

Your care bill explained

How we calculate your bill

We will talk to you and fill out a form to see how much you need to pay for your care (this is normally done by telephone). When we have done this we will tell you how much you will have to pay. We work this out by looking at your finances (how much money you have).

We will send you a bill every 4 weeks. The bill will show you what you owe us. We will continue to send you a bill until it is paid. You pay for your care after you have had it, not before.

Making sure your bill is paid

It is very important to make sure you are up to date on paying your bills. Your care bill should be paid within 15 working days of its printed date (6). If you do not, it may be that the payment will not show when the next bill is printed.

It is best to set up a direct debit to pay your bill. A direct debit means that your bill is paid automatically from your bank account on a set date. Our cashiers can give you a form or ask the assessment officer when they contact you.

If the bill is not paid it could result in legal action.



Who to contact:

- **Data Quality and Control Team (Business Service Centre)** if you have any queries on the charges on the bill. You can contact the Data Quality and Control Team on 03000 415678
- **The Cashiers Team** if you have a query about a payment not showing. You can contact the the Cashiers Team on 03000 416336
- **Debt Recovery Team for Kentcare Invoices** if you are having problems paying the bill. You can contact the Debt Recovery Team on 03000 411032
- or contact the person/team who organise your care if you have a query about your care.

This publication is available in large print and alternative formats and can be explained in a range of languages.

Please call 03000 416464 or text relay 18001 03000 416464 for details.

VAT Reg. No. 204 2691 91 Page 1 of 1
01-JUN-2010

Kent County Council **KENTCARE INVOICE**
KCC Finance DQ&C Team
2nd Floor Invicta House
Maidstone, Kent
ME14 1XX
Telephone No. 03000 416464 Finance office hours 9am - 5pm, Monday - Friday

Invoice date: 01-JUN-2010
Customer reference: ASP0001234567
Invoice number: 9876543
Client number: 1234567

MR JOE BLOGGS
42 ANY ROAD
ANY TOWN
KENT
CT1 ***

For care of:- MRS JANE BLOGGS
65 ANY CRESCENT
ANY TOWN
KENT
CT1 ***

Care Team: Dover and Deal Co-ordination Team

Date	Ref	Description	Amount	VAT%	Amount
05-MAY-2010		Balance brought forward from previous bill			£160.84
21-MAY-2010	10111111	Direct Debit Received	-£160.84	£0.00	-£160.84
01-JUN-2010	9876543	Non Residential Charges from 03/05/10 to 09/05/10	£7.42	£0.00	£7.42
01-JUN-2010	9876543	Non Residential Charges from 10/05/10 to 30/05/10	£120.63	£0.00	£120.63
01-JUN-2010	9876543	Adjustment to Non Residential Charges from 29/03/10 to 04/04/10	-£39.90	£0.00	-£39.90
01-JUN-2010	9876543	Adjustment to Non Residential Charges from 29/03/10 to 04/04/10	£18.80	£0.00	£18.80
Balance due for payment					£106.95

** You have chosen to pay by direct debit and you bank account will be debited with £ 106.95 on 24-JUN-10

bank giro credit

155
24
CASHIERS
stamp and initials

Reference: *****
Credit account number: 157 7735
Amount due (No fee payable at PO counter): £ ***** **

Signature: _____ Date: _____

Invoice Number: _____

Sorting Code Number: 57-77-35

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0 P00012345679876543 &4241577735 91 X

This is what your care bill might look like (we call it your Kentcare Invoice).

We have numbered the important information on the bill that we think you need to know. You may need someone to help explain this to you.

1

This is the name and address of the person getting care.



KENTCARE INVOICE
KCC Finance DQ&C Team
2nd Floor Invicta House
Maidstone, Kent
ME14 1XX

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Alliance Leicester Trans cash
COMMERCIAL BANK
Boothle Merseyside GIR 0AA
Reference: 155 *****
Credit account number: 157 7735
Amount due (No fee payable at PO counter): £ **** **
CHEQUE ACCEPTABLE

Cashiers stamp and initials: 24
Signature: _____
Date: _____

Invoice Number: _____
NatWest Collection Account
KCC Social Services
West Kent Area

Sorting Code Number: 57-77-35
CASH: ***** **
CHEQUE: ***** **
£ ***** **

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Please do not write or mark below this line and do not fold this counterfoil

P00012345679876543 &4241577735 91 X

6

This is the date the bill was created.



7

This is the number we use to bring your details up on a computer - if you call us you will need to tell us this number.

8

This shows the team or person who arranges your care.

9

This shows the charges from the last bill and underneath the payments that have been received.



10

This shows the charges for the care received.

11

Sometimes we need to correct what we have previously charged you. This is called an adjustment.

It might be we need to add some charges or take some away depending on what care you have received.

2

This is the name and address of the person who pays the bill.

It might be the person who receives the care or someone who looks after their money.

3

This is the amount you need to pay.



4

If you are paying by direct debit, this is how much money will be taken and the date it will be paid.



5



If you do not have a direct debit you can pay using the internet or telephone (see back of the bill for further information).



You can also pay at a bank/post office or send a cheque in the post using the slip.

It is very important you pay your bill on time. If you do not it could result in legal action.