



Yearly Uprates for Services Provided V1.1

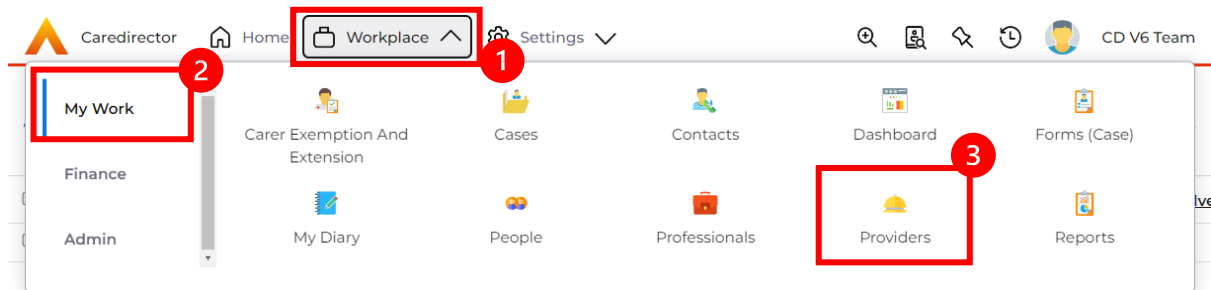
Document Yearly Uprates for Services Provided
Purpose Step by step for ending current services provided for uprates correction
Version V1.1
Owner ICT Business Transformation Team / Adults System Support
Last Updated 01/09/2023

Information

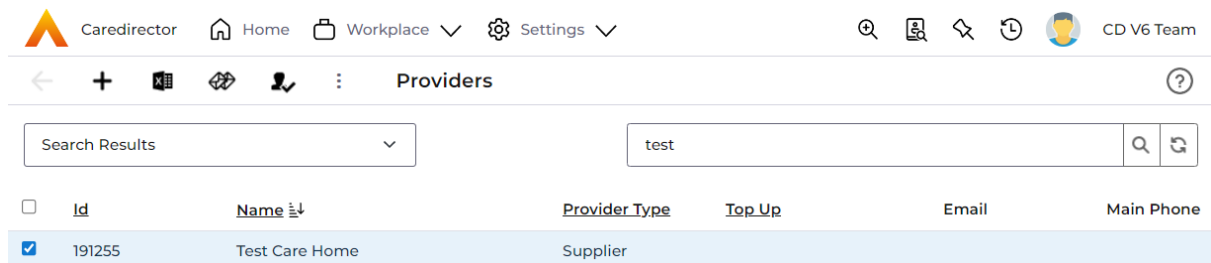
1. It is usually best to do financial uplifts during out of usual business hours/Friday. To avoid stoppages and errors being made.

Services Provided

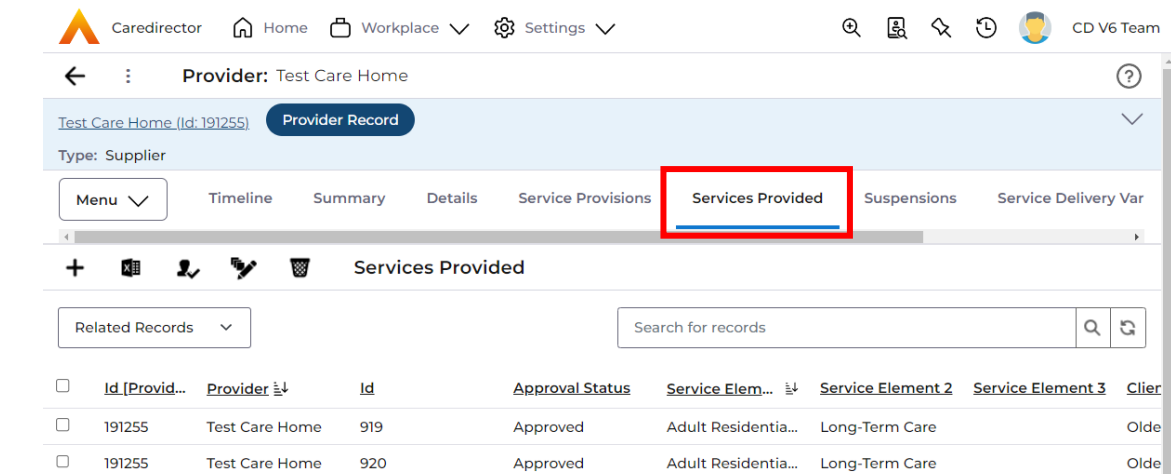
1. Each year, some service provided for providers require uprating. This involves ending the current services provided which is uprated for the next financial year.
2. To find the current **Services Provided** for a **Provider** select:
Workplace > My Work > Provider



