

Fees, Travel & Subsistence

A User Guide for the following panel members

1. Tribunal Chairpersons
2. Tribunal Consultant Psychiatrists
3. Tribunal Lay Members
4. Independent Consultant Psychiatrists

Effective 1 November 2019

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Introduction

This guide provides the information required to use the FTS system which the Mental Health Commission (the “MHC”) uses to manage payments for panel members and which is operated by the Local Government Management Agency. All fee, travel and subsistence claims for attending mental health tribunals are posted by the Commission, submitted by panel members and approved by the MHC via FTS.

New Users

Panel members are required to provide the following documentation to be set up as a user on FTS:

1. Bank account details i.e. IBAN, BIC, bank name and branch address.
2. Vehicle Registration Certificate/Logbook.

Please see attached Supplier Form in **Appendix 1**. This form is available for download on the MHC website at <https://www.mhcirl.ie/for H Prof/Forms/>

You are obliged to notify any changes to bank details or change of vehicle to the MHC in writing as soon as possible. Always ensure that the Commission has the most up-to-date details when submitting a claim. Any issues arising from a failure to do so shall be a matter for the panel member.

Where a panel member solely uses public transport, or means other than the use of a car, a Vehicle Registration Certificate/Logbook is not required. Public transport costs are reimbursed by attaching receipts to the relevant claim (see “Receipts” section below)

Please note: The Vehicle Registration Certificate/Logbook contains the engine size (cc) of the car. The onus is on the panel member to ensure these details are correct so that the rate claimed for any kilometres can be correctly calculated and checked.

Logging into FTS – New Users

A username and password is required to log into FTS. New users are sent a unique username and password to access FTS. This is sent to the email address which the panel members has provided to the Commission in their application. If you wish to use a different email address then you need to supply that to the MHC. If you have not been provided with a username or password, please email ftsenuiries@mhcirl.ie.

Access to FTS is via <https://ftsweb.mhcirl.ie/ClaimingExpenses/Account/Login.aspx>

Internet Explorer and Chrome are the recommended internet browsers to access FTS.

When the above URL has been entered you will be presented with the “Log in” screen (Fig. 1 –Log in below):

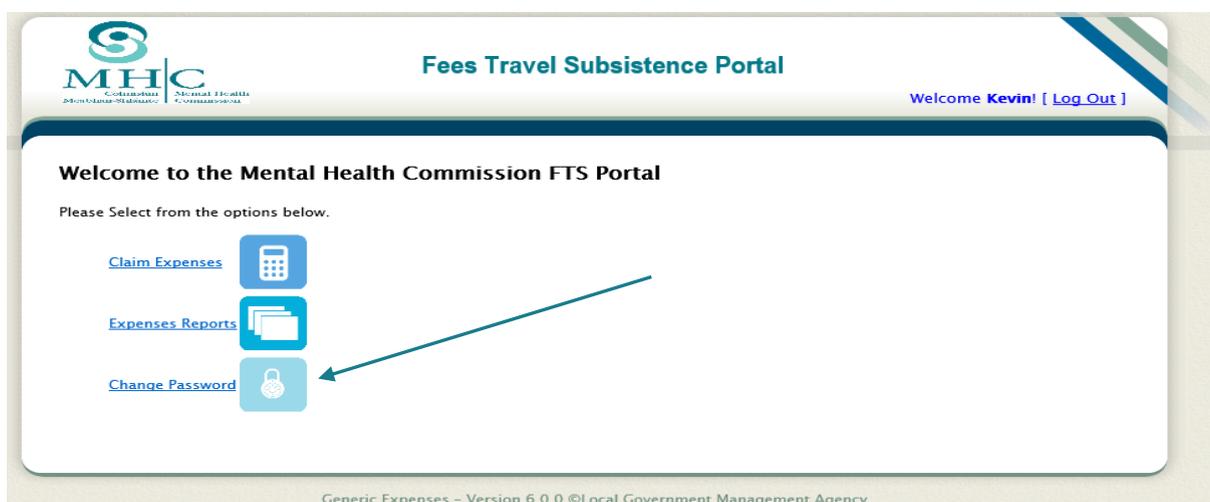


The screenshot shows the 'Fees Travel Subsistence Portal' login page. At the top left is the MHC logo (Mental Health Commission). The page title is 'Fees Travel Subsistence Portal'. Below the title is a 'Log In' section with the instruction 'Please enter your username and password.' Under 'Account Information', there are input fields for 'Username:' and 'Password:'. A link for 'Forgot your password?' is located below the password field. A blue 'Log In' button is positioned at the bottom right of the form area. At the bottom of the page, the footer text reads 'Generic Expenses - Version 6.0.0 ©Local Government Management Agency'.

