

Invoicing in CoolCare – Guide 1

Prerequisites

This is the first of two comprehensive guides to invoicing, for further information please check Invoicing in CoolCare - Guide 2. Before you start invoicing residents on CoolCare there are a few settings and lookups that you will need to configure. Please refer to the [Invoicing Settings](#) and [Resident Lookup](#) sections in the *Getting Set Up* guides to assist you with configuring CoolCare for finance.

Resident Financial Details

Resident's financial information is located within the **Billing** section of the resident record. Within the billing section you can manage a resident's weekly fee, contracts and accounts, funding type, contract references, billable extras, personal ledger, and view historical invoices.

Navigating to Contracts:

- Click on **Residents** on the left-hand side of the screen
- Select **Resident Records**
- Select the record you wish to open from the resident list
- Click on the **Billing** tab
- Select **Fee Contracts** from the sub menu

The screenshot displays the CoolCare interface for a resident named Gilbert Osborne. At the top, there's a header with the resident's name, a profile picture placeholder, and key information: Admission Date (19/08/2022), Weekly Fee (£900.00), Home (Sam's Home), Dependency Level (1 - Low Risk), Care Type (Regular), and Covid-19 status (No symptoms). Below this is a navigation bar with tabs: General, Admission & Discharge, Billing (selected), Contacts, Documents, Rooms, Absences, and Vaccination. The Billing tab has a sub-menu with options: Fee Contracts (selected), Billable Extras, Invoices, Ledger, and Accounts. The main content area is divided into two sections: Resident Details and Residency Details. Resident Details includes fields for Title (Dr), Forename (Gilbert), Surname (Osborne), Known As, Date of Birth (24/11/1938), Age (83), Marital Status (Not Disclosed), and Sex (Male). Residency Details includes fields for Room No (8), Bed (A), Permanency Type (Permanent), Funding Type (LA + Top Up), Care Type (Regular), Nursing Band (High), Dependency Level (1 - Low Risk), and Resident Number. A 'Change Room' button is located next to the Room No and Bed fields.

Weekly Fee

This is where you can manage the total weekly fee for the resident. It is important that this is kept up to date as this value is used within financial reports and warnings. You can view all historical weekly fee values by selecting the edit icon next to the weekly fee field.

To amend the weekly fee:

- Click on the **Edit** button next to the weekly fee (the pencil icon)
- Click **Insert** to add a new record, or select one of the existing records to amend it
- Enter the date in which the weekly fee came into effect
- Enter the weekly fee value
- Click Save

New Weekly Fee

Date Effective Required

Weekly Fee Required

← BackSave

CoolCare users who do not have access to the billing section of resident records can enter a weekly fee on initial creation of the resident's record. These users can also enter a weekly fee via the header of the resident record when no weekly fee has been entered. However, these users cannot make amendments to the weekly fee once a weekly fee record has been entered.

Funding Type

This is where you can set the resident's funding type, for example Private, LA or NHS. You can define the list of funding types available in your system within the group lookups, further information of the funding types can be found in the [Getting Set Up - Lookups guide](#). To change the funding type, simply click on the funding type field and select the correct one from the drop-down list.

Invoice Unique Reference and Contract Number

Within these fields you can manage contract/financial references for the resident. The references entered into these fields can be pulled onto the residents' invoices, to be used for providing more information on invoices, or anonymising invoices.

For further information on customising invoice text please see the *Overriding Individual Contracts* section within this guide.

The invoice unique reference can be automatically populated for you if the billing contract terms specifies that invoices should be anonymised, please see the *Billing Contract Terms* in the [Getting Set up - Lookups guide](#) on how to enable this.

Contract Setup

In order to bill residents through CoolCare, you will need to create and manage fee contracts and accounts for each resident. Within the fee contracts section, you can set up the invoice schedule, payee details, override invoice text, nominal codes and tax values, manage contribution changes, add additional contract charges and credits, and manage contracts ending.

Fee Contracts and Accounts

A fee contract and account should be created for each of the resident's financial contributions. Follow the steps below to insert and new fee contract and account.

- Navigate to **Billing - Fee Contracts** on a resident record
- Click the **+Insert** at the bottom of the page
- Enter the contract and account details (see below)
- Click **Save**

Account Details

The Account Details are the details of the fee contract payee. These details are included on printed invoices and included within export files for importing into accounting systems such as Sage.

