Provider Portal Step by Step Guide

Bulk Payment Requests

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Contents

Provider bulk Payment Requests

This document is a short guide to help you upload a bulk Payment Request on the myplace Provider Portal.

A bulk upload is a convenient solution if you make claims, for example, once a month, for the whole practice. Below are two examples that demonstrate how bulk uploads can be used.

<u>Scenario 1</u>: 1 Participant, 1 service booking per week, for a month.

With an individual claim, you will need to lodge 4 individual claims.

With bulk upload, you only lodge 1 claim (1 Participant x 4 times x unit price).

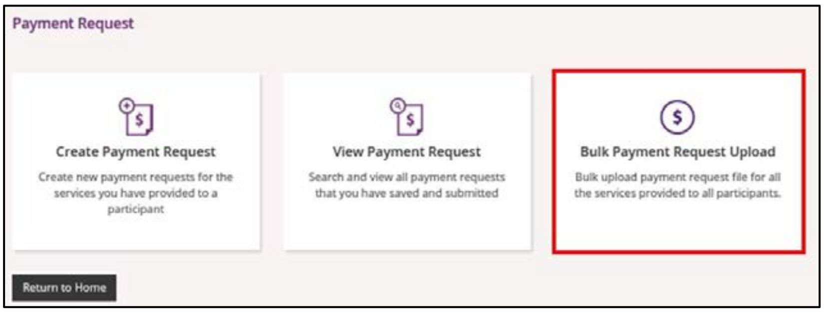
<u>Scenario 2</u>: 10 Participants, each one has 1 service booking per week, for a month.

With individual claim, you will have to lodge 40 claims (4 claims per Participant)

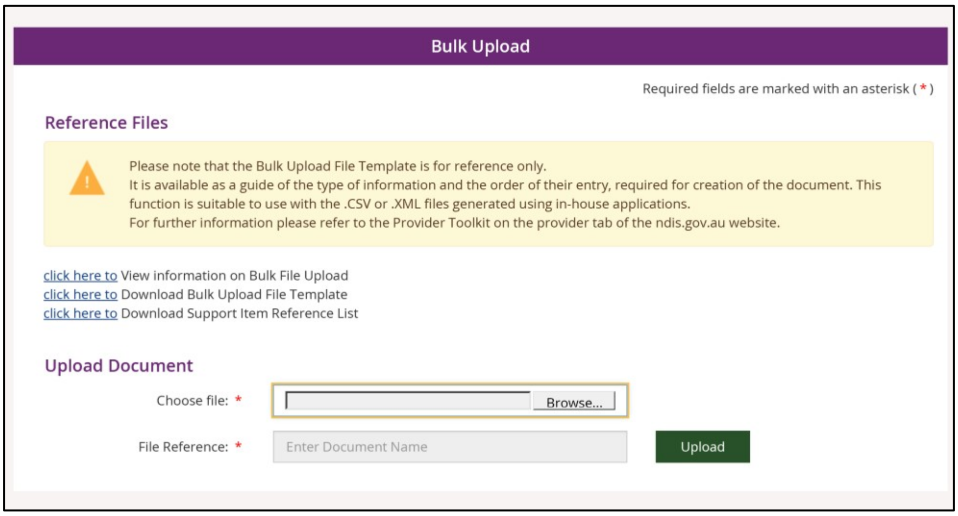
With Bulk upload, you only lodge 10 claims (10 Participants x 4 times x unit price).

Accessing the bulk file Payment Request screen

To create a bulk claim for Payment Requests, select the **Payment Request** tile and then select the **Bulk Payment Request Upload** button.



The **Bulk Upload** screen appears.



Reference Files

This screen has three reference files:

1) **View Information on Bulk File Upload -** is a guide for providers on what and how to record information within the Bulk Upload File Template.
2) **Bulk Upload File Template -** is the bulk Payment Request template that the provider will need to complete and upload to make the bulk Payment Request.
3) **Support Item Reference List –** this is an excel document can be downloaded to view all support items (names and codes) that are currently active in Service Bookings with participants. The Support Item Refernce List gives you the support number "code" to put into the CSV file when using bulk upload.For example, to claim for a Daily Activity support for Linen service, you will need to put 01_021_0120_1_1 in the SupportNumber field of the CSV file.

