

Provider registration number - 4050001826

E: accounts@myplanmanager.com.au

T: 1800 861 272

Plan management arrangements (new provider letter)

Dear Provider

We have a client in common!

_____ has chosen to have their National Disability Insurance Scheme (NDIS) plan managed by My Plan Manager, which means you can send your invoices directly to us and we'll process them on their behalf.

Here's everything you need to know about sending invoices to us.

My Plan Manager is an independent NDIS registered plan management provider, and we don't provide any other services. We work for NDIS participants and take care of the financial management of their plans.

Our billing details are:

My Plan Manager (ABN 52 617 963 676)
Level 9, 400 King William Street
Adelaide SA 5000
Email: accounts@myplanmanager.com.au

The fastest way to get paid is to submit your invoices via the [My Plan Manager provider portal](#), which offers you the added convenience of being able to view your invoices and check the payment status. You can also send your invoices as a PDF attachment to accounts@myplanmanager.com.au.

Invoices should be submitted to us after each service has been provided. When submitting a client invoice to My Plan Manager, please be sure it includes:

- A unique invoice number
- The participant's full name and NDIS number
- The date(s) of support delivered
- The total quantity of the support delivered each session
- The price or hourly rate being charged
- Provider ABN
- Your bank account details (account name, BSB and account number)

[You can find some other handy tips for invoicing NDIS clients on our website.](#)



If a service agreement with your organisation is signed by a participant and/or their guardian/nominee, please forward a copy of the agreement (in particular, the billing details) for our records.

If you haven't worked with My Plan Manager before, our Accounts team will set you up as a provider in our system when we receive your first invoice, so make sure all your details are on the invoice or in your email.

Once we receive your invoice, My Plan Manager will check it, and submit a claim to the National Disability Insurance Agency (NDIA). Once approved by the NDIA, payment will be made to your nominated bank account. We prefer to pay by direct debit or via credit card.

If you want to enquire about an invoice, please don't send the invoice again, as duplicates in our system can cause delays. Just give us a call on 1800 861 272 or send an email quoting your invoice number to accounts@myplanmanager.com.au.

Please don't hesitate to contact us if you have any questions.

Yours sincerely

My Plan Manager