

# Adults Provider Portal

## System Guidance

### How To:

- Submit a Manual Actual
- Submit Actuals via Bulk Import
- Submit an Action to Request a Change
- Submit a Manual Action
- View Open/Closed Actions
- Respond to an Action
- View Invoices and Credit Memos
- Respond to a Dispute
- View a Scheduled Payment
- Confirm a Scheduled Payment
- Rejected a Scheduled Payment
- View/Download Previous Payment Report
- View Pending Scheduled Payments

July 2022

## Ownership details

Document Author	Title/Organisation	Signature	Date
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Document Owner	Title/Organisation	Signature	Date
Stephen Ingham	Finance Team Leader / Accounts Management Adults Technical & Development	Stephen Ingham	20 June 2022

## Version Control

Version number	Author	Date	Amendment
1.1	Stephen Ingham	July 2022	<i>Added guidance for Scheduled Payments and Reports</i>

## Review schedule

Initial creation date	Reviewed	Reviewer name	Responsible officer check	Review due
June 2022				June 2025

## Confidentiality Statement

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## Security

As a provider of care for LCC you must and you are required to maintain the confidentiality of confidential information obtained and adhere to The Confidentiality Policy documented here <http://intranet.ad.lancscc.net/how-do-i/information-governance/> which sets out your statutory obligations under The Data Protection Act 2018 .

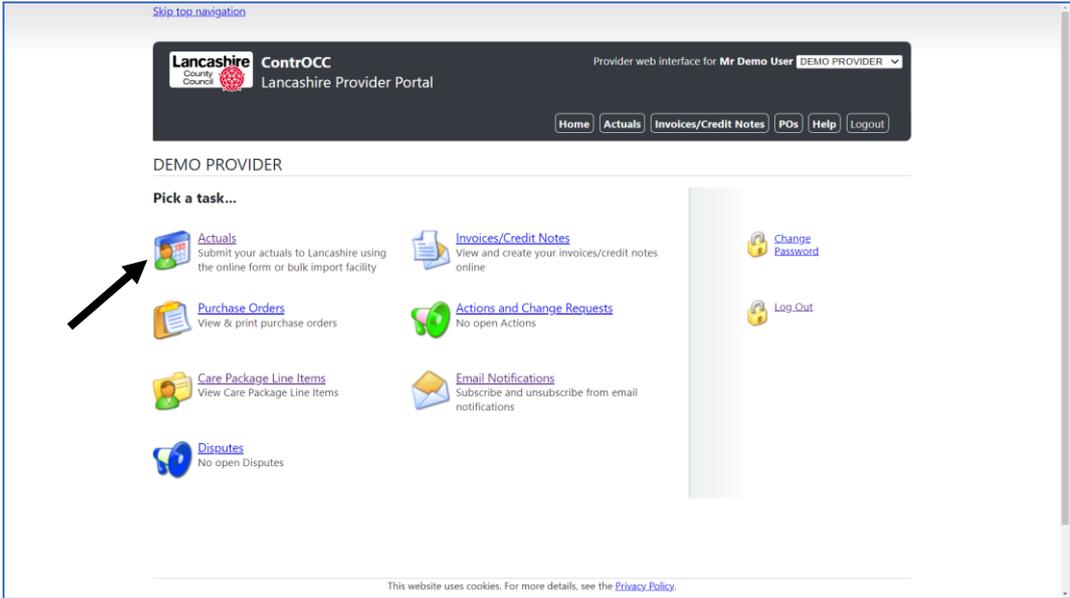
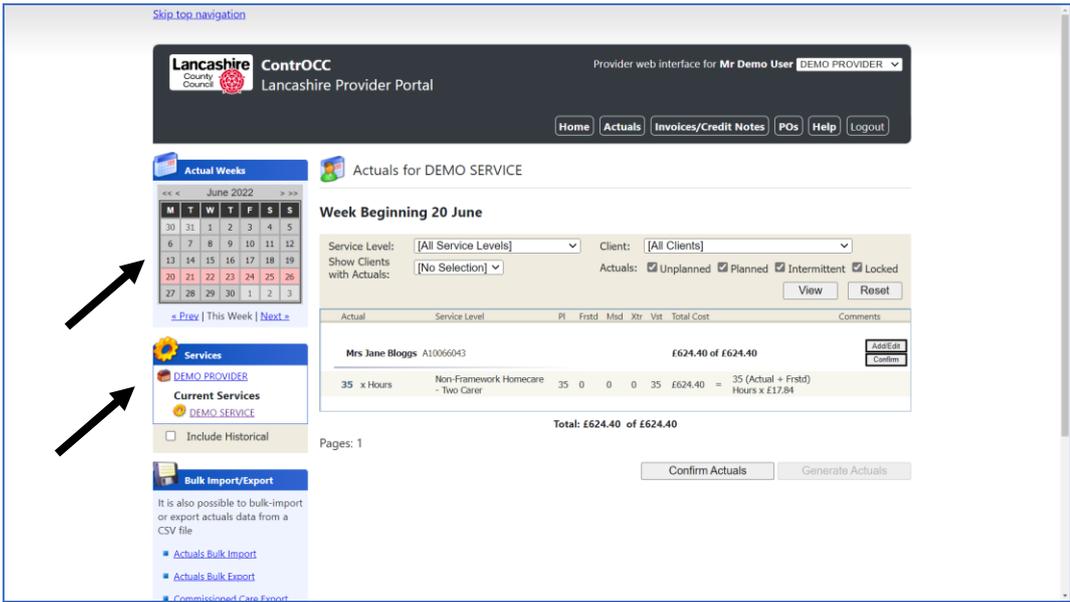
Information of a confidential nature must **never** be given over the telephone unless the staff member has identified that the information needs to be shared and verifies the identity of the person calling. If a staff member doubts the identity of the caller they must ask for the caller's telephone number to check and call back. Where there is any doubt regarding information disclosure, the person receiving the call should ask the caller to submit a written request for the information and/ or seek guidance.

