

MySupport
MONEY

MySupportMoney for CCGs



MSM is the most efficient, cost-effective solution for distributing, managing and monitoring your patients' Personal Health Budgets.

What is MySupportMoney (MSM)?

MySupportMoney (MSM), our digital money management service, supports CCGs by:

- Transferring PHB funds quickly and efficiently
- Ensuring transparent, risk-managed audit trails
- Live tracking of spend, checked against proof of spend
- Informing decisions at annual reviews, including reviewing the sizes of PHBs
- PHB Support Helpdesk handles all customer and CCG queries relating to PHB day-to-day performance and payment
- Providing full managed account and 3rd party payment services for patient PHBs

ICO registration number ZA200851



“Thanks to MSM’s money management expertise, incidences of fraud have dropped to 1% and complaints have halved”

CLINICAL COMMISSIONER - LONDON

“The combination of MSB’s digital platform and their PHB Helpdesk has significantly reduced my administration responsibilities and freed up resources”

CCG Finance Manager

MSM eWallets and pre-paid cards

Fast set-up for CCG and patient; Real-time monitoring; Early detection; Pre-set locks on selected activities; NHS monies secure and protected within ring-fenced FCA regulated eWallets; interest earned returned to CCG.

From £42/month MSM offers range from simple PHB distribution through to One-Stop-Shop PHB Service.



THE PARTNERSHIP PROCESS

THE JOURNEY TO EFFICIENT AND EFFECTIVE PHB HANDLING

CCG

Patient

MSM

CCG assesses customer and refers PHB budget to MSM

1

Patient given optimum control

2

MSM helpdesk contacts Patient. Know Your Customer and credit check completed. Customer PHB e-wallet and prepaid card set up

3

MSM invoices CCG/SBS for funds, all monies go in to regulated CCG-specific e-wallet

PHB plan, budget and start date approved

4

5

Helpdesk/CCG Dashboard in place with shared notes for real-time monitoring by CCG

CCG advances each quarter's funding to MSM

6

Patient manages their own funds

7

Funding distributed to customer each month, live monitoring of spend

CCG carries out clinical care case management

8

9

MSM audits spend against PHB care plan

CCG makes informed annual review decisions, reviews size of PHB and checks patient is getting the best deal

10

Patient enjoys best life