The screenshot shows the 'New Fee Contract' form in the CoolCare system. The form is divided into several sections: 'Account Details', 'Account Address Details', and 'Contract Dates'. The 'Account Details' section includes fields for Account (required), Account Reference (with an 'Auto-generate' checkbox), Contract (required), Payee Name (required), Payee Type (required), Telephone, Mobile, Fax, and Email Address. The 'Account Address Details' section includes an 'Address Search' button, a text input for 'Enter the Postcode', and a search button, followed by four address lines (Address 1 to Address 4) and a Postcode field. The 'Contract Dates' section includes fields for Contract Start Date (required), Contract End Date, and Next Processing Due Date (required). The form has a 'General' tab selected and an 'Overrides' tab. The left sidebar shows 'Residents' > 'Resident Records' > 'Accounts'.

Creating or Reusing Accounts

You can select existing account from the Account drop-down list when accounts have been created for billable extras, or when you have a returning resident. Please note that accounts must be unique per resident record, if you have a returning resident, you will first need to link the residents to the previous stay record via the previous admission sections before you can reuse the account on the new stay record.

Selecting **New Account** in the drop down will enable you to enter the new account details for the fee contract.

Account Reference

You can enter your own account reference into the Account Reference field, or alternatively select Auto-generate for CoolCare to create an account reference for you when the fee contract is saved.

Contract

Within the contract you should select the appropriate contract for the account, the options provided are from the *Billing Contract Terms* lookup. When a contract is select, the fee contract and account will follow the configuration rules set up within the billing contract terms. For more information on Billing Contract Terms please see the *Billing Contract Terms* section in the *Getting Set Up - Lookups* guide.

Payee Type and Payee Details

If the payee is NHS or Local Authority, and the contract is not private, the payee and address details will automatically be populated for you from the Billing Contract Terms.

If the payee is private or a private contribution, you will need to enter the contact details for the payee. The name and address details will be used for the recipient address on any invoices created.

Payment Details

Payment details are where you set up the frequency, amount and the method in which the payee will be billed.

Repeat

Within the repeat select the correct billing cycle for the fee contract:

- **Fixed Days** - This will bill the resident repeatedly for a specified number of days. When selecting this option, you can enter the number of days the residents should be billed for per invoice. Calculation - Weekly Fee / 7 X Number of days in invoice period.
- **Anniversary** - This will bill the resident on a calendar monthly basis. When selecting this option, you can enter the day in which the billing will be repeated on. Calculation: Weekly Fee / 7 X Number of days in invoice period.
- **Unit Month** - This will bill the resident on a calendar monthly basis. When selecting this option, you can enter the day in which the billing will be repeated on. Calculation: Weekly Fee X 52 / 12
- **Unit 365** - This will bill the resident on a calendar monthly basis. When selecting this option, you can enter the day in which the billing will be repeated on. Calculation: Weekly Fee / 7 x 365 /12
- **Unit 366** - This will bill the resident on a calendar monthly basis. When selecting this option, you can enter the day in which the billing will be repeated on. Calculation: Weekly Fee / 7 x 366 /12

Weekly Fee Contribution

In here enter the proportion of the total weekly fee that this fee contract is for. Once the fee contract is saved, the weekly fee value can only be amended via the contribution changes section. The main fee contract screen will display warnings if the weekly fee for the resident does not match the sum of the weekly fees across all fee contracts.

Payment Method

If you have setup custom footers based on payment method within the system configuration, the footer on the printed invoice will change based on the wording added to the custom footer for the chosen payment method.

For more information on setting up these Headers and Footers please see the *Getting Set Up – Group Setup* guide.

Contract Dates and Amount

Contract Start Date

This is the start date of the fee contract.

Contract End Date

This is the end date of the fee contract. Invoices will not be created after the end date. This date is not required to create a fee contract and will automatically be populated when a resident is discharged.

Next Processing Due Date

This date is the date that you will be processing the invoice. This date will automatically update based on the billing frequency when an invoice is created, either calendar monthly or the specified fixed days.

First Invoice Start

The start date of the first invoice to be billed. This date will automatically update based on the billing frequency when an invoice is created, either calendar monthly or the specified fixed days.

First Invoice End

The end date of the first invoice to be billed. This date will automatically update based on the billing frequency when an invoice is created, either calendar monthly or the specified fixed days.

First Invoice Amount

When you have entered the first invoice dates the system will automatically calculate the amount for the first invoice based on those dates entered.

Email Invoicing

If your system is set up to use Email Invoicing, you can enable invoicing for a contract with the **Enable Email Invoicing** tick box. If you enable this, it will require an **Invoice Email Address** specifying, the recipient's email address to receive the email invoices.

