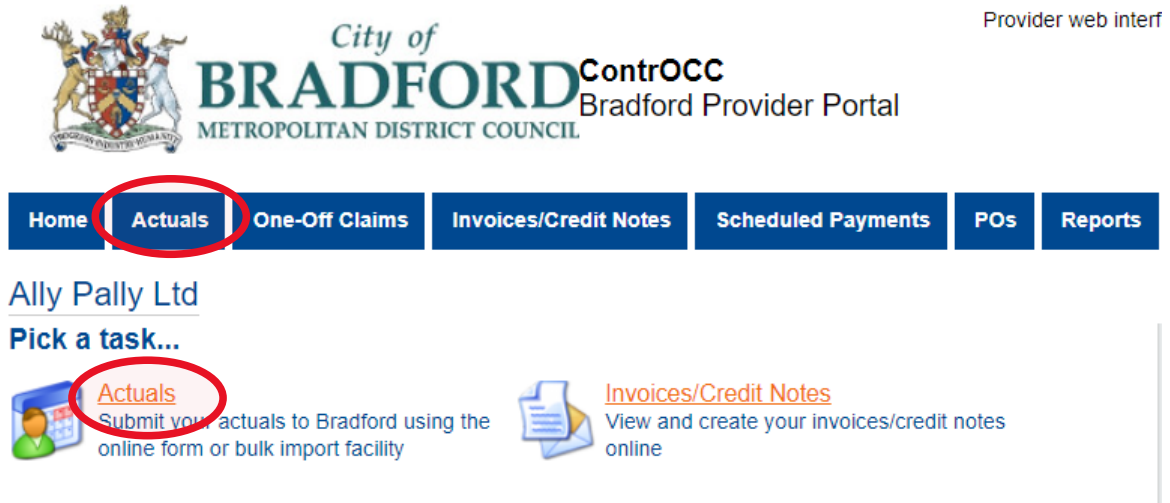


Provider Guide – Entering Actuals (Manually)

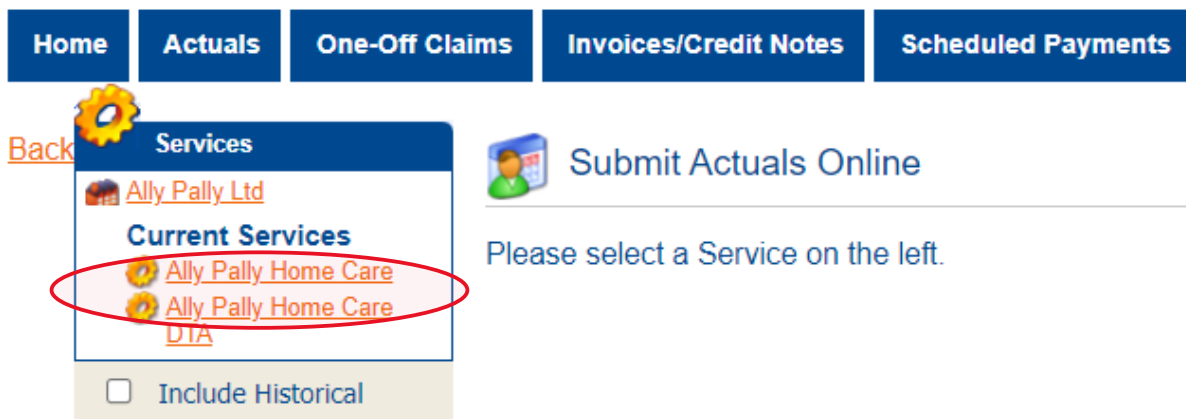
Log into the portal as normal (email, password and randomly requested digits from 6 digit pin)

- Select '**Actuals**' from the taskbar or from the available tasks in the functional areas

Provider web interf



- Select the applicable service (if more than one service is provided)



- Select the week required using the '**Actual Weeks**' calendar
- Click '**Generate Actuals**'
- To amend the hours provided for a person, click the '**Add/Edit**' button for that particular service user

Tip You can search for the person using the 'client' drop-down box rather than scrolling through them all

Actuals for Ally Pally Home Care

Week Beginning 16 May

Service Level: [All Service Levels] Client: [All Clients]

Show Clients with Actuals: [No Selection] Actuals: Unplanned Planned Intermittent Locked

