

## **Billing & NDIS Claims Policy & Procedure**

Professional Care Supports (NSW) Pty Ltd  
ABN 16 649 239 181  
NDIS Provider No. 4050117250

### **Document Control**

Version: 4.0

Approved by: Director

Effective Date: 2026

Review Date: Annually

Next Review: 12 months or following breach, audit finding, or legislative change

### **Purpose**

To ensure all billing and NDIS claims are accurate, transparent, and compliant with NDIS requirements, preventing overclaiming, fraud, or misuse of funds.

### **Scope**

Applies to all employees, contractors, and administrative staff involved in service delivery, billing, and claims processing.

### **Policy Statement**

Professional Care Supports is committed to:

- Accurate and ethical billing practices
- Claiming only for services delivered
- Maintaining transparent financial records
- Ensuring participant consent and agreement
- Complying with the NDIS Pricing Arrangements and Practice Standards

### **NDIS Code of Conduct (Mapped)**

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making
2. Respect privacy
3. Provide supports safely and competently
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns
6. Take all reasonable steps to prevent and respond to violence, exploitation, neglect and abuse
7. Take all reasonable steps to prevent and respond to sexual misconduct

### **NDIS Practice Standards (Mapped)**

- Governance and Operational Management
- Risk Management
- Human Resource Management

### **Billing & Claims Principles**

- Claims must reflect actual services delivered
- All services must be documented prior to claiming
- Claims must align with service agreements
- Pricing must comply with current NDIS Price Guide
- Transparency and accountability must be maintained

### **Responsibilities**

#### **Management:**

- Ensure billing systems and controls are implemented
- Monitor compliance with NDIS requirements
- Review claims and address discrepancies

#### **Supervisors/Coordinators:**

- Verify service delivery documentation
- Ensure staff complete accurate records

- Escalate discrepancies or concerns

### **Staff:**

- Record services accurately and promptly
- Ensure documentation supports claims
- Report any billing concerns

### **Administration/Finance:**

- Process invoices and NDIS claims
- Verify supporting documentation
- Maintain financial records

### **Prohibited Conduct**

- Claiming for services not delivered
- Overclaiming or duplicate billing
- Falsifying records or timesheets
- Claiming outside service agreement
- Misuse of NDIS funds

### **Procedures**

#### **1. Service Agreement:**

- Ensure signed agreement is in place before billing
- Clearly outline services, rates, and conditions

#### **2. Service Delivery Documentation:**

- Staff must record services delivered
- Documentation must include date, time, and type of support
- Records must be completed within 24 hours

#### **3. Claim Verification:**

- Confirm service delivery occurred
- Ensure documentation matches claim
- Verify pricing aligns with NDIS Price Guide

#### **4. Billing & Claims Processing:**

- Submit claims through appropriate system (e.g. PRODA/NDIS portal)
- Maintain accurate records of all claims
- Issue invoices where applicable

#### **5. Reconciliation:**

- Regularly reconcile claims and payments
- Identify and resolve discrepancies

#### **6. Error Management:**

- Correct billing errors promptly
- Notify relevant parties if required
- Record and investigate errors

#### **7. Reporting & Escalation:**

- Report suspected irregularities immediately
- Record within 24 hours
- Investigate within 5 business days

#### **Disciplinary Actions**

- Verbal warning
- Written warning
- Performance management
- Suspension or termination
- Notification to NDIS Commission and/or authorities if required

#### **Training & Acknowledgement**

- Billing and claims training on induction
- NDIS Price Guide training
- Annual refresher training
- Staff acknowledgement required

## Monitoring & Audit

- Regular review of claims and invoices
- Internal audits of billing practices
- Supervision and compliance checks
- Continuous improvement actions

## Timeframes

- Service documentation: Within 24 hours
- Claim submission: As per organisational schedule
- Error reporting: Immediate
- Investigation: Within 5 business days

## Forms & Registers

- Service Delivery Record
- Financial Transaction Register
- Incident Report Form
- Breach Register

## Compliance - Aligned with:

- NDIS Code of Conduct
- NDIS Practice Standards (Governance & Operational Management)
- NDIS Pricing Arrangements and Price Limits
- NDIS Terms of Business