



Invoice rejected? Let's figure it out together!

We want to help you understand why your invoices for the Support at Home Program might sometimes get a “no go.” When an invoice gets rejected, it just means we can't process it right away in its current form.

Usually, it's something small and maybe a detail was missed, or it didn't quite tick all the program's boxes.

The good news? Knowing why it happened and what steps to take next is super important for getting you paid quickly and making sure your future invoices sail through without a fuss!

We know it can be a bummer, but we do have to reject invoices if they don't quite fit the Support at Home Program rules.

Submit invoice

We check it

We find a problem

Fix and resubmit



You stay on track

Makes it easier for you to meet aged care guidelines.



Get paid faster

Clear guidance means less back-and-forth, so you get your money sooner.





Getting your invoices paid: let's talk documentation!

We know it's a drag when an invoice gets rejected. We know that you're busy making sure our shared clients get the support they need.

This guide is all about giving you information on why invoices sometimes don't make it through, so you can steer clear of common hiccups and get paid without a fuss. We've set things up to be super clear, making sure you always know where you stand.

Something's still pending

Sometimes we put an invoice on hold because something isn't quite right.

If that 'something' doesn't get sorted even after we've sent a few friendly nudges, we might have to reject it.

Doesn't quite fit the program rules

The 'Support at Home' program has its own set of rules and ways of doing things. If an invoice doesn't quite match up with those, we can't process it.

Are you all set up?

Before we can pay, we need to make sure everything's in order with your supplier status. If we can't confirm you're good to go or if something's still missing, we'll need to hit pause.

Missing the green light

Did you get the go-ahead from the client and have the budget signed off by Trilogy Care before starting the service or sending the bill? If not, we might not be able to approve the payment.





Why invoices get rejected

Sometimes invoices get rejected because of things tied to the client, like their budget or when a service was provided. When this happens, we all need to team up – you, the client, and the care partner at Trilogy Care – to fix it. Understanding these common scenarios will help you know exactly what paperwork or approvals are needed to get things right the next time.

1. Rate was too high

This happens when the price you charged for a service was higher than what was set in the client's budget, Third Party Contractor Agreement, or your Portal Price List, and there wasn't a special approval requested and granted for that higher price.

You can send in a new invoice with the approved rate, or we'll need to get that price change officially with the client before you resubmit.

2. Service not on the list

If the service you provided wasn't included in the client's approved budget or plan, we can't process the invoice just yet. We'll need to ask the client if they wish to add this service type (assuming the Government has approved them to include this service type in their funding, if they wish), we can then update their budget and process the bill where appropriate.





Why your invoice might get knocked back (and what we do about it)

We know it's a drag when an invoice gets rejected. We know that you're busy making sure our shared clients get the support they need.

This guide is all about giving you information on why invoices sometimes don't make it through, so you can steer clear of common hiccups and get paid without a fuss. We've set things up to be super clear, making sure you always know where you stand.

Your ABN or GST info needs a fix

If we flagged your Australian Business Number (ABN) or Goods and Services Tax (GST) details as incorrect, and we haven't seen a fix yet, that's why your invoice is on hold.

No stress! Just send us a new invoice with the correct ABN/GST information, and we'll get it sorted.

We need more details on the invoice

Sometimes invoices come without enough information. We need to see a clear breakdown of what services were provided, when they happened, how much of each, and the unit prices. If yours was missing these details, just add them in and resubmit!

Make sure to always segment out service types into their own line item; do not bundle your services into one shift as this will cause issues with payment.

Client name doesn't quite match

The name of the client on your invoice needs to exactly match what we have in our records.

If it was wrong or missing, and we couldn't get it fixed quickly, the invoice gets rejected. Please send us a new one with the correct client name, and we'll process it.

There's a math error

We found one or more calculation error/s (like totals, subtotals, or unit pricing) on your invoice that weren't corrected. The good news is this is usually a quick fix!

Just send us an updated invoice with all the numbers adding up correctly



Let's talk about supplier registration and eligibility

We know it's a drag when an invoice gets rejected. We know that you're busy making sure our shared clients get the support they need.

This guide is all about giving you information on why invoices sometimes don't make it through, so you can steer clear of common hiccups and get paid without a fuss. We've set things up to be super clear, making sure you always know where you stand.

1. You're not registered yet

Looks like you haven't finished signing up with us at Trilogy Care. To make sure your invoices get processed without a hitch, please complete all the registration steps and get approved first.

2. Registration started, but not finished

You started registering, which is great! But it wasn't quite complete before we had to put your invoice on hold. No worries, just finish up your registration and get approval from our Compliance Team, then you can send that invoice again.

3. Not eligible anymore (or account closed)

Unfortunately, you might not be able to receive payments right now because of a termination, suspension, inactivity, or some compliance issue. You'll likely need to get reinstated and approved by our Compliance Team before we can process anything.

4. Not registered for this service type

It looks like you're trying to bill for a service type you're not approved or registered to provide. Please make sure you only bill for the service categories listed in your registration!



Getting your pricing and services just right

We know navigating billing can sometimes feel tricky. These rejections pop up to make sure all billing for services and prices follows our program's guidelines.

Transport billing didn't quite match up

Sometimes, transport charges don't quite hit the mark with our billing rules. Maybe the per-trip breakdown wasn't clear, or it didn't follow our eligible transport guidelines.

No worries! You can simply resubmit with a clear, per-trip breakdown, without the inclusion of your own 'travel' and make sure it aligns with our program's transport rules.

Don't sweat rejections! Here's your next steps

Getting a rejection notice can feel like a setback, but most times, with a few simple fixes, you can get things back on track for payment. The key is to check what went wrong and figure out if you can send it in again. We're here to help you through it!

Can you still get paid for a rejected bill?

Yep! If you sort out whatever caused the rejection.

Check the rejection notice

Take a good look at **why** your invoice was rejected and if you're allowed to resubmit it.

Make the changes

Fix what's needed, get those approvals, or sort out any other issues.

Need help? Just ask!

Don't hesitate to reach out to our team, Accounts Payable, or your Care Partner for a helping hand.

Send it back in!

Once everything's fixed, submit that new, correct invoice.

By understanding why rejections happen and jumping on those fixes, you'll keep payments flowing quickly and make sure everything's in tip-top shape for next time.

Think of this guide as your friendly helper for getting those invoices approved!