3. Select the relevant provider from the list either by searching or by a system view.

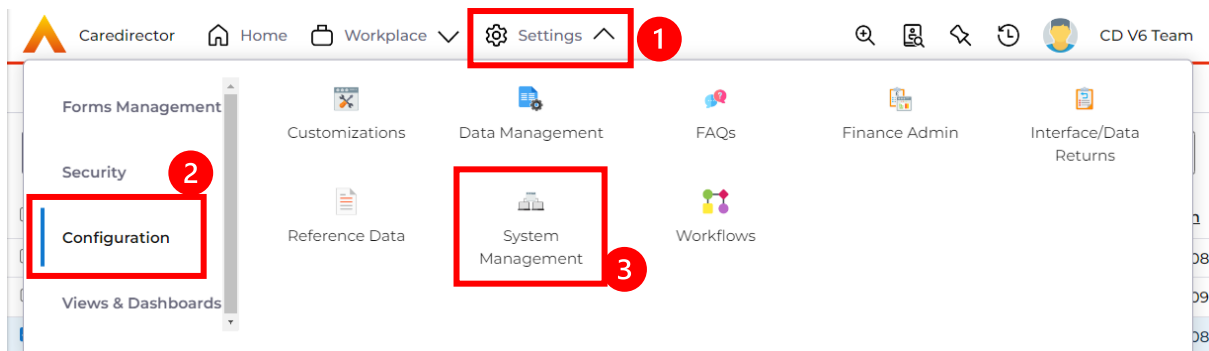


4. Select the tab **Services Provided** to see the current and uplifted rates of the service.

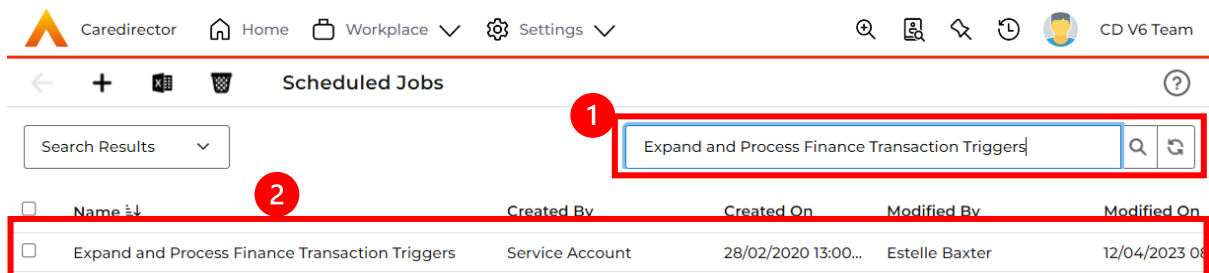


Schedule Jobs

1. With performing any uplifts, if any of those rates are going start before the end of the financial year will create triggers for recalculating financial transactions. These will be created in the background as soon as the update is made.
2. There are three **scheduled jobs** that run in the background which is usually best to be turned off before uplifts are made. You can find these jobs by:
Settings > Configuration > System Management > Scheduled Jobs



3. The first is called “**Expand and Process Finance Transaction Triggers**”. This job will go through your transactions and will start recalculating these triggers. To find this type:
Expand and Process Finance Transaction Triggers into the search bar.



- To “turn **Expand and Process Finance Transaction Triggers** off” you will want to change the start date to sometime in the future. Maybe a day or two days, just so it is not running whilst these changes are being made. To do this:

Next Run Date > Couple of days in the future (this could be set to Friday at 17:00) > Save.

The screenshot shows the 'Scheduled Job: Expand and Process Finance Transaction Triggers' configuration page. The 'General' section contains the following fields:

- Name:** Expand and Process Finance Transaction Triggers
- Business Module:** Finance Processing
- Plugin Type:** Process Finance Transaction Triggers
- Next Run Date:** 13/04/2023 (highlighted with a red box and callout '1')
- Time:** 08:40
- Inactive:** No
- Valid For Export:** Yes

The top navigation bar includes 'Caredirector', 'Home', 'Workplace', and 'Settings'. The breadcrumb trail shows 'Scheduled Job: Expand and Process Finance Transaction Triggers'. A red box highlights the 'Next Run Date' field and the job name field, with callouts '1' and '2' respectively.

