

12 October 2016

FAO Finance / Accounts department

Improving Payment, Invoicing and Variation Processes

This payment run we have encountered significant difficulty reconciling your invoices with the care planned and 'expected' invoice.

There are a couple of reasons for this, including:

- Variations in care delivered have not been notified to Devon Cares Brokerage Team. Therefore they have not been recorded or authorised by Devon Cares and are now being challenged by the commissioner.
- Providers are not offering sufficient data to describe the variation in care delivered. This means we are unable to support your invoice for increased hours against the hours in the care plan.
- We are not being informed of a sudden alteration to a care package for example client death or hospital admission and are invoicing the commissioners as if care was still being delivered.

We have an immediate issue this month to ensure you get paid. The actions we need you to do are:

1. Ensure that your variations are checked and valid against the agreed Care Plan.
2. Clearly identify if there are variations, why this has been made and when. As noted in Nigel Blacker's previous email.
3. Ensure your payment details are correct.

From now on, if you deliver more or less care than is contracted in the care plan you need to:

1. Phone the Devon Cares brokers within 48 hours of the variation.
2. Clearly explain the reasons for the variation – with reference to the care plan identification numbers.
3. Accurately update weekly reports on Care4IT to ensure an audit trail.
4. Remember that CCG will not accept any variation without a valid, detailed reason.
5. DCC has a 2-hour weekly tolerance, but also still require valid, detailed reasons for the alterations.

Could you please ensure that this is forwarded to your finance leads and implemented as soon as possible to ensure we can submit correct and accurate payment invoices, meaning you get paid on time.

Regards

Matt Wills

Devon Cares Head of Service