

## Vertex in health Income Recovery and Financial Management Service – Service Definition

### Service name

Healthcare Income Recovery and Financial Management Service

### Service description

This service provides a cloud-hosted income recovery and financial management solution for NHS Trusts and Integrated Care Boards. It supports billing, income recovery, reconciliation, and financial reporting in line with NHS Standard Contract and NHS SBS income management practices. The service enables accurate commissioner income tracking, secure financial operations, and scalable deployment across NHS organisations.

### What the service does

The service supports NHS income teams to manage end-to-end income recovery processes, from invoice generation through to payment reconciliation and reporting. It enables consistent handling of commissioner and insurer income, reducing manual processing and supporting timely reconciliation.

For **NHS Trusts**, the service supports operational income functions, including billing for clinical activity, processing electronic remittance advice (ERA), batch receipting, and monitoring outstanding balances. Trust finance teams can track income at contract, service line, or specialty level and manage high volumes of transactions efficiently.

For **Integrated Care Boards (ICBs)** and shared finance functions, the service supports consolidated visibility of income recovery activity across multiple providers. It enables oversight of contract performance, reconciliation status, and income assurance at system level, supporting governance, reporting, and financial planning.

The service includes role-based access controls, audit trails, and configurable reporting to support NHS governance, statutory reporting, and assurance requirements.

### Service features (mapped to Trust and ICB use cases)

- Role-based access controls, Supports secure system access for Trust income teams and ICB finance and assurance users.
- Integrated income recovery management enabling Trusts to manage invoicing, adjustments, payments, and reconciliations in line with NHS SBS income recovery processes.
- Automated ERA processing supporting Trust-level reconciliation of commissioner and insurer payments, reducing manual matching effort.
- Bulk receipting and batch processing enabling Trusts to process high volumes of transactions efficiently.

- Configurable pricing structures supporting NHS tariffs, locally agreed prices, and contract-specific rules for both Trust and ICB use.
- Predefined financial reports supporting statutory, month-end, and operational reporting for Trust finance teams and ICB oversight.
- Customisable reporting tools enabling ICBs to view aggregated income and reconciliation status across multiple organisations.
- Claim and payment status indicators providing visibility of invoice, query, and payment status for Trust operational teams and ICB assurance functions.
- Comprehensive audit trails supporting governance, internal audit, and external review requirements.
- Scalable architecture which supports single Trust deployments, Trust groups, shared services, and ICB-level implementations.

### Service benefits (mapped to NHS usage)

- Supports accurate income recovery and reconciliation for NHS Trusts
- Reduces manual processing effort in Trust finance teams
- Improves visibility of commissioner income and outstanding balances
- Supports ICB-level oversight of income recovery activity
- Enables consistent application of NHS tariffs and contract rules
- Strengthens governance through controlled access and auditability
- Supports timely financial reporting and assurance
- Scales to support shared services and system-wide finance models
- Adapts to changes in NHS contracts and pricing arrangements
- Supports efficient management of high transaction volumes

### Configuration and customisation

The service can be configured to align with local Trust and ICB income recovery processes. Configuration options include dashboards, report templates, billing codes, workflow approvals, and automated notifications.

Authorised users, such as Trust finance managers or ICB finance leads, can configure organisational settings through an administrative interface. Role-based permissions ensure only appropriate users can make system-wide changes.

Individual users can customise personal dashboards and alerts to support day-to-day income recovery tasks, while maintaining central governance and control.

### Security and governance

- Role-based access aligned to NHS finance and assurance roles
- Full audit trails for financial activity and configuration changes
- Secure handling of financial and patient-related data
- Supports NHS information governance and data protection requirements

## Pricing

The service is provided on a subscription basis. Pricing is based on organisational scope, number of users, transaction volumes, and required functionality. Full pricing details are published separately in the G-Cloud pricing document.