- The next process to turn off is called “**Calculate Pending Financial Assessment Charges**”. This job will go through your financial assessment charges and will start recalculating these triggers. To find this type: **Calculate Pending Financial Assessment Charges** into the search bar.

The screenshot shows the 'Scheduled Jobs' list in Caredirector. The search bar at the top contains 'Calculate Pending Financial Assessment Charges' (highlighted with a red box and callout '1'). Below the search bar is a table with the following data:

Name	Created By	Created On	Modified By	Modified On
Calculate Pending Financial Assessment Charges	Service Account	16/07/2019 13:45:53	Estelle Baxter	12/04/2023 08:...

The table header is highlighted with a red box and callout '2'. The search bar and the table content are also highlighted with red boxes.

- To “turn **Calculate Pending Financial Assessment Charges** off” you will want to change the start date to sometime in the future. Maybe a day or two days, just so it is not running whilst these changes are being made. To do this:

Next Run Date > Couple of days in the future (this could be set to Friday at 17:00) > Save.

The screenshot shows the 'Scheduled Job: Calculate Pending Financial Assessment Charges' configuration page. The 'Next Run Date' field is set to '13/04/2023' and is highlighted with a red box and a red circle containing the number 1. The 'Save' button is highlighted with a red box and a red circle containing the number 2.

- The next process to turn off is called “**Expand FA Calculation Triggers**”. This job will go through your financial assessment calculations and will start recalculating these triggers. To find this type:

Expand FA Calculation Triggers into the search bar.

The screenshot shows the 'Scheduled Jobs' list. The search bar contains 'Expand FA Calculation Triggers' and is highlighted with a red box and a red circle containing the number 1. The first row of the table, 'Expand FA Calculation Triggers', is highlighted with a red box and a red circle containing the number 2.

Name	Created By	Created On	Modified By	Modified On
Expand FA Calculation Triggers	Service Account	28/02/2020 22:31:...	Estelle Baxter	12/04/2023 08:...

8. To “turn **Expand FA Calculation Triggers** off” you will want to change the start date to sometime in the future. Maybe a day or two days, just so it is not running whilst these changes are being made. To do this:

Next Run Date > Couple of days in the future (this could be set to Friday at 17:00) > Save.

The screenshot shows the CareDirector interface for a scheduled job. The breadcrumb trail is: Home > Workplace > Settings > Scheduled Job: Expand FA Calculation Triggers. The job is currently inactive. The 'Next Run Date' field is highlighted with a red box and a red circle containing the number '1', and is set to 13/04/2023. The 'Plugin Type' field is also highlighted with a red box and a red circle containing the number '2'. The 'Business Module' is set to 'Financial Assessment'.

9. If, when coming back to switch back on, you can either select the **Execute this job now** or leave it until the **next run date** on all three.

The screenshot shows the CareDirector interface for a scheduled job. The breadcrumb trail is: Home > Workplace > Settings > Scheduled Job: Expand and Process Finance Transaction Triggers. The job is currently inactive. The 'Next Run Date' field is set to 13/04/2023. The 'Plugin Type' is 'Process Finance Transaction Triggers' and the 'Business Module' is 'Finance Processing'. The 'Inactive' radio button is selected.

