



Telford & Wrekin
COUNCIL



Third Party Top Up



User Guide LAS and ContrOCC



LAS User Guide – Third Party Top Up

Course Aims

The purpose of this training is to enable staff to be able to add a 3rd Party Top Up

Objectives

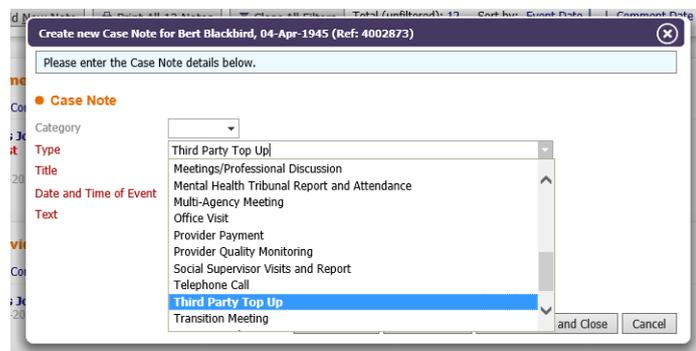
Upon completion of the training, the delegate will, with the aid of any course handouts, desk aids or manuals, be able to...

- Record a 3rd Party Top Up
- Export 3rd Party Top Up export

Recording Third Party Top Up

Practitioners should follow the normal Support Plan process and ensure that they have a conversation with the person and those involved in their care. Once it has been requested for a third party top the following process should be followed.

1. Practitioners should record within the Professional Summary that they have had a conversation with the person and those involved in their care and complete/follow the Support Plan process as normal.
2. Brokerage/person or family will identify accommodation which meets the person's needs but this may not be the most cost effective accommodation available. Brokerage must have a conversation with the Practitioner and add a case note using the 'Third Party Top Up' option with the cost details of available accommodation and use the notification to alert the practitioner to the case note.



3. Practitioner to confirm with the person/family the options of accommodation and cost involved and the legal implications so they can make an informed decision as if they would to pursue the Third Party Top Up option.
4. If the decision is to apply for a Third Party Top Up Practitioner to provider/explain the Third Party Top Up Agreement form, Third Party Sustainability, Direct Debit forms and explain the default on payments – these can be found on the Trix site.

A case note must be added to confirm this has been completed and notify FCM and Brokerage.

5. FCM will complete a Sustainability Assessment for the Third Party. If the outcome of the assessment is that the Third Party can afford the Top Up, FCM will add a case note to confirm the outcome and notify the practitioner.

6. Practitioner needs to confirm with the Third Party the outcome of the assessment and if they wish to proceed.

i. If they do wish to proceed the Third Party needs to sign the Agreement. Once signed this needs to be scanned and uploaded to LAS and a case note added and notify Brokerage of the agreement.

ii. If they do not wish to process you should return to the list of the alternative accommodation and follow the normal support plan process.

7. **Brokerage** - Once the case note notification is received to confirm the agreement has been signed this needs to be added to the panel agenda. Brokerage must check and confirm the following information has been received and recorded before presenting at Panel:-

i. Placement is still available

ii. Sustainability and agreement have been completed and signed

8. At Panel the decision will be made as to whether to approve the Third Party Application or not.

i. If not authorised the support plan will be returned to Brokerage to re-investigate alternative accommodation. A case note should be added to confirm this notifying Practitioner, Brokerage and FCM

ii. If authorised a case note of 'Third Party Top Up' will be added to confirm the authorisation notifying Practitioner, Brokerage and FCM.

9. If authorisation has been given Brokerage to return support plan to practitioner to add CPLI of 'Third Party Top Up' selecting the appropriate type e.g. residential, nursing etc. which **must** be provisioned with 3 days of the Panel decision. Brokerage to select the provider as per normal process, and ensure that the over ridden cost is entered which is the total the 3rd party is paying.

