

## FAQs Compensatory Payments

SCENARIO	ACTION (5%)	EXAMPLE
<b>EXISTING CONTRACT</b>		
1	5% compensatory payment made at beginning of period based on planned care and provider delivers all care to contract	No adjustments required to 5% amount paid
2	5% compensatory payment made at beginning of period based on planned care and provider delivers <b>additional</b> care approved by HAS operational team.	No adjustments required to 5% amount paid
3	5% compensatory payment made at beginning of period based on planned care and provider delivers <b>less</b> care than contracted and originally paid for.	No adjustments required to 5% amount paid
<b>NEW CONTRACT</b>		
4	New contract received to start part way through current period which has already been paid for (payment in advance).	The 5% will be applicable on the contracted care for the first whole period of service delivery.
		Example (assumes within Period 1). <ul style="list-style-type: none"> <li>• <i>Payment in advance already made at start of period for 4wk Period 1</i></li> <li>• <i>New contract then received to show start of care in Wk3 of Period 1</i></li> <li>• <i>5% applicable on care delivered Period 2 onwards</i></li> </ul>
5	New contract received to start part way through a previous period that has already been paid for (payment in advance).	The 5% will be applicable on the contracted care for the first whole period of service delivery.
		Example (assumes within Period 4). <ul style="list-style-type: none"> <li>• <i>Payment in advance has been made for Period 4</i></li> <li>• <i>New contract then received to show start of care in Wk3 of Period 1</i></li> <li>• <i>5% applicable on care delivered Period 2 onwards</i></li> </ul>
<b>CONTRACT AMENDMENT</b>		
6	Contract Amendment received to show reduction in care	5% value should only be adjusted to any whole periods that the reduction would have been applicable in.
		Example (assumes within Period 1). <ul style="list-style-type: none"> <li>• <i>Payment in advance already made at start of period for 4wk Period 1</i></li> <li>• <i>Contract Amendment then received to show reduction of care in Wk3 of Period 1</i></li> <li>• <i>5% paid for Period 1 should not be adjusted</i></li> <li>• <i>5% paid for Period 2 onwards should be on based on the amount shown on the contract amendment.</i></li> </ul>
7	Contract Amendment received to show increase in care	Additional 5% value should only be applied to any whole periods that the increase would have been applicable in.
		As above (No 5)
8	Backdated contract received to increase care from a previous payment period	Additional 5% to be calculated and paid for any whole periods that the increase would have applied to.
		Example (assumes within Period 4). <ul style="list-style-type: none"> <li>• <i>Payment in advance has been made for Period 4</i></li> <li>• <i>New contract then received to show increase of care in Wk3 of Period 1</i></li> <li>• <i>5% paid for Period 1 should not be adjusted</i></li> <li>• <i>5% paid for Period 2 onwards should be on based on the amount shown on the contract amendment.</i></li> </ul>
9	Backdated contract received to decrease of care from a previous payment period	5% amount paid for any whole periods where the reduction in care would have been applicable to be deducted from next invoice.
		Example (assumes within Period 4). <ul style="list-style-type: none"> <li>• <i>Payment in advance has been made for Period 4</i></li> <li>• <i>New contract then received to show decrease of care in Wk3 of Period 1</i></li> <li>• <i>5% paid for Period 1 should not be adjusted</i></li> <li>• <i>5% paid for Period 2 onwards should be on based on the amount shown on the contract amendment.</i></li> </ul>

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	SCENARIO	ACTION (5%)	EXAMPLE
	CONTRACT TERMINATION		
10	Backdated contract termination to show end of care in current period	5% paid on the care planned at the beginning of period (Payment in advance)	<p>Example (assumes within Period 4).</p> <ul style="list-style-type: none"> <li>• <i>Payment in advance has been made for Period 4</i></li> <li>• <i>New contract then received to show end of care in Period 4</i></li> <li>• <i>5% paid for Period 4 should not be adjusted</i></li> </ul>
11	Backdated contract termination to show end of care in a previous period	5% payments should remain paid the whole periods where any care has been delivered	<p>Example (assumes within Period 4).</p> <ul style="list-style-type: none"> <li>• <i>Payment in advance has been made for Period 4</i></li> <li>• <i>New contract then received to show end of care in Period 2</i></li> <li>• <i>No adjustment to the 5% paid for P2</i></li> <li>• <i>5% paid for Period 3 and 4 should be reclaimed.</i></li> </ul>
	MISC		
12	1:1 hours. Where providers have advised that they have not provided 1:1 hours (example could be supported living client isolating with family) we would still be paying on planned at the beginning of the period and Provider would confirm when they send the return in that no hours were	No adjustments required to 5% amount paid	<p>Example (assumes within Period 4).</p> <ul style="list-style-type: none"> <li>• <i>Payment in advance has been made for Period 4</i></li> <li>• <i>Actuals for Period 4 received and show no 1:1 hour's care has been provided</i></li> <li>• <i>Original 5% payment made for Period 4 to remain in place.</i></li> </ul>
13	Uplift. Although this is effective from week 2 of Period 1, all Planned Care contracts in place as of Period 1 to have uplift applied to the 5% Compensatory payments as of week 2.	Adjustments to be made for any planned care contracts from week 2 of Period 1.	
14	Contract starts and ends in the same Period.	No 5% amount to be paid.	