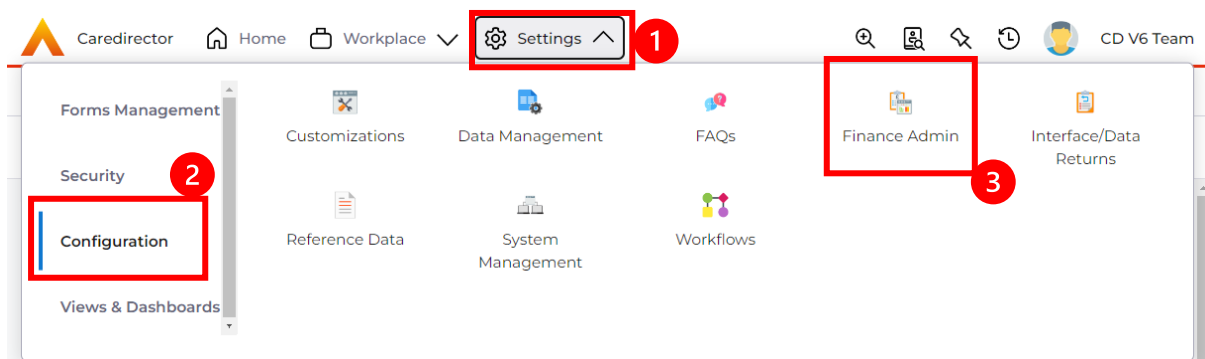
Uplifts Process

Supplier Payment Uplifts

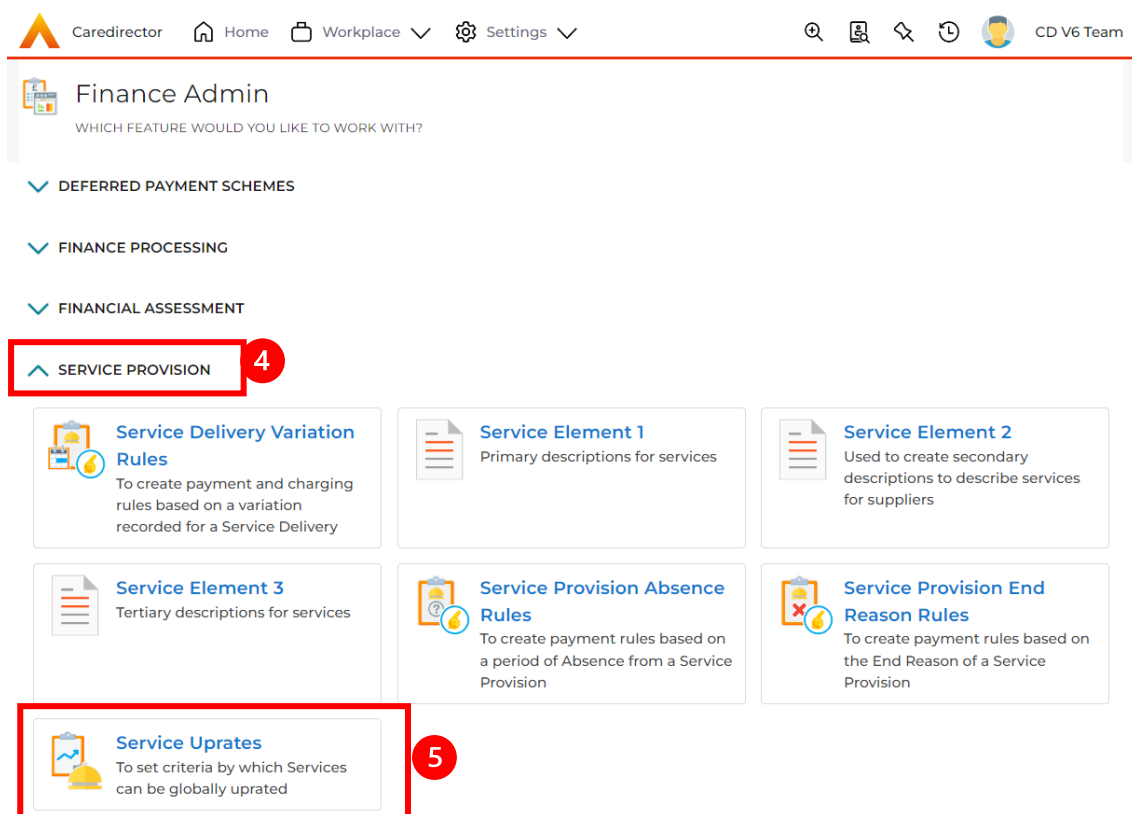
1. Typically, you want to begin with **Supplier** payment uplifts as these can influence other charges as well. **If there are separations in who requires uplifting for example in a direct payment, if one person employs a PA and someone else employs a provider, this would mean there are two separate rates. Break down the criteria further with different service elements and/or remove the one's not required once the list has been generated.**