Overriding Invoice Text, Nominal Code and Tax Value

Within the group and home configuration you can set default invoice text, nominal codes and tax values for all fee contracts, see the *Getting Set Up – Group/Home Setup* guides for more information. Within the **Overrides** tab on the fee contract, you can override the invoice text, nominal code and tax code for the individual fee contract.

Override Invoice Text

The invoice footer, invoice header text and invoice item text can all be overridden, the screenshot below shows where each field will display on the printed invoice.

Variable keywords can be used to customise the text. For example, you can use the variable \$CLINAME, which will populate with the client's name when printed. A full list of available keywords can be found by navigating to the system configuration, and hovering your cursor over the “?” next to the invoice header and item description fields.

The screenshot shows an invoice for Jane Drew, Essex Finance. The header section includes the client's address and the word 'Invoice'. The main body contains a table with 'Service Details', 'Tax Code', and 'Net Amount'. The footer section includes a total summary and a payment instruction. Callouts point to the 'Header text' (client address), 'Item text' (service details), and 'Footer text' (payment instruction).

Jane Drew Essex Finance 1 Isabella Road Garforth Leeds LS25 2DY		Invoice		Invoice No: 11
		Invoice Date: 12/03/2019	Account No: CHRDRE01	
Service Details		Tax Code	Net Amount	
Residential Care for Jack Drew in Room 2 at Christina House for 28 days, from 12/03/2019 to 08/04/2019		EX		
Fees at £700.00 per week		EX	£2,800.00	
		Total Net:	£2,800.00	
		Total Tax:	£0.00	
		Invoice Total:	£2,800.00	
Please pay all cheques to XXXXXXXXXXXXXXXXXXXX				
Registered Office: Training Group				

Override Tax Code

If a certain resident pays a different tax rate to others, then you can override the VAT code that is used for them in their Fee Contract, if you need to change it back to the standard VAT code you can change it back to the – and it will revert to using the standard VAT code.

Override Nominal Code

If a resident requires to be billed under a different nominal code than the standard one to their type of care you can use the override in their Fee Contract to change it to another nominal code.

Contribution Changes

When a resident's weekly fees change you can set up a change in fee and specify what date that it will/did take place from. CoolCare will automatically work out any charges or credits and attach this to the fee contract ready for invoicing.

You should insert new contribution changes as new records, updating an existing weekly fee record should only be done to rectify a mistake.

To create a contribution change, follow the below steps.

- Navigate to **Billing - Fee Contracts** on a resident record
- Select the account that requires a fee change
- Select the **Contribution Changes** tab
- Click **New Contract Change**
- Enter the Date Effective and new Weekly Fee Contribution
- Click **Save**

General Admission & Discharge Billing Contacts Documents Rooms Absences Vaccination

New Fee Change

Date Effective Required

01/10/2022

Weekly Fee Contribution Required

£ 600

This backdated change may cause adjustments to be applied to the next invoice, please check your invoicing to ensure the changes reflect the adjustments you expect.

← Back Save

Future Fee Changes

When entering a future contribution change, CoolCare will automatically change the fee contract weekly fee value on the date effective. If a future fee change occurs within the middle of an invoicing period the invoice will display two item lines displaying the two different weekly fee values and the total amount for each.

Backdated Fee Changes

When entering a backdated fee change CoolCare will automatically calculate the any credit or charges for the fee contract, these will be visible on the contribution changes tab within the invoice adjustments section. These invoices adjustments will be processed with the next invoice for the fee contract.

Correcting Incorrect Fee Changes

If a contribution change has been added by mistake, it must be edited and changed the correct amount it should have been at the time, this may result in two contribution changes with the same value, however CoolCare will not see this as a contribution change.

Ad-Hoc Adjustments

Ad-Hoc adjustments can be used to add a one-off additional charge/credit. Ad-Hoc Adjustments will appear on the next invoice that is processed for the fee contract.

To add an Ad-hoc adjustment;

- Navigate to **Billing – Fee Contracts** on a resident record
- Select the fee contract you wish to add the adjustment to
- Select the **Ad-Hoc Adjustment** tab
- Enter amount, description and nominal code for the adjustment
- Click **Create Charge**

The screenshot shows the 'Edit Fee Contract' interface. At the top, there is a navigation bar with tabs: General, Admission & Discharge, Billing (selected), Contacts, Documents, Rooms, Absences, and Vaccination. Below this, the 'Edit Fee Contract' title is followed by sub-tabs: General, Overrides, Contribution Changes, Ad Hoc Adjustments (selected), and Account Details. A message states: 'These will appear on the next invoice processed for the contract.' Below this is the 'Add An Adjustment' section with three input fields: 'Amount' (with a currency symbol £ and the value 50), 'Description' (with the text 'Test Fee'), and 'Nominal Code' (with a dropdown menu showing '5 - Test'). At the bottom of this section are two buttons: 'Create Charge' and '← Back'.