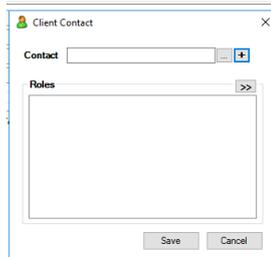
The screenshot shows a web-based form for 'Third Party Payment Residential'. It includes a search bar, several dropdown menus for 'Service Type Folder' and 'Service Type', and input fields for dates and units. A warning message states 'This service type may require budgetary authorisation'. The form also features a calendar for delivery schedule and a frequency selector.

Once the Third Agreements document have been returned and sustainability assessment completed FCM need to create an account in Agresso for the third party and then complete the set up in ContrOCC.

10. **FCM** – A ‘Contact’ needs to be added to the persons record in ContrOCC for the Third Party Person.
 - i. Search for the person and click on ‘Contacts’ tab
 - ii. ‘Add’



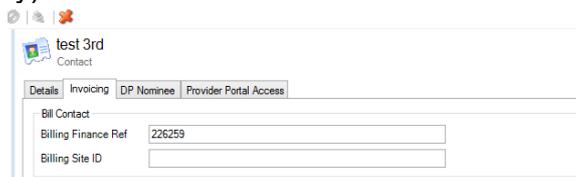
- iii. Click on the ‘+’ to create a new record



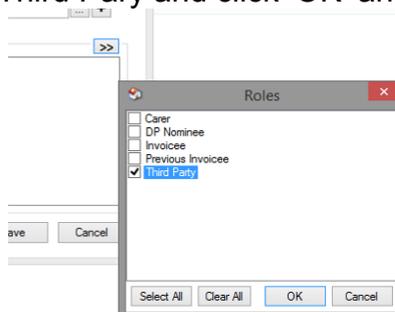
- vi. Complete the Details and Invoicing tabs as appropriate and click ‘Save’
 - v. Click on ‘>>’ and select Third Party and ‘OK’
 - vi. Click Save

11. Right click the Third Party contact and select go to Record.

12. Click on the ‘Invoicing’ tab and enter the ‘Billing Ref’ (Agresso number for the third party)



13. From the ‘Roles’ .. select Third Party and click ‘OK’ and ‘Save’



14. **FCM** – A 'Funding' type needs to be added to the persons ContrOCC record.

- i. Search for the person and click on the 'CPLI' tab
- ii. Double click on the 'Third Party' CPLI and click on the 'Funding and Tops Ups' tab.
- iii. Click 'Add'. Check the details are correct and click 'Next'

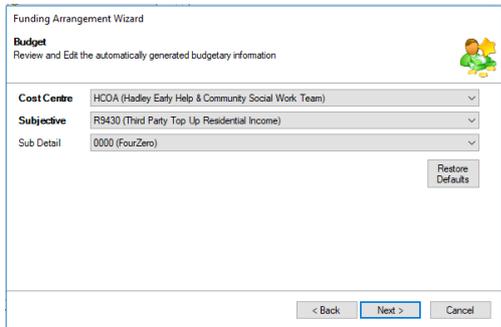
Service Level	Service	Quantity	Start	End	Care Package Ref
Home care short term	LIGHTMOOR VIEW (SPOT) - HOMECARE	7 x Hours every week	20/05/2019	18/07/2019	A44836
Home care short term	COVERAGE CARE SERVICES BLOCK - HOMECARE	7 x Hours every week	03/06/2019	05/06/2019	AP4002873
Home care short term	LIGHTMOOR VIEW (SPOT) - HOMECARE	7 x Hours every week	04/06/2019	10/06/2019	AP4002873
Home care (sleeping nights) - additional carer	BEAUMARIS HEALTHCARE LTD	55 x Hours every week	20/05/2019	25/06/2019	A44836
Home care (sleeping nights)	BEAUMARIS HEALTHCARE LTD	56 x Hours every week	30/05/2019	25/06/2019	A44836
Home care long term - additional carer	HELP AT HAND - HOMECARE	3.5 x Hours every week	30/05/2019	25/06/2019	A44836
Home care long term	LIGHTMOOR VIEW (SPOT) - HOMECARE	7 x Hours every week	30/05/2019	25/06/2019	A44836
Home care (sleeping nights)	BEAUMARIS HEALTHCARE LTD	55 x Hours every week	30/05/2019	25/06/2019	A44836
Home Care - Enablement - Hospital Discharge - P1	HOME CARE TEST	3 x Hours every week	24/07/2019	27/07/2019	AP4002873
Home care long term	BLOCK ACCORD HOUSING ASSOC - HOMECARE	18 x Hours every week	05/06/2019		A45002
Home care long term - additional carer	BLOCK ACCORD HOUSING ASSOC - HOMECARE	2.25 x Hours every week	08/08/2019		A45002