2. For your uplifts under:

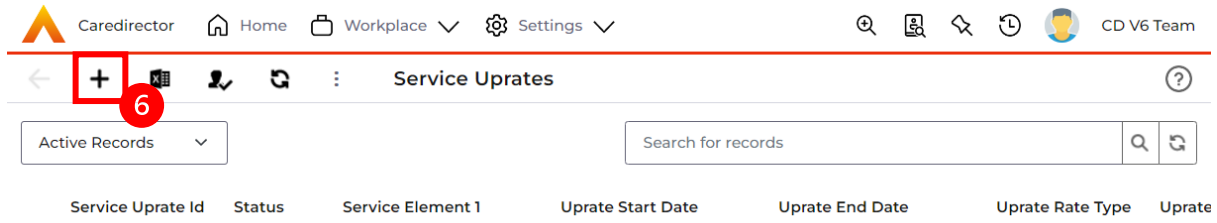
Settings > Configuration > Finance Admin



3. **Service Provision > Service Uprates**



4. Select **Services Uprates** and to create new select **Create New Record** on the toolbar.



5. This page will be our criteria page of what requires uplifting in which we can generate a list of services provided and change accordingly both by bulk and individually. When the list has been generated, we can go into each one and change accordingly as well as remove ones we do not need to be updated. These are the fields and how each impacts the list:

- a. **Historic Rate Change:** If you have a provider that has multiple changes of rates, if that is set to:
 - i. **No**, it will only change the most recent rate period.
 - ii. **Yes**, it will change the older rate period that may have been cancelled out by the newer (in date) as well.
- b. **Suspend Rate:** Would mean that all the rates set under our criteria will be set to 0 for as long as the **Uprate End Date** states (this Uprate End Date field will auto show once, Suspend = Yes). After the end date it will automatically place it back to what it was set to before.
- c. **Uprate Start Date:** When you are starting it from.
- d. **Uprate Rate Type:** Percentage or Value amount.
- e. **Uprate Rate Value:** What that value is whether that is a percentage or value. With percentage do the format **'7' '25'** for example you do not need the percent sign. With value make you put to two decimal places. £1 = **'1.00'** or **'100.00'**.
- f. **Rounding Option:** Is what the percentage should round to, as the value will already have the number within. **(For Percentage Only).**

Caredirector Home Workplace Settings CD V6 Team

Service Uprate: New

Details

Uprate Values

Historic Rate Change? *
 Yes
 No

Suspend Rate? *
 Yes
 No

Uprate Start Date *

Uprate Rate Type *

Uprate Rate Value *

Rounding Option *

Responsible Team *

6. **Service Rate Type** will impact the uprate and provide these levels. You can undergo multiple uprates; therefore, you can split the fixed, negotiated, person service rate types into the relevant chunks for the desired list. Depending on which one has been selected, it will either update the rates held within a Service Provision itself or the Service Provided record. It changes based on where you need to change that rate.

- a. **Fixed:** All those rates that are fixed based in the Service Provided record. Service Provided records will have a rate period that will be updated when **fixed** is selected.
- b. **Negotiated:** The actual rate is held within the Service Provision. Therefore, you are updating the rate period within them.
- c. **Person:** When you have a direct payment, and the payment tends to be set up as a person payment. No provider that is linked to that service, and the rate period is held within the Service Provision.

Uprate Criteria

Service Uprate Id *

Status *

Service Rate Type *

Rate Unit *

Service Element 2

7. **Rate Unit** is what the type of rate unit you are updating for them as well.
8. **Contract Type** of whether it is spot or block.
9. **Service Element 1** is required so you put down the relevant service element linked to the service provided. Service element 2/3, Client Category fill these out if required. Ensure you press on **Add Records** to add it to your field.
10. **Provider** will allow you to search for a specific provider, however leaving this field blank will bring back all providers linked to the service elements.

Uprate Criteria

<p>Service Uprate Id *</p> <input type="text"/>	<p>Status *</p> <input type="text" value="New"/>
<p>Service Rate Type *</p> <input type="text"/>	<p>Rate Unit *</p> <input type="text"/>
<p>Contract Type *</p> <input type="text"/>	<p>Service Element 2</p> <input type="text"/>
<p>Service Element 1 *</p> <input type="text"/>	<p>Client Category</p> <input type="text"/>
<p style="color: red; font-size: small;">Please fill out this field.</p>	
<p>Service Element 3</p> <input type="text"/>	
<p>Provider</p> <input type="text"/>	

11. These fields are essentially the criteria that you are selecting and once you save this record it will generate a list of rates that require uprating. You can still preview and change them before you change them.

12. When you have completed your fields and criteria to search for select **Save**. In this example, I am going to do a specific provider and an uprate of £10.