At the beginning of any period of contact including assessment or service, where possible and practicable staff should obtain the service user's consent to share information. Staff must explain the nature and likelihood of the information sharing to the service user and any other person giving information.

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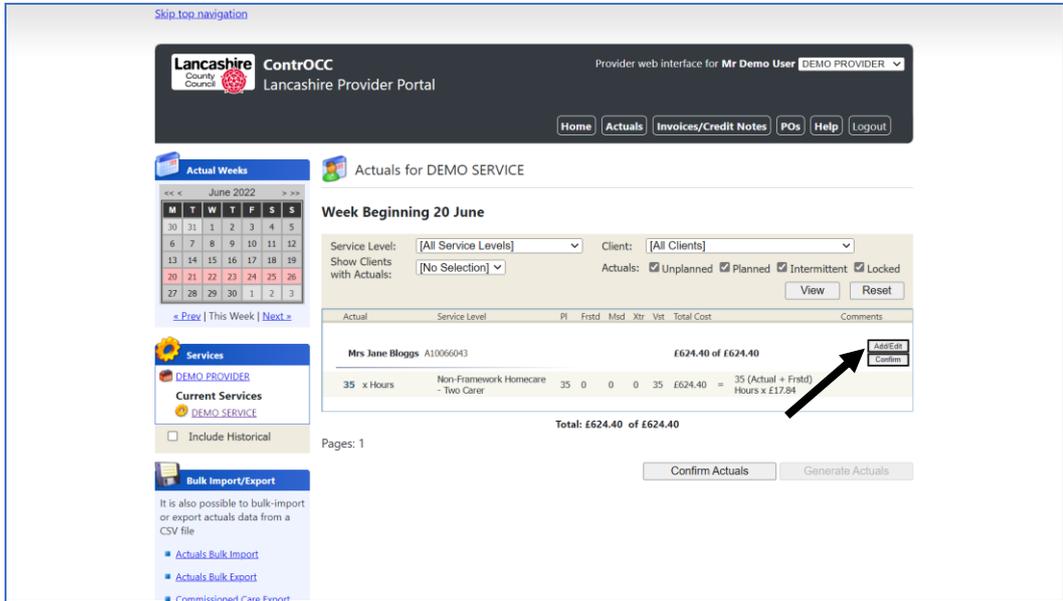
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# Submit a Manual Actual