   This helps providers understand what support items are eligible for payment, for them, with their current participants with active service bookings.

Completing the Bulk Upload File Template

The table below outlines the field details required within the Bulk Upload File Template.

Note: This information is also available in the **View Information on Bulk File Upload** document. We recommend reviewing that document from time to time for any updates.

Template field name:	Required data/information:	Required format:	Mandatory?
RegistrationNumber	The Provider's registration number assigned in the new system (shown in your Profile).	Number only, no spaces and up to 30 Numeric characters. Will start with 405	Mandatory
NDISNumber	Participant NDIS Number (Siebel or new CRM number)	Number only, up to 20 Numeric characters. Will start with 43	Mandatory
SupportsDeliveredFrom	Start date of the support provided	YYYY-MM-DD (also accepts **.,/** e.g. YYYY/MM/DD)	Mandatory
SupportsDeliveredTo	End date of the support provided	YYYY-MM-DD (also accepts **.,/** e.g. YYYY/MM/DD)	Mandatory
SupportNumber	Support Item number of the service provided from the new catalogue	Up to 60 characters - underscore acceptable	Mandatory
ClaimReference	The Provider's own Invoice reference for the payment.	Up to 50 characters. Alphanumeric only.	Optional but recommended
Quantity	Number of units.	Up to 5 Numeric values	Mandatory IF Hours are not entered

Template field name:	Required data/information:	Required format:	Mandatory?
		including NNNNN OR NNN.NN.format. Can be used to represent hours (e.g. 2.5 hours = 2 hours 30 minutes) but **cannot** be in hour format (e.g. 2: 30 = 2 hours 30 minutes). Note: you cannot use both hour and quantity formats for the same claim (ie. A claim for one session of 2 hours 30 minutes should be either Quantity = 1 Hours = 2:30 or Quantity = 2.5 and Hours = 1).	
Hours	Actual duration of the service provided. For example, if the service was provided for 2 hours 15 minutes then enter 2:15	HHH:MM e.g. 2: 30 = 2 hours 30 minutes. **Cannot** use decimal format (e.g. 2.5 hours = 2 hours 30 minutes). Note: you cannot use both hour and quantity formats for the same claim (ie. A claim for one session of 2 hours 30 minutes should be either Quantity = 1 Hours = 2:30 or Quantity = 2.5 and Hours = 1).	Mandatory IF Quantity is not entered
UnitPrice	Price per unit of the unit sold or the hourly price of the service provided.	Up to 8 Numeric and 2 decimal digits, eg: NNNNNNN.NN	Mandatory
GSTCode	GST as applicable to the item or service. **P1** = Tax Claimable (10%)	P1 or P2 or P5	Mandatory

Template field name:	Required data/information:	Required format:	Mandatory?
	P2 = GST Free **P5** = GST out of Scope		
AuthorisedBy	Legacy data can be left blank	Not Applicable	Not Applicable
ParticipantApproved	Legacy data, can be left blank	Not Applicable	Not Applicable
InKindFundingProgram	Name of the in-kind program, if applicable to the support item entered	Not Applicable	DO NOT USE

Creating the File

When creating a bulk upload file, make sure the filename does not exceed 20 characters in length. This limit includes the extension (.CSV) and all characters used in the filename, including the '.' (dot) (e.g. BULKUPLOAD2.CSV is 15 characters).

Save the Excel worksheet as a .CSV file and make sure it is saved as the 'Comma delimited' option.

Line items within the bulk upload file should create the corresponding number of Payment Requests (e.g. 100 rows/lines (excluding the header row) will ideally create 100 payment requests).

Check there are no extra characters in columns or rows that are beyond the viewable section of the worksheet. There should be no character in rows or columns that are beyond the claim data you are entering (e.g. your claims end on row 47, however there is a character in a cell in row 102) as this will result in the whole file not loading.

CSV files with the correct date format that are saved and closed—then reopened—will revert the date format to an incompatible format, and will need to be reformatted. This is a function of Excel.

By default, our computers are set to the Australian date format: dd/mm/yyyy. The portal requires the date to appear as yyyy/mm/dd.

Each time you open a CSV file, the computer's system date format will take effect.

