Cúram 8.2

Nominees Guide

Note

Before using this information and the product it supports, read the information in Notices on page 21

Edition

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Chapter 1 Cúram Nominees overview

A nominee is required for case payments and bills. The default nominee for a case is the primary participant. Nominees can also be other participants. A nominee delivery pattern, delivery method, and delivery frequency can be set.

1.1 Nominees

An overview of the role of the nominee, nominee types, and case components. Different participant types that can play the role of a nominee on a case. Payments and bills are issued to nominees in respect of one or more case components.

The Role of the Nominee

If a person is both the primary client and the receiver of payments and bills, the person plays two roles on the case: Primary client and Nominee. The system automatically places the primary client in the role of nominee when the case is created on the system. The only time the person does not play both roles is if the person requests that an alternative participant receives the payments and bills on their behalf.

If a participant receives payments and bills instead of the primary client, that participant plays the role of nominee on the case. Payments and bills can be issued to an alternative nominee during the time period that the primary client is eligible and for as long or short a time that is required by the primary client.

> **Note:** After the primary client is set, it cannot be changed.

Types of Nominees

Any household member, person, employer, or representative involved with the case or registered on the system can be manually assigned the role of nominee. For example, any person living in the same household as a dependent primary client can be nominated to receive payments on his or her behalf. An employer can receive payments on behalf of a primary client employed at the company. A legal representative can receive payments on behalf of a hospitalized primary client.

Case Components

Case eligibility determines the primary client's entitlement to one or more case components. Case components are the result of successful eligibility determination. In other words, case components define what the primary client is entitled to if found to be eligible.

Case components can have a financial or a non-financial objective. Financial objectives usually consist of rates. For example the rate for a particular case component may be $70 once a week. A non-financial objective may result in the primary client being recommended for a further eligibility assessment for a different product.

In order to receive a payment or bill, its associated case component is automatically assigned to the nominee by the system or explicitly assigned to the nominee by a user. The payment or bill is then issued to the nominee during payment processing.

1.2 Maintaining Nominee Information

Caseworkers can create a nominee to place a participant, other than the primary client, in the role of nominee. Delivery patterns can be added or changed for a nominee to facilitate the delivery of payments and bills. Address and bank account information is recorded to establish the destination for payments and bills that are issued to the new nominee. A nominee can be deactivated or reactivated at the request of the primary client.

Creating Nominees

To ensure payments and bills can be issued successfully, a nominee record is automatically created for the primary client. Nominee records can be manually created for any case participants, registered persons and employers.

If required, a nominee record can also be created for a participant who is not yet registered on the system, which results in the creation of a participant of type Representative. As part of nominee creation, the new nominee must be registered accordingly.

During nominee creation, at least one delivery pattern must be recorded for the nominee. The organization uses the delivery pattern to establish the destination for payments and bills. For example, check payments are sent to a nominee's address. EFT payments are transferred to a nominee's bank account. The nominee's currency is also recorded. If no delivery pattern is specified, the nominee will be assigned the default delivery pattern of the product if one exists. If no default delivery pattern has been assigned to the product, then the nominee will be assigned the first delivery pattern assigned to the primary client of the product delivery case.

To establish the best location where the nominee can interact with the organization, the nominee's preferred office is selected from the organization's list of public offices. Also recorded for new nominees is their relationship with the primary client. Examples of relationships include spouse, sibling, and next of kin. The system automatically stores a relationship of "self" for the nominee when the primary client is also the nominee on the case.

Each time a participant is placed in the role of nominee, an additional case participant role of "nominee" is automatically created for the participant. For example, if a person has two participant roles, that of "primary client" and "nominee", both roles appear on the case participants list page.

When a nominee is created, the nominee's status is Active. Only active nominees can be assigned to case components. For information on assigning case components to nominees, see 1.3 Assigning Nominee Case Components on page 13.

Maintaining Nominee Delivery Patterns

A nominee delivery pattern specifies a delivery method and frequency by which a nominee is paid or billed on behalf of the primary client for eligible case components. A nominee's delivery pattern can be changed so that the nominee can receive payments and bills at a time and in the form that is most suitable for them.

For example, a nominee can choose to be paid by check (delivery method) on the first day of each month (delivery frequency). A nominee can have any number of active delivery patterns to accommodate a range of payment/billing options.

