

TotalAgility

+

Your PCMS

**You have already
delivered the care.
Make sure you get
paid for all of it.**



Support at Home has turned invoice management into a compliance problem. Every service event is now a separate claim. Every claim needs proof. Every missed deadline costs you. Tungsten TotalAgility connects with your Patient Care Management System (PCMS) to automate the full invoice-to-claim cycle, helping your team reduce manual processing, improve compliance and protect funding outcomes.

THE SAH CHALLENGE

Support at Home has raised the compliance bar significantly

- 01 Mandatory proof of service delivery** — every visit must be clearly evidenced and validated before a claim is accepted
- 02 Tight claim timelines** — 60-day claim timeframes are strictly enforced. Missing these windows can lead to unrecoverable funding.
- 03 Higher audit and compliance requirements** — funders expect complete, structured and readily accessible records at any time
- 04 Strict service to invoice to claim linkage** — each step must be fully traceable, connected, and accurately reconciled across systems
- 05 Increased transaction volumes** — individualised funding means every service event is now a separate claim
- 06 Complex exception handling** — mismatches, missing invoices and disputes need structured resolution workflows

These requirements turn invoice processing into a high-risk, high-volume operational challenge. Without structured workflows and clear visibility, funding can be delayed, disputed or lost.

THE SOLUTION

End-to-end invoice automation

Tungsten TotalAgility captures invoices using AI and OCR, validates them against your PCMS visit records, applies funding rules and posts directly to your ERP. Built for scale across multiple systems and high supplier volumes.

AI and OCR capture

Visit matching

ERP posting

Funding allocation

Exception routing

COMPLIANCE AND FRAUD CONTROLS

Protection built into every invoice

Before invoices are processed into your ERP, the system checks GST registration, flags duplicates and verifies bank details. SLA-based alerts ensure time-sensitive items are visible to your team before claim deadlines.

GST verification

Duplicate detection

Bank detail validation

SLA Deadline Alerts

Purpose-built for Support at Home workflows

SAH requirement	What the automation does	Outcome
Proof of service delivery	Each invoice is digitally linked to the visit and service confirmation in your PCMS, creating an unbroken evidence chain for every claim.	AUTOMATED
Invoice to visit matching	Invoice reconciliation, including non-standard and handwritten formats, against visit records in your PCMS. Matched invoices are processed through the workflow and can be sent to your ERP.	AUTOMATED
60-day claim windows	SLA workflows highlight at-risk items, including missing invoices, unmatched visits and pending approvals, with escalation queues for your AP team.	MONITORED
High Invoice volumes	Machine learning handles varied invoice formats, improving with every document processed. Volume scales without proportional increases in headcount.	AUTOMATED
Audit and compliance	Every step, from capture through to ERP posting, is logged. Dashboards and SLA reports provide up-to-date visibility to support funder review.	TRACKED
Exception handling	Discrepancies are routed to the right person with full context attached. Once resolved, items re-enter the workflow without restarting from scratch.	MANAGED



Claims paid faster

Shorter time from service to reimbursement improves cash flow and reduces write-offs.



Audit ready by default

Full traceability across every transaction, with records ready when funders request them.



Full visibility & control

Real-time insight into every invoice, exception and claim so you always knows status.



Scale without hiring

Handle more providers, invoice types and claims without increasing admin workload.



One connected platform

Invoice processing, compliance, and workflows unified. No manual handoffs.



Built for change

Configurable workflows adapt as SAH rules and compliance requirements evolve.

GET STARTED

Make sure every claim gets lodged

Speak with our team. We will show you how TotalAgility integrates with your existing care management systems to protect every claim your organisation has earned.

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WHAT TO EXPECT

- Live demo using real aged care invoice scenarios
- Service delivery matching shown end-to-end
- Your funding rules and SAH compliance in action
- Q and A with an automation specialist