



**INVOICING GUIDELINES FOR DOMICILIARY CARE AGENCIES (DCAs)
AND DAY CARE PROVIDERS (DCPs)**

A. INVOICING GUIDELINES DEFINED

These Guidelines are produced by the Council detailing the invoicing procedures and as such form an integral part of the relevant Framework Agreement. They will be updated from time to time. Day Care Provider means both providers of Day Care in a Care Home and those that provide Day Opportunities.

B. MINIMUM INVOICE STANDARDS

1. Addressed to the East Riding of Yorkshire Council
2. A4 size invoice
3. VAT Registration Number where the provider is registered for VAT
4. Name and Address of DCA/DCP
5. Each Customer must have an individually raised invoice
6. A unique Invoice Number
7. Invoice Date
8. Adult Services Party ID number (which is given on the Notification)
9. Forename and surname of Customer
10. Invoice in accordance with the Payment Periods (issued annually)
11. Invoice Total

12. Ideal Invoice Layout

<u>Week 1</u>	7 x 10.5 hours @ x hourly rate/number of days attendance	= A
	Locality Incentive (if relevant)	= B
	Intermediate Care Premium (if relevant)_	= C
Subtotal		£_____
<u>Week 2 etc</u>	as above	
TOTAL		£_____

DCAs Please Note:

- a. The Locality Incentive must be included in the invoice and not invoiced separately.
- b. The invoicing must be for the hourly rate and not broken down into half hourly units irrespective of how the care package is being provided. Example: Care package consists of 3 daily half hourly calls for 5 days, the invoice should be for 7.5 x the hourly rate for the week.

DCPs Please Note:

- a. The invoice must have an attendance sheet attached
- b. No payment can be made when the service user does not attend

INVOICING GUIDELINES contd.

13. The Council must be invoiced regularly every four weeks.
14. Where invoices from the DCA/DCP are remitted more than 16 weeks after the end of the relevant Payment Period the Council reserves the right not to make payment to the DCA/DCP.
15. For information with regard to the 80% prompt payment scheme for DCAs only see Section I.

C. WHERE TO SEND INVOICES:

Assessments and Payments
County Hall
Beverley
East Riding of Yorkshire
HU17 9BA

Note: invoices and correspondence should be sent via email to: assessments.payments@eastriding.gov.uk

D. PAYMENT METHOD

1. Payment will be made by BACS transfer
2. Payments are made in arrears from the Monday after the end of a payment period e.g: Payment Period ends 28 June 2015, Assessments and Payments will commence processing of correct invoices for the previous period on 29 June 2015. Invoices are processed in receipt date order. Once payment has been made a remittance advice will be generated and sent by our Payments Team. Should you wish to receive this via email please put this request in an e-mail to assessments.payments@eastriding.gov.uk.
3. Payment will be made in arrears, as described in 2 above, within 21 working days of a correct invoice becoming payable (the end of the period or the date the invoice is received whichever is later), providing the invoice complies with the standards set out in Section B. Note: the framework agreement gives the Council the right to off-set any overpayments against future payments (Finance Schedule).

E. COUNCIL WILL RETURN INCORRECT INVOICES

Invoices will be returned to you unpaid for one or more of the following reasons:-

1. Invoice does not contain the information detailed in the minimum standards section
2. Invoice is incorrectly calculated in some way. Note the Council cannot amend invoices.

F. NOTIFYING AMENDMENTS/CHANGES AND TERMINATIONS OF CARE PACKAGES

DCAs: Notification will be undertaken using fully completing a 'standard paper form'. This will be transferred to the Contract Evaluation & Review Tool Forms (CERT FORM) in due course. The amendments should be e-mailed to contract.review@eastriding.gov.uk and **must be passworded** using your standard password

Day Care/Ops Notifications will be undertaken by e-mail always quoting the pid number. This notification process will also be moved to the Contract Evaluation & Review Tool Forms (CERT FORMS) in due course.

