REIMBURSEMENTS

Made a Payment Yourself? Learn How to Get Reimbursed

Participant Reimbursement Process

If you have paid out-of-pocket, **have a valid receipt**, being a paper or digital document that acknowledges completion of a transaction and serves as proof of payment for goods or services, please complete and submit this form to request reimbursement from your NDIS plan

You and this form

By submitting this form, you are requesting reimbursement from an NDIS Plan for an out-of-pocket payment made for the purchase of disability-specific goods or services that directly relate to an NDIS Participant, being either yourself or a Participant for whom you are an authorised representative.

Receipts must include a valid ABN (Australian Business Number), unless the supplier or provider is exempt from quoting an ABN. The NDIA will only accept payment requests without an ABN where the provider is exempt under Australian Taxation Office, ATO, requirements. Where a provider is exempt from quoting an ABN, a completed ATO Statement by a Supplier form must be attached to the reimbursement. **Claims submitted without a valid ABN or the required exemption documentation cannot be processed.**

Source Documents (Receipts)

A source document is the original document that records the details of a business transaction. It captures key information including the names of the parties involved,

being the Provider and the Participant, the amount paid, the date of supply, and a clear description of the goods or services provided.

In accordance with NDIS requirements, the source document must be a valid tax invoice. A compliant invoice, meeting ATO standards , must be provided for every claim. Order confirmations, pro forma invoices, quotes, payment receipts without an invoice, and shipping confirmations are not acceptable.

Failure to provide a compliant source document will result in the claim being rejected.

NDIA Claims Compliance

Enabled4Life will submit a claim to the NDIA in accordance with current NDIS pricing arrangements and price limits, this includes only paying the maximum NDIS contribution for a support or item. NDIA does not allow prepayment of services, Enabled4Life will only submit a payment request once a service has been delivered or a product has been supplied. Submitting a compliant claim will ensure you are reimbursed as quickly as possible. Once processed, the status of a reimbursement claim can be tracked via your Budget App giving you peace of mind. If you experience any issues using this form, please email engagement@enabled4life.com.au

Reimbursement Requirements

Submission Timeframe
Reimbursement requests must be submitted within **30 days** of the goods being supplied or the service being delivered. Requests submitted outside this timeframe cannot be processed.

Minimum Claim Amount
Reimbursements are processed for amounts **greater than $30 per good or service**. Requests to be reimbursed for goods or services valued at less than $30 cannot be accepted.

STEP 1

Fill, sign, and submit this claim form to Enabled4Life for timely processing.

STEP 2

Enabled4Life will facilitate the submission of your claim to the NDIA for approval.

STEP 3

Once the NDIA has processed and paid the claim, Enabled4Life will transfer funds via EFT to the Participant’s designated account.