



## How we calculate your invoice

We will fill out a form to see how much you need to pay for your care (this might be done by telephone with you). When we have done this we will tell you how much you will have to pay. We work this out by completing a means tested financial assessment (based on your assets, incomes and capital).

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

## Making sure your invoice is paid

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

It is easier if you set up a Direct Debit to pay your invoice – this is the most popular way for people to pay. Direct Debit means that your invoice is paid automatically from your bank account and we will tell you when this will be. Please telephone us on 03000 416464 to set up a Direct Debit over the telephone.

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




## Who to contact:

- If you want to pay, set up a **Direct Debit** or have a query regarding payment already made, please call 03000 416464 and select **Option 1**
- If you've been charged for care you haven't received, or have a query regarding your care, please call 03000 416464 and select **Option 2**
- If you have any queries about the financial assessment or if there's been a change in your circumstances, please call 03000 416464 and select **Option 3**
- If you are having problems paying your invoice, please call 03000 416464, HOLD, then select **Option 1** or call the Debt Recovery Team on 03000 411032
- If you have any other queries, you can call the Contact Centre on 03000 414141

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

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

# Client Financial Services Guide to Kentcare Invoice



**KENTCARE INVOICE**  
Client Financial Services  
St Peters House,  
Dane Valley Road  
Broadstairs, Kent  
CT10 3FD

VAT Reg. No. 204 891 91

Invoice date: **14-JUN-22**

Customer reference: ASP000123456

Invoice number: 9665211

Client number: 123456

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NAME

For care of: NAME

Care Team:

Date From	To	Details	Cost to KCC	Your Charges/ Payments Received
18-MAY-22		Balance brought forward from previous bill		£564.20
06-JUN-22		Direct Debit payment received with thanks		£-564.20
11-APR-22	15-MAY-22	Adjustment to Non-Residential Services	£568.50	£366.25
16-MAY-22	22-MAY-22	Non-Residential Services	£248.12	£141.05
23-MAY-22	29-MAY-22	Non-Residential Services	£248.12	£141.05
30-MAY-22	05-JUN-22	Non-Residential Services	£248.12	£141.05
06-JUN-22	12-JUN-22	Non-Residential Services	£248.12	£141.05
<b>Balance due for payment</b>				<b>£930.45</b>

**\*\* You have chosen to pay by direct debit and your bank account will be debited with £930.45 on 07-JUL-22**

**Alliance Leicester**  
COMMERCIAL BANK  
Bancassurance  
Cheque number: 155  
Date: 24

**bank giro credit**

Credit account number: 157 7735

Account No. (to be supplied at CC counter): £ \*\*\*\*.\*

CHEQUE ACCEPTABLE

**NatWest**  
Current Account  
KCC Social Services  
West Kent Area

CASH: \*\*\*\* \*\*

CHEQUE: \*\*\*\* \*\*

£ \*\*\*\* \*\*

Sorting Code Number: 57-77-35

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

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



This is the date the invoice was created.

1

This is the name of the person getting care.

2

This is the name of the person who pays the invoice. 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. If this is a minus (-) amount you do not need to pay the invoice

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 set one up easily by phoning us on 03000 416464.

6

You can also pay at the bank or send a cheque. If you wish to pay at the Post Office you will require a Payment Identification Card from Cashiers who can be contacted on 03000 416336.



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**Kent County Council** **KENTCARE INVOICE**  
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**Alliance Leicester** **bank giro credit**  
 Trans Cash  
 155 \*\*\*\*\*  
 24  
 Credit account number 157 7735  
 Amount due (to be paid at PO counter) £ \*\*\*\*\*. \*\*  
 CHEQUE ACCEPTABLE  
 NatWest Collection Account  
 KCC Social Services  
 West Kent Area  
 Invoice Number  
 Sorting Code Number 57-77-35  
 CASH \*\*\*\*\* \*\*  
 CHEQUE \*\*\*\*\* \*\*  
 £ \*\*\*\*\* \*\*

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 invoice and underneath the payments that have been received.



10

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.

11

This shows the charges for the care received.

12

This shows the cost of the care per week to KCC

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