Resubmitting a Bill? Read This First!

So, your bill was rejected? No worries, it happens! This quick guide will walk you through when you can send it back, what you need to tweak, and any extra docs you might need. The big thing is: make sure you've fixed everything so it fits the Government's strict program rules, and so that you're eligible to get paid for the service. Sending it back without sorting out the issues? That just means more delays and another rejection, so let's get it right the first time!

When Can You Send That Bill Back?

You CAN Send It Back When...

You can usually resubmit a bill once you've received our emails explaining why it was held up or rejected. This means you were qualified and registered to do the service when you did it, your bill follows our pricing, item details, and the the Government's rules, and any necessary approvals or paperwork are now submitted.

The key takeaway: you absolutely must fix ALL problems completely before you resubmit the bill. Just fixing a few things, or missing some paperwork, will only cause more headaches and likely another rejection. If you are unsure what needs to be fixed, message us on our live chat **here**, or, give us a call!

You CAN'T Send It Back When...

You can't resubmit a bill if the service itself isn't covered by the "Support at Home Program," the Government's program rules mean it can never be paid, you're no longer registered to provide services and haven't been re-approved and you can obtain get the documents that are needed, or the client or their coordinator has already said they don't want it paid for a reasonable reason.

By always having a Third Party Contractor agreement (TPC) or Associated Provider Agreement (APA) and Price List in place with Trilogy Care or your Clients, and seeking pre-approval from Trilogy Care before commencing work, you can avoid the above issues.

Getting Your Invoice Right for Resubmission

Fix the Original Problem

Make sure you've actually fixed *why* your invoice was rejected in the first place. Check your emails for the reason/s we have provided you.

Use Up-to-Date Info

Double-check all your information to make sure it's current and follows the latest Government program rules. This includes having a correct and registered ABN, and your client's correct and full name listed on the invoice/s.

Correct Pricing

Get the pricing right! Your invoice needs to show the approved rates for your services. If you use a TPC agreement, make sure the invoice rates, frequency, and details match what is in there. If you use an APA, ensure the rate does not exceed what is in your Portal Price List.

All the Right Bits and Pieces

Don't forget anything! Include all the invoice parts and any extra documents needed. Check with our Compliance Team if you are unsure about your approval status, and whether or not you need to provide any further documentation to be verified to provide services to our shared clients.

Here are a few common things folks often need to correct:

1. You missed listing some items or services - you may have 'bundled' multiple service types
2. There was a mix-up with the GST or the total amount. Always check your mathematics is correct!
3. You used the wrong rate. You must use one referenced in your TPC and/or Price List.
4. You forgot bank details, approvals, or other key documents.

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Quick Check: Your Invoice Details

Let's face it, getting invoices right can be tricky, and most hold-ups happen because of missing details. So, giving this section a quick once-over is super important! To get your invoice paid without any fuss, every little thing below needs to be spot-on.

1

Client's Name

Is the client's name spelled perfectly, just like it is in our system? Double-check this one!

2

Dates & Numbers

Don't forget the unique invoice number (duplicate invoice references will cause issues), when you made it and submitted it (invoice date), and the actual service dates.

3

What You Did

Describe the service you provided clearly. And yes, make sure to add that specific "Support at Home" service name or type in its own column. We need this information or we are unable to pay the invoice under "Support at Home" rules!

4

Your Charges

Lay out the rate, how many hours/units, the total for each line, and the grand total. No surprises here! Make sure to represent direct transport as a $/trip, NOT per km.

5

Tax & Your Business Info

Get the GST right! And, of course, your business name (the one we have on file) and your ABN. Any errors or mismatched information will result in rejection.

Each of these little things helps us make sure your invoice ticks all the boxes for the Government's strict program rules. If even one detail is missing or off, your invoice will unfortunately get stuck in processing, even if everything else looks perfect. So, give it a good once-over before you hit send!

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Supporting Documents You Might Need

If your invoice didn't go through the first time, you might need to send some extra paperwork with your corrected invoice. These documents help show you've sorted things out and that your invoice now meets the Government's program's guidelines. Knowing what to send for your situation is key to getting paid on time!

Need to show your services clearly?

If your first invoice wasn't quite clear or missed some details, you'll need a full list of what you did, how much it cost, and how you calculated it. This is what every invoice should contain.

Still getting registered?

If you're new to the program, you might need to send in documents to complete your registration and get the green light from the Compliance Team. Check in with them to see what, if anything, is outstanding.

