



NDIS Weekly Payment Summary

REPORTING PERIOD: Week ending Sunday 03 April 2022



Top 3 Reasons for Unsuccessful Payment Requests

58,260

(2.9%) Unsuccessful payment requests

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

32,501

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.

9,275

Maximum allowed claims for a given claim reference number reached

Cause: Duplicate claim references have been detected across submitted COVID-19 initiative payment requests.

How to Fix steps:

- Review the eligibility criteria for COVID-19 initiatives located as set out on our website [here](#) as well as the addendum to the Pricing Arrangements located [here](#)
- Review the details of payment requests to be submitted to ensure compliance with the above website resources.

9,072

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.

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