

FIPS Quick Start Guide

Declining Milestone Claims for MA Participants

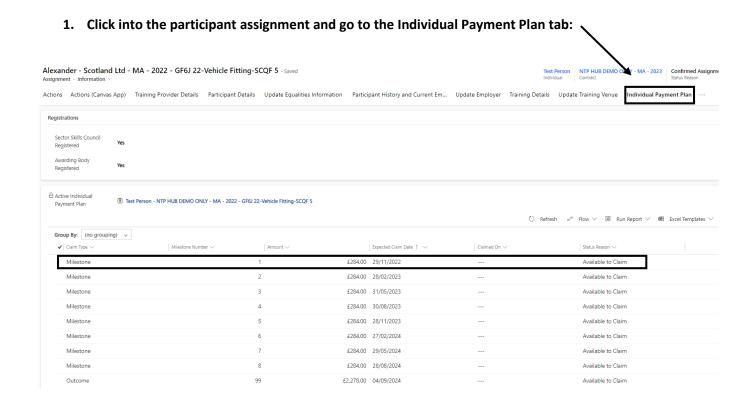
Providers have the facility to set milestones to Declined for a participant on an Individual Payment Plan in FIPS if that milestone is not going to be claimed. For further information about if or when a milestone should be declined, Providers should contact their Skills Investment Adviser (SIA) to discuss prior to setting claims to Declined status in FIPS.

➤ The link below will take you to the FIPS landing page on the SDS corporate website which contains additional FIPS guides and user information.



Guide last reviewed: 29/10/25 Next review due: 29/01/27

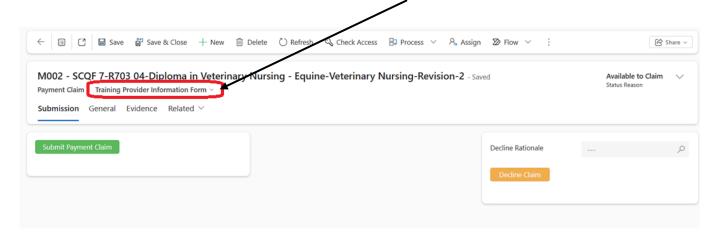
Created by FIPS Support Team



2. Claims can only be set to Declined when the status reason shows as "Available to Claim". Click into the milestone that is to be set to Declined status. The screenshot above highlights milestone 1 as an example. Double click to open the related milestone claim.

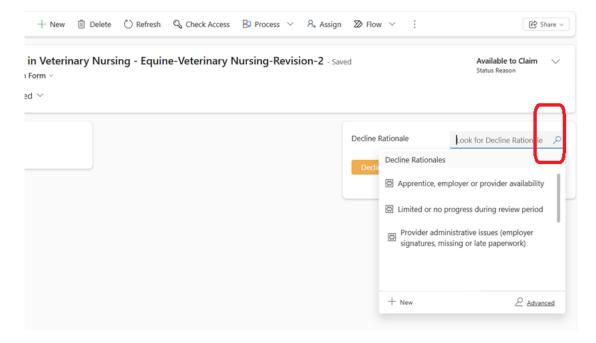
If multiple milestones are being set to Declined, each milestone must be clicked into individually from the Individual Payment Plan. Double click to view the claim screen.

3. Ensure the milestone view is set to "Training Provider Information Form". This view will display the Decline Claim button and the Submit Payment Claim button:

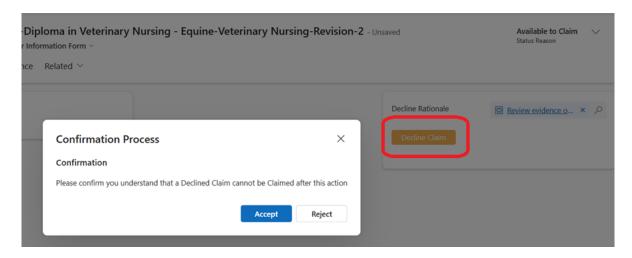


• If a milestone is set to declined, this cannot be processed at a later date or set back to Available to Claim by the Provider. If this is set to declined in error, raise a User Request with FIPS Support to resolve this.

 Select the Decline Rationale using the magnifying option in the field to select the relevant rationale option from the lookup:



4. Click on Decline Claim. A popup confirmation box will be displayed to confirm the action. Click on Accept to continue. If Reject is clicked, the milestone will remain at Available to Claim status:



- The screen will refresh, and the status will now show as Declined. The IPP will also show the status reason of the claim as Declined. The next milestone at Available to Claim status can be claimed.

