



NDIS Weekly Payment Summary

REPORTING PERIOD: Week ending Sunday 22 September 2019

760,449

Payment Requests



722,463

(95.0%) Successful payment requests

= \$279.5m

Paid this week

\$16.99b

Paid since 1 July 2016

Top 3 Reasons for Unsuccessful Payment Requests

37,986

(5.0%) Unsuccessful payment requests

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

21,842

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.

8,177

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.

1,940

Payment Request Start and End dates must be within the Registration start and end dates, of the applicable registration groups

Cause: The Support dates in the payment request are not within the start and end dates of the applicable Registration Group.

How to Fix Step: Resubmit the claim with support dates that lie within the applicable Registration Group.

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