Fig. 1 - Log in

Changing your password – New Users

New users logging in for the first time with the username and password supplied must change password by clicking ‘Change Password’ on the home page (Fig. 2 – Change Password below). The new password must be 8 - 10 character in length and contain a combination of uppercase, lowercase, and numeric characters.



The screenshot shows the 'Fees Travel Subsistence Portal' home page. At the top left is the MHC logo. The page title is 'Fees Travel Subsistence Portal'. In the top right corner, it says 'Welcome Kevin! [Log Out]'. Below the title is a 'Welcome to the Mental Health Commission FTS Portal' section with the instruction 'Please Select from the options below.' There are three menu items, each with a text link and an icon: 'Claim Expenses' with a calculator icon, 'Expenses Reports' with a folder icon, and 'Change Password' with a padlock icon. A blue arrow points to the 'Change Password' option. At the bottom of the page, the footer text reads 'Generic Expenses - Version 6.0.0 ©Local Government Management Agency'.

Fig. 2 – Change password

70-Day Rule

It is clearly stated in all panel members' contracts that claims must be submitted within 70 days of the date that the payment is posted by the MHC on FTS and that no fee (or travel or subsistence) will be paid if not submitted within that period.

The 70-day period starts the day the fee is posted to FTS and includes the initial submission of a claim, the possible rejection and resubmission of a claim and any subsequent rejections and resubmissions of a claim.

Day 1 of the 70 days is the day the fee is posted on FTS for you to claim. *For example* – if the fee is posted on FTS on 1 November 2019, the last day of the 70 days is 23:59 on 9 January 2020.

The 70 days is calculated on a straight line basis. *For example* – if you submit your claim on day 45 and it is not rejected until day 55, you will only have 15 days to resubmit your claim.

The 70-day rule is automatically applied by FTS and a case is removed when it is left unclaimed by 23:59:59 hours or 11.59.59 p.m. on Day 70 after the fee has been made available.

The 70-day rule is strictly enforced and for this reason the Commission are not in a position to re-open any unclaimed cases.

Therefore, it is in the interests of all panel members to submit their claims as soon as possible after fees become available to claim on FTS.

Claiming Expenses

Availability of fees in FTS

Fees for cases become available to claim on FTS as follows:

1. Case closed after the tribunal hearing – fees should be available to claim within 1-2 working days.
2. Case revoked before the tribunal hearing – these cases are placed on hold for 14 days and fees should be available to claim 1-2 working days after the 14 day on-hold period expires.

If a case (1. above) does not appear in FTS after 2 working days or a case (2. above) does not appear after 15 working days, please send an email to ftsenuiries@mhcirl.ie.

The fees which can be claimed are as set out in Appendix 2.

How to submit a claim

Select the case you wish to submit a claim for and you will be presented with the “**Expense Claim**” screen. Please complete the following steps:

1. Click on the ‘**Journeys**’ tab if you have travel and/or subsistence to claim.
2. If you wish to add a journey, click ‘**Add journey**’. This is also a required step if you have taken public transport and wish to claim subsistence.
3. ‘**Custom Journey**’ will be the default for all journeys. Enter your start location and the Approved Centre (finish location), enter the total km travelled (return). A link for ‘**AA Route Planner**’ is provided opposite ‘Custom Journey’ for your convenience. Enter the time you started and the time you finished your journey (using 24-hour clock).
4. If you are claiming for additional destinations e.g. a second approved centre on the same trip, please enter the additional destinations in sequence in the “**To**” box.
5. Please ensure that the date of the mileage and/or subsistence matches the actual date of the journey – for ICP’s this is the date of the patient examination as per the report provided.

It is mandatory that you enter your specific start location and your specific end location (one of which shall be the approved centre) in the journey details. If you do not, this will result in your claim being rejected. If starting from ‘Home’ (i.e. the base address supplied, which has been verified against the documents you provided) please enter the full address; otherwise the kilometres for the route cannot be accurately ascertained. If you are starting from another

address which is closer to the Approved Centre, this is also acceptable but ensure the full address is provided.

