Länsi-Uudenmaan hyvinvointialue
Västra Nylands välfärdsområde

Client letter, 24 September 2026

Delays in invoicing for home care and housing services: clients have a three-month interest-free payment period

Some clients receiving home care or housing services have not received all the invoices for their services since March 2026. The delays are due to the introduction of the new client and patient information system, which has disrupted invoice delivery. We sincerely apologise to our clients for the inconvenience.

In addition, some of the invoices that have been sent have been difficult to read because the system change has increased the number of line items shown on the invoices. Rent invoices for housing services have been sent as usual. The delays only affect some clients.

What to do if you have an invoicing issue

1. **You have not received an invoice → There is no need to take any action**
   You do not need to do anything or contact us about a missing invoice. We will send you the invoice as soon as possible.

   Because of the delay, you may receive an invoice that includes charges for several months. Invoices may also be sent in smaller batches, which means that you may receive more than one invoice for the same month.

2. **You need more flexibility in paying an invoice → Contact Sarastia**
   The invoice automatically comes with a three-month interest-free payment period. You will not incur any additional costs or be subject to debt collection measures as a result of delays caused by the wellbeing services county.

   If you need more than three (3) months to pay the invoice, you can request more time to pay or arrange to pay it in several instalments. You can also pay the invoice in instalments before the due date.

   For questions about payment periods and payment arrangements, please contact **Sarastia customer service by calling 020 6399 400 on weekdays between 9:00 and 13:00.**

3. **You have questions about the contents of your invoice → Contact the Western Uusimaa Wellbeing Services County**

   If there is an error in an invoice you have received or anything in it is unclear, please contact the Western Uusimaa Wellbeing Services County.

If the invoice concerns a deceased family member or someone else close to you, we will automatically take this into account in the invoicing process. The estate inventory only needs to include an estimate of any charges that have not yet been invoiced.

For questions about the contents of the invoice or invoices concerning the deceased person, please contact the Western Uusimaa Wellbeing Services County's customer service **by calling 029 151 2000 on weekdays from 8:00 to 16:00 or online through the Lunna digital service platform.**

Up-to-date information on invoicing is available on our website

We are working to resolve the invoicing issues and will send the invoices as soon as possible. However, we estimate that some of the delayed invoices may still take several months to process. We sincerely apologise for the inconvenience.

We publish weekly updates on the invoicing situation on our website at https://www.luvn.fi/en/our-client/client-fees/customer-billing.