

# Continuing Healthcare (CHC) invoicing

Reducing cost, increasing efficiency and  
improving financial management for  
commissioners and care homes

## The challenge

Managing CHC invoicing has always been an expensive and time consuming activity for commissioners. Multiple invoices from multiple care homes every period create labour-intensive checks and manual payment processes. Poor patient data quality means incorrect payments and a high volume of disputes. There is a simple alternative to this unnecessary cost and admin.

## The solution

We have turned the traditional invoice-payment approach on its head and created a radical solution that reduces cost, increases efficiency and improves financial management for both commissioners and care homes/domiciliary care providers.

CHC Invoicing is an easy to use, online system that automatically reconciles care home invoices against the CHC patient records so that:

1. Care home invoices are more accurate and reflect the care provided – payment is linked to patient record
2. Invoice processing costs are vastly reduced
3. Our 'right first time' approach reduces volume of disputes and associated admin time
4. Patient records are more accurate – faster payment incentivises improved data quality
5. Financial management and commissioning of CHC services is more robust

*"The first two care homes that implemented the system generated savings of around £100,000 each."*

- CHC Project Manager

## How it works

Care homes no longer send invoices to the CCG. Instead, they view on-line proforma invoices which are automatically generated from the patient care plans held by the CCG. Each care home invoice is itemised to show what care was provided, to which patients, and the amount due from the CCG.

Care homes can agree to each itemised patient invoice, or can raise disputes where the amount or other details appear incorrect. Agreed invoices are automatically sent for batch payment via Shared Business Services. Disputed invoices are flagged to the CCG for immediate attention and resolution. Typically this involves correcting the patient record.

## Benefits - for commissioners and care homes

- Immediate and significant cost savings
- More accurate invoicing improves service management and planning
- Improved patient data quality
- Faster payments to care homes to maintain cash flow
- More robust and efficient financial management and payment processes
- Frees up CCG staff time to focus on complex or value-add activities
- Increased transparency and accountability between CHC providers and CCGs

## Key features

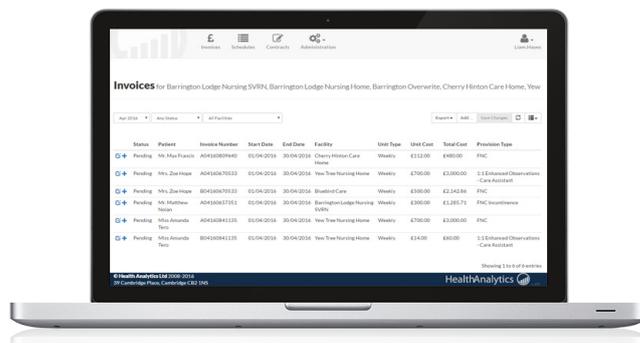
- Automatically links the invoice to the patient record
- Proforma invoices simplify care home administration
- A simple, modern interface for users
- Access patient care plans from any secure device anywhere in the NHS or over the internet (with patient agreement)
- Cloud-based system that is fully accessible and scalable
- Provides a full audit trail
- Process based system understands your work flow, automatically reviews schedule support and generates useful data

## Reporting and audit

A suite of reports is designed to make management and reporting easier, as well as provide a full audit trail of invoices and payments – ensuring nothing is lost and no patient forgotten.

- Current financial position
- Month by month spend
- Adjustments and disputes
- Payment runs and forecast costs

An example screen used by care homes to check their payments for NHS patients:



Status	Patient	Invoice Number	Start Date	End Date	Facility	Unit Type	Unit Cost	Total Cost	Provision Type
Pending	Mr. Mark Evans	AK0100000001	01/04/2016	30/04/2016	Cherry Hillton Care Home	Weekly	£21,000	£84,000	PHC
Pending	Mr. John Hope	AK0100000002	01/04/2016	30/04/2016	New Tree Nursing Home	Weekly	£750.00	£3,000.00	1:1 Enhanced Observation Care Assistant
Pending	Mr. John Hope	AK0100000003	01/04/2016	30/04/2016	Buddleby Care Home	Weekly	£500.00	£2,000.00	PHC
Pending	Mr. Andrew Ross	AK0100000004	01/04/2016	30/04/2016	Barrington Lodge Nursing Home	Weekly	£300.00	£1,200.00	PHC - Intermediate
Pending	Mr. Andrew Ross	AK0100000005	01/04/2016	30/04/2016	New Tree Nursing Home	Weekly	£750.00	£3,000.00	ENAC
Pending	Mr. Andrew Ross	AK0100000006	01/04/2016	30/04/2016	New Tree Nursing Home	Weekly	£14.00	£56.00	1:1 Enhanced Observation Care Assistant

To find out more, please contact us:  
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