Please note: Full “home” address must include house no./name/townland, street/village, town/city and Eircode. Due to the limited space on FTS to include details, please include the Eircode first and then the remainder of the details of the address. It is not necessary to include address details/Eircode for the approved centre. There may be some addresses that do not have an Eircode and the panel member should notify the MHC of this via ftsenuiries@mhcirl.ie.

Additional details

The “Additional Details” section is mandatory for all claims. Please enter the following:

1. “MHT” for Mental Health Tribunal, or, “ICP S.17” for Independent Consultant Psychiatrist S.17 Report.
2. If subsistence is being claimed, Start and End times of MHT or ICP S.17 Consultation (not the travel times)
3. For multiple assignments on the same day details of travel and subsistence must be entered on only one claim – please reference the other Case IDs in this details box. Please also include the start/end times of each tribunal/consultation.

Approval of journeys

The total km travelled (including return journey) will be reviewed for approval against the “shortest route” using ‘AA Route Planner’ (www.theaa.ie/routes/).

If an address cannot be identified accurately using ‘AA Route Planner’ (e.g. townlands, etc.), ‘Google Maps’ (www.google.ie/maps) will be used to verify locations and distances.

‘AA Route Planner’ and ‘Google Maps’ may not, in many instances, default to the shortest route automatically. The Commission uses default settings on ‘AA Route Planner’ and ‘Google Maps’ and does not select ‘avoid tolls or motorways’ or other options. Please be aware of this when submitting travel claims.

Regardless of the actual route travelled, the MHC will only approve travel expenses, and any other associated expenditure, on the basis of the shortest route between the “start” and “end” locations. Should the total kilometres on an expense claim differ from the Commission’s review of the shortest route for the same journey, it will result in the claim being rejected.

The MHC does apply a small measure of discretion in relation to the mileage figures – over and under – amount claimed. For example – if you travel to and from an Approved Centre and you calculate on AA Route Planner that the total mileage is 245 kms and submit a claim on that basis. The MHC, however, calculates the mileage to be 242 kms. The claim will not be rejected but will be approved. However, if you travel to and from an approved centre and you calculate on AA Route Planner that the total mileage is 130 kms and submit a claim on that basis. The MHC, however, calculates the mileage to be 105 kms. The claim will be rejected and will not be approved

If you have taken public transport (or you do not wish to claim travel expenses) and wish to claim subsistence, you must enter a nominal journey distance in the “KM” box (e.g. 1km) and then untick the ‘Claim Travel’ box .

Subsistence

Subsistence may also be claimed where the combined total time for the following on a given day is five (5) hours or greater.

1. Travel time on the shortest route travelling to and from your specific start location and end location (including the MHC discretion).
2. One hour (to allow for your arrival at the approved centre one hour before the tribunal commences).
3. The duration of the tribunal/tribunals.

If you have a second tribunal on a given day subsistence is allowable for the duration between the end time of the first tribunal and the start time of the second tribunal provided that it would not have been reasonable for the panel member to travel home and back between the hearings.

If you have a second tribunal on a given day in a different approved centre you can claim for the travel time on the shortest route from your specific start location to the approved centre where the first tribunal is taking place, the travel time on the shortest route from there to the approved centre where the second tribunal is taking place, and the travel time on the shortest route from there to your specific end location.

An increased allowance is paid if your total travel time on a given day is ten hours or greater.

Subsistence is **not** payable for total travel of 16kms or less on a given day.

If you are entitled to claim subsistence please complete the following steps:

1. Please ensure that all relevant information is noted in the “**Additional Details**” section
2. Select ‘**Claim Subsistence**’. The subsistence box will automatically populate based on the journey times already input.
3. When all journey details are complete click ‘**Add to Claim**’ at the bottom right of the screen. This will bring you to the journey you have just added. Here you can edit/remove this journey or you can add another journey to this claim, if applicable.
4. To continue the claiming process, click on the next tab ‘**Receipts**’ (if applicable), or go straight to the ‘Submit’ tab.

Please note that the Commission does not allow overnight allowance claims in any circumstances.

Receipts

Receipts should be attached to claims for allowable vouched expenses e.g. tolls, car parking charges, or taxi/public transport fares. An electronic copy of relevant receipts is required. This can be done, for example, by scanning or taking a picture with a mobile phone.

Before attaching receipts please ensure that the document is in the correct format (jpeg, pdf). Ensure that the file name does not contain any special characters e.g. ‘€’. Please also ensure that any receipts attached are valid and readable. Credit/debit card authorisation chits are not valid receipts.