Adding Nominee Delivery Patterns

When the primary client is assigned the role of nominee, the default case delivery pattern is automatically added as a nominee delivery pattern to ensure that there is at least one method for delivery. Delivery patterns can be added during the nominee creation process and as part of maintaining nominee information over time.

More than one delivery pattern can be active for a nominee for the same period of time. Multiple delivery patterns are added to a nominee to enable a nominee to receive case components by different delivery patterns. For example: James Smith is the primary client for a case and is entitled to two case components: Income Assistance and Medical Allowance. The case is created with the delivery pattern Monthly by Check. All case components are assigned to James Smith with the delivery pattern Monthly by Check. James Smith wants to receive payments for the Medical Allowance component weekly. To enable this, the delivery pattern Weekly by Check can be added to James Smith and the Medical Allowance component can be assigned to James Smith with the delivery pattern Weekly by Check. This will enable James Smith to receive payments for the Income Assistance and Medical Allowance components monthly and weekly respectively.

Changing Delivery Patterns for a Nominee

When a delivery pattern is changed, all components assigned to the nominee using that delivery pattern will be automatically assigned to the nominee with the new delivery pattern from the specified date. For example, the delivery pattern Weekly by Check is created for James Smith from August 1. James Smith is assigned the Income Assistance and Medical Allowance components with the delivery pattern Weekly by Check from August 1. If the delivery pattern is later changed to Weekly by Cash from August 8, both are assigned the Weekly by Cash delivery pattern from August 8.

History of Changes for a Delivering Pattern

A history of all changes made to a delivery pattern is automatically maintained for each delivery pattern. The delivery pattern history keeps a record of all of the changes made to delivery patterns that are assigned to a nominee and includes the start date, end date and status of the delivery pattern. By viewing the history of changes for a delivery pattern, the user can understand how the delivery pattern has changed over time for a nominee.

Maintaining Nominee Addresses and Bank Accounts

Maintain address and bank account information to specify the destination for payments and bills that are issued by the organization to a nominee. Bank account information is used to facilitate the transfer of EFT payments to a nominee's bank account.

Maintaining Nominee Addresses

Check payments, voucher payments, and invoices cannot be sent to a nominee unless the nominee's address is recorded. The system automatically selects the primary address specified for the nominee during registration as the destination where all payments and bills are to be issued. If required, a user can change the destination for payments and bills by either creating a new address or by selecting an alternative address from the list of addresses specified during registration of the participant. When a new address is created for a nominee, the address is also added to the nominee's list of participant addresses. When an address that is used by a nominee is modified for a participant, the system automatically updates the address information for the nominee. All future payments and bills are issued to the address that is selected as the destination by the user.

For check and voucher payments, financial payments processing is prevented if the nominee does not have a current address. This behaviour is configurable. To suppress this validation, set the application property `curam.financial.validateaddressforpayment` to `NO`. The default value of this property is `YES`, which prevents financial payments processing where the nominee does not have a current address.

Maintaining Nominee Bank Accounts

EFT payments cannot be made to a nominee unless the nominee's bank account information is recorded on the system. All EFT payments for the nominee are made to the bank account selected. If a nominee has a single bank account, then that bank account is automatically designated as the one to use for EFT payments. If a nominee has more than one bank account, then no bank account is set by default for EFT payments. Instead, a bank account must be selected manually from the list of bank accounts registered for a nominee specified during registration.

If required, a user can change the bank account to a different bank account to which future EFT payments can be made. A user can do this by either creating a new bank account or selecting one from the list of bank accounts that are recorded for a participant during registration. When a bank account is created for a nominee, the bank account is also added to the nominee's list of participant bank accounts. When a bank account selected for a nominee is modified at participant page, the system will automatically update the information for the bank. This will ensure that all subsequent payments and bills are made to the correct bank account that is selected by the user.

Deactivating and Reactivating Nominees

Nominees can be deactivated. Deactivated nominees can be reactivated, if needed.

Deactivating Nominees

To ensure that payments and bills are issued to valid nominees, any nominee who is no longer meant to receive payments or bills on behalf of the primary client can be deactivated. For example, a husband who is nominated to receive payments on behalf of his wife should no longer be eligible to receive those payments in the case of a divorce. When a nominee is deactivated, the nominee's status changes from Active to Inactive. Inactive nominees cannot be assigned to case components. A primary client or a nominee that is actively receiving case components cannot be deactivated.

Reactivating Nominees

Deactivated nominees can be reactivated. Reactivating a nominee reactivates the nominee's details on the case and reintroduces the participant as a possible nominee to whom case components may be assigned. A nominee can be reintroduced at any time at the request of the primary client. A reactivated nominee's status is Active.