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G. SERVICE USER DISAGREES WITH INFORMATION PROVIDED BY THE DCA/DCP

If the Service User disagrees with an account the Council has sent them, and this is based on information provided by the DCA/DCP, the Contract & Review Team will request information confirming the dates and times of the disputed calls/attendance where appropriate. The way the Council does this is to contact the DCA/DCP, in writing, asking for the relevant information. Hopefully this will resolve the issue. However, if the DCA/DCP does not respond to the information request after 3 weeks the Council will assume the information provided by the Service User is correct and if this results in reducing the amount paid to the DCA/DCP this will be reclaimed automatically in accordance with S2.7.3 of the framework agreement. The clause will also apply if the DCA/DCP agrees the initial data was incorrect and so has resulted in an overpayment to them.

H. USEFUL CONTACT DETAILS

Contract enquiries

Contract & Review Team

County Hall

Beverley

East Riding of Yorkshire

HU17 9BA

Phone: 01482 396535

Fax: 01482 396447

Email: contract.review@eastriding.gov.uk

Invoice and payment enquiries

Assessments and Payments

County Hall

Beverley

East Riding of Yorkshire

HU17 9BA

Phone: 01482 394816

Fax: 01482 394749

Email: assessments.payments@eastriding.gov.uk

Enquires if a payment received but no remittance advice

Payments Section

County Hall

Beverley

East Riding of Yorkshire

HU17 9BA

Phone: 01482 394293

Fax: 01482 394209

Change of bank details

Payments Section

County Hall

Beverley

East Riding of Yorkshire

HU17 9BA

Phone: 01482 394293

Fax: 01482 394209

INVOICING GUIDELINES contd.

I. 80% PROMPT PAYMENT SCHEME (this is not available for Day Care Providers)

DCA's can be included in this Scheme at the Council's discretion. DCA's will be paid 80% of the total service they have provided, within 5 to 7 working days following receipt of the Payment Control Sheet by the Council (subject to the conditions below). To facilitate this process the DCA will provide a list of services on a Payment Control Sheet.

Please note:-

1. The Council reserves the right to exclude any DCA from the 80% Payment Scheme without notice.
2. Only one 80% payment per DCA will be made in respect of each payment period.
3. The Payment Control Sheet will not include any invoices in respect of another payment period.
4. Due to the limited amount of time available for the Council to make payment, it is essential that the Payment Control Sheet (see example below) is accurately prepared.
5. DCA's will, at the end of each payment period and in accordance with this procedure, provide the Council with:
 - a Payment Control Sheet – a model is included below. This is only a suggested layout however the DCA's own version must include at least all the information in the model. Payment Control Sheet (see below). Part A of the Payment Control Sheet must be completed and certified as correct by the DCA
 - the invoices referred to in the Control Sheet
6. Assessments and Payments' audit trail, to ensure that not more than 80% of the expected cost is claimed by the DCA, is undertaken by running a report from the Council's database for the expected commitments for each DCA

80% PAYMENT CONTROL SHEET

Part A (to be completed by DCA) - Please ensure that all invoice schedules/invoices for the period you are claiming the 80% payment for are enclosed with this control sheet.

DCA Name:		Charge Period:
Total value of invoices included on accompanying invoice schedules	£	
Total value certified by Service Provider as correct; signature	Signature	Date

Part B **To be completed by East Riding of Yorkshire Council staff**

Invoice schedule, invoices and time sheets received with this control sheet.	Signature	Date
Invoice schedule/invoices/time sheets not received with this control sheet. Referred to Team Leader:	Signature	Date

80% of total value to be paid:	£	
Calculated and provider payment checked:	Signature	Date

If the 80% to be paid exceeds the maximum amount shown on the Service Provider list, the box below must be completed and authorised before any excess payment can be made.
It must always be completed by the Assessments and Payments Team Leader if the 80% payment will exceed the maximum amount shown on the service provider list.

Reason for decision:	Signature	Date
Approved/not approved by Assessment, Payment Manager (if outside of tolerance)	Signature	Date

Passed to Payments Team for payment.	Signature	Date
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Passed to Payment Team for debit transaction.	Signature	Date
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