



# NDIS Weekly Payment Summary

REPORTING PERIOD: Week ending Sunday 22 March 2020

856,749

Payment Requests



809,678

(94.5%) Successful payment requests

= \$314.7m

Paid this week

\$24.65b

Paid since 1 July 2016

## Top 3 Reasons for Unsuccessful Payment Requests

47,071

(5.5%) Unsuccessful payment requests

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

30,004

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.

9,743

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.

2,761

Claim is outside the plan dates

**Cause:** The claim start date and end date is not within the plan dates.

**How to Fix Steps:**

- Check to see if the start date and end date of the service provided fit within the plan you are claiming from.

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