



So, why is your bill on hold? Let's find out!

This quick guide is all about why your bill might be placed on hold during processing. We'll cover what to do to get it moving again, who's the best person to jump on it, what info you'll need, and what happens if we don't hear back in time

Holds 101: Why they happen and how they actually help us all

Why do you place bills on hold?

Basically, we pop your bill on hold when we can't pay it straight away.

Usually, it's because we're missing a key piece of info, we need an internal or external approval from someone, or we just need to double-check that everything aligns with the Support at Home Program rules and that you're good to go before we can send that payment.

These holds are super important! They help us make sure we're playing by the Support at Home Program rules, avoid any accidental or incorrect payments, and most importantly, they keep our clients' best interests at the forefront of our operations.

The timeline for your bill (Quick Look)

Getting familiar with this timeline is super helpful for getting your bill sorted fast:

- **Day 0:** We'll email you a heads-up that your bill is on hold after it has gone through initial processing.
- **Day 3:** If things are still quiet, we'll send a friendly first reminder.
- **Day 7:** Still no action? We'll send a second nudge to get things moving.
- **Day 10:** If we can't get it resolved, your invoice might have to be rejected.





Quick heads-up: why your invoice might get stuck

Let's get your business and tax information right

Okay, so if your invoice contains any of these issues, we'll need to hit pause on it or even send it back. We can't just tweak these specific details over a quick chat or email, so you'll have to send us a brand new invoice.

1. ABN / GST mix-up

Your invoice might have the wrong business name, be missing your Australian Business Number (ABN), or have some incorrect or mismatched GST details.

How to fix it: No worries! Just send us a fresh, corrected invoice with your proper ABN, business name, and all the right GST figures.

Who needs to act: We'll email you from our Accounts or Compliance Team, and then it's your turn to send that invoice back our way.

2. Client name missing or wrong

The client's name is either missing or spelt incorrect on your invoice.

How to fix it: Easy fix! Just send us a new invoice with the client's full and correct name, exactly as it's registered. Include their address if you know what it is.

Who needs to act: Our Accounts or Compliance Team will reach out by email, and then you can send us the updated invoice.

3. Calculation errors

This pops up if there are any little number mix-ups in your totals, subtotals, or even how you worked out the GST.

So, what's next? Just fix those math errors and send over a fresh, correct invoice.

We'll be in touch: Our Accounts or Compliance Team will drop you an email, and then you can resubmit your updated invoice.



Hold reasons related to your registration status

1. We can't find you in our system!

This issue arises when it looks like you're not fully set up in Trilogy's system yet, or the business name on your invoice doesn't quite match what we have. If we can't figure out who provided the care, we might have to put a hold on your request.

What to do: Please double-check your ABN and business name. Then, either complete our registration process or just make sure you are matching the information you have previously provided us about your business.

Who's involved: Don't worry, we'll work together! You, the client, and our Trilogy Care team will work together to find out who the invoice belongs to. We'll help get you registered and verified with Trilogy Care if you haven't already.

2. You're not registered for this specific service.

It seems like you haven't quite finished registering, or maybe you haven't even started the registration process for this particular type of service yet.

What to do: We just need you to send over all the necessary documents for the service types you've chosen.

Who's involved: Keep an eye on your emails from our Compliance Team and we'll be reaching out for those documents! Once we've got everything we need to verify you under this service type, we can get your bills paid.

3. Your registration needs a refresh!

Looks like your registration isn't active right now. This could mean your agreement with us or your client/s has either wrapped up or isn't currently running.

Path to resolution: We just need you to update any documents that have expired. If your agreement ended, give our Trilogy Care team a shout and we can chat about what's next.

Who needs to act: Keep an eye on your inbox for emails from our Compliance Team asking for those updated documents. And if your agreement was terminated, please do reach out so we can discuss the best way forward.



Invoice detail and pricing hold reasons

1. Invoice details aren't clear enough

If your invoices don't clearly show what services you've provided, we might have to pause them or send them back. This is because we need to follow the rules of the Support at Home Program, and we can't do that if your invoice isn't sufficiently detailed. We also want to make sure our shared clients aren't accidentally charged too much for their private contributions.

So, for every invoice you send, please make sure it includes: specific dates for the services, the service name/type, a clear description of what you did, how many units or hours you delivered, your rate per unit or hour, and any GST if it applies.

How to fix it: Just resend your invoice with all those specific details and list each service separately. Do not group different services into one line item and keep them distinct!

Your part: You'll need to send us a corrected invoice once our Accounts or Compliance Team gets in touch via email.

2. Transport/travel details are tricky

The government has some specific rules about how you should bill for transport. For direct transport, it needs to be billed per trip, using the correct rate, and only for the time the client is actually in the car. You shouldn't bill for your travel time to and from a client's home – those costs should already be covered in your hourly rates for other services. They can't be invoiced separately anymore. Also, you should never bill for "indirect transport" unless you're a taxi, cab, or rideshare service. This service type isn't for support workers.

How to fix it: You'll need to resend your invoice with the transport details correctly laid out, showing each trip separately and billed the right way.

Your part: You'll need to send us a corrected invoice once our Accounts or Compliance Team gets in touch via email.

Payment details and reimbursement claims

Need your bank details?

To make sure your payments get to you without any delays, please send us your bank account details securely through our approved channels. A quick phone call to confirm them would be super helpful too!

Just so you know, we also need to double-check these details using EFTSure. It's a really important step to keep your information safe and sound from any payment fraud.



So, what happens next?

If you don't act on time

If you don't complete what's needed within the timeframe given, your invoice might get sent back. You'd have to send it all over again if you still want to get paid, which means the whole process starts from scratch.

This can really hold up your payment, so it's a good idea to sort things out quickly!

Need a hand?

We're always here to help you out! If you have questions about signing up, getting approved, or anything to do with your services and the Support at Home Program guidelines, just reach out to our Compliance Team.

For anything about your invoices, payments, or paperwork, our Accounts Payable team is the one to talk to.

Good habits for quick payments

Always try to reply quickly to any messages about your payments being on hold. Keep clear records of when you provided services, your agreed rates, and any approvals you received. Double-check that your invoices are complete and correct before you send them. And don't forget to keep your registration and bank details totally up-to-date.

Remember: quick fixes help everyone!

When you clear up any payment holds fast, you get paid sooner, your clients keep getting their services without a hitch, and there's less hassle for all of us. By understanding why payments might get held up and jumping into action, we can all work together to make the payment process super smooth and easy!

