

Welcome pack for providers

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About your Provider Choice welcome pack

You've received this pack because one or more of the NDIS participants you work with have chosen to be plan-managed by Provider Choice. This means we'll be processing your invoices to them, payable by their NDIS funding, on their behalf.

This pack contains all the information you need as a service provider to:

- ✓ Give your invoices the best chance at being processed as efficiently as possible.
- ✓ Know what to expect when working with us.
- ✓ See the status of your invoices and manage your details with us using your Provider Portal.



How to invoice us

What to include in your invoices

An invoice can only be for one participant, but can include multiple supports.

Invoices with **all** of the following information meet the NDIS invoicing requirements and will allow our team to prioritise these invoices, ensuring faster payment and reducing any cause for delay.

Your business and invoice information

- NDIS registered provider name
- Australian business number (ABN)
- Payment details (BSB and account number)
- Email for remittance (optional)
- Unique invoice number to avoid duplicate payments
- Date of issue

The participant's information

- Participant's full name
- Participant's NDIS number (9-digit number with no spaces)

The details of the support provided

- NDIS support item number (as listed in the [NDIS Pricing Arrangements and Price Limits](#))
- Brief description of the support provided
- Rate and quantity for each support provided
- Date and hours for each individual support item delivered
- GST component if applicable (most services are GST free)
**Please note: If GST is applicable to a support, the price limit is inclusive of GST*
- Total amount due

See our example of an ideal invoice, on the next page, which includes all the above mentioned information.



An example of an ideal invoice

Having the right information in the best possible format will ensure your invoices are processed quickly and meet the NDIS invoicing requirements. The ideal invoice includes all the information mentioned previously.

Support Services Pty Ltd
ABN: 91 123 000 000
payments@supportservices.com.au
10 Madeup Road
South Perth, WA 6151
Australia

Support Services

Invoice

1 **Invoice to:** Ben Smith (431123000)

Invoice number: INV-0012
Date: 11/11/2022
Due date: 25/11/2022

Address:
1 George Street
Sydney NSW 2000
Australia

Date	Description	Qty	Rate	GST	Amount
2 09/11/2022	Access Community Social and Rec Activ - Standard - Weekday Daytime - 04_104_0125_6_1	4	\$62.17	GST free	\$248.68
3 09/11/2022	Provider travel - non-labour costs - 01_799_0120_1_1	1	\$10.00	GST free	\$10.00
10/11/2022	Personal training provided by a Personal Trainer to a participant - 12_029_0126_3_3	1	\$59.81	\$2.00	\$61.81
Balance due					A\$320.49

Payment details

Account name: Support Services
BSB: 042-000
Account number: 123000000

The best formatting for key information:

- 1 Participant NDIS number:** A number with 9-digits and no spaces in between.
- 2 Support date/s:** An individual date of when each support was delivered is provided per line item and not as a date range.
- 3 NDIS support item number:** A number formatted as per the NDIS Support Catalogue for the relevant support provided is included in the description for each line item.



Using Xero to create your invoices

If you use Xero to create your invoices, we know that there can be limitations on adding a date column per line item. To help with this, we suggest adding the date alongside the label “Date:” in the description column like below.

Description	Quantity	Unit Price	GST	Amount AUD
09_011_0125_6_3 - Community Participation Activities - WA Date: 24/10/2022	3.00	65.09	No GST	195.27
04_590_0125_6_1 - Activity Based Transport - WA Date: 24/10/2022	11.00	1.00	No GST	11.00

An invoice template for you to use

We’ve created an invoice template for providers who work with Provider Choice. This template includes all of the information that meets the NDIS invoicing requirements so that we can ensure your invoice is processed in a timely manner.

[Download the invoice template](#)

Where to send your invoices

Please email invoices to our invoicing department at invoices@providerchoice.com.au. We will reply with an automated email response once the email is received.

Our timeline for processing invoices

Our team endeavours to have the invoices processed within 72 hours and paid within 5 business days of receipt. The process involves a few steps between our invoicing team and the NDIS before the payment is made to you.