Uprate Values

Historic Rate Change? *
 Yes
 No

Suspend Rate? *
 Yes
 No

Uprate Start Date *

Uprate Rate Type *

Uprate Rate Value *

Rounding Option *

Responsible Team *

Uprate Criteria

Service Uprate Id *

Status *

Service Rate Type *

Rate Unit *

Contract Type *

Service Element 2

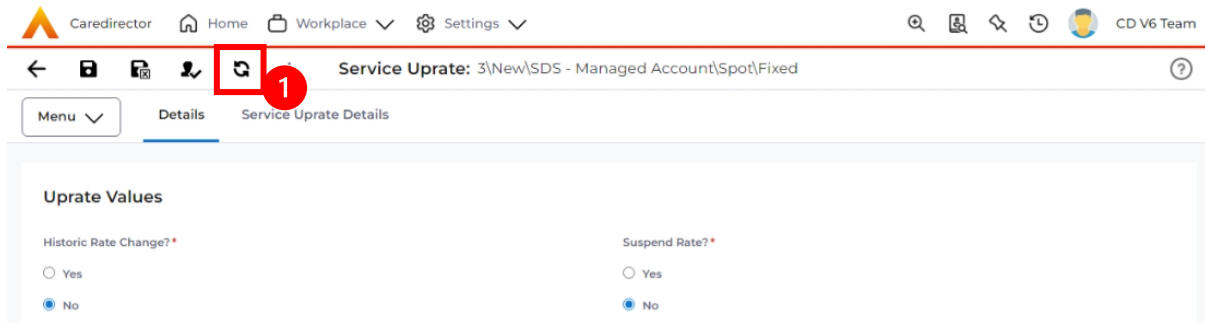
Service Element 1 *

Client Category

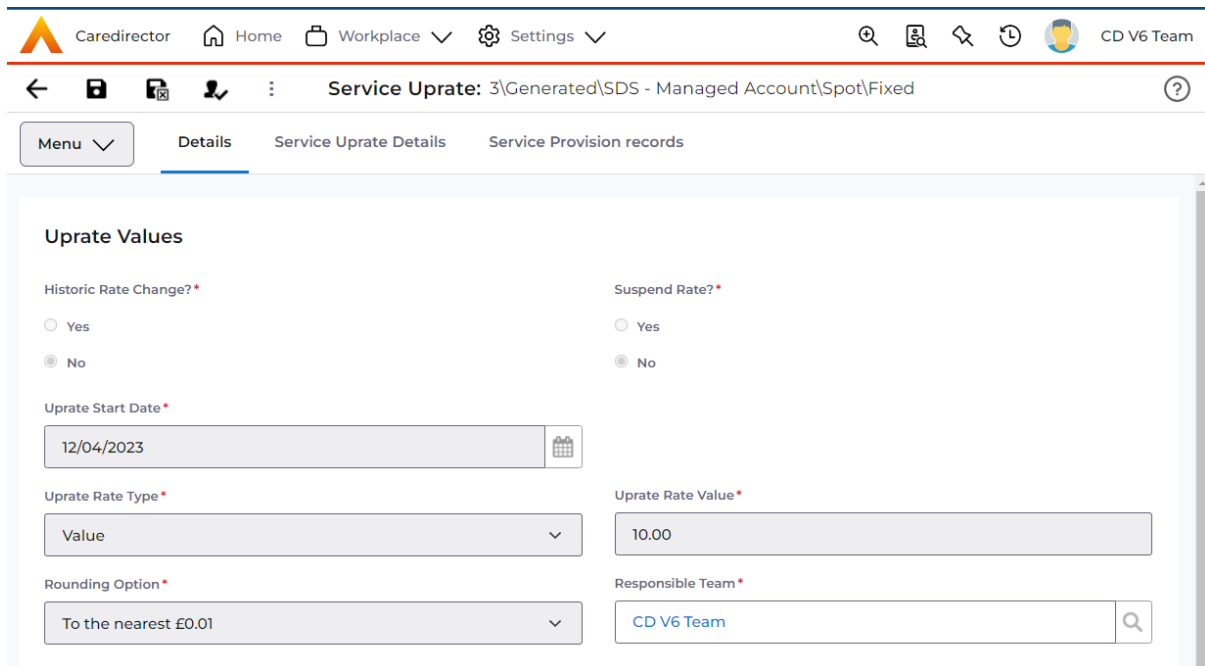
Service Element 3

Provider

13. When saved, a new tab called **Service Uprate Details** will appear. You will need to press the **Generate Details Record** for it to populate the information in **Service Uprate Details**. Please give 5 – 10 minutes for it to populate with information.