There are two ways to overcome this:

A- Change the format of your computer's date system to yyyy/mm/dd

B- Keep your computer's date system as is and follow the steps below.

1- Edit your CSV file, using EXCEL, with the correct date format (yyyy/mm/dd)

2- Save your CSV file somewhere on your desktop

3- While keeping EXCEL <u>and</u> the CSV file open, upload the CSV file onto the portal using the Bulk Upload function.

It is recommended to use option B.

Unsuccessful File Upload

If the bulk Payment Request file does not meet the upload validation requirements, a message will be displayed advising that the file validation has failed.

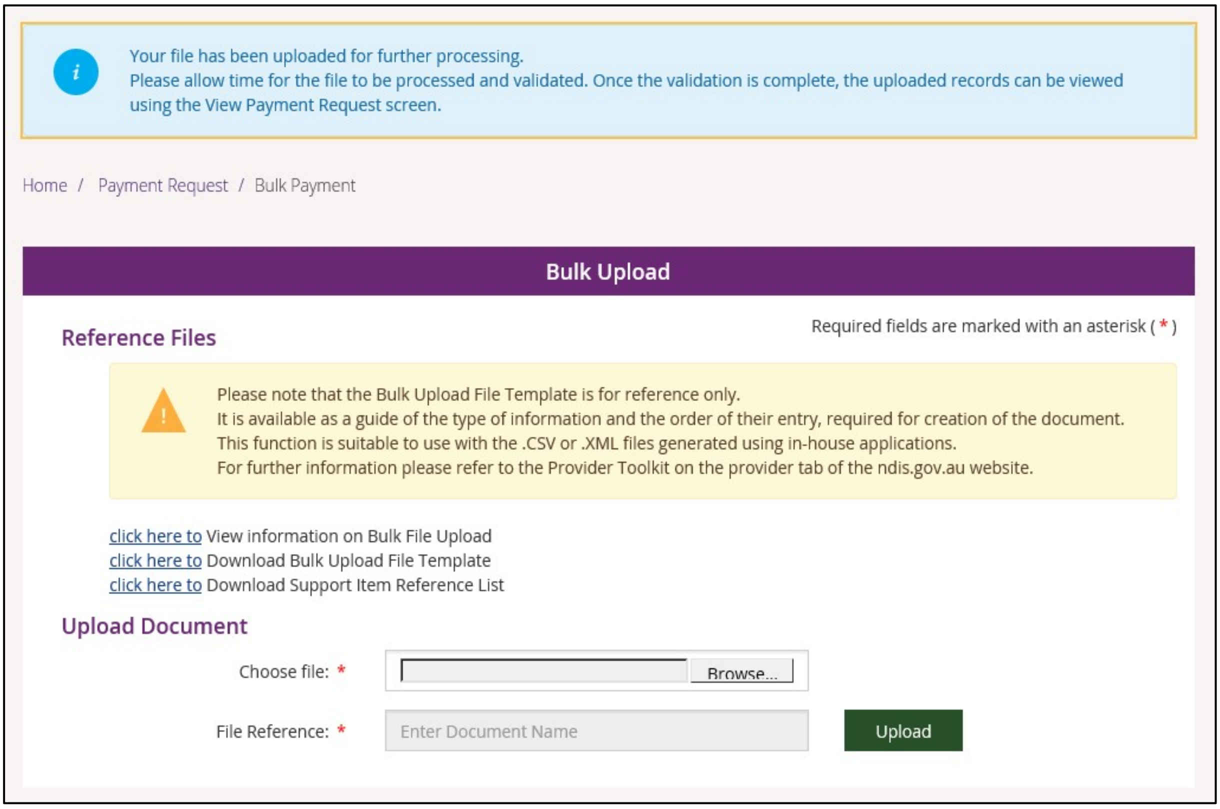
In addition, an error file specifying the errors (column A) in the file will be available to download and view so you can make the required changes to the original file.

