

# Paying providers when there is a gap in-between plans

## Frequently Asked Questions

### What is happening?

If a NDIS participant has a gap between their current plan's start date and the previous plan's end date, providers can continue to provide services to a participant during this time. Once the new plan is approved, the old plan will be extended to the day before the start of the next plan.

This will enable service bookings to be extended so providers can request payment under your old plan for services they may have provided during the gap period.

### Why is this happening?

Participants may have received services from a provider after their previous plan expired but before their new one started. Once the new plan is approved, the previous plan is extended and will allow providers to claim outstanding payments owed to them.

### How will this work?

The old plan end date will be automatically extended to the day before your new plan starts.

For example: Your old plan ended on 31 March and your current plan starts on 15 April. The end date of your old plan has now been extended to 14 April so there is no gap.

Once your new plan is approved providers will be able to claim for payments outstanding on the previous plan.

### What happens next?

Participants are encouraged to let providers know that there is a new plan in place, the old plan end dates have been extended and providers are now able to request payment under the old plan for services they may have provided during the gap period.

Participants can also check if your previous plan has been extended in the NDIS myplace participant portal.

### Will this affect my current plan in any way?

No, the extension will only be applied to expired plans. It will not affect a participant's current plan in any way.

### Will this affect the supports in my old plan?

Core and Capacity Building budgets will be increased in line with the days in the extended plan.

The Capital budget (Assistive technology and Home Modifications) will not be extended because they are supports which participants generally receive for a once off item.

### Who do I speak to for more information?

Please speak with your Local Area Coordinator, Support Coordinator or the NDIA if you require more information.

Alternatively you can call 1800 800 110 for more information.