

## **SCHEDULE 2: Part A**

### **PRICING AND INVOICING DOCUMENT FOR HOME BASED CARE AND SUPPORT SERVICES**

#### **1. Payment**

1.1 The Commissioner shall pay to the Provider the price (the "Contract Rates") as specified in the Schedule of Rates (Part B) subject to the provisions contained within clause 14 of the Contract. The Contract Rates are fully inclusive of mileage and all on costs associated with the performance of the Service.

1.2 The Contract Rates agreed apply to Services delivered to Individuals in receipt of an Individual Care Package placed with the Provider by the Commissioner. The Provider must not enter into differing arrangements either in respect of the funding of any care provided or the scope and extent of the Services to be delivered with an Individual without the express authorisation of the Adults Procurement Team (Surrey County Council) or the CCGs Continuing Healthcare Placements Team

1.2.1 The Provider will not charge an Individual using a Direct Payment/ Personal Health Budget or Supported Managed Account any more than we would charge for the same service if it were commissioned directly by the Commissioners.

1.3 The Commissioner shall pay the sum due for the Service actually delivered and verified by the Social Care Practitioner or CCGs Healthcare Placements Team

1.4 The Provider shall only be paid for the Services delivered including, but not limited to, up to and including the death of the Individual unless:

- The Commissioner has given less than 24 hours notice to cancel the visit
- The Individual has given less than 24 hours notice to cancel the visit
- Attempts to provide the services have been frustrated e.g. access denied or Individual is not at home and has not previously advised of their absence and the Provider could not reasonably have known

Provided Always that the Provider will not be paid for Services provided by a Care Worker to any Individual whilst the Individual is an in-patient in hospital

- 1.5 changes to the Contract Rates must be agreed in writing by the Commissioner(s). In the event that a change in the Contract Rate is agreed it will apply only to new Individual Care Packages commissioned after the date of the change of Contract Rates and existing Individual Care Packages will continue to be charged at the Contract Rate applicable when the Individual Care Package was commissioned.
- 1.6 In the event of any overpayment by the Commissioner the Provider shall make a refund within 30 days of the refund becoming due. In the event that the refund of any overpaid amounts is not received within 30 days of the refund becoming due the Late Payment of Commercial Debts (Interest) Act 1998 shall come into effect. Interest may be chargeable on the sums due at the rate of 3% above base rate for the time being at Bank of England
- 1.7 The Provider shall be entitled to invoice for a maximum of one hour of standard service where the Commissioner has requested the attendance of the Care Worker at the Individual's review. This is to cover the loss of earnings of the individual Care Worker and will not be payable when the manager or any other salaried employee is requested or chooses to attend.
- 1.8 The Council will be implementing an e-invoicing portal in 2017 to deliver mutual efficiencies to the benefit of both Provider and Commissioner and we expect Providers to work with us towards implementing this. The Councils' representatives will actively support Provider's to implement this system.

## **2. Value Added Tax**

- 2.1 Sums payable by the Commissioner to the Provider or vice versa pursuant to this Contract are exclusive of Value Added Tax.
- 2.2 The Commissioner shall pay to the Provider or vice versa such Value Added Tax as may be properly charged in connection with this Contract. The Provider or Commissioner respectively shall issue a Tax invoice in respect thereof

## **3. Invoicing**

Pending the implementation of the e-invoicing portal and subsequent guidance and information Providers will be required to comply with the following:

