

Case study

CHC Invoice Validation Reviews

A collaboration of CCGs in the south of England have realised savings of over £820,000 from Liaison Financial's CHC Invoice Validation Reviews.

A contingent fee model approach convinced the collaboration to undertake our CHC Invoice Validation Reviews. Delivery of an end to end service coupled with a 'no risk' approach ensured they only paid for the savings we recovered on their behalf.

A professional approach, significant financial benefit and enhanced provider relationships led the collaboration to commission additional services from Liaison Care.



The Challenges

Each of the five CCGs in the collaboration have been on a transformation journey with continuing healthcare services for the past few years and the Deputy CFO instructed the CHC Invoice Validation Reviews to provide independent assurance on how robust their systems and processes were.

Initially, the Deputy CFO didn't believe there would be much scope for recovery due to their confidence in their respective processes. However, this project would stand as a supplementary health check as part of their commitment to protect public funds and avoid any leakages.

The Solution

- ✓ **Liaison Financial commissioned** to deliver a suite of Invoice Validation Reviews comprising:
 - 1 to 1 Care
 - Funding Allocation
 - Deceased Patients
 - Hospital Admissions
 - Invoice Review (CHC and Non CHC Expenditure)
- ✓ An initial CHC Implementation meeting
A comprehensive plan was agreed with the collaboration ensuring the level of communication was tailored to the individual needs of the CCGs.

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We have found Liaison very easy to work with and proactive in achieving substantial savings for the CCG. Liaison have worked sympathetically with providers to ensure that valuable working relationships with the CCG are not damaged whilst ensuring that any overpayments that have been made are recovered in a timely manner. We would not hesitate to work with Liaison again in future should the need arise.”

**Deputy Chief
Finance Officer**



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- ✓ Liaison Financial team worked remotely to deliver the reviews from identification of anomalies, to the agreement of suppliers to recoup funds.

The reviews focus on the full end to end service from identifying anomalies to securing savings.

Designed to be 'light touch' and conducted in such a way as they are not a drain nor distraction on a CCGs resources.

- ✓ Overpayments were discovered from a variety of avenues, such as incorrect / out of date data used to derive transactions, uncovered from our intensive interrogation of financial expenditure.
To enhance transparency, these errors were provided to the CCG for approval, and subsequently resolved with providers on behalf of the CCGs via the agreed method of recovery.
- ✓ The suite of reviews was delivered with minimum effort required from the CCG, as the Project Lead acted as the single point of contact for the Liaison CHC recovery team ensuring that queries were resolved quickly, effectively and efficiently.
- ✓ Liaison Financial recovery team worked with providers to recover the funds owed in a professional manner. They were sensitive to the circumstances of individual providers and went above and beyond to work with them to find an amicable solution, including bespoke payment plans, whilst ensuring funds were returned back to the CCG.

The Benefits

- ✓ Significant additional funds of over £820,000 returned to the collaboration. Unexpected funds that the CCGs are now able to invest back into improving patient outcomes, providing better experiences and making better use of resources.
- ✓ Enhanced supplier relationships meaning future engagement will be more open and honest, with queries being dealt with promptly.

- ✓ Our unique HSCN (N3) access minimises CCG disruption as reviews and recovery are carried out remotely off site and communication is in-line with the bespoke communications plan.
- ✓ Liaison Financial's comprehensive knowledge of the CHC systems, payments, and processes provided a robust platform to maximise savings opportunities and areas for development.
- ✓ Liaison Financial is an established, recognised and trusted partner, working with CCGs across the country with our experience and expertise ensuring the best returns for each of our clients.
- ✓ Process efficiencies delivered through lessons learnt fed back from the Liaison Financial's CHC project team.

The Outcomes

- ✓ To date the following reviews have been completed: 1 to 1 Care, Funding Allocation, AP Review and Deceased Patient.
- ✓ The outcome of these reviews is a return of over £820,000 back to the CCGs. The Hospital Admissions review is currently still in progress, with potential to recover additional amounts.
- ✓ We were able to demonstrate core processes in our delivery model to alleviate any concerns such as worry that this engagement may damage existing provider relationships.
- ✓ The CCG Lead provided feedback that the Recovery Team's professional approach to provider engagement and management has led to them having a more open and honest relationship with their providers. This has provided a robust platform for any future issues with overpayments and overcharges to be dealt with more directly and efficiently.
- ✓ As a result of the CCGs confidence in Liaison Group, they have since recommended our Invoice Validation services to other CCGs and have also commissioned additional services to further strengthen the delivery of their CHC service and enhance patient experience and outcomes.

To find out more please get in touch on **0845 603 9000**
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