1.3 Assigning Nominee Case Components

When a case is created, the system automatically assigns all case components to the primary client with the delivery pattern specified during case creation. The component assignments can be changed later to suit the client's needs. The case components can be assigned to different nominees or to the same nominee but with a different delivery pattern.

Assigning Case Components to Nominees

A user can assign one or more case components to a nominee with a delivery pattern as required. Assigning a case component to a nominee instructs the system to issue payments and bills in respect of that component to the nominee. Each time a case component is assigned to a nominee, a delivery pattern from the list of nominee's delivery patterns and a component assignment date must be specified. The component assignment date can either be specified or the start date of the case may be used. This date is the date from which the component assignment comes into effect.

Only one nominee can be assigned to one case component at one time. This means that the time periods during which the nominees are assigned to the same case component cannot overlap. In the case of an underpayment component where the payment is once off, the payment cannot be split between different nominees over different time periods. A user can assign one or more case components to the same nominee multiple times, as long as different delivery patterns are specified. For example, a case has two components associated with it, an Income Assistance and a Medical Assistance component. The system automatically assigns both components to John Smith who is the primary client with a delivery pattern of Monthly by Check, which is specified when the case is created. John Smith would like to receive payments for the Income Assistance component monthly whereas he would prefer to receive payments for the Medical Allowance component weekly. To meet the client's requirements, the caseworker can assign a new Weekly

by Check delivery pattern to John Smith and then assign the Medical Allowance component to John Smith with the new delivery pattern. All payments in respect of the two components are now issued to John by using the required delivery patterns.

A user can also create a new nominee and assign one or more case components to the nominee. For example, a case has two components associated with it, an Income Assistance and a Medical Assistance component. The system automatically assigns both components to James Smith who is the primary client with a delivery pattern of Monthly by Check, which is specified when the case is created. James Smith would like his spouse Linda Smith to receive payments for the Medical Allowance component. The caseworker can then add Linda Smith as a second nominee to the case and explicitly assign the Medical Assistance component to Linda Smith selecting any delivery patterns that have been created for Linda. All payments in respect of the Medical Allowance component will now be issued to Linda Smith.

Setting the Default Nominee

A user can specify any existing nominee on the case to be the default nominee. The user must specify a delivery pattern for the nominee if the nominee has multiple active delivery patterns. If the nominee has only one active delivery pattern, the system automatically selects that delivery pattern to be associated with the default nominee. The system automatically assigns any components that are not explicitly assigned to another nominee to the default nominee using the selected delivery pattern. When a case is created, the system recognizes the primary client as the default nominee and automatically assigns all case components to that person. A user can subsequently change the default nominee to be any other nominee that exists on the case.

Setting the default nominee instructs the system to automatically reassign any case components that have not already been explicitly assigned to another nominee to that particular nominee using the selected delivery pattern. For example, Linda Smith is the primary client on a case. There are two components associated with the case, an Income Assistance and Medical Allowance component. When the case is created, both components are automatically assigned to Linda Smith with the delivery pattern specified during case creation by the system.

John Smith is created as a second nominee on the case and is set as the default nominee by a user. The system reassigns both components to John Smith. If John has only one active delivery pattern, the system automatically selects that delivery pattern to be associated with these components. If he has more than one delivery pattern, a delivery pattern must be selected for each component. James Smith is created as a third nominee on the case and is explicitly assigned the Income Assistance component. As John Smith is the default nominee for the case, the Medical Allowance component remains assigned to John Smith because it has not been explicitly assigned to another nominee.

Payments and bills cannot be issued in respect of unassigned components. Therefore, setting a default nominee ensures that all components that a person is eligible for are assigned to a nominee.

Component Assignment History

A component assignment history is automatically maintained for each case component. The component assignment history keeps a record of all nominees and their delivery patterns assigned to a case component over time. The component assignment history is updated each time a

component is assigned to a nominee and each time a nominee chooses a new delivery pattern for that case component. The history lists all previous nominees assigned to the component as well as the assignment dates for the component. The history also indicates whether or not the assignment started from the case start date.

1.4 Paying and Billing Nominees

When case components are assigned to nominees, financial processing occurs and the nominee is issued a payment or a bill in respect of the assigned component. Financial processing facilitates the delivery of case components to nominees.

