

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

## Helping to reduce administrative overheads

MSM Helpdesk handles all customer queries relating to day-to-day performance and payment of PHBs. The service mitigates the number of customers needing to speak to a CCG directly, helping commissioners save time and conserve resources.

## How we compare

MSB is the only solution to meet all your PHB requirements.

## AN EXPERT PARTNERSHIP

Providing the best health solutions requires an excellent working partnership. We have combined our expertise with your **Finance Team, Commissioners and Shared Business Services** to work closely together with customers to deliver the best outcomes for all.

Key Service Deliverables	MySupport Broker	CCG	Other Broker Service provider	Other Money Management Provider
PQualified, expert brokers with personal experience and a knowledge base of local support and services	✓	✗	✓	✗
Quality Assurance of service and practice delivery	✓	✗	✗	✗
Audit undertaken of payments and spend. Quarterly financial report to Commissioners	✓	✗	✗	✓
Realtime Management Information for Commissioners	✓	✗	✗	✗
PHB helpdesk to support customers with day to day queries	✓	✓	✗	✗



## NEXT STEPS

To get a quote, or find out more, please contact  
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