



## Cheshire and Merseyside ICB

### Short guide to referring a new Rapid Hospital Discharge PHB to PPL

This short guide provides guidance on how to complete a Rapid Hospital Discharge referral to PPL.

Once the referral form is completed and submitted, the PPL support team will process the referral and associated purchase / payment in line with the timescales outlined in the SLA – usually 24 hours.

You will receive two notifications from the PPL support team – the first notification will confirm that the referral has been received, the second notification will confirm when the referral has been processed and purchase / payment completed.

Referrals to the PPL PHB service can only be submitted by approved individuals from Cheshire and Merseyside ICB who have been granted access to the secure referral form. A list of these approved individuals is available on the following webpage – [www.myvirtualwallet.co.uk/cheshire-rapid-discharge](http://www.myvirtualwallet.co.uk/cheshire-rapid-discharge)

If you do not have access to Virtual Wallet, but believe you should have access to submit referrals, please speak to your line manager in the first instance.

#### Step 1 - Log into Virtual Wallet.

\*When clicking on any links, we suggest you 'right click', and select 'open in new tab', so the page opens in a separate browser window\*

- Type the following web address into your browser [www.myvirtualwallet.co.uk/cheshire-rapid-discharge](http://www.myvirtualwallet.co.uk/cheshire-rapid-discharge). We suggest you save this address to your favourites list.
- Click on the 'Log into Virtual Wallet' button as in the screenshot below:



#### Rapid Hospital Discharge PHBs

This form is to be used by approved individuals from Cheshire and Merseyside ICB to submit a Rapid Hospital Discharge referral to PPL.

To access the referral form, you will require your own Virtual Wallet log-in details.

If you do not have access to Virtual Wallet, please speak to your team manager or an approved referrer - a list of which can be found in the FAQs at the bottom of this page.

\*The links below will open in a new tab in your browser\*

How to submit a referral:

Step 1: Ensure you are logged into Virtual Wallet - you can do this by clicking on the link below.

[Log into Virtual Wallet](#)

Step 2 - Access the referral form by clicking on the link below.

Please note that if you click this link without first logging into Virtual Wallet, an 'object not found' error message will be displayed.

[Create new rapid discharge referral](#)

Step 3 - Complete the online referral form.

**Step 2 –** Return to the [www.myvirtualwallet.co.uk/cheshire-rapid-discharge](http://www.myvirtualwallet.co.uk/cheshire-rapid-discharge) home page and click on the 'New PHB referral form' link, as in the screenshot below:



## Rapid Hospital Discharge PHBs

This form is to be used by approved individuals from Cheshire and Merseyside ICB to submit a Rapid Hospital Discharge referral to PPL.

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If you do not have access to Virtual Wallet, please speak to your team manager or an approved referrer - a list of which can be found in the FAQs at the bottom of this page.

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### Step 2 - Complete the online referral form

The information you require to complete the form will vary, depending on the items / services you are requesting.

**All referrals** will require:

- The individuals personal details - name, contact number and delivery address
- Approved value of the referral
- The individuals completed PHB support plan

**Referrals for invoiced services** require the uploading of an invoice for the service, that includes the bank account details of the service provider.

**Referrals for cash payments** require the submission of bank account details for the account into which the funds should be transferred.

Any referrals missing any information or attachments cannot be processed and will be returned to the referring individual.

When you press 'submit' on the referral, it is sent to the PPL support team for processing.

### Step 3 – Acknowledgement

The referrer will receive an email acknowledging receipt of the referral. All referrals will be processed in line with the timescales agreed with the ICB – a summary is available on the following webpage [www.myvirtualwallet.co.uk/cheshire-rapid-discharge](http://www.myvirtualwallet.co.uk/cheshire-rapid-discharge)

### Step 4 – Confirmation of processing

When the referral has been processed, a second email will be sent to the referring individual confirming that payment has been processed / the purchase has been completed.