- 3.1 All invoices submitted to the Commissioner shall be in accordance with this clause 3 and provide the information detailed in clauses 4 of this schedule and the guidance in Price Schedule Part B.
- 3.2 In the event that an Individual receives more than one hour of continual service the rate invoiced shall be the hourly rate (e.g. 1 hour and 30 mins = 1.5 x hourly rate)
- 3.3 A separate invoice should be submitted for each Individual who has received a service from the Provider. Invoices for multiple Individuals may be returned to the Provider as it would not constitute a valid invoice.
- 3.4 Invoices should be submitted to the appropriate commissioning team as set out in Schedule 8, Commissioner's contact details
- 3.5 A valid invoice constitutes one which is fortnightly and which includes the information set out in Clause 5 of this Schedule. In the event that the Provider issues an incomplete or incorrect invoice then:-
  - 3.5.1 If the invoice is addressed to Surrey County Council, the Council shall return the invoice to the address shown on the invoice within 14 days of receipt; and
  - 3.5.2 If the invoice is addressed to the CCG(s) the Provider will issue a credit note for the incorrect or incomplete invoice and then issue a fresh invoice.
- 3.6 The Commissioner shall make payment of a valid invoice within 30 days of receipt provided that the Commissioner is satisfied that the work has been performed to the standards required in the Support Plan and Service Specification.

#### 4. Invoicing

Invoice Guide		Reasoning
1 Reference Number	Ideal length is 9 characters.	Where invoices are grouped remittance advice can sometimes truncate reference numbers.
2 Invoicing Frequency	Frequency of not more than fortnightly	Where invoices are sent through for larger time periods (i.e. 4 weekly or monthly) and there are occurrences of multiple variations between the planned/scheduled calls and the actual number of calls delivered, it is more likely to push the invoice above the Commissioners agreed variance limit which will cause delays in payments being processed
3 Invoice Period	Clear start and end date for invoice period.	This would highlights clearly if there are any days where care isn't delivered.
4 Clear Overall Total	Showing total number of visit by length (I.e. 30mins, 60mins) and total cost	Without this information it is often a case that each line of the invoice needs to be summed together and verified.
5 Total Weekly Hours Delivered	Confirms total number of hours delivered each week	This assists Commissioners in identifying variations within the invoice

<p>6</p> <p>Details of the individual</p>	<p><b>For packages commissioned by the Council:</b></p> <ul style="list-style-type: none"> <li>• Individuals Unique NHS and AIS</li> <li>• ID Number</li> <li>• Postcode of the Individuals home</li> <li>• Initials of the Individuals Name</li> </ul> <p><b>For packages commissioned by the CCGs:</b></p> <ul style="list-style-type: none"> <li>• Individuals NHS Unique ID</li> <li>• Number only</li> </ul>	<p>Please note failure to provide the Commissioners with the correct Unique ID</p> <p>Number could result in the Commissioner's being unable to identify the Individual. Should this happen the invoice may be deemed invalid and may be returned to the Provider.</p>
<p>7</p> <p>Complete invoices for individual</p>	<p>For a time period all associated invoices for an Individual should be sent through together.</p>	<p>If invoices are sent through separately for various Care Workers for the same Individual's week of care it can cause huge problems trying to clear the invoices. The amounts won't match expected, and a secondary process of chasing up care managers is required to verify what has occurred.</p>

<p>6</p> <p>Details of the individual</p>	<p><b>For packages commissioned by the Council:</b></p> <ul style="list-style-type: none"> <li>• Individuals Unique NHS and AIS</li> <li>• ID Number</li> <li>• Postcode of the Individuals home</li> <li>• Initials of the Individuals Name</li> </ul> <p><b>For packages commissioned by the CCGs:</b></p> <ul style="list-style-type: none"> <li>• Individuals NHS Unique ID</li> <li>• Number only</li> </ul>	<p>Please note failure to provide the Commissioners with the correct Unique ID</p> <p>Number could result in the Commissioner's being unable to identify the Individual. Should this happen the invoice may be deemed invalid and may be returned to the Provider.</p>
<p>8</p> <p>Advice sheet/notification</p>	<p>Any additional visits, missed visits or termination of service should be advised within the invoice or with a supporting attachment.</p>	<p>Any variations in need to be checked and if finance staff are aware of where to start looking for the discrepancies the time to verify and confirm invoices can be drastically sped up.</p>