



**INVOICING GUIDELINES FOR HOMECARE AGENCIES (HCAs)**

**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.

**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 HCA
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

Week 1

- |  |     |
|--|-----|
| 3.5 hours @ x hourly rate                            | = A |
| 3.5 Medication Calls @ x hourly rate                 | = B |
| Locality Incentive Homecare (legacy contract only)   | = C |
| Locality Incentive Medication (legacy contract only) | = D |

Subtotal £ \_\_\_\_\_

Week 2 etc as above

TOTAL £ \_\_\_\_\_

**HCAs 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 one 30 minute call per day would be invoiced as 3.5 hours per week.
- c. Medication calls and locality incentives are separated from care calls as above.
- d. Note 15 minute medication only calls should be invoiced at the tendered 15 minute medication only call rate.

13. The Council must be invoiced regularly every four weeks.
14. Where invoices from the HCA 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 HCA.
15. For information with regard to the 80% prompt payment scheme for HCAs only see Section I.
16. The contract code is included on the invoice for new business ie 1Z1-Provider Ref, 1Z2-Provider Ref, 1Z3-Provider Ref. The contract codes will be included on CERT forms for new packages. Please contact the Systems and Payments Team for your Provider Reference number and list of contract codes if required.

**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:  
[provider.payments@eastriding.gov.uk](mailto:provider.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 8 May 2022, Assessments and Payments will commence processing of correct invoices for the previous period on 9 May 2022. 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](mailto: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**

HCAs: Notification will be undertaken by fully completing a 'standard paper form'. The amendments should be e-mailed to [contract.review@eastriding.gov.uk](mailto:contract.review@eastriding.gov.uk) **and must be passworded using your standard password**

## **G. SERVICE USER DISAGREES WITH INFORMATION PROVIDED BY THE HCA**

If the Service User disagrees with an account the Council has sent them, and this is based on information provided by the HCA, the Systems & Payments 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 HCA, in writing, asking for the relevant information. Hopefully this will resolve the issue. However, if the HCA 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 HCA this will be reclaimed automatically in accordance with S2.7.3 of the framework agreement. The clause will also apply if the HCA agrees the initial data was incorrect and so has resulted in an overpayment to them.

## **H. USEFUL CONTACT DETAILS**

### Contract enquiries

Systems & Payments Team  
County Hall  
Beverley  
East Riding of Yorkshire  
HU17 9BA  
Phone: 01482 396535  
Fax: 01482 396447  
Email: [contract.review@eastriding.gov.uk](mailto: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: [provider.payments@eastriding.gov.uk](mailto:provider.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

## **I. 80% PROMPT PAYMENT SCHEME**

HCAs can be included in this Scheme at the Council's discretion. HCAs 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 HCA will provide a list of services on a Payment Control Sheet.

Please note:-

1. The Council reserves the right to exclude any HCA from the 80% Payment Scheme without notice.
2. Only one 80% payment per HCA 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. HCAs 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 HCA'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 HCA
  - 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 HCA, is undertaken by running a report from the Council's database for the expected commitments for each HCA

## 80% PAYMENT CONTROL SHEET

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

HCA Name:		Charge Period:
<b>Total value of invoices included on accompanying invoice schedules</b>	£	
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 <b>not</b> 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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