Generating Financial Components

A financial component is a financial schedule for the delivery of a payment or bill. The system uses the case component assignment information to generate these financial components.

Financial components for benefits are payment schedules. Financial components for liabilities are billing schedules.

Financial components are automatically generated when the case is activated and the primary client is determined to be eligible for a case component. If the primary client is eligible, the system calculates the period of time that the payment or billing schedule covers. For example, a financial component may schedule John Smith to be paid $50 by EFT every week, starting on June 1.

A delivery pattern specifies the delivery method and delivery frequency by which a nominee is paid or billed. Delivery patterns that are associated with case components are used to determine a financial schedule for the delivery of case components with a financial objective. For example, the Income Assistance Component has a weekly rate of $70. The case is created with the delivery pattern Monthly by Check in Advance 1st of Month. The Income Assistance component is assigned to the default nominee with the delivery pattern Monthly by Check in Advance on 1st of Month. When the case is activated, the system uses the case component and delivery pattern information to create a financial schedule for the delivery of the Income Assistance Component. The payment will be issued by check to the nominee at the start of every month for the amount of $280 (at a rate of $70 per week for the month).

Each financial component created contains the following information:

- The name of the nominee who will receive the payment or bill.
- The name of the primary client for whom entitlement was determined.
- The amount to be paid or billed.
- The delivery method, for example, Check, EFT.
- The delivery frequency, for example, Weekly in advance on a Monday.
- The cover period of the payment or billing schedule.

If any deductions or third party payments have been created on the case or on any case components associated with the case, additional financial components called secondary financial

components are created. Secondary financial components are schedules to make deductions from payments. They are created when deductions are set up for benefit cases.

Generating Financial Components for Multiple Nominees

Financial components are generated on a nominee-by-nominee basis. A case component can be assigned to multiple nominees over different periods of time.

When there are multiple nominees assigned to the one case component, financial components are generated per nominee and split using the nominee's delivery pattern. The following example describes how financial components are generated when there are two case nominees assigned to the same case component over different periods of time.

There are two nominees on a case: John Smith and Linda Smith. John Smith is the primary client and is assigned the Maximum Personal Benefit case component from April 5 which is the case start date. John Smith's delivery pattern is Weekly in arrears on a Wednesday. Linda Smith is the second nominee on the case. On April 12th, the Maximum Personal Benefit case component is assigned to Linda Smith. Linda Smith's delivery pattern is Weekly in advance on a Friday. The daily rate for the Maximum Personal Benefit component is $10. The weekly rate is $70. The case end date is May 5th.

The following *financial component* is generated for John Smith:

- Cover Period: April 5 - April 11

  Amount: $70 (weekly rate)

  Payment Due Date: Wednesday, April 12

The following financial components are generated for Linda Smith:

- Cover Period: April 12 - April 13

  Amount: $20 (daily rate)

  Payment Due Date: April 14

- Cover Period: April 14th - May 5th

  Amount: $70 (weekly rate)

  Payment Due Date: April 14, April 21, April 28.

John receives payments a week in arrears every Wednesday. Therefore, John Smith is due a payment on the second Wednesday after the case start date, that is, April 12.

Linda Smith's delivery pattern is Weekly in advance on a Friday. Therefore, Linda is due her first payment on the first Friday that falls after the component assignment date, that is, April 14. A payment is issued on April 14 that covers Wednesday 12, Thursday 13, and the week from April 14 to April 20.

Linda is due a second payment on April 21. This payment covers the week, April 21 to April 27. On April 28, Linda receives a third payment. This payment covers the week, April 28 to May 4. The case end date is May 5 so no payments are issued from May 4 onward.

Generating Financial Components for A Nominee Assigned to Multiple Components With Different Delivery Patterns

A nominee can be assigned multiple components with different delivery patterns for each component for the same period of time.

The following example describes how financial components are generated when a nominee is assigned to multiple case components with different delivery patterns for the same period of time.

John Smith is the primary client and has two delivery patterns: Weekly by Check in Advance on Monday and Monthly by Check in Advance on 1 of Month. John Smith is assigned the Income Assistance Component with the delivery pattern Weekly by Check in Advance on Monday and the Medical Assistance Component with the delivery pattern Monthly by Check in Advance on 1 of Month from November 1 which is the case start date.

The daily rate for the Income Assistance and Medical Assistance Components are $10 and $15 respectively. The case end date is December 31.