- vii. From the 'Funding Type' select 'Third Party Collected by T&W'

- viii. Search for the 'Third Party' person in the 'contact' box and click 'Next'

- ix. Check the the 'Start Date' of the Third Party Top Up and select 'Default Funding 100% of CPLI' Top Up and click 'Next'

- x. Check/Select the 'Cost Centre' and 'Subjective' from the drop down list as appropriate and click 'Next'
Eg HCOA (Hadley) R9439 (third Partryy Respite) 0000 (Four Zero). It will always be 0000



- xi. Enter the Agresso 'Financial Reference' of the third party person and any comments and click 'Finish'

At the next invoicing run invoices the 'Third Party Charging Run' will need to be completed to produce the invoices to be sent Third Party. Any issues with missed payments will be picked up by the Income and Collection team, who will notify the localaity team/practitioner to follow up as a CareAct Review

FCM - Pre-3rd Party Invoice Run checks

Before the invoice run the following report needs to be run in ContrOCC ' Care Package Line Items without Specific Funding Type' to check that there are no CPLIs for 3rd party without the correct set up.

1. Select the report from the list of the reports.
2. You need to select the following from the filters:-
Funding Arrangeent Type – Third Party Collected by T&W
Service Group – Third Party
3. The report will show any records where the 'Funding Type' of Third party had not been recorded but where there are CPLIs for Third Party Payments. This must be added to the record/CPLI before the run can be compelted.

Funding Type: Third Party Collected by T & W

Service	Client	Service Level	Duration
HATTON COURT (SPRING CARE)	Test 2, Third Party (4007043)	Third Party Payment Residential	21/07/2020 onwards

How to generate file to export to Agresso to collect 3rd Party Top Up

1. Click on the red case and select 'Top Ups' . This will enable you to see what Third Parties are there will be included in the run.
2. From the toolbar select Tools – calculate top up, this will recalculate tops ups. Once this has completed click 'OK' on the pop up message.
3. From the toolbar click on the 'Charging Home' icon, click on the 'arrow' and select 'Charging Process. From the menu select 'Top Up Finalisation'. from here you can check the amounts to be paid and finalise the run

The screenshot displays the 'Top-Up Finalisation' interface. On the left, the 'Accounts' sidebar includes 'Accounts Finalisation' (highlighted with a red box). The main window shows a 'Filter' section where 'Top-Up Run' is set to 'Third party Top Ups' and 'Finalise Run' is highlighted with a red box. Below this is an 'Overall Summary' section showing funding amounts and a table of 'Manual Adjustments' with columns for Client, SS Ref, Week Beg, Top-Up Run, Funding Type, Paid By, Amount, Is Net, Backdated, Service, Provider, and Service Level.

Once you are happy with the amounts in the file, it can then exported to Agresso.

4. From the toolbar click 'Charging Home' and from the menu select 'Exports', From the 'Type' drop down select 'Export Top-up Funding'.

From the 'Funding Accounts' select 'Unexported Third Party Top Ups Funding accounts and click 'Export'.

The screenshot shows the 'Charging Exports' window. The 'Export Options' section includes 'Type' (Export Top-up Funding), 'Filename' (CoreOCC Funding Accounts 20200716115022.txt), and 'Funding Accounts' (Unexported Third party Top Ups funding accounts). The 'Export' button is visible.

5. From the Exported Data select Funders to be exported and click 'Confirm Export'. The file will then transfer to the Biztalk to be picked up and processed through Agresso.