ErrorMessage	RegistrationNumber	NDISNumber	SupportsDeliveredFrom	SupportsDeliveredTo	SupportNumber	ClaimReference	Quantity	Hours	UnitPrice	GSTCode
Invalid Hours.Use HH:MM. Invalid Date. Use yyyy-mm-dd	4050002480	430039408	28/06/2016	28/06/2016	15_048_0128_1_3	32516469		24:00:00	75	P5

Please note: When re-uploading the bulk upload file, please ensure that the file is **renamed**, as it cannot be the same name as a file previously uploaded (successful or unsuccessful).

Successful File Upload

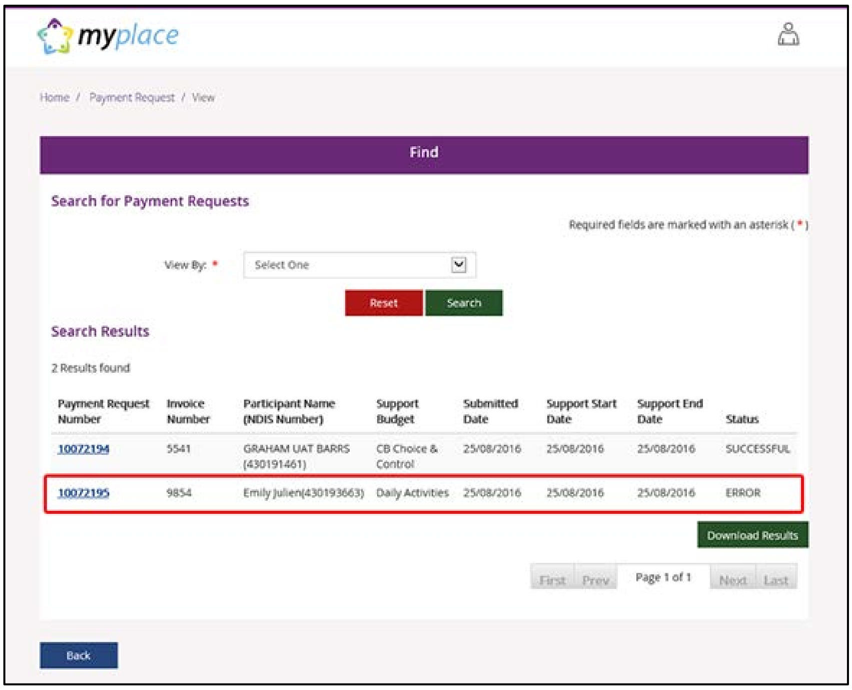
If the bulk Payment Request file meets the upload validation requirements, a message will be displayed advising that the file has been submitted and is pending payment validation.



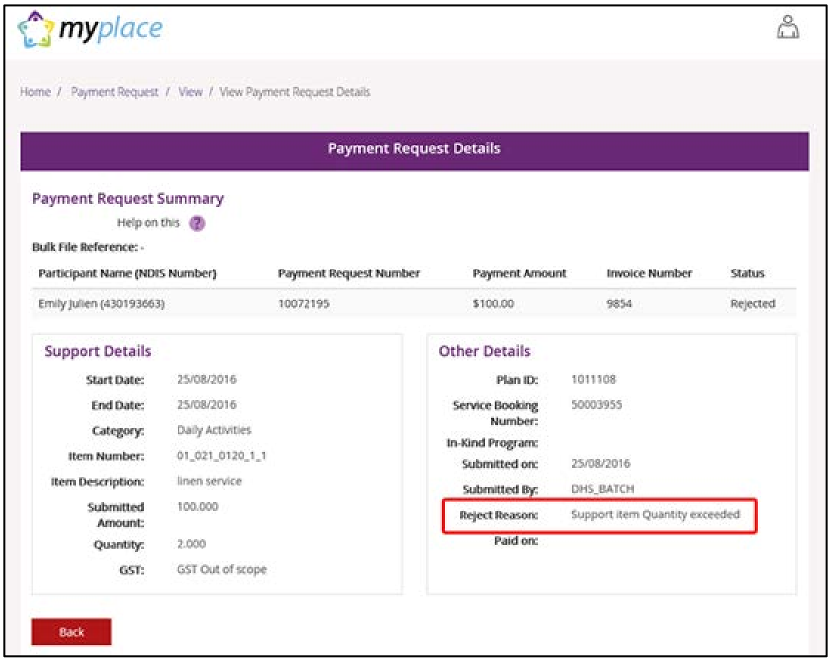
Verifying the Bulk Upload to correct ERROR.