View Reset

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Mr Eric Bristow 96836000 £180.00 of £180.00								
1 x Hour	Homecare Flexible - Bradford - Double-handed	1	0	0	0	1	£40.00 = 1 (Actual + Frstd) Hour x £40.00	Add/Edit Confirm
7 x Hours	Homecare Flexible - Bradford - Single-handed	7	0	0	0	7	£140.00 = 7 (Actual + Frstd) Hours x £20.00	
Miss Fallon Sherrock ab836000 £40.00 of £40.00								
2 x Hours	Homecare Flexible - Bradford - Single-handed	2	0	0	0	2	£40.00 = 2 (Actual + Frstd) Hours x £20.00	Add/Edit Confirm
Mr Sid Waddell 8c846000 £20.00 of £20.00								
1 x Hour	Homecare Flexible - Bradford - Single-handed	1	0	0	0	1	£20.00 = 1 (Actual + Frstd) Hour x £20.00	Add/Edit Confirm
Mr Jocky Wilson c9836000 £560.00 of £560.00								
14 x Hours	Homecare Flexible - Bradford - Double-handed	14	0	0	0	14	£560.00 = 14 (Actual + Frstd) Hours x £40.00	Add/Edit Confirm
Mr Peter Wright e0946000 £20.00 of £20.00								
1 x Hour	Homecare Flexible - Bradford - Single-handed	1	0	0	0	1	£20.00 = 1 (Actual + Frstd) Hour x £20.00	Add/Edit Confirm
							Total: £820.00 of £820.00	

Pages: 1

Confirm Actuals Generate Actuals

- Amend the 'Actual' box to reflect the number of hours *delivered* if different to the planned service.
- Update the figures where necessary for frustrated, missed and extra

Note - Figures must be in units of 0.25, 0.5, 0.75 & 1.00

'PI' – This is the planned service. This cannot be amended.

'Frstd' – Frustrated. This should **only** be used for **Hospital Week 1 & 2**

'Msd' – Missed e.g., Visit cancelled in advance or carer unable to attend as planned. These will not be paid.

'Xtr' – Extra e.g., Carer needed to stay longer than planned

'Vst' – Number of visits. **Do not amend figure regardless of service provided/not provided**



Week Beginning 16 May 2022

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
<input type="text" value="1"/> x Hour	Homecare Flexible - Bradford - Double-handed	1	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	£40.00 = 1 (Actual + Frstd) Hour x £40.00	<input type="text"/>
<input type="text" value="7"/> x Hours	Homecare Flexible - Bradford - Single-handed	7	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="7"/>	£140.00 = 7 (Actual + Frstd) Hours x £20.00	<input type="text"/>

Add Actual: Unplanned

Week Total: £180.00

- **Comments** – This must be completed if the actual service provided differs to the planned level of service.
*****Payment will be rejected if no comment provided*****
- Click 'Save' and then 'Back' to return to the Actuals page

Examples of inputting actuals:

Frustrated:

In this example, the planned service was 2 hours (4 x 30mins calls). One call was frustrated as client admitted to hospital.

The actual reflects the 1.5 hours which were provided.

The 30min call which was frustrated is deducted from the **actual** 2 hours but the full 2 hours are still paid.

Total visits - Do not amend this

Comments – **This must be completed** and stating 'Hospital Week 1' or 'Hospital Week 2'

Once the necessary amendments have been made click 'Save' and then 'Back' to return to the Actuals page



Week Beginning 16 May 2022

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
<input type="text" value="1.5"/> x Hours	Homecare Flexible - Bradford - Single-handed	2	<input type="text" value="0.5"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="2"/>	£40.00 = 2 (Actual + Frstd) Hours x £20.00	<input type="text" value="Hospital Week 1"/>

Week Total: £40.00

Missed:

In this example, the planned service was 14 hours (14 x 1hr calls). Four calls were missed due to adverse weather. The actuals reflect the 10 hours which were provided.


The 4 missed calls are deducted from the planned 14hrs and only 10hrs are paid for.