The following financial components are generated for John Smith for the Income Assistance Component:

- Cover Period: November 1 - December 26

  Amount: $70 (weekly rate)

  Payment Due Date: November 1, November 8, November 15, November 22, November 29, December 6, December 13, December 20, December 27.

- Cover Period: December 27 - December 31

  Amount: $50 (daily rate)

  Payment Due Date: December 27

The following financial component is generated for John Smith for the Medical Assistance Component:

- Cover Period: November 1 - December 31

  Amount: $450 (monthly rate)

  Payment Due Date: November 1, December 1

John Smith receives payments for Income Assistance Component in advance every week on a Monday in November and December. As the last week does not consist of a full delivery period, that is, 7 days, the system creates another financial component for the period December 27 to December 31.

John Smith also receives payments for Medical Assistance Component in advance on the first of November and December.

Issuing Payments and Bills to Nominees

Payments and bills are issued automatically to nominees during financial processing. For example, the organization may issue payments when a batch process is run at the start of every month.

During financial processing, financial components are processed into a financial instruction line items. Each financial instruction line item is an instance of a payment or bill to be issued to a nominee. For example, a financial component specifies that a nominee is to be paid $25 every week, starting on May 1st. On May 1st, the financial component is actually processed into a financial instruction line item. The financial instruction line item is then created every week until the end date of the financial component's cover period.

Information carried over from the financial component to the instruction line item includes the name of the nominee, the delivery pattern, a credit or debit amount, and the period of time the payment or bill covers.

The credit or debit amount is applied to a nominee or case account during the specific cover period contained in the financial component. For example, an instruction line item might indicate that a nominee was paid $25 for the cover period from May 1st to May 31st.

Financial instruction line items are then rolled up into financial instructions. Financial instructions are generated into payments or bills for nominees. Rolling up consolidates a number of payments or bills for a nominee. For example, an instruction that represents four separate payments can be created and issued to a nominee as a single payment. If a participant is a nominee on more than one case, rolling up consolidates across all cases, all payments that are due to the nominee on the same date.

When a payment or bill is generated for a nominee, a financial instrument is automatically recorded by the system. Financial instruments are the records of actual payments or bills issued or received by the organization. Financial instruments are recorded for financial instructions. For example, a payment instrument is recorded when a payment is issued to a nominee.

Case Reassessment

Case reassessment reevaluates payments or bills when there is change in circumstance recorded on the case. Case reassessment can result in over and underpayments being created on the case.

For example, if John Smith is originally paid $50, but a change in evidence makes him eligible for $40, John Smith is sent a bill for $10 to rectify the overpayment.

An overpayment occurs when too much has been paid out on the case. An underpayment occurs when too little has been paid out on the case. If an over or underpayment is detected during case reassessment, based on administration configuration, either an over or underpayment case or an payment correction case is automatically created.

Payments and bills created to rectify over and underpayments are automatically issued to the nominee who received the original payment amount. An alternative nominee can be assigned to receive the underpayment; however unlike regular benefit cases, the payment cannot be split between multiple nominees over different period of times because an underpayment is a single

once-off payment. In order for a different nominee to receive the under[payment, the date range of the case component assignment to the alternate nominee must cover the entire cover period of the benefit underpayment component. If the date range of the case component assignment does not cover the entire cover period, then the original nominee will still receive the entire underpayment.

Reissuing Payments to a Nominee

Canceled payments can be reissued to the original nominee or an alternative nominee. For example, a user can reissue a check payment that was previously canceled because it was lost in the post.

A user can reissue a payment to the original nominee or to an alternative nominee. The user must specify the delivery pattern with which the payment must be reissued if the nominee has multiple delivery patterns. If the nominee to whom the payment is being reissued has only one delivery pattern, the system will automatically reissue the payment to the nominee with that delivery pattern.

For example, if the original nominee has gone into care since the original payment was issued, the new payment can be reissued to the care home.

Payments can only be reissued to nominees that have already been created on the case. In other words, only nominees that exist on the case can be selected for reissuing payments.

Viewing Financial Transactions for Nominees

Financial transactions between the organization and nominees are automatically recorded by the system on the list of financials for the case.

The case financials list displays the name of the nominee who received the payment or bill, the amount of the transaction, the type of transaction, for example, payment, and the date from which the transaction is effective.

A view of all payment instruments that are issued to a person is provided from the Participant Manager. This view lists all payments issued to a person in their capacity as a nominee across all cases. For example, if a person is a nominee on two cases, payments that are issued to the person in respect of both cases are displayed.

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