What can go wrong when processing your invoice and how we resolve it

Please see all frequently asked questions at <https://providerchoice.com.au/provider-faq-categories/what-you-need-to-know-about-invoicing>



How to read our remittance statement

Provider Choice Remittance Advice Statement

1 Biller: Example provider
ABN: XXXXXXXXXXXX

2 Account Number: XXX-XXX XXXXXXXXX
Paid Date: 16/08/2024

3 **Amount Paid: \$ 380.28**

Statement Summary:

	Invoiced	GST	Adjmt*	Paid
Totals:	\$ 380.28	\$0.00	\$0.00	\$ 380.28

Invoice #	Invoice Date	Client	Service Date	Code	Item	Invoiced	GST	Adjmt*	Paid
10	12/08/2024	John Doe	03/08/2024	04_105_0125_6_1	Access Community Social and Rec Activ - Standard - Saturday	\$190.14	\$0.00	\$0.00	\$190.14
10	12/08/2024	John Doe	10/08/2024	04_105_0125_6_1	Access Community Social and Rec Activ - Standard - Saturday	\$190.14	\$0.00	\$0.00	\$190.14
Total Invoice for 2:						\$380.28	\$0.00	\$0.00	\$380.28

4 5 6 7

After payment is made, you will receive a remittance advice to your allocated email address which shows all relevant information to the payment which has been made.

- 1 **Provider details:** Provider Name, ABN and account details
- 2 **Paid Date:** Date payment was made
- 3 **Amount Paid:** Total of amount paid for invoice(s) listed on the remittance
- 4 **Invoice details:** Invoice number and invoice date for relevant claims (note that the remittance advice will show all invoices relating to that payment, so more than one invoice may be listed)
- 5 **Client:** Participant name which the invoice has been claimed under
- 6 **Invoice details:** Service dates, codes, items and invoiced amounts claimed per invoice received
- 7 **Paid:** Paid amount for each invoice line and total invoice



When a quote is required

For some services the NDIA will require a quote to be sent and approved. The NDIA regularly update their guidelines, price caps and services that require quotes. We have supplied links to the NDIA website that include their pricing guide, information around assistive technology and home modifications.

Links

[NDIS price guide](#)

[Assistive technology product risk table](#)

[Assistive technology explained](#)

[Providing home modifications](#)



Using your Provider Portal

The Portal is designed for providers, to make working with us for your participants as easy as possible. It's where you can track your invoices and access important information whenever you need.

To sign up to the Portal, visit www.providerchoice.com.au and click on 'Portal Log-in' at the top right corner. Alternatively you can [click here](#). First time Portal users should select 'Sign Up'.

In the Portal you can:

- ✓ Access all your information in one central spot.
- ✓ See the statuses of your invoices, from processed to paid.
- ✓ Download and review your remittance records in both CSV and PDF format.
- ✓ Access multiple business accounts in one place.
- ✓ Update your business details.

Updating your business details using the Portal

You can update the following details in the Portal without having to contact a representative at Provider Choice to do this for you:

- Business name
- Phone number
- Website
- ABN
- Business address
- Bank details for payment (protected by Multi Factor Authentication)



Provider Portal FAQs

How do I sign up?

You can sign up yourself from the Provider Choice website www.providerchoice.com.au via Portal Login on the top right of the website. Alternatively you can [click here](#).

I've signed up but can't seem to see anything?

In order to view your Provider Portal, you will need to have verified your email address once you've set up. To do this, you should receive an email asking you to verify your email. Once complete, you should be able to view your Provider Portal with live information.

I'm still having trouble seeing my Provider Portal?

If you're still having trouble, make sure that the email address you have signed up using is the same on that is registered with Provider Choice where your business' remittance advice should be going.

I can't seem to edit my bank details from the Provider Portal?

For security reasons, we have implemented MFA (multi factor authentication) which means only the authorised provider will be able to edit these details.

Head into your settings function (on the left hand side) within the Provider Portal to set this up first before you are able to edit these details.



Have questions? We're here to help!

Email: hello@providerchoice.com.au

Phone: 1300 776 246