It is recommended that the provider verify the **bulk payment request** has been successful, to ensure their payment requests will be processed.

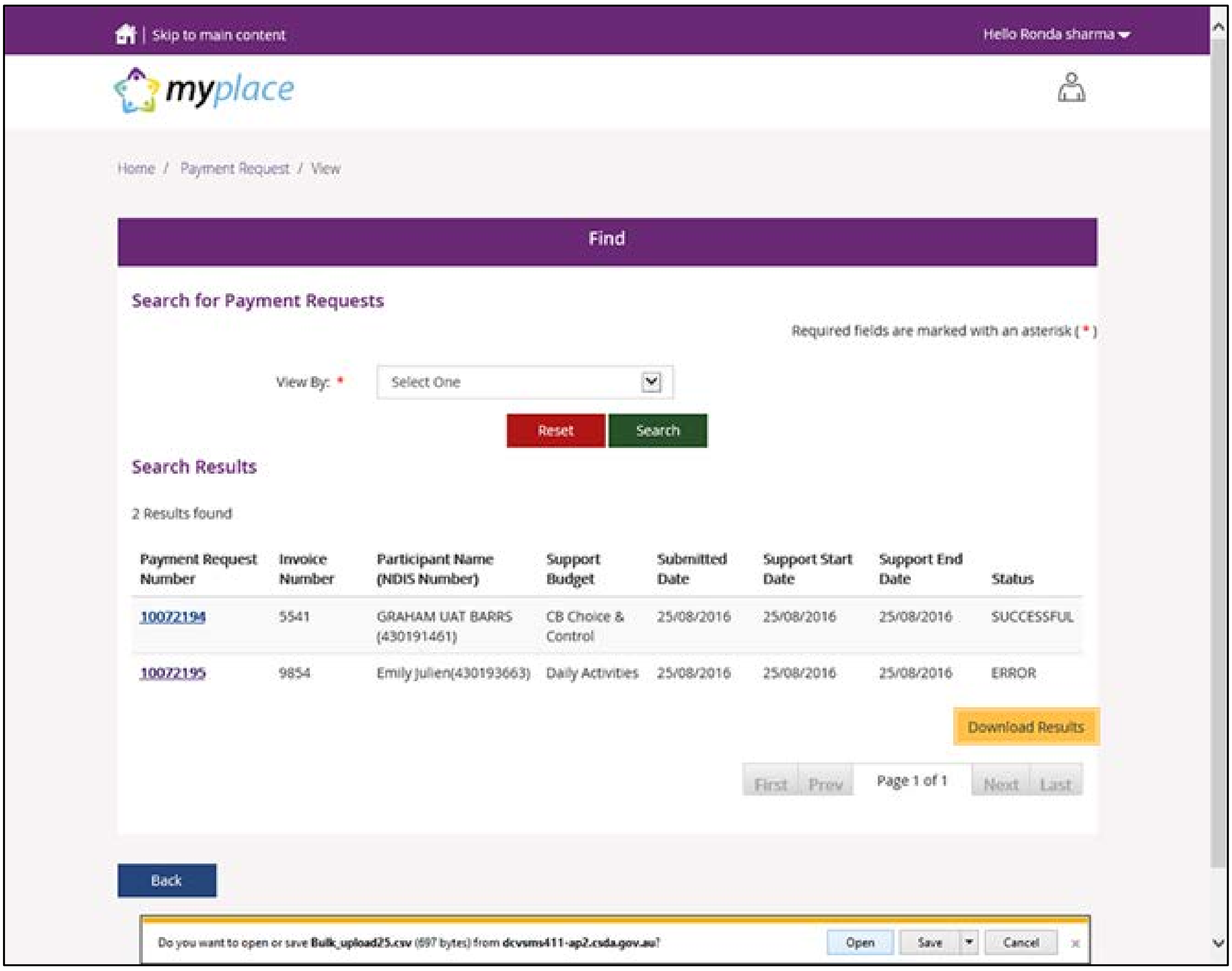
Step 1: Select the **View Payment Request** tile and search for the recent bulk upload file.



Step 2: Select the Payment Request Number with ERROR appearing to see the type of error.