The maximum file size allowed when attaching a receipt is **4mb**.

Once you have saved the file for upload the following steps should be taken:

1. Click on the ‘**Receipts**’ tab at the top of the page, then click on “**Add receipt**” and then enter the “**Receipt Details**” page.
2. Once you click on ‘**Add Receipt**’ you must select the correct type of expense from the drop down box. (Claims for receipts submitted under an incorrect type will be rejected).
3. Input the value of the receipt. Click on ‘**Browse**’ to attach the relevant receipts. You are required to add a comment in the ‘**Additional Details**’ text box (this narrative is mandatory when claiming a vouched expense. It must correlate to the receipt and support the reason for the expense – errors will lead to claims being rejected).
4. Click ‘**Add to Claim**’ and you will be brought to the receipt information you have entered, where you can edit/remove this receipt or add another receipt to the claim.

Please note the following:

1. All receipts must be attached. Claims will be rejected if receipts are not included to support the expense incurred.
2. All “electronic toll tag” information must be provided at the time of the claim if a toll expenditure is vouched by this means.
3. Stationery or printing costs will not be refunded by the Commission.

Submit claim

Review all details of your expenses before submitting your claim to amend any errors or omissions. Once you are satisfied that everything you have entered is correct, and all relevant receipts are attached, go to the ‘**Submit**’ tab and click ‘**Submit This Expense**’ located at the bottom left of the page. Once your claim has been submitted it will be allocated an Expense ID.

If you realise, after submission of a claim, that you have made an error in the claim please send an email to fts enquiries@mhcirl.ie stating this and requesting that the claim be immediately rejected. The claim will be rejected and you will then be able to edit and resubmit.

Partial claims

You can save the information you have provided at any stage on your expense claim and submit it at a later stage. The ‘**Save Claim**’ button can be found at the bottom of the ‘**Submit**’ tab on your screen (you may need to scroll down on your screen to view). Saved claims are retained and will be available in FTS until such time as they are submitted.

The “Allocations” tab does not apply and should be ignored.

Timeliness of Claims

The cut-off date for claims each month is 11:59:59pm or 23:59:59 hours on the 25th of each month.

Approved claims will be processed for payment on the 14th of the next month, or next working day. Payments may take up to 5 working days to clear through the bank.

Claimants should check their email or FTS regularly in order to be informed of any rejected claims or queries regarding their claim. Rejected claims that are not resubmitted correctly

before the 25th cut-off will be processed and included, subject to approval, in the following months' payment run. Re-submitted claims which are in the system on the cut-off date will be processed in the usual way.

Rejected Claims

When a claim is rejected at any stage of the approval process the claimant is notified via an email generated by FTS. It is advisable that you check your email account regularly after submitting a claim in case it has been rejected. You must log onto FTS to view details of Rejected Claims; the email link does not open automatically in your browser. By clicking on a rejected claim in the 'Expense Report' section of FTS, you will find details as to why the claim was rejected.

For a claim that is still within the 70-day period when it is rejected, a "**Resubmit**" button will become available when you log in to view the claim again. Please ensure that all details in the "**rejection comment**" are addressed or your claim will be rejected again.

All resubmitted claims will be given a new Expense ID in FTS but the Case ID details will remain the same.

When you re-submit a rejected claim, the original claim will still remain in the folder '**Expenses for me which have been rejected**' in the Expense Report Section under its ORIGINAL EXPENSE ID but will be resubmitted under a NEW EXPENSE ID.

Please do not respond to rejection emails received. These email addresses are not monitored.

Expenses Reports

There is a facility within FTS which can be used for your information and records purposes. You can prepare a statement of fees yourself within FTS as an excel report.

If you would like to view the status of your existing claims or view previous claims submitted, log on to FTS and click 'Expense Reports'.

There are five different claimant reports (*Fig. 3 – Expense Reports* below) available to select. The figures in brackets represent the number of claims associated with each report and the total sum involved. Please note the month refers to the calendar month and not the payment period 25th to 26th of the month. Click on the report you wish to view and you will be presented with this information in the system view.

Fig. 3 – Expenses Reports

To view a particular expense claim and providing you have the specific Expense ID, you can enter the ID in the box provided and click view. This will bring up the status of that particular expense and whether it has been approved/rejected or is in progress (waiting to be finally approved for payment).