14. It should be complete once you see the **Details** fields all greyed out.



15. The **Service Uprate Details** has been populated with my example provider and from here you may have 1 or more depending on your criteria.

<input type="checkbox"/>	Service Uprate ID	Status [S...	Person Id	Service Provide...	Service Element 1	Service Element 2	Service Element 3	Client Category
<input type="checkbox"/>	3	Generated		Shared Lives Tea...	SDS - Managed ...	Shared Lives LT ...		

16. If you had more than one, you can go into each one individually you can change the amount as well as delete from this screen which ones you do not want to **process**. To remove one from being processed, select the checkbox and go to **delete**.

<input checked="" type="checkbox"/>	Service Uprate ID	Status [S...	Person Id	Service Provide...	Service Element 1	Service Element 2	Service Element 3	Client Category
<input checked="" type="checkbox"/>	3	Generated		Shared Lives Tea...	SDS - Managed ...	Shared Lives LT ...		

17. To change the amount of this one, select it from the row and it will open into the details screen. Here you can see that the **Current rate = 50.00 (£50)** and the new **Proposed Rate = 60.00 (£60)** which follows our £10 uprate that we want to execute for these criteria of SDS – Managed Account, Shared Lives LT – Band 1 etc. If I am happy with this, leave it or you can change it using the **Proposed Rate**. Saving any changes made.

General

Service Uprate *
3\Generated\SDS - Managed Account\Spot\Fixed

Service Uprate ID *
3

Service Element 1 *
SDS - Managed Account

Service Element 2
Shared Lives LT - Band 1

Service Element 3

Client Category

Uprate Start Date *
12/04/2023

Amendment Options

Current Rate *
50.00

Proposed Rate *
60.00

Current Rate Bank Holiday *

Proposed Rate Bank Holiday *
0.00

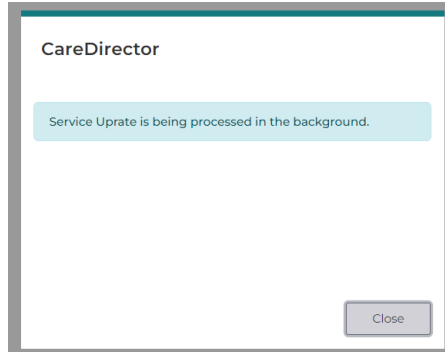
18. If you are happy with the changes, go back to the **Service Uprate > Service Uprate Details** and select the **three dots** and select **Process**.

Service Uprate: 3\Generated\SDS - Managed Account\Spot\Fixed

Process
Delete
Run Workflow
Copy Record Link

Service Uprate ID	Status [S...	Person Id	Service Provide...	Service Element 1	Service Element 2	Service Element 3	Client Category
3	Generated	Shared Lives Tea...	SDS - Managed ...	Shared Lives LT ...			

19. You will receive this pop-up that will confirm that the Service Uprate is being processed in the background.



20. You can check the stage of every **Service Uprates** via the **Service Uprates** screen and they will have the **Status = New / Generated / Processed**. New being brand new and not generated a list. Generated being a list of suppliers ready to be looked over. Processed when you have selected processed, and it is now uplifted into the system.

Service Uprat...	Status	Service Element 1	Uprate Start Date	Uprate End Date	Uprate Rate Type	Uprate R
3	Processed	SDS - Managed Account	12/04/2023		Value	10.00

21. Once you have **Process** and turned on the **Schedule Jobs** again once you go to that **Service Provided** and **Rate Periods** you will see a new **Rate Period** will appear from the date set on the **Uprate**.

Rate Unit	Approval Status	Start Date	End Date	Capacity	Capacity Can Be...	Service Provided
Per Week Pro Ra...	Approved	12/04/2023			No	Shared Lives Team P
Per Week Pro Ra...	Approved	24/02/2023	11/04/2023		No	Shared Lives Team P

Version Control

Version	Change	Author	Date
V1	Creation of document - FA's will be added in later.	SS	12/04/2023
V1.1	Name Change	SS	01/09/2023