

# Implementation of Direct Payment Cards

Issue 3 - July 2021

## In this Issue

- Direct payment card system & screenshots
- Direct payment support update

## Any Questions?

If you wish to discuss any concerns over the implementation of direct payment cards please call us on **0300 330 2910** or email [focus.mb-prepaidcardqueries@nhs.net](mailto:focus.mb-prepaidcardqueries@nhs.net)

Welcome to the third newsletter about the implementation of direct payment card accounts.

We are getting helpful feedback from you after each newsletter, so thank you for participating and being honest in your views. All your feedback is important to us, and we will do our best to use this feedback to make this process as easy as possible for you.

### **Direct payment cards system**

The direct payment card system will soon be up and running. The community care finance team have received initial training from our partners PFS (Pre-paid Financial Services), and new processes have been set up to help make sure moving to the new system goes well for everyone. We will start to move people to the new system soon.

All new direct payment users will (where possible) use the new system. Existing direct payment users, who get help from PASS, will be first to move to the new system.

Existing direct payment users who get help from Penderels, Rowan, and Paypacket will move next. Individuals managing their own direct payments will be the last to move.

We will help everyone with the change to the new card system.

Included in this newsletter are screenshots of what the new card system will look like.

## Some facts and figures

Currently, 303 individuals in NEL have a regular direct payment (excluding carers).

There is a growing number of councils and health bodies nationally seeing the benefits of direct payment cards, with around 145 organisations already using them.

In NEL there are five main support organisations helping people to manage their direct payment.

### **Direct payment support organisation update**

In the last newsletter, we said that we soon hoped to start work on our plans to have a contract with organisations that help to manage a direct payment. We asked anyone who wanted to help us shape our plans to contact us by 28<sup>th</sup> May. We did not have any volunteers by that date.

We hoped that we could share our plans in September/ October of this year and have a new contract in place from April 2022. For a range of reasons, we do not think this timetable is realistic.

We hope to make a new timetable as soon as possible. We will let you know when we do, and ask again at that time if anyone would like to help us with this work.

We will post a copy of all our newsletters here: <https://livewell.nelincs.gov.uk/direct-payments/>

## What the card system will look like

### Account holder log in page

This is the first page that you will see; it will ask you to put in some details to look at information about your account.

Enter your Credentials to login

**Username \***

Forgot Username?

**Password \***

Forgot your password

[Login](#)

[I do not have a username/password >](#)

### Viewing account details

This page will give you an at a glance summary of your account, including your balance.

ACCOUNT OVERVIEW

**Account Details**

Card Balance	18.98
Card Number	*****9999
Card Status	Open
Expiry Date (MM/YY)	01/21
Currency	GBP

**Cardholder Details**

Full Name	TEST TEST
Address Line 1	TEST
Address Line 2	TEST
City	TEST
Postcode/Zip	TEST123
Country	United Kingdom
Mobile Number	

### Viewing the transaction history

This page shows what money has come into and out of your account.

TRANSACTION HISTORY

Current Available Balance **GBP 18.98**

Date	Type	Merchant	Debit	Credit	Fee	Result	Balance
10/04/17	Bank Payment	Social Opportunities	- £ 0.01			APPROVED	£ 18.98
06/04/17	Bank Payment	PA Insurance	- £ 1.00			APPROVED	£ 18.99
05/04/17	Bank Payment	PA Insurance	- £ 0.01			APPROVED	£ 19.99
30/03/17	Deposit to Card ACP	59991199		£ 20.00		APPROVED	£ 20.00

Select a date range to view your transactions

**Date from \*** 27 January 2017

**Date to \*** 4 May 2017

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