



**Skylight Plan Management Guidance for Providers**

To whomever it may concern;

The following is some guidance for the providers of supports to NDIS participants.

Skylight are registered to provide Plan Management supports to NDIS participants. Under a Plan Management arrangement, most NDIS bills are paid by the participant’s nominated Plan Manager, and you will need to invoice the plan manager instead of the recipient of services.

Our billing details are as follows:

Skylight Mental Health (ABN – 85 595 741 081)  
 5 Cooke Terrace, Wayville SA 5034  
 08 8378 4100

Our email addresses are as follows

- **pmhelp@skylight.org.au**, for all general queries and questions
- **pminvoices@skylight.org.au**, for all invoice to be processed. Please note, this address is used solely for automated invoice processing, so any questions or non-invoice related communications may be missed if sent to this address.

Skylight will pay emailed invoices within 2-5 business days, subject to participant approval. Our Plan Management email will send you an automatic response if the email was received; please resend your email if an automatic response is not received.

Services provided to NDIS participants are bound by the rules and regulations of the NDIS. As Plan Managers, we are legally mandated to enforce these rules, thus it is advised that you are fully aware of what NDIS rules influence your services to ensure undisputed payment. Our advised primary source of NDIS information is most current the NDIS Price Guide.

Per NDIS rules, services can only be invoiced after they have been rendered. Per NDIS rules, the following details are required on invoices sent to SkyLight. The exclusion of any of these details may result in the invoice being ineligible for payment.

1. Evidence that the document is a tax invoice	2. Your organisation’s trading name	3. Your Australian Business Number (ABN)
4. The NDIS participants full name, and NDIS number if known	5. The date the invoice was issued	6. The quantity and/or the length of time of services delivered
7. The hourly rate of the service	8. The description of the NDIS supports	9. NDIS line item
10. The total cost of the service	11. Any GST or other taxable amounts	12. Your bank account or BPAY details

**Skylight Mental Health**  
**Provider Registration Number – 4050000735**  
**08 8378 4100**



Your services delivered to NDIS participants are bound by price caps (a limit on the amount you may charge per hour of service), which SkyLight enforces when processing your invoices. We advise that you confirm the price cap relevant to your services before delivery. Services invoiced above the NDIS price cap will either not be paid, or paid at the NDIS price cap. To ensure we apply the right price cap, we encourage you to provide the NDIS line item code(s) (e.g. 01\_011\_0107\_1\_1) that you intend to bill the services against on your invoices.

SkyLight encourages you to document the terms, nature, frequency, and cost of services with mutual clients in a service agreement, and provide them to our plan management team via email. Such detail will allow SkyLight to confirm that your supports adheres to the various NDIS rules, and can protect relevant parties in the event of a dispute. In the event of a contradiction between your service agreement and the NDIS rules, the NDIS rules supersede your service agreement.

Travel charges, including charges for time and KM's reimbursements, are price and time capped by the NDIS. We encourage you to review the price guide and understand the price and time caps before charging for travel to or from a support.

Charging at higher intensity rates and/or TTP rates oblige you to achieve certain enforceable requirements. We encourage you to review and understand these requirements as specified in the NDIS price guide.

Even if you are not registered with the NDIS, providing an NDIS support means you must abide by the NDIS Code of Conduct, and can make a complaint, or have a complaint made against you, through the NDIS Quality and Safeguards Commission.

If you have any further queries, you are encouraged to:

- View our FAQs on our Plan Management webpage
- Review the NDIS Plan Management webpage
- Read the 'NDIS Guide to Plan Management' document
- Get in touch with our Plan Management team via email or other method.

Kind Regards,

**Skylight Mental Health Inc's Plan Management Team**