



Provider Portal

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OFFICIAL

Purpose

- Utilise the Provider Portal (PP) facility within ContrOCC to capture service delivery information and execute payments
- ContrOCC was purchased in 2016 and the Council purchased the 'add on' feature of PP
- Allows providers to directly enter service delivery data
- Eliminates the need for paper and various spreadsheet data which can be more prone to errors
- Creates more efficiency - no postage and reduction of emails
- Supports the Council transition to 4 weekly billing cycle

Provider Portal for Supported Living

The guidance in this session is specific - and relates to Supported Living and not other types of service

- This session is dedicated to briefing Supported Living providers on a significant change to the Council's payment process.
- Access to the on-line Portal will allow providers to directly enter service delivery data as a means of notifying the Financial Support Service of actual services delivered. This is instead of completing and submitting payment claim forms (PCFs).

Provider Portal Implementation

The Provider Portal has already been implemented in the following areas:

- Home Support
- Extra Care
- Day Activities
- Support at Day Care

Providers may already have attended sessions for these areas. As noted this session is the specific guidance for Supported Living.

All areas will eventually be using PP, following the rollout for Supported Living the portal will also be implemented for Support at Residential.

Important!

- The Provider Portal is not a PCF – this is a new way of entering data but with less tolerance for errors
- Errors / non-compliance with the process is likely to cause internal processing delays which may have the knock-on effect of delayed payment
- Providers are advised to keep an eye on feedback via the Disputes Box section of the Provider Portal. This will be covered later in this session.

Key Messages

- Actuals confirmation and submission must be made by close of business Tuesday for the preceding week. It is the Provider responsibility to have systems in place for ensuring service delivery information is passed to the person completing the portal submission.
- Actuals should be confirmed even if there are no changes.
- The service should be delivered on planned hours. **Extras should not be claimed for Supported Living.** Any increase in service even if this is temporary, must be requested to the relevant operational team and will be managed by a temp additional service line or new increase service line if approved.

Shared Support

- Frustrated Calls - Hospital Admission must be recorded in frustrated calls. The week of admission is week 1. Operational staff should be informed on the date of admission. Shared support can be paid for **up to 6 weeks**. The relevant week should be recorded in the comments. The operational team will need to make a decision to confirm any funding beyond 6 weeks.
- Missed Calls – Planned where notice has been given eg adult has gone on holiday so will not be using the support. This should be recorded in missed calls and a note included in the comments. This is to ensure the client is not charged, however shared support costs will still be paid to the provider.
- Missed Calls - We would **not** expect shared support hours to have variations. If there is an issue with delivery of shared support provision then providers must contact their Business Relationship Officer in the Contracts Team.

Community Support and Personal Hours

- Frustrated Calls - Hospital Admission must be recorded in frustrated calls. The week of admission is week 1. Operational staff should be informed on the date of admission. Community Support / Personal Support / One to One Hours, can be paid for up to 2 weeks. The relevant week should be recorded in the comments. The operational team will need to make a decision to confirm any funding beyond 2 weeks.
- Missed Calls – Planned – where notice has been given eg adult has gone on holiday so will not be using the support. This should be recorded in missed calls, and a note included in the comments section in addition to recording in the actuals column. This will not be paid.
- Missed Calls - Non engagement/ short notice cancellation by service users should be recorded in the missed section and noted in the comments. This could be client refused entry or did not engage in the full planned hours offered. Providers should also raise this with the relevant operational team for a package review following 3 consecutive occurrences. This will be paid.
- Missed Calls - Due to provider issues eg staff sickness, This should be recorded in missed calls, and a note included in the comments section in addition to recording in the actuals column. This will not be paid. Please NOTE: if the provider has significant staffing issues you need to contact your Business Relationship Officer to discuss any business continuity support.

What do you need to do?

- Your organisation is scheduled to go live on:
 - **Monday 17 February 2025**
- You will not receive a PCF for the week prior i.e.
 - 10 - 16 February 2025
- **To ensure you are prepared:**
 - Complete the Portal User Template as soon as possible in order that you have the right people able to access the Provider Portal. If you require assistance completing the template, please contact your Business Relationship Officer.
 - Guidance will be made available on Connect to Support. We ask that you familiarise yourselves with the guidance before the Provider Portal roll-out on 17 February 2025

Useful Contacts

- Provider Portal email – provider.portal@bradford.gov.uk (setting up and password resets)
- Adults with Disabilities - awd.frontdoor@bradford.gov.uk or call 01274 438837
- Community Mental Health Teams:
 - Mental Health Review Team - mhrt@bdct.nhs.uk
 - City CMHT - city.cmht@bdct.nhs.uk
 - North/ Somerset House CMHT Somerset.House.CMHT@bdct.nhs.uk
 - South and West CMHT - sw.cmht.duty@bdct.nhs.uk
 - Airewharfe CMHT Awc.Duty@bdct.nhs.uk
 - Integrated Outreach Team IOT BradfordIOT@bdct.onmicrosoft.com
- Support Options – support-options@bradford.gov.uk
- FSS Payments– FSS.payment@bradford.gov.uk

Feedback/Comments?