

Plan management

Frequently asked questions



SET



CLAIM



PROCESS



REPORT

Who is Plan Management for?

All NDIS participants are eligible to have Plan Management (CB Choice and Control) included in their plan.

Why use a Plan Manager?

Using a Plan Manager gives you more choice and control, without the hassle of navigating the NDIS portal or being burdened by financial administrative tasks. Being plan managed means you can access a greater variety of providers and suppliers, regardless of your weather your services are NDIS registered or not. We'll be on hand to process your payments and answer your questions.

Is Plan Management automatically included or do I need to ask for it?

Plan Management isn't automatically included, however, it's easy to secure. Just ask your NDIS Planner or Supports Coordinator to add Plan Management (CB Choice and Control) to your NDIS plan. You can request Plan Management be added at any time.

How is it funded?

Plan Management has no out of pocket costs to you. Plan Management falls under the CB Choice and Control category in your plan and has a separate budget. The NDIS fund the initial set up and ongoing monthly fees associated with Plan Management. Funding for Plan Management is not taken out of other areas of your plan.

How do I know if I am plan managed or agency managed?

You should discuss this in your plan review meeting or with your Supports Coordinator. Your NDIS plan will clearly show how each budget area is managed – self managed, agency managed or plan managed.

Do I have to wait until the end of my plan to change providers?

No, you can change providers at any time – but applicable notice periods do apply. We recommend advising your Supports Coordinator or LAC so they can guide you through this process.

How do I know how much money I've spent?

Spinal Life Australia sends monthly statements detailing all transactions. You will clearly see how much has been spent and what is remaining across the budget areas. You can also contact us at any point for a budget update.

How will I know when my funds are getting low?

If your funds are running low in any area of your plan, a low budget alert will be sent to you by Spinal Life Australia along with the details and possible solutions.

How do I get my invoices to you?

We have a dedicated Plan Management email address where all invoices and reimbursement requests are sent for processing.

How long does it take to process invoices?

We have a 14-day turnaround on invoices - although processing is generally quicker. We have a rigorous checking process to ensure all invoices are compliant with the NDIA regulations and the NDIS Price Guide. We do this to ensure your account is protected against frequent NDIA audits.

Do I get to see all my invoices before they are sent to you?

It's up to you. Suppliers/ providers can send invoices directly to us for processing. Alternatively, you can pre-approve all invoices and then forward them to us for processing. You will see all paid invoices on your monthly statements.

Do you process reimbursements?

Yes, we do. Just email the invoice to us with the subject line 'reimbursement' and we'll process it on our end.

Do I need to provide a copy of my NDIS plan?

You are under no obligation to provide a copy of your plan, however, it is beneficial for the Plan Management team. Being able to consult your plan means we can see what supports are funded and can allocate the funds to the correct category in your plan.

Will I be notified if anything changes with the NDIS that will affect the way my invoices are paid?

Yes, we will inform you of any changes via email.