Total visits = Do not amend this

Comments – **This must be completed**

Once the necessary amendments have been made click 'Save' and then 'Back' to return to the Actuals page

Note – The background is highlighted red as fewer than the commissioned planned hours were provided

 Edit Actuals for Ally Pally Home Care, Mr Jocky Wilson (c9836000)

Week Beginning 16 May 2022

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
10 x Hours	Homecare Flexible - Bradford - Double-handed	14	0	4	0	14	£400.00 = 10 (Actual + Frstd) Hours x £40.00	Snowing - couldn't get there
Add Actual: Unplanned [No selection] Add								

Week Total: £400.00

Save Undo
Back

Extra:

In this example, the planned service was 1hr (1 x 1hr call). One extra 30min call was provided as the client was unwell so the visit took longer than expected.


The actuals reflect the 1hr 30mins provided

Total visits = Do not amend this

Comments – **This must be completed**

Once the necessary amendments have been made click 'Save' and then 'Back' to return to the Actuals Page

Note – The background is highlighted green as more than the commissioned planned hours were provided

 Edit Actuals for Ally Pally Home Care, Mr Sid Waddell (8c846000)


Week Beginning 16 May 2022


Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
1.5 x Hours	Homecare Flexible - Bradford - Single-handed	1	0	0	0.5	1	£30.00 = 1.5 (Actual + Frstd) Hours x £20.00	Took longer as client unwell
Add Actual: Unplanned [No selection] Add								

Week Total: £30.00

Save Undo
Back

On the Actuals overview page, you will note that an exclamation icon appears next to the service line where more than the planned level of hours are being claimed. This is an 'Exception'.

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Miss Fallon Sherrock ab836000							£40.00 of £40.00	Add/Edit Confirm
1.5 x Hours	Homecare Flexible - Bradford - Single-handed	2	0.5	0	0	2	£40.00 = 2 (Actual + Frstd) Hours x £20.00	Client not home
Mr Sid Waddell 8c846000							£30.00 of £30.00	Add/Edit Confirm
 1.5 x Hours	Homecare Flexible - Bradford - Single-handed	1	0	0	0.5	1	£30.00 = 1.5 (Actual + Frstd) Hours x £20.00	Took longer as client unwell
Mr Jocky Wilson c9836000							£400.00 of £400.00	Add/Edit Confirm
10 x Hours	Homecare Flexible - Bradford - Double-handed	14	0	4	0	14	£400.00 = 10 (Actual + Frstd) Hours x £40.00	Snowing - couldn't get there

To view the details of the exception, click on the exclamation icon  and this will advise why it is being brought to your attention.

Exceptions

Plan exceeded for week The Actual (Mr Sid Waddell (8c846000), 16/05/2022, Ally Pally Home Care - Homecare Flexible - Bradford - Single-handed) exceeds the planned service level Actual by 50%.

OK

****IMPORTANT** Whenever this exception is triggered, the entire payment for that client will be suspended pending approval/rejection by Bradford Council.**

Claiming payment for attempted visits:

There may be occasions where the service was not actually provided but you would still require payment. Instances could be short-notice cancellation, the person not being home as expected or refusal of entry.


In this example, the planned service was 1hr (2 x 30min calls). The carer attempted to provide both calls but they were refused entry by the client on one occasion.

The Actual reflects the number of hours being claimed (the full planned hour in this example)

The Missed reflects the 30min call attempted but not provided

Total Visits – Do not amend this


Comments – **This must be completed.** Provide details of the call(s) attempted but not delivered

 Edit Actuals for Ally Pally Home Care, Mr Peter Wright (e0946000)




Week Beginning 16 May 2022

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
1 x Hour	Homecare Flexible - Bradford - Single-handed	1	0	0.5	0	1	£20.00 = 1 (Actual + Frstd) Hour x £20.00	Refused entry on Friday

Week Total: £20.00

You will notice that an Exception has been triggered

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Mr Peter Wright e0946000							£20.00 of £20.00	 
 1 x Hour	Homecare Flexible - Bradford - Single-handed	1	0	0.5	0	1	£20.00 = 1 (Actual + Frstd) Hour x £20.00	Refused entry on Friday

This exception is because the figures do not add up.

Planned service was 1hr, Actuals claimed was 1hr and the missed quantity was 30mins

Exceptions

Actual does not add up The Actual (Mr Peter Wright (e0946000), 16/05/2022, Ally Pally Home Care - Homecare Flexible - Bradford - Single-handed) value: 1 does not equal the result Actual (0.5) of planned - frustrated - missed + extra.

This exception does **not** affect the amount you will be paid but assists us in identifying any concerns with the suitability of the existing care package.

