

# Provider Bulletin

Volume 2 Edition

November 2019

## Assessments, Billing & Charging (ABC) Project

### Change in Accounting Periods for Domiciliary and Non-residential Care Services

### System Set Up

### Historical Rates

### Email Addresses

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## Assessments, Billing & Charging (ABC) Project

Work on the ABC project is continuing. The migration of domiciliary care data has been completed. This means we can now progress work in other parts of the system and/or change current processes to reflect how we will be able to work in future.

### Change in Accounting Periods for Domiciliary and Non-residential Care Services.

In the last ABC bulletin we explained that the ContrOCC system cannot work with multiple accounting periods and, as it is already in place for residential and nursing care, we will need to change the accounting periods for domiciliary and non-residential care so that all accounting periods are the same. We asked for views of providers in relation to any challenges this may present and support which may be required.

In the main providers felt this change could be implemented without the need for any support. However, some providers felt it would be helpful to have some wording they could use in their communications to people using their services which gave some context to the change. Attached is some wording which may be useful and providers do not have to use this wording in their communication.

In order to allow time for system changes to be progressed the implementation of the new accounting periods will take place on **Monday 3 February 2020**. From this date Health & Adult Services (HAS) will work to 4 weekly accounting periods commencing on Mondays. Details of the new accounting periods are attached.

To capture the information required to process payments for the 2 day period between the old and new accounting periods (1 & 2 February) e-invoicing schedules will be amended. As a result the schedule will cover 3 January 2020 to 2 February 2020. For those providers who submit invoices they should invoice for the 30 day period as well, where relevant. Some Frequently Asked Questions are attached which you may find useful.

### Data Cleanse

Work is underway to check all of the data we hold about providers, which is already on the system, for example contact details, services offered in line with Provider List applications, etc. Where we find information is missing or is unclear we will contact providers to clarify the position. We are also updating the information we hold on company structures to ensure that information viewed through the provider portal is limited to those who need to see it and it is not shared through a wider company network.

We are also checking and, where required, amending details regarding services being delivered. Where additional services have been supplied and not fully recorded on support plans, etc. this information will be brought up to date. In some cases we may identify that providers are providing support through one of the Provider Lists when they should be included on another. This may be due to the timing of applications being received in the past when Provider Lists were being renewed. In these instances we will contact you to discuss any action required.

Any comments you have about these Bulletins (good or bad!) are welcome. Please contact:

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### **Historical Rates**

As explained in the last ABC bulletin, we have proposed a process for managing historical rates, those which pre-date the current Provider Lists. The aim of this is to reduce the number of rates used per person and simplify invoices for providers and the Council. All providers with historical rates have been contacted to explain the proposed approach and to agree its implementation. Where this approach has been agreed, work will commence to calculate the historical rates for each package of care.

Discussions have been held with Continuing Health Care colleagues and the same approach has been agreed for cases which are the responsibility of Hambleton, Richmondshire & Whitby CCG, Scarborough & Ryedale CCG, Harrogate & Rural District CCG and Vale of York CCG (North Yorkshire residents only).

### **Provider Portal**

E-learning and guidance is being produced to support providers in using the Provider Portal. As work on the system progresses we will ask providers to join in the testing of the portal and training materials to ensure they are appropriate. As training will be undertaken using live data providers will be asked to take part on an individual basis and viewing only data relating to the support they offer.

### **Next Steps**

The Council will continue to liaise with the ICG and will develop a timeline for implementation. We will provide regular updates via provider bulletins and provider engagement events. Online training and training guides will be produced to support the use of the system and processes as they are developed and we will continue to engage with providers throughout testing and process development.

If you have any queries and comments you can send them to [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk) and we will forward them to the project team