

**Provider Assurance Dental (PAD)**

**2023/24 Year End (YE) reconciliation**

**Operational plan**

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| **April –**  **May 2024** | **Play with solid fill** | **Early Repayment Scheme for YE financial recovery 23/24**  The agreement made between commissioner and contractor into the Early Repayment Scheme for financial recovery for YE 2324 provides the contractor the opportunity to spread the recovery over a longer time period (max 8 months) instead of the standard 3 months instalments following the YE reconciliation letter publication.  Prior to the April Compass schedule cut off (1 May 2024 payment date), following instructions from commissioners, PAD will enter the agreed instalments into Compass. These instalments will be based on a projection of the year end position from the March schedule and this plan will remain in place until the July 2024 Compass schedule (1 August 2024 payment date). PAD will undertake YE calculations in June and the difference between the projected YE position and the final YE 23/24 position will be amended and balanced by entering the remaining adjustments based on the original payment plan in the August Compass schedule (1 September payment). | **Play with solid fill** | **Force Majeure/Exceptional Events**  In accordance with the Policy Book for Primary Dental Services, occasionally there are unforeseen circumstances that a contractor may experience which may have a detrimental effect on the delivery of contract activity.  Where a contractor has notified their commissioner that a Force Majeure/Exceptional Event has occurred within the financial year, this will be noted on the categorisation return as a Category 2 contract.  PAD will send a full application form to contractor and request supporting evidence be supplied. Once received, application and supporting evidence to be sent to RT for consideration. |
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| **Play with solid fill** | **Categorisation of contracts**  Throughout April and May work with commissioners is undertaken to categorise each contract that requires a YE reconciliation. Whilst categories are for internal use only, this exercise is key part of the reconciliation process, as it gives commissioners the opportunity to highlight contracts that need a manual reconciliation and to provide all the required information to complete this.  Contracts will be categorised as either 1, 2 or 3 considering the quality of the data held in Compass about the contract’s (and any subcontracts, if appropriate) delivery targets. Also, any commissioning considerations relating to previous year-end delivery of the contract or on-going considerations.  **Category 1** *–* NHSBSA responsible for year-end annual reconciliation where details recorded in Compass are up to date and accurate.  **Category 2** *-* NHSBSA responsible for year-end annual reconciliation where the Commissioner has supplied additional information to NHSBSA.  **Category 3** *-* Commissioner responsible for the year-end annual reconciliation and confirming delivery position. NHSBSA responsible for checking year-end annual reconciliation has taken place.  Dental commissioners can apply discretion/local decision making through the categorising of contracts. Where a commissioner retains a contract in category 3 for local resolution, it remains the responsibility of the commissioner to complete any actions required to reconcile the contract. | | |

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| **May 2024** | **Play with solid fill** | **Force Majeure/Exceptional Events application form deadline**  **This only applies where a contractor has notified their commissioner that a Force Majeure/Exceptional Event has occurred within the 23/24 financial year and an application form for dental relief has been issued by the PAD team.**  The final deadline for contractors returning all supporting evidence in relation to applications for dental relief is close of business Wednesday 15 May 2024. Following this date your commissioner will review the completed applications to consider. Commisioners are to review all application and provide outcomes to PAD to include in the YE reconciliation letters.  The commissioner will have regard to the circumstances listed in Annex 49 of the Policy Book for Primary Dental Services: Appendices. |

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| **June –**  **July 2024** | **Play with solid fill** | **YE data available – reconciliation of contracts**  During June 2024, the NHSBSA PAD team will manually reconcile any contracts highlighted during the categorisation process where further information was required to complete the year-end reconciliation.  All automated and manual calculations undergo rigorous quality assurance checks by the NHSBSA PAD data analysts before being authorised for inclusion in the YE letter. Commissioners will confirm final sign off prior to the YE letters being published. | **Play with solid fill** | **YE letters published in Compass**  Week commencing 24 June 2024, all YE letters (except for those being managed by commissioners) are published in Compass. When letters are ready to view, a communication will be sent out to all business owner email addresses held in Compass with instructions detailing how to view the YE letter.  **Please make sure all business owner email addresses in Compass are up to date to ensure you receive your communication. Please contact the PAD team at** [nhsbsa.dentalcases@nhsbsa.nhs.uk](mailto:nhsbsa.dentalcases@nhsbsa.nhs.uknet) **if your email address needs updating.** |
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| **Play with solid fill** | **Query management**  All queries from category 1 and 2 contracts form part of the NHSBSA PAD team remit. Commissioners are advised to signpost enquires/queries to the NHSBSA PAD team unless they relate to a category 3 contract. All queries from a contractor will be acknowledged within 3 working days of receipt.  **All queries should be submitted by email within 28 days of letter publication to** [**nhsbsa.dentalcases@nhsbsa.nhs.uk**](mailto:nhsbsa.dentalcases@nhsbsa.nhs.uknet) | | |

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| **August - September 2024** | **Play with solid fill** | **YE outcomes in Compass**  All YE financial outcomes will be entered on Compass by Tuesday 20 August 2024 (the Compass cut-off date).  The value of undelivered activity will be recovered in three monthly instalments unless indicated otherwise by the commissioner. The contracts YE recovery commences on the Compass payment on 1 September 2024 (August schedule*)*. Where early repayments for financial recovery instalments plans are in place, all financial corrections will be adjusted for the remaining instalments to ensure the final amount of YE recovery is accurate.All financial recovery must be completed by the March 2025 Compass cut-off. Requests to extend this beyond March will need local/regional governance (commissioning and finance) sign off by the commissioner.  **YE underperformance breach notices**  The NHSBSA PAD team, on behalf of the commissioners, will issue breach notices where contracts have fallen below the required activity thresholds. Where contracts are issued with a breach notice, communication will be sent to the business owner email address held in Compass to advise when the letters are available to view. |

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| **Key dates for contractors and commissioners**   * First Early Repayment Scheme for financial recovery 23/24 – **May 2024** * YE letters available in Compass – **30June 2024** * First instalment for the value of undelivered activity – **1** **September 2024 payment** * Issue of YE underperformance breach notices – **30 August 2024** |