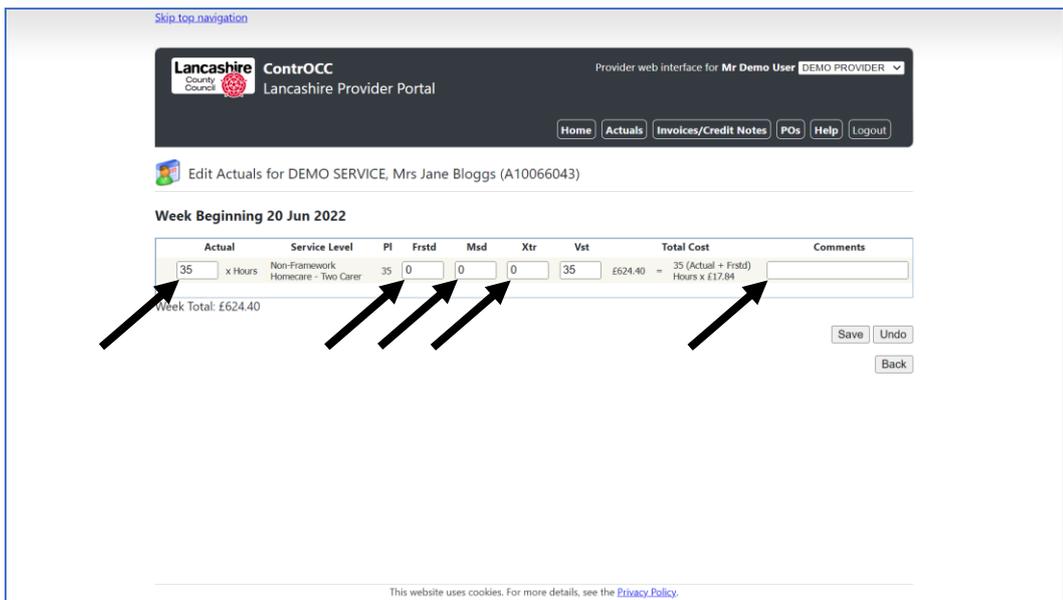
Step	Action
1.	Login to the Adults Provider Portal
2.	<p>Click the <b>Actuals</b> link</p>  <p>The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. At the top, there is a navigation bar with links for Home, Actuals, Invoices/Credit Notes, POs, Help, and Logout. Below this, there is a section titled 'Pick a task...' with several icons and links: Actuals (Submit your actuals to Lancashire using the online form or bulk import facility), Purchase Orders (View &amp; print purchase orders), Care Package Line Items (View Care Package Line Items), Disputes (No open Disputes), Invoices/Credit Notes (View and create your invoices/credit notes online), Actions and Change Requests (No open Actions), Email Notifications (Subscribe and unsubscribe from email notifications), Change Password, and Log Out. A black arrow points to the 'Actuals' link.</p>
3.	<p>Select the week and service to be submitted against using the options on the left of the screen</p>  <p>The screenshot shows the 'Actuals' page in the Lancashire ContrOCC Lancashire Provider Portal. On the left side, there are two sections: 'Actual Weeks' and 'Services'. The 'Actual Weeks' section shows a calendar for June 2022, with the week beginning 20 June highlighted. The 'Services' section shows a list of services, with 'DEMO SERVICE' selected. Two black arrows point to these sections. The main content area shows details for 'Mrs Jane Bloggs' with a total cost of £624.40. At the bottom, there are buttons for 'Confirm Actuals' and 'Generate Actuals'.</p>

**NB:** This list can be filtered further by: Service Level, Client and Type of Actual

4. Once the Actual to be submitted has been located, click the **[Add/Edit]** button on the right of the Actual line.



5. On the 'Edit Actuals for...' screen, input the service delivered, confirming the reason for any