Checking and confirming payments:

- On the taskbar, select 'Scheduled Payments'
- You will see a list of scheduled payments. Select the week which relates to the actuals you are submitting – it will state that they are currently 'Unconfirmed'.

Scheduled Payments

Financial year: 2022/2023

Contract: Ally Pally Care

Ally Pally Ltd

- 16 May 2022 to 22 May 2022 Unconfirmed
- 9 May 2022 to 15 May 2022 Confirmed
- 2 May 2022 to 8 May 2022 Confirmed

- This will display the scheduled payments according to Bradford Council's contract management system

Note - It shows the costs of the planned service, not the amount based on actuals

- The page defaults to the 'Payable' tab which details the service lines which will be considered for payment
- You can see at a glance the total payable and non-payable amounts

! Ally Pally Care - 16 May 2022 to 22 May 2022 CURRENT

Start Date:	16 May 2022	<table border="1"> <tr> <td>Payable</td> <td>£800.00</td> </tr> <tr> <td>Non-Payable</td> <td>£20.00</td> </tr> </table>	Payable	£800.00	Non-Payable	£20.00
Payable	£800.00					
Non-Payable	£20.00					
End Date:	22 May 2022					
Status:	Unconfirmed					

Payable Non-payable

Cost / Income	Reason for Payment	Applicable Dates	Amount	Status
Ally Pally Home Care 2022/2023				
Mr Eric Bristow (96836000) (Total: £180.00)				
Cost	Homecare Flexible - Bradford - Double-handed (Hour), Spot.	16/05/2022 - 22/05/2022	£40.00	Pay
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	16/05/2022 - 22/05/2022	£140.00	Pay
Miss Fallon Sherrock (ab836000) (Total: £40.00)				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	16/05/2022 - 22/05/2022	£40.00	Pay
Mr Jocky Wilson (c9836000) (Total: £560.00)				
Cost	Homecare Flexible - Bradford - Double-handed (Hour), Spot.	16/05/2022 - 22/05/2022	£560.00	Pay
Mr Peter Wright (e0946000) (Total: £20.00)				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	16/05/2022 - 22/05/2022	£20.00	Pay

- The **Non-Payable** tab will detail any service lines which are not automatically going to be included in the amount paid and the current status
- In this example, the payment is suspended as more than the planned level of service is being claimed. An exception is triggered and the payment for the planned service is automatically suspended.
- Bradford Council still receive the Non-Payable claims and will make the appropriate decision on whether to accept or reject the payment amount.
- At the bottom of the page (on either Payable or Non-Payable tab), is a **'Confirm/Reject'** button

 **Ally Pally Care - 16 May 2022 to 22 May 2022** CURRENT

Start Date:	16 May 2022	Total
End Date:	22 May 2022	
		Payable £800.00
		Non-Payable £20.00
Status:	Unconfirmed	

Payable**Non-payable**

Cost / Income	Reason for Payment	Applicable Dates	Amount	Status
Ally Pally Home Care 2022/2023				
Mr Sid Waddell (8c846000) (Total: £20.00)				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	16/05/2022 - 22/05/2022	£20.00	Suspend

Confirm/Reject

- Click on **'Confirm/Reject'** and you will see the following screen
- This shows the total to be paid based on actuals and the total amount that will **not** automatically be paid
- You will note that the status is 'Unconfirmed'
- Add any appropriate comments and once done, click **'Confirm'**

 **Ally Pally Care - 16 May 2022 to 22 May 2022** CURRENT

Start Date:	16 May 2022	Total
End Date:	22 May 2022	
		Payable £640.00
		Non-Payable £30.00
Status:	Unconfirmed	

Comments:

Please approve claim for Sid Waddell. Planned service (£20) provided plus additional 30min call (£10) due to Sid being unwell. Total £30.

Confirm **Reject**
Cancel

- The status will now show as '**Confirmed**' and is the indication to Bradford Council that any amendments have been made and the actuals have been submitted



Ally Pally Care - 16 May 2022 to 22 May 2022

CURRENT

Start Date:	16 May 2022		Total
End Date:	22 May 2022	Payable	£640.00
		Non-Payable	£30.00
Status:	Confirmed		
Comment:	Please approve claim for Sid Waddell. Planned service (£20) provided plus additional 30min call (£10) due to Sid being unwell. Total £30.		

- You have now done everything required and can log out of the portal