



PROVIDER WELCOME LETTER

Dear Provider

Your clients NDIS plan is Financially Plan Managed by our team here at Complete Plan Management Services (CPMS).

Please send all invoices to our Accounts Team at accounts@completeplanmanagement.org.

As soon as your invoice is received we will confirm receipt of each invoice with an automatic email that outlines the NDIA payment terms. We are dedicated to paying you as soon as possible and we will process sooner than the NDIA payment terms wherever possible and never longer than the stated terms.

To avoid your invoices being rejected, please ensure that ALL invoices include the following information:

- Please email your invoice in **PDF format only**, this is the only format the NDIA will accept
- Clients full name
- Clients NDIS number
- The exact dates of the service you provided
- The NDIS line-item code (this can be found at this link [Pricing arrangements | NDIS](#))
- The number of hours for each line of service provided
- The hourly rate for each line of service in line with the NDIA Pricing arrangements
- Your ABN
- Your bank details
- Your contact details including an email address to send remittances

****PLEASE NOTE:** Our Accounts email accounts@completeplanmanagement.org is for **invoices only**.**

Any general correspondence email enquiries@completeplanmanagement.org or call us on (08) 8185 0003

We look forward to working with you!

Nick Upton – Managing Director

Annie – Team Leader

Kirstee and Stacey - Accounts Team

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