Payment claims from my providers

You’ll be paid quicker than providers not recorded if you’re recorded as a my provider.

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 aren’t recorded

## Outcomes when not recorded as a my provider

Your claim can have 3 outcomes if you aren’t recorded as a my provider.

### Outcome 1

We’ll process your claim after 7 days if the participant or their nominee don’t call us within 6 days after receiving our SMS.

### Outcome 2

We’ll process your claim in about 10 days if the participant or their nominee accepts your claim.

### Outcome 3

The participant or their nominee can let us know they don’t agree to your claim by disputing your claim. We’ll pause the payment and review your claim. We’ll contact you if we need more information.

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

Claims that aren’t authorised for payment will be shown as ‘rejected’.

## NDIA-managed funds

You won’t receive an error code while your claim is being checked if you’re supporting an NDIA-managed participant. Instead, your claim will remain open until it’s paid or rejected.

Your claim may stay open for up to 10 days.

We’ll pause the payment and review your claim if the participant or their nominee tells us they haven’t received the supports you claimed.

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

Your claim will be automatically rejected if you aren’t recorded as the my provider for these supports on the participant’s plan.

# 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

Your claim can take about 10 days to be processed if you aren’t recorded as a my provider.

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

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

## Claim and payment reviews

We may sometimes review claims before or after we process payments.

Your claim will be put on hold while we review if we need more information to verify it.

Learn more about claims and payment reviews.

# Why a claim is rejected

Your claim may be rejected for one or more reasons.

For example, your claim may be rejected if:

- you didn’t provide all information we needed to process your claim
- you made an error in your claim, including:
  - wrong dates
  - duplicate claims
  - missing banking or ABN details
- unit price exceeds the maximum
- the participant or nominee didn’t authorise your claim
- you aren’t recorded on the participant’s NDIS plan to provide specialist disability accommodation, home and living, behaviour supports or plan management
- you claimed after the participant left the NDIS and within 90 days from the date of leaving or death
- you claimed an item not on the NDIS bereavement addendum list
- there are insufficient funds available in the participant’s plan
- the management type is incorrect
- the participant tells us they haven’t received the support you claimed.

You can check the myplace provider portal for the reason a claim was rejected. A rejected claim will display the participant’s NDIS number only.

# 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'll see the status of your enquiry in the my NDIS provider portal.

You can also call us on 1300 311 675.

## 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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