

Invoice/Statement Explainer Guide

Bupa Care Homes



Tax Invoice / Statement

Accadia Care Home

Deliver To:
Ardis Smithers
7301 Somewhere Street
Auckland 2016

GST 91-607-158
Page: 1
1 Date: 07 Feb 2023
2 Resident Number: 40009423-CP
Statement No: 40009423-CP-1

Email: AS@Anonymize.rel.co.nz

Resident Name: Bette-Ann Minnich

Date	Reference No.	Description	Rate	Units	GST	Total
		Opening Balance				\$0.00
07/02/2023	I148190/1	5 Care Charges February 2023	\$200.00 per day	28.00	\$613.36	\$5,600.00
07/02/2023	I148190/2	6 Accommodation Charge February 2023	\$26.00 per day	28.00	\$79.74	\$728.00

10 Total due: \$6,328.00

This Invoice / Statement includes GST of \$693.10

11 Please deposit the Total Due into our Westpac Bupa Care Home Fees Bank Account No. 03-0175-0660940-001. Please include your customer number as the reference. Payment is due by the 20th of this month.

These charges relate to the terms and conditions in your admission agreement. Your Care Home / General Manager is available to answer any queries.
GST % Calculated: Rest Home/Dementia Fees 12.3%, Hospital/Psychogeriatric Fees 12.9%, Respite Fees/Incidentals 15%, Accommodation Charges per Care Level

Bupa Care Services Ltd, Level 4, 1 Walton Leigh Ave, PO Box 50-642, Porirua 5022, New Zealand

12 Freephone 0800 60 80 99, Tel 64 4 238 4570

Email: Receivables@bupa.co.nz Website www.bupa.co.nz

1 Resident Number

Your unique number identifier for your Bupa charges. Please use this number when making enquiries about your invoice/statement.

2 Date

The date your invoice/statement was issued.

3 Reference No

Internal Bupa codes used for different types of charges.

4 Description

Describes what a particular charge relates to.

5 Care Charges

Your Standard Room and care charges (e.g., for rest home, dementia, or hospital-level care, etc.) This charge is based on the Maximum Contribution set annually by Te Whatu Ora for your region.

6 Premium Accommodation Charges

This is the additional charge for our Premium Accommodation Rooms which offer enhanced amenities or attributes over and above a Standard Room.

7 Rate

The charge per day.

10 Total Due

The amount that will be Direct Debited from your account on the 20th of the month e.g., the invoice/statement you receive on 5th October will be Direct Debited on 20th October.

8 Units

The number of days in that month that you're being charged for.

11 Information on how to pay your fees

If your Direct Debit has not yet been set up, this section provides Bupa's bank account details. A reminder to please reference your Resident Number, and the date to pay your invoice/statement.

9 GST

Different percentages of GST are applied to different levels of care e.g., rest home/dementia fees 12.3%, hospital/psychogeriatric fees 12.9%, respite fees/incidentals 15%.

12 How you can get in touch with us

We're committed to making paying for accommodation and care an open, honest and ongoing conversation with you — our resident, and your whānau. Have questions? Talk to your Care Home General Manager; call us on 0800 60 80 99; or email our Accounts Team at fonza@bupa.co.nz or receivables@bupa.co.nz

Bupa invoices/statements do not include charges for:

- Additional services such as hairdressing which is paid monthly by you via an account you'll set up with our partner organisation called Capital Guardians.
- Additional government contribution for certain care charges higher than rest home level care such as dementia and hospital-level care. Te Whatu Ora pays this 'top-up' directly to Bupa.
- Additional subsidies you may be eligible for, once you have applied and been granted them.