

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 *Group Setup* and *Adding and Amending Lookups* 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. To find a resident's details:

- 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

Gilbert Osborne

Admission Date: 19/08/2022
Weekly Fee: £900.00
Home: Sam's Home

Dependency Level: 1 - Low Risk
Care Type: Regular
Covid-19 status: No symptoms

General | Admission & Discharge | **Billing** | Contacts | Documents | Rooms | Absences | Vaccination

General

Fee Contracts

Billable Extras
Invoices
Ledger
Accounts

Resident Details

Title Required
Dr

Forename Required
Gilbert

Surname Required
Osborne

Known As

Date of Birth Required 24/11/1938 Age Required 83

Marital Status Required
Not Disclosed

Sex Required
Male

Residency Details

Room No: 8 Bed: A [Change Room](#)

Permanency Type Required
Permanent

Funding Type Required
LA + Top Up

Care Type Required
Regular

Nursing Band
High

Dependency Level
1 - Low Risk

Resident Number

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

£	1000
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[← Back](#) [H Save](#)

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 *Adding and Amending 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 *Adding and Amending 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.

New Fee Contract

General Overrides

Account Details

Account Required
--New Account--

Account Reference Auto-generate

Contract Required
-

Payee Name Required

Payee Type Required
-

Telephone

Mobile

Fax

Contact Email Address

Account Address Details

Address Search Enter the Postcode

Address 1

Address 2

Address 3

Address 4

Postcode

Contract Dates

Contract Start Date Required

Contract End Date Required

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 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 of the *Adding and Amending 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 is 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 *Group Setup* guide.

contract dates and amount.

contract start date.

This is the start date of the fee contract, typically the resident's admission date.

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. You can also add multiple **Invoice Email Address CC's**, separating them with a semicolon.

<input type="text"/> <input type="text"/> Fax <input type="text"/> Contact Email Address <input type="text"/>	Contract Dates Contract Start Date <small>Required</small> <input type="text"/> Contract End Date <small>Required</small> <input type="text"/> Next Processing Due Date <small>Required</small> <input type="text"/>
Email Invoicing <input type="checkbox"/> Enable Email Invoicing <small>Required</small>	
Payment Details Repeat <small>Required</small> <input type="text"/> Weekly Fee Contribution <small>Required</small> £ <input type="text"/> Payment Method <small>Required</small> <input type="text"/> <input type="checkbox"/> Mark Invoices as Printed Automatically	First Invoice First Invoice Start Date <small>Required</small> <input type="text"/> First Invoice End Date <small>Required</small> <input type="text"/> First Invoice Amount <small>Read Only</small> £ <input type="text"/>
<input type="button" value="← Back"/>	<input type="button" value="⌂ Save"/>

invoice overrides.

Within the group and home configuration you can set default invoice text, nominal codes and tax values for all fee contracts, see the *Group Setup* and *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 at Essex Finance. The header includes the client's address and invoice details. The main body contains a table of service details with columns for Tax Code and Net Amount. The footer includes a payment instruction and the registered office name. Three callout boxes with arrows point to the header text, the item description, and the footer text.

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 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.

override VAT code.

If VAT needs to be applied to this fee contract when it usually isn't or excluding from VAT when it would normally be charged, this override can be used to apply a specific VAT code to the invoices for this fee contract.

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.

Please Note: 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 to a fee contract. 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**

General Overrides Contribution Changes **Ad Hoc Adjustments** Account Details

These will appear on the next invoice processed for the contract.

Add An Adjustment

Amount

Description

Nominal Code

[Create Charge](#)

[← 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.

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.

James West
Admission date: 01/02/2019
Weekly Fee: £0.00
Home: Christina House
Dependency level: 1 - Low Risk
Care type: Residential

Edit Fee Contract

Contribution Changes

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.

Discharge Planning

Notice Given Date: Potential Discharge Date: [Save](#)

Discharge Details

Date of Discharge:

Reason for Discharge:

Final date of funding will be 30/04/2025

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.

billable extra transaction types.

To use billable extras, a lookup called **Billable Extra Types** is required, this is the **Type** field on the billable extra to specify what it was for, creating the description. To add the billable extra types:

- Navigate to **Care Home – Home Setup**
- Select **Lookups – Billable Extra Types**
- Click **Insert**
- Fill in the details:
 - **Name** – What the billable extra is for (e.g. hairdressing, chiropody, 1 to 1)
 - **Nominal Code** – Which nominal code this falls under for billing purposes

Please Note: Nominal Codes are also set up in the same lookups section.

- Click **Save** when finished

Please Note: Nominal Codes and Billable Extra Types are **Home Level** lookups, so will need setting up for each care home in your company separately.

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.

The screenshot displays the 'Billable Extras' interface for a resident named James West. The top section shows resident information: 'James West', 'Admission date: 01/02/2019', 'Weekly Fee: £0.00', 'Home: Christina House', 'Dependency level: 1 - Low Risk', and 'Care type: Residential'. Below this is a navigation bar with tabs for 'General', 'Admission & Discharge', 'Billing', 'Contacts', 'Documents', 'Room History', and 'Absences'. The 'Billing' tab is active, showing 'Billable Extras' details. A form titled 'Billable Extras Account Details' contains two dropdown menus: 'Account Required' (selected: James West (CHRWES01)) and 'Payment Method Required' (selected: BAC). A blue 'Save' button is below the form. Underneath is a '+ Insert' button. A table lists billable extras with columns 'Date', 'Description', and 'Charge'. One entry is shown: '04/03/2019', 'Hair cut on 04/03/2019', and '£10.00'. A pagination bar at the bottom indicates '1 / 1 (1)'.