Custom Reports

In 'Expense Reports' you can customise a report by choosing from the following parameters:

- Status
- Claimed for
- Submitted by
- Claimed After
- Claimed Before
- Incurred After
- Incurred Before
- Exported After
- Exported Before
- Show only claims with training related journeys
- Show only claims training related receipt
- Show only claims with subsistence

If a report returns more than 10 Expense IDs it will be displayed on multiple pages (10 expenses per page). You can enter the page number or click next or previous on top of the page.

Quick Summary Report

Beside each claim report that is run there will be an option for 'View Summary', click this option to view a summary of the expenses from that particular report.

Exporting a report to Excel

Once you have selected a report to view, the option to export to Excel is located top right of

the page. Click 'Excel' and once the report is generated, you can either open it to view or save the file on your PC/device. Please ensure you save the file with a file extension ".xls".

Resetting your password

If you forget your password click 'Forgot your password' on the log in page.

To reset your password enter your 'User Name' and click 'reset password'. An automatic email is sent to the email address you provided, with a link to confirm that you wish to reset your password. When you click on this link, a second email is sent to you assigning a computer generated password. You should now be able to access FTS using this password.

You can, if you wish, change the computer-generated password to a password of your own choosing. Your password must be 8 – 10 characters in length. It must also contain a combination of uppercase, lowercase and numeric characters.

Three failed attempts to log in to FTS will result in your account being 'locked out'. If this happens you will need to contact the MHC by email at fts enquiries@mhcirl.ie to unlock your profile. This may take some time to complete and will delay your submission of claims. It may be best to use the 'Forgot your password' option if you have two failed attempts to log in as you will be able to access FTS once you receive your new password.

Queries

If you have a query in relation to payments (fees, travel or subsistence claims) please submit it to fts enquiries@mhcirl.ie. All letters/emails received by the MHC generally or by individual staff members will be forwarded to fts enquiries@mhcirl.ie. These will be dealt with by the staff member responsible in the order the query is received in the mail box. Queries will be responded to within ten working days.

Given the requirement of data protection and the additional requirements of GDPR, we request that panel members do not use patient names, initials or any identifiers apart from Case ID / Expense ID in emails sent to fts enquiries@mhcirl.ie.

Appendix 1 – New Panel Member – Supplier Set Up Form



New Panel Member – Supplier Set Up Form

Dear Panel Member,

In order to ensure the accuracy of payment detail on the Mental Health Commission's system, please confirm the following details:

| | |
|----------------|--|
| Supplier Name: | |
| Address: | |
| Phone Number: | |
| Email Address: | |
| PPS No: | |

Bank Account Details:

| | |
|------------------|--|
| Bank Name: | |
| Bank Address: | |
| Name on Account: | |
| Sort Code: | |
| Account Number: | |
| IBAN: | |
| IBAN BIC: | |

Please ensure that the Mental Health Commission receives any changes to bank details on Supplier-headed paper. The Mental Health Commission will then call to confirm these new details.

For MHC Use Only

Received By: _____ Date: _____

Updated By: _____ Date: _____

Appendix 2 – Fees Payable to Panel Members*

| Independent CONSULTANT PSYCHIATRIST | |
|--|--|
| Amount Due | Payment description |
| €477 | Report Provided |
| €143 | Patient Examination |
| €143 | Interview Responsible Consultant |
| €96 | Reviewed Records of Patient |
| €0 | Nil payment - appointed but did not commence |
| TRIBUNAL CHAIRPERSON | |
| Amount Due | Payment description |
| €574 | Completed Tribunal |
| €430 | Cancelled on day – 75% of fee |
| €287 | Cancelled 1 or 2 days notice – 50% of fee |
| €143 | Cancelled 3 days notice – 25% of fee |
| €0 | Cancelled 4 days notice - Nil Payment |
| TRIBUNAL CONSULTANT PSYCHIATRIST | |
| Amount Due | Payment description |
| €382 | Completed Tribunal |
| €287 | Cancelled on day – 75% of fee |
| €192 | Cancelled 1 or 2 days notice – 50% of fee |
| €96 | Cancelled 3 days notice – 25% of fee |
| €0 | Cancelled 4 days notice - Nil Payment |
| TRIBUNAL LAY MEMBER | |
| Amount Due | Payment description |
| €287 | Completed Tribunal |
| €216 | Cancelled on day – 75% of fee |
| €144 | Cancelled 1 or 2 days notice – 50% of fee |
| €73 | Cancelled 3 days notice – 25% of fee |
| €0 | Cancelled 4 days notice - Nil Payment |

*These rates came into effect 24 July 2013

