MoH verification requirements

The Ministry of Health (Ministry) has released new verification standards and procedures for people who manage their own Ministry funded disability support budgets via a Host Provider. There are now clear guidelines about the information you need to collect and provide in order for your funding to be paid. Whether you are one of our Self-Managing clients or Payroll clients and claim contractor costs or expenses, these verification requirements apply to you. We are updating the documents we provide our clients to make the changes as simple as possible.

Who does it cover?

Anyone who claims an expense under:

- Individualised Funding (IF)
- Enhanced Individualised Funding (EIF)
- Enabling Good Lives (EGL) Christchurch.

What are the key things I need to know?

Service Agreement and claim form declarations

Our time sheets and expense claim forms have been updated to include the necessary declarations.

The Ministry has seven client responsibilities that must be agreed to and signed. These responsibilities have been added to our standard Service Agreement for new clients. For existing clients, we will ask you to sign a new Service Agreement including these at your next review.

Privacy notice

The Ministry requires all support people (employees and/or self-employed contractors) to sign a Support Worker Privacy Notice. The Ministry sent this notice out to you with a letter on 13 March 2017. You will need to keep these Privacy Notices with your other records; do not send them to us. However, when we next contact you to conduct a service review, we will ask you whether these have been completed.

The Privacy Notice explains that some information about the support workers is being shared with the Host. This information may be shared with the Ministry if they audit how you have used your funding. The Ministry will only use this information to contact your support workers to ask them whether they have delivered the support you have said they have done.

Verification of expenses

There is additional information required to claim for an expense. This is for all Self-Managing people as well as those using Payroll who also submit expenses (for either purchases or contracted services).

On each claim, you must now supply the support worker's (including contractors) **full name, address and phone number, date of birth, number of hours worked and the amount they are being paid**. These details **must be supplied every time you submit a claim**.

If you are claiming for services delivered by a third party provider (such as a home care agency) you do not need to include the details of the support person.

All expenses claimed, including support services purchased from third party providers, that are over $500 must have an invoice or receipt attached to the claim form for these to be processed. People using our Payroll service only need to supply this information for any contractors they use or expenses they claim.

Records

Records must be kept for a minimum of seven years to verify that funding has been used appropriately. The minimum record keeping requirements are:

- For employees: employment contracts, wage and time records (including the days and hours worked, and payments made), full name, date of birth, IRD number, phone number and address.
- For contractors: contracts for service (self-employed contractors), records of days and times worked, full name, date of birth, IRD number, phone number and address.
- All relevant receipts and invoices.
- All relevant IRD, PAYE, GST and ACC statements.
- Bank records and financial accounts (if relevant).
- Any correspondence with Manawanui or your NASC about purchasing decisions.

Note: Manawanui stores all relevant payroll records for our Payroll clients.

What do you need to do now?

The Ministry has allowed a three month period to enable you to gather the information needed and start using the new forms. After this time, expenses claimed will not be able to be paid unless they meet the full Ministry requirements. You have until 13 June 2017, to get things organised.

1. You should start using the news forms as soon as possible. These can be downloaded at http://www.incharge.org.nz/already-using-individualised-funding/manawanui-forms/ or by contacting your Coach.
2. You will need to make sure you collect the information needed from the people or organisations providing your support.
3. You need to sign a Privacy Notice with all your employees and self-employed contractors.
4. We will ask you to sign a new Service Agreement with the amended responsibilities at your next review.

How can I make it easier?

Manawanui's new **Client Web Portal** means you can enter employee or contractor information *once* on set-up. Then every time you submit a claim you simply select the name of the person being paid.

All timesheets and expense claims are submitted electronically. You can also upload invoices and receipts, access any additional forms you need, set and manage your budget and view your current funding balance.

For an overview of the Client Web Portal go to http://www.incharge.org.nz/manawanui-web-portal/.

To register to use the Client Web Portal go to https://portal.incharge.org.nz/Apply, enter your Client Code into the website and click on 'Apply'. You can also contact your Coach, the Portal Support team on Support@incharge.org.nz, or call 0508 462 427.