



Leisure Networks

Provider Frequently Asked Questions

Financial Plan Management Services

*Now how do we get started? We have put together a few of our most commonly asked questions but don't hesitate to give us a call on **03 5224 9992** if you would like further assistance.*

HOW DO I AS A PROVIDER SUBMIT AN INVOICE?

Discuss with your customer their preference.

1. You may be required to send directly to your customer, and they will forward to us or;
2. Instructed to send directly to LN.
 - a. All invoices are sent to **accounts@leisurenetworks.org** unless otherwise instructed by your customer.

All invoices received directly by LN are deemed to be authorised

HOW LONG DOES IT TAKE TO BE PAID?

We aim to pay all invoices within **3 to 5** business days from the receipt of invoice when invoices are presented with **ALL** relevant information.

Please note some common mistakes on invoices are:

- No NDIS code- please refer to NDIA Price Guide
 - <https://www.ndis.gov.au/providers/price-guides-and-pricing>
- Invoice is not compliant. Eg; ABN etc.
- Dates of service are outside plan dates.
- Funding overspends
- Part payments made from Agency- LN will pass on part payments and investigate under payments and communicate this to the provider.

If you have any query on a payment, please refer them to our FPM team on **03 5224 9992** and we will take care of the enquiry.

HOW CAN I BE GUARANTEED PAYMENT?

Our new IT system has the ability to track your service agreement \$'s and provide a monthly report of expenditure against budget. All you need to do is share your agreement budget \$'s.

If you are providing services within your service agreement, we will be able to process and make payment.

WHY DO I HAVE A COPY OF THE "PROVIDER TERMS OF BUSINESS"?

The Provider terms of business document is provided to ensure you as providers have all relevant information on how to get your invoices paid promptly.

HOW DO I KNOW WHAT HAS BEEN PAID?

We will also send remittance advices on the day of payment.

Didn't receive your remittance

- Check your Junk file incase the remittance have gone there.

You can always call our friendly Customer Service Team for assistance on 035224 9992

WHAT RATES DO YOU PAY?

As we are an NDIS registered provider we are only able to pay the rates which are listed in the current NDIS Price Guide. We are not able to pay above the NDIS rates.

THE NDIA PRICE GUIDE CAN BE VIEWED AT:

www.ndis.gov.au/providers/price-guides-and-pricing

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