

Open Letter to Providers Regarding Invoice Payment

Dear Provider,

Your client has sent you this letter as they have selected The Plan Experts (NDIS Plan Manager) to manage payment of invoices for their future NDIS supports and services.

If you have a signed service agreement between the participant and your organisation, could you please forward a copy for our records.

Following receipt of this letter, **all invoices should be forwarded to The Plan Experts after each service has been provided, by email to invoices@theplanexperts.com.au.**

Email for Invoices	invoices@theplanexperts.com.au
Postal Address	PO Box 58, Happu Valley SA 5159
The Plan Experts NDIS Provider Registration #	4-1562NKB

Our team processes provider invoices every working day and our aim is to process payments as fast as possible. In order to be paid promptly and avoid delays, please ensure all invoices contain all of the following information:

- Your Business Name
- Your Business ABN
- Your Business Contact Information - Address, Phone Number & Email Address
- Invoice Number
- NDIS Participant Name and NDIS Number
- Date and description of the service/s or supports provided
- Bank Account Details* - Account Name, BSB and Account Number

* Please ensure that your bank details are entered correctly - the participant and The Plan Experts won't be held liable for outstanding invoices if payment has been made to incorrectly provided bank account details)

If the service attracts GST please ensure you identify this clearly on the invoice (note: the majority of NDIS services & supports DO NOT attract GST)

Once your invoice has been approved, we will claim the amount due from the NDIS and make payment to you within 2 - 3 business days of receiving your invoice (this is provided the details as listed above are included on the invoice and subject to the Participant / Nominee approval).

It is important to note that meeting this timeframe will not be possible if the NDIS participant's current plan has ended, or is undergoing a plan review, or any other circumstance beyond the control of The Plan Experts.

Regards,



Mandy Shiell MICB
Principal Plan Manager, The Plan Experts