

VAT position and pricing

What is the VAT position for openPASS?

openPASS is a VATable service so VAT will be charged to Care Providers. The VAT charging position by Care Providers will be determined by their individual circumstances and the provision of care is currently a VAT-exempt service. However, there appear to be cases in which any distinction between care, support and other services may require different VAT treatments which may present opportunities for Care Providers with regard to VAT planning. everyLIFE cannot provide advice relating to the treatment of VAT by Care Providers but would recommend discussing the position with the Care Providers' tax advisors.

What do I get charged for using openPASS in my care business?

openPASS is included in the monthly charge to Care Providers in the 2018 pricing for those purchasing the PASSsystem on either Benchmark or Premium service offerings. For Care Providers that contracted for the PASSsystem in 2017 and before, openPASS is an additional service charged at a rate of £1.99 (+VAT) per instance per month. To facilitate the transition by Care Providers to openPASS inclusive billing, everyLIFE is working with those Care Providers to agree a suitable pricing structure based upon the 2018 price structure.

What should I charge my customers for using openPASS?

This is a commercial decision for the Care Provider. Some Providers roll the openPASS charge into their hourly rate and some identify the charge as a separate service. everyLIFE do not operate a recommended retail price in respect of openPASS however do believe that it provides significant additional value to Service Users and their families and therefore presents opportunities to improve the Care Providers' profitability. The commercial decision regarding pricing should take into account the VAT position and any recommendations from the Care Providers' tax advisors in this regard.