

West Hampshire CCG Funded Nursing Care Payment Queries

Please use this form to raise any queries relating to payments, and send in an electronic format so we can respond with action taken by WHCCG. Please provide as much detail as possible, to enable the FNC team to investigate your query.

Nursing Home:

Month:

Person code/NHS no. only	Details of query e.g. RIP, period of funding, missing payment, amendment required	Action taken by CCG
e.g. 217784	Only paid upto **/**/** client remained permanent with NH is still with us.	

Please return with your payment schedule to whccg.fundednursingcare@nhs.net

If you have applied for FNC for a new client, within the last 28 days please do not query on this return but wait until the next scheduled payment, if it still has not been processed for payment then query the following month.

From the **1st January 2018** payment schedules should be checked, signed and returned promptly, but **no later than the last day of the month**. This will enable any adjustments and queries to be processed prior to payment run.

Please be aware that only returned schedules received up to and including the last day of the month are guaranteed a payment in the subsequent month's payment. **If received after this date payment will not be processed until the following month's planned FNC payment run.**

Please also note that if the schedule is received towards the end of the month, it may not allow enough time for queries to be processed in time for the subsequent planned payment. Any queries not processed prior to the subsequent payment run will be adjusted in the following month.

Please be aware that only FULLY COMPLETE applications will be processed (admission form and relevant consent). If an incomplete application is received and missing information resubmitted at a later date, payment will be made from (28 days prior) to the date the completed application is received.