Double-checking your bank info?

We need to confirm your bank details so your payments land in the right spot, so give us a call if you are yet to verbally confirm that your bank details are correct. We want to protect your income!

Proof you've already paid?

If you're asking us to reimburse you (meaning you or your client already paid for the service), you'll need to show us evidence that the payment has already happened. Make sure to submit this along with the original invoice for the service.

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Sent Your Invoice Back? Here's What Happens Next!

Ever wonder what happens after you send in an invoice again? Knowing the ropes can definitely ease some stress! Think of it this way: when you resubmit, it's like we're seeing it for the very first time. We'll check everything from start to finish, just like a brand new bill.
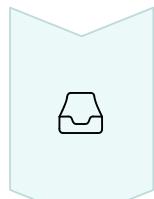
We Look at It Like It's Brand New

Yep, it gets a fresh review, just like we've never seen it before.
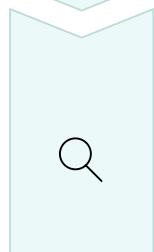
Does It Follow Our Program's Guidelines?

We'll double-check that everything lines up with the 'Support at Home Program's' guidelines.
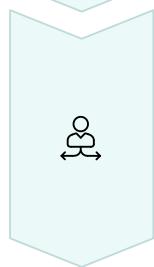
Our Decision

Then, we'll either give it the green light for payment or let you know if there are still a few things that need tweaking.

Just a heads-up: Sending an invoice back doesn't mean it's automatically approved. It simply gives us another chance to review it now that you've (hopefully!) sorted out any issues. If something's still not quite right, or if we spot new problems, it might get rejected again.

The time it takes for us to check your resubmitted invoice is the same as for any new one. We don't have a fast-track option for these, so please keep that in mind, especially if you have deadlines. Each time you send an invoice back, it needs to be spot-on and meet all the current 'Support at Home Program' requirements when we check it again.

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# Let's Stop Rejections Before They Start!

Want your invoices to get paid without a hitch? The trick is to stop rejections before they even happen! If we all get into good habits and double-check things, we can keep payments flowing quickly.

Your Job: Simple Checks

- Always fill out everything correctly and include all the details. Use our invoicing checklist and example formatting if you need!

- Stick to the 'Support at Home' rules for transport formatting on invoices and general itemisation with billing.

- Keep your important program documents current. If you have any expired documentation, this will impact our ability to pay you right away!

- Only charge rates we've approved and agreed on. Make sure your price list and TPC's are up to date and you always invoice at or below those rates.
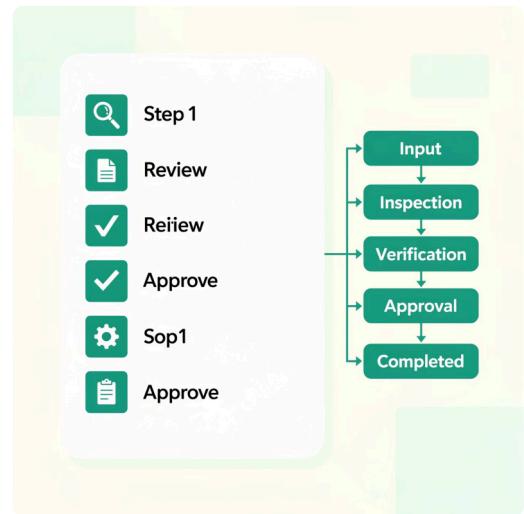
When we all do these simple things we see fewer rejections, you get paid quicker, and clients get better service. Taking a little time to get invoices right the first time really pays off, leading to quicker payments and better cash flow for you.

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Got Questions? Here's Who to Ask!

Stuck on a bill? Not sure if you can resubmit it, or need a hand fixing something specific? Don't stress, we've got people ready to help! A quick chat before you send it in again can save you a bunch of time and stop the same problems from happening twice.

Our Compliance Team

Got questions about getting signed up, how the Support at Home Program works, or if you're eligible? Talk to our Compliance Team.

Our Accounts Team

Need help setting up your invoices, figuring out how payments flow, or any other matter related to invoicing? Talk to our Accounts Team.

When you send in bills that are spot-on and follow the Support at Home Program guidelines, we can zip through them much faster. Taking a moment to understand what's needed, double-checking your fixes, and providing all the right paperwork keeps everyone protected and helps us to pay you as soon as possible. So, if you're ever in doubt, just ask us before you send that bill again!