

Protocol for Historic Payment Claims for Adult Social Care

Providers submitting claims for payments are required to comply with contractual terms in relation to these. Where invoices are used, they should be submitted within the contracted timescales, contain the necessary information for payment, and be accurate. Where this is not the case, the Council cannot necessarily guarantee payment. This principle also applies to amendments to historic scheduled payments made using the Provider Finance Portal. The Council will not consider late claims, especially those for closed financial years or older than six months, without proper cause.

Providers submitting claims for payments, or requests for corrections to payments, must provide the following:

- Evidence that the original invoice or claim was submitted in line with contractual obligations.
- Proper information on customer identity, quantities, unit prices, dates, and pay periods for the claim.