



Guidance when Bradford Council raises dispute against Actual(s)

- Submit the actuals for the week
- Any instances where **extra** hours are claimed will trigger an exception
- This is highlighted by the yellow exclamation icon 
- When the exception is triggered, the entire payment for the planned service and the additional hours claimed will be suspended
- The payment would only be made when Bradford Council approves the payment

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Mr Jocky Wilson c9836000							£640.00 of £640.00	Add/Edit Confirm
 16 x Hours	Homecare Flexible - Bradford - Double-handed	14	0	0	2	14	£640.00 = 16 (Actual + Frstd) Hours x £40.00	Service increased

- Hover over the icon for details for details

Mr Jocky Wilson c9836000							£640.00 of £640.00	Add/Edit Confirm
 16 x Hours	Homecare Flexible - Bradford - Double-handed	14	0	0	2	14	£640.00 = 16 (Actual + Frstd) Hours x £40.00	Service increased
This Actual has one or more exceptions. Click to view details.								

- Clicking on the icon will detail the reason for the exception

Exceptions

Plan exceeded for week The Actual (Mr Jocky Wilson (c9836000), 22/08/2022, Ally Pally Home Care - Homecare Flexible - Bradford - Double-handed) exceeds the planned service level Actual by 14.29%.

OK

- In **Scheduled Payments**, provider can go to the applicable week and see what is expected to be paid and anything that is **not** automatically going to be paid
- It displays the payable and non-payable amounts at the top
- The **payable tab** shows all planned services which will be considered for payment – Note that the status is set to 'Pay'



Ally Pally Care - 22 Aug 2022 to 28 Aug 2022 CURRENT

Start Date:	22 Aug 2022	Total
End Date:	28 Aug 2022	Payable £260.00
Status:	Unconfirmed	Non-Payable £560.00

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.	22/08/2022 - 28/08/2022	£40.00	Pay	
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	22/08/2022 - 28/08/2022	£140.00	Pay	
Miss Fallon Sherrock (ab836000) (Total: £40.00)					
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	22/08/2022 - 28/08/2022	£40.00	Pay	
Mr Sid Waddell (8c846000) (Total: £20.00)					
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	22/08/2022 - 28/08/2022	£20.00	Pay	
Mr Peter Wright (e0946000) (Total: £20.00)					
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	22/08/2022 - 28/08/2022	£20.00	Pay	

Confirm/Reject

- The **non-payable** tab displays any planned service line that is not automatically going to be considered for payment
- This screen shows the planned service and **not** the extra claimed. This will update when payments are calculated on ContrOCC (local authorities payment system)
- The status is set to 'Suspend'
- Select **'Confirm/Reject'**

! Ally Pally Care - 22 Aug 2022 to 28 Aug 2022

CURRENT

Start Date:	22 Aug 2022		Total
End Date:	28 Aug 2022	Payable	£260.00
		Non-Payable	£560.00
Status:	Unconfirmed		

Cost / Income	Reason for Payment	Applicable Dates	Amount	Status
Ally Pally Home Care 2022/2023				
Mr Jocky Wilson (c9836000) (Total: £560.00)				
Cost	Homecare Flexible - Bradford - Double-handed (Hour), Spot.	22/08/2022 - 28/08/2022	£560.00	Suspend

Confirm/Reject

- You have the opportunity to add a comment if desired
- Select 'Confirm'
- Once confirmed, Bradford Council will be able to see that this has been confirmed on ContrOCC

! Ally Pally Care - 22 Aug 2022 to 28 Aug 2022

CURRENT

Start Date:	22 Aug 2022		Total
End Date:	28 Aug 2022	Payable	£260.00
		Non-Payable	£560.00
Status:	Unconfirmed		

Comments:

Please consider the additional 2hrs for Jocky, we now provide a shopping & laundry call

Confirm Reject

Cancel

- Bradford Council may raise a dispute against the actuals claimed
- When a dispute has been raised, an email notification will be sent which contains a link to the dispute. You will also see this on the Provider Portal home page and that action is required



- Click on **Disputes** and this will show any open dispute

- It will detail the client, status, reason and details of why the actual is disputed
- Click on the **Edit** button

 Disputes

Client: Actuals/Visits from: to:

Status: In Dispute Resolution Requested Resolved

[View](#) [Reset](#)

Client	Status	Reason	Details	Response	Date Range
Wilson, Jocky	In Dispute	Unauthorised extra	This extra was not agreed. If the service needs to be increased, please submit the relevant request. Please adjust the claim for only the planned hours delivered.		22/08/2022 - 28/08/2022

[Edit](#)

- This will open the details of the dispute and display the actual it relates to at the bottom

Client: Wilson, Jocky
Status: In Dispute
Reason: Unauthorised extra
Details: This extra was not agreed. If the service needs to be increased, please submit the relevant request. Please adjust the claim for only the planned hours delivered.
Response:

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Week Beginning 22 Aug 2022 (Ally Pally Home Care)							£640.00 of £640.00	Add/Edit
16 x Hours	Homecare Flexible - Bradford - Double-handed	14	0	0	2	14	£640.00 = 16 (Actual + Frstd) Hours x £40.00	Service increased

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Replying to a dispute

- Reply to the dispute by putting any comments in the Response box and then clicking 'Update Resolution'



✓ The resolution request has been sent to the LA.

Client: Wilson, Jocky

Status: Resolution Requested

Reason: Unauthorised extra

Details: This extra was not agreed. If the service needs to be increased, please submit the relevant request. Please adjust the claim for only the planned hours delivered.