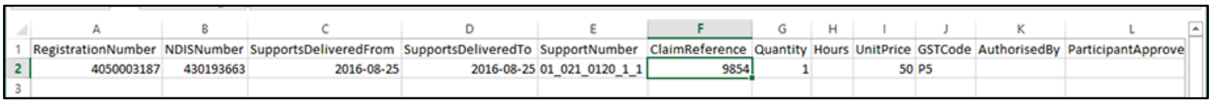


Step 3: Select **Back** and download the bulk upload file to correct the error.



The CSV file can be opened with Microsoft Excel and edited to correct the error. In the example below the quantity had been exceeded (2.0) but has now been corrected to 1.

Step 4: Make sure to only edit the record(s) with error. You can keep the same Claim Reference number.

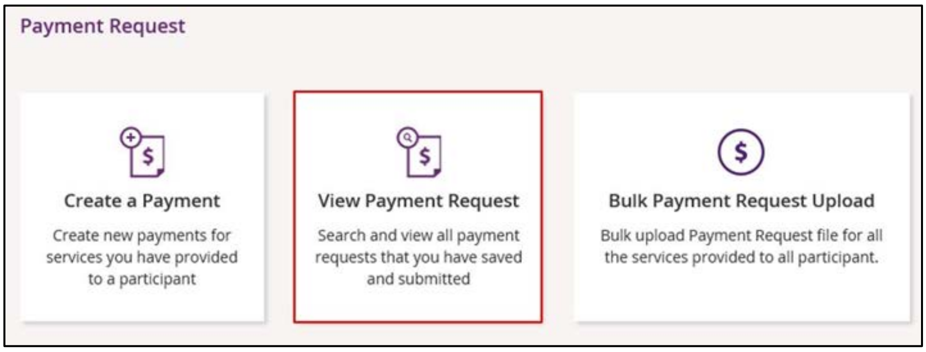


	A	B	C	D	E	F	G	H	I	J	K	L
1	RegistrationNumber	NDISNumber	SupportsDeliveredFrom	SupportsDeliveredTo	SupportNumber	ClaimReference	Quantity	Hours	UnitPrice	GSTCode	AuthorisedBy	ParticipantApprove
2	4050003187	430193663	2016-08-25	2016-08-25	01_021_0120_1_1	9854	1		50	P5		
3												

Step 5: Save the CSV file with a different name, only including the edited records, and re-upload using the Bulk Upload function. In a situation where you may have several errors, the new CSV file would include as many line items as there are errors, in addition of the header line.

Payment Reconciliation of a bulk payment request upload

Currently there is no portal functionality to reconcile incomplete and rejected Payment Requests against the bulk upload file submitted by the provider.



Providers can check the status of each Payment Request in the **View Payment Request** tile to compare this against the uploaded file.

Providers can check the reason for each incomplete Payment Request by selecting the Payment Request number in the Payment Request tile.

Currently there is no functionality to check the reason of rejected Payment Requests.

Payment Requests that are created with a status of 'Rejected' have failed due to some type of validation error (e.g. the support item price is not valid for the service dates being claimed).

Payment Requests that have been 'Rejected' (or claims that do not create a Payment Request), must be rectified and reloaded. A 'Rejected' claim cannot be fixed in the portal, it will remain in 'Rejected' status forever, and a new request needs to be created.

If your bulk upload results in 'Rejected' Payment Requests, or fails to create some requests you should NOT reload the whole file. Create a new file with only those line items that failed, and fix the issues before attempting to reload.

Note: Payment Requests will not appear in the Payment Request tile on the portal.

Bulk Payment Request Outcomes:

Status	Outcome
Pending Payment	View in Payment Request Tile
Incomplete	View in Payment Request Tile. select the payment reference to see reason code
Rejected	Not Available in Payment Request Tile

Receiving payment

Payment Requests that are created with a status of ‘Pending’ will be paid after the next payment run cycle – this occurs a minimum of once a day, Monday to Friday. A status of ‘Pending’ will usually change to ‘Paid’ following the completion of a payment run cycle. Payment Requests created after the last payment run cycle on a Friday will be picked-up in the payment run cycle of the next business day – typically the next Monday.