

# North Central London CCG

## CIC Provider Newsletter



### Welcome to NCL CCG - Complex Individualised Commissioning (CIC) Directorate July Newsletter

This is our second edition of our monthly Provider newsletter and we hope you find them useful and interesting. We have had some great feedback from our Providers in relation to this newsletter and also the Provider Drop-In sessions we hold once a fortnight.

It has been a busy month for the CIC invoicing team who have been preparing to rollout consolidated payments for Domiciliary Care Providers. This has included ensuring that business processes are in place to enable an efficient turnaround of monthly consolidated invoices and the delivery of training to Providers to enable them to be prepared for monthly billing

We look forward to updating you next month on the success of the new process and also introducing the scheduled payments process for residential funded nursing care (FNC).

Do you have any questions you would like us to answer as part of our newsletter or Provider Drop-ins?

We are keen to hear from you and would welcome any feedback you might have in relation to our services or to our Provider engagement.

We look forward to meeting you at future Provider meetings and do remember to circulate this newsletter to your colleagues.

### Hello, my name is Barbara



Some of you will already know me, as I formerly worked with Enfield CCG as Head of CHC and have now taken on the challenge of setting up a new Commissioning Department within NCL CCG Complex Individualised Commission.

This has been an interesting time, we are working to bring in-house brokerage that was previously supported by the local authorities in Haringey, Camden and Islington and merging the 5 areas including Enfield and Barnet into one commissioning team

We are still building our team, developing and refining our system, which in turn will support you as the provider and our invoicing colleagues by ensuring information is correct on our patient systems which will help with billing and payments.

As you can appreciate we have been working non-stop during these COVID times to ensure we continue to delivery safe patient services.

I would like to thank you all for the support you have given and thank you for making our lives easier by helping and supporting to ensure smooth patient flow.

Your continued support is much appreciated during these fluid times.

Take Care  
*Barbara*



### Useful NCL Contact Information

Invoice Team central Inbox:

[nclccg.chcinvoice-queries@nhs.net](mailto:nclccg.chcinvoice-queries@nhs.net)

Brokerage Team inbox:

[nclccg.CICcontracts@nhs.net](mailto:nclccg.CICcontracts@nhs.net)



### **Celebrating Success!**

Following a long period of transition post-merger of 5 CCG's to NCL CCG, the CIC Directorate are making good progress with appointments of staff to Business as Usual functions. These include the successful substantive appointments of Katherine Paddock as Assistant Director of Market, Business Development and Transformation and Barbara Korszniak as Assistant Director of Complex Individualised Commissioning (adults).

Congratulations to Barbara and Katherine on securing these exciting roles!

Katherine and Barbara will continue to manage the CIC Invoicing and Brokerage teams and further appoint their wider remit teams. The long awaited move to Business as Usual will benefit our Providers, with the promise of building reliable and effective relationships with their appointed Account Managers.

We look forward to confirming these names in future issues as recruitment to posts is progressed.

We understand that it has been a challenging time for some Providers who have been waiting for payments from the CCG. The invoicing team are working hard to introduce better processes and as we move to a more consistent staff structure it will help us to resolve many of the issues which have led to delay.

The NCL standardised processes such as the Spring introduction of monthly statement of account reconciliations, is helping to resolve queries more swiftly and ensure invoice validations for payment, are more promptly and efficiently processed.

If you have a number of historical outstanding payments we would urge you to submit your ledger extraction on the NCL template format, so that you're your Account Manager can reconcile your ledger to ours and to our Care-track care records system.

Actions required are then jointly agreed and shared as required between Provider, Invoice and Brokerage teams who will address any billing or care record queries. If you don't have the Provider Statement template please email us.

### **Which Email address do I use?**



Our Account Managers are a small team receiving a high volume of emails from Providers who have invoice related questions every day. While they work hard to respond promptly and directly to each Provider, it is not always possible to respond the same day.

#### **Use Our Invoicing Team Inbox;**

For general queries, including Provider statements, timesheets and invoices, issues relating to updating contact information or regarding our Provider drop-in sessions.

**Complaints**– We hope you don't have reason to complain about our service but if you should need to, in the first instance, please send your email to our Invoicing Inbox and mark the subject header FAO: Complaints Team. Your email will be dealt with by the management who will respond to you as quickly as possible.

Invoice Queries – please send invoice queries to your CCG Account Manager initially and forward to our Team inbox if you have not had a response to your query after 5 working days.

## **What is Brokerage?**

The Brokerage Team form part of the CIC Directorate at NCL CCG. They play an important role in working with families to source packages of care. Once a package of care is identified, it is the responsibility of the Brokerage Team to issue a funding request to the Commissioners. The Brokerage Team may occasionally be asked to find emergency care placement (Fast-track) at short notice.

The Brokerage Team use a system call Care-Track to record and update packages of care for each patient. Care-Track records enable the invoicing team to validate the information on Provider invoices. The Brokerage Team are also responsible for helping the invoicing team to investigate queries where the data on invoices does not match the data on Care-Track. This can be a lengthy process as further information may need to be requested from Commissioners or Clinical Teams to capture the evidence required for decision making.

## **Are you using Trade-shift?**

One of our recent Provider Drop-ins we spoke about the use of Trade-shift for Providers to issue invoices to NCL CCG.

Trade-shift is an electronic invoicing system owned by NHS Shared Business Services (aka SBS). It is the recommended product for use by our Providers since it enables the efficient transition of Provider invoicing information to the CCG ledger, whilst providing a cost free tool for Providers which is transparent and allows for upfront validation checks and facilitation of speedier payments.

Trade-shift are responsible for capturing invoices and sending these to SBS while SBS are responsible for distributing the invoices via Oracle onto the CHC invoice team workbench for processing. SBS also transact BACS bank payments and provide remittance advices to Providers.

In order for Trade-shift to be accessible by your organisation, you must first of all be setup as a provider account on the CCG ledger. You can do this by completing a P2P form (available on request). Once this is complete you will be able to create a Trade-shift account by submitting your details on the Trade-shift website.

You can find out more information about the Trade-shift platform, including user guides, via:

### **Websites**

Trade-shift website: <http://tradeshift.com/>

<https://nhs-sbs.support.tradeshift.com/>

NHS SBS specific Trade-shift page: <http://tradeshift.com/supplier/nhs-sbs/>

NHS SBS website: <http://nww.sbs.nhs.uk/wp/eInvoicing/>

### **Email/phone contact**

Trade-shift support: [nhs.sbs.support@tradeshift.com](mailto:nhs.sbs.support@tradeshift.com)

### **NHS SBS support:**

For suppliers/providers: [Payables@sbs.nhs.uk](mailto:Payables@sbs.nhs.uk) or 0303 123 1177



**PROVIDERS – HAVE YOUR SAY**

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with your news next month.  
Please drop us a line with your  
news and stories!