Response: Service increase request will be sent. Please pay the additional 2hrs.

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments	
Week Beginning 22 Aug 2022 (Ally Pally Home Care)								£640.00 of £640.00	Add/Edit
16 x Hours	Homecare Flexible - Bradford - Double-handed	14	0	0	2	14	£640.00 = 16 (Actual + Frstd) Hours x £40.00	Service increased	

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- The dispute has now been passed back to the Bradford Council and the status is **Resolution Requested**
- You will see on the Provider Portal home page that there is still an open dispute but it will no longer show that action is required



**** **Disputes can only be closed by Bradford Council** ****

- If Bradford Council decide not to close the dispute, the dispute will be reopened and sent back
- The status will revert back to 'In Dispute'
- On the Provider Portal home page, the open dispute will again show that action is required



- As before, click on **Disputes** to view details including the latest response from Bradford Council
- To respond, repeat the previous steps

Amend Actuals and respond to the dispute

- If you are required to amend the disputed actuals
- Click on **Disputes**



- The details of the dispute will be shown. Click on **Edit**

Client: [All Clients] ▼	Actuals/Visits from: <input type="text"/>				
Status: <input checked="" type="checkbox"/> In Dispute <input checked="" type="checkbox"/> Resolution Requested <input type="checkbox"/> Resolved	to: <input type="text"/>				
View Reset					
Client	Status	Reason	Details	Response	Date Range
Wilson, Jocky	In Dispute	Unauthorised extra	This extra was not agreed. If the service needs to be increased, please submit the relevant request. Please adjust the claim for only the planned hours delivered. Sorry, we can't do this. Please submit service increase and once approved, payment will be backdated accordingly	Service increase request will be sent. Please pay the additional 2hrs.	22/08/2022 - 28/08/2022

- Full details of the dispute will be shown
- To edit the actuals, click the '**Add/Edit**' button

Client: Wilson, Jocky

Status: In Dispute

Reason: Unauthorised extra

Details: This extra was not agreed. If the service needs to be increased, please submit the relevant request. Please adjust the claim for only the planned hours delivered.

Sorry, we can't do this. Please submit service increase and once approved, payment will be backdated accordingly

Response:


Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Week Beginning 22 Aug 2022 (Ally Pally Home Care)							£640.00 of £640.00	Add/Edit
⚠ 16 x Hours	Homecare Flexible - Bradford - Double-handed	14	0	0	2	14	£640.00 = 16 (Actual + Frstd) Hours x £40.00	Service increased

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- This will open the actuals for that week
- Make the necessary amendments to the actuals claimed
- Select **Save** and then **Back**

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

Week Beginning 22 Aug 2022

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
 16 x Hours	Homecare Flexible - Bradford - Double-handed	14	0	0	2	14	£640.00 = 16 (Actual + Frstd) Hours x £40.00	Service increased

Week Total: £640.00



- You'll return to the disputes page
- The actuals shown at the bottom of the page will show the amended figures
- You can add further comment in the response box
- Select **Request Resolution** to return the dispute to Bradford Council


 Dispute

Client: Wilson, Jocky
Status: In Dispute
Reason: Unauthorised extra
Details: This extra was not agreed. If the service needs to be increased, please submit the relevant request. Please adjust the claim for only the planned hours delivered.
 Sorry, we can't do this. Please submit service increase and once approved, payment will be backdated accordingly

Response:

Service increase request will be sent. Please pay the additional 2hrs.

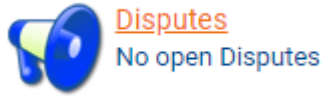
Ok, understood. Actuals changed. Please pay planned hours.

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Week Beginning 22 Aug 2022 (Ally Pally Home Care)							£560.00 of £560.00	Add/Edit
 14 x Hours	Homecare Flexible - Bradford - Double-handed	14	0	0	0	14	£560.00 = 14 (Actual + Frstd) Hours x £40.00	Service increased

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Closed Disputes

- To view closed disputes
- Go to **Disputes**



- Ensure that the box for **'Resolved'** is ticked
- Filter by client and/or date or leave blank to return all results
- Select **'View'**

Disputes

Client: [All Clients] Actuals/Visits from: 22/08/2022 to: 28/08/2022

Status: In Dispute Resolution Requested **Resolved**

View **Reset**

Client	Status	Reason	Details	Response	Date Range
Wilson, Jocky	Resolved	Unauthorised extra	This extra was not agreed. If the service needs to be increased, please submit the relevant request. Please adjust the claim for only the planned hours delivered. Sorry, we can't do this. Please submit service increase and once approved, payment will be backdated accordingly	Service increase request will be sent. Please pay the additional 2hrs. Ok, understood. Actuals changed. Please pay planned hours.	22/08/2022 - 28/08/2022 Edit

- To see full details, select **Edit**

Dispute

Client: Wilson, Jocky

Status: Resolved

Reason: Unauthorised extra

Details: This extra was not agreed. If the service needs to be increased, please submit the relevant request. Please adjust the claim for only the planned hours delivered.

Sorry, we can't do this. Please submit service increase and once approved, payment will be backdated accordingly

Response: Service increase request will be sent. Please pay the additional 2hrs.

Ok, understood. Actuals changed. Please pay planned hours.

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Week Beginning 22 Aug 2022 (Ally Pally Home Care)							£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	Service increased

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