NDIS Weekly Payment Summary

REPORTING PERIOD: Week ending Sunday 02 September 2018

386,834 Payment Requests → **361,491** (93.4%) Successful payments = **$138.7m** Paid this week

$6.49b Paid since 1 July 2016

Top 3 Reasons for Unsuccessful Payments

25,343

(6.6%) Unsuccessful payments

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

16,183

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.

4,395

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.

1,402

Support item price exceeds price in service booking

Cause due to multiple reasons:

- The support item price entered in the claim exceeds the item price in the agreed service booking; or
- The claim has been lodged against a cancelled service booking.

How to Fix Steps:

- Resubmit the claim with an amended support item price to ensure the claim is within the price in the agreed service booking.

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