HAKIM GROUP

# ENHANCED SERVICES

**It is now twelve months since we introduced the new system of dealing with sales and payments for Enhanced and Corporate services. In that time we have discovered that there are many variances across the country in the way these services are administered. Different services will have varying timescales for remittance and notification of this can also be patchy, making it difficult to know whether a payment has been received or not.**

With this in mind, it has become clear that for a practice to be able to keep track of enhanced service payments, certain information is vital. We have broken this down into some key areas:

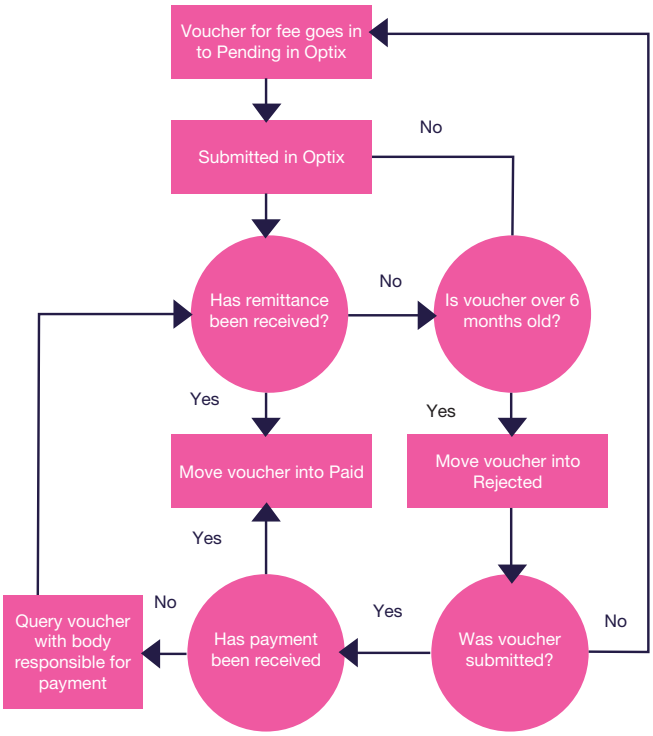
- Which services do you provide?
- Who pays you for providing this service?
- How is payment for each service received?
- How often should you submit?
- How often do you receive payment?

With this information in place, you then need to ensure that you are always processing submissions and remittance in a timely manner. Just like NHS, you should only move items from Pending to Submitted once an invoice for payment has been sent to the relevant organisation. Just like NHS Vouchers in Optix, Corporate Vouchers should be kept in the batches they were submitted, allowing for easy reconciliation when payment arrives.

In some cases there can be a large gap between the service date and the date payment is received. However, a service that is still awaiting payment after 6 months will have almost certainly gone away and should be chased up. At this point there are 3 potential reasons for non-payment:

- The voucher was never actually submitted to the relevant body for payment
- The body responsible for payment has not processed or paid the voucher
- The voucher has been paid, but it has not been moved from Submitted to Paid

Any vouchers that are over six months old should be moved into Rejected whilst they are being investigated as to whether they have been paid and if not, why not? If you discover that the voucher was never actually submitted then the voucher should be sent back to Pending, submitted for payment and sent to Submitted in Optix.

If you find that the fee for the service has been paid, then you can move the voucher into Paid. Finally, if you find the voucher was submitted but the body responsible has not forwarded payment on to you, then you will need to dispute this with them directly. The voucher should remain in Rejected until the dispute has been resolved. Once it has been paid, you can them move it into Paid.

It is vitally important that at any given time the amounts in both Pending, Submitted and Rejected only reflect outstanding debt. Any payments for enhanced or corporate services must be processed in a timely manner, ensuring that what Optix shows as debt is in fact debt.