Absence Reductions

Resident fees can be reduced based on their absence from the home. This can be set up within billing contract terms, and will reduce the absences by a specified % after a specified number of days absent from the home.

Absence reductions can be seen within the invoicing section on the main screen and within the pre-process report. The absence reduction will display as an additional line within the invoice.

Dashboard

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Process Date12/03/2019

Mode:Contracts & Billable Extras

Billable Extras Cutoff

Resident	Room	Weekly Fee	Permanency	Invoices	Total Amount	
Jack Drew	2A		Permanent	0	£0.00	
Jean Smith	1A	£700.00	Permanent	1	£250.00	
Lucy White	3A		Permanent	1	£2,635.00	

Summary:2

£2,885.00

Lucy White

Acc ref.	Amount	Invoice Type	Start Date	End Date	
CHRWHI01	£2,635.00	Fee Contract	13/02/2019	13/03/2019	

Period	Description	Amount
13/02/2019 - 13/03/2019	Residential Care for Lucy White in Room 3 at Christina House for 28 days, from 13/02/2019 to 12/03/2019	
	Fees at £700.00 per week	£2,800.00
	Fee reduction for absence period 14/02/2019 - 10/03/2019	£(165.00)

Pre-process Report

Ending Contracts

To end a fee contract simply navigate to the fee contract and enter a contract end date. If the contract ended during a period a resident has already been billed for, a credit will automatically be created and will run off within the next billing cycle. If the contract end date is in the future, the billing will stop on the contract end date.

Automatically generated credits can be found within the Contribution Changes tab within the fee contract.

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Upload Photo

James West

Admission date: 01/02/2019

Weekly Fee: £0.00

Home: Christina House

Dependency level: 1 - Low Risk

Care type: Residential

General

Admission & Discharge

Billing

Contacts

Documents

Room History

Absences

Edit Fee Contract

General

Overrides

Contribution Changes

Ad Hoc Adjustments

Account Details

New Contract Change

Effective From	Weekly Contribution	Last Modified By	Date Modified
01/02/2019	£700.00	Sys Administrator	12/03/2019

Invoice Adjustments

Created	Amount	Description
12/03/2019	- £1,600.00	Credit for period 13/02/2019 to 28/02/2019, fees at £700.00 per week

Activity Log

12/03/2019 13:09

Sys Administrator created change effective 01/02/2019 at £700.00

Discharging Residents

When a resident is discharged CoolCare will automatically stop billing by entering a contract end date to the resident's fee contract and will create a credit or charge if the resident has already been charged for a period after discharge or still due to be charged for it. This credit/charge will be ready to process on the next invoice due date.

Within the billing contract terms, you can set up rules such as how many additional days to bill after death, how many additional days to bill when the resident's needs cannot be met and if the discharge date should be billed for.

If a discharge has been entered incorrectly, a user can 'Undo' the discharge by deleting the discharge date out. When this is done the fee contract dates will need to be amended to ensure that the resident is billed correctly.

Billable Extras

If you charge Residents for extras through invoicing such as haircuts or chiropody appointments, then you can use the Billable Extras section. Within the billable extra section, you can add in the billing details and add in the billable extras.

- Navigate to the Resident's Records
- Click on the **Billing** dropdown
- Select **Billable Extras**

Managing Billable Extra Account

The account selected in the Billable Extras section is the account that is charged for all the Billable Extras added to the Resident's records. You can select an existing account from the drop down, or alternatively create a new account by selecting the 'New Account' option and entering the account details.

Creating Billable Extras

Billable extras can be added through the billable extra screen. Any unprocessed billable extras will appear within the list below the account details. Billable extras are processed through the invoicing section, further information can be found within the producing and exporting invoices section of this guide. To add a billable extra follow the steps below:

- Navigate to **Billable Extras**
- Click **Insert**
- Enter the details.
- Click **Save**

The description will appear on the printed invoices as part of the billable extra item line.

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James West

Admission date: 01/02/2019

Weekly Fee: £0.00

Home: Christina House

Dependency level: 1 - Low Risk

Care type: Residential

General Admission & Discharge **Billing** Contacts Documents Room History Absences

Billable Extras

Billable Extras Account Details

Account Selected: James West (CHRWES01)

Payment Method Selected: BAC

Save

Insert

Date	Description	Charge
04/03/2019	Hair cut on 04/03/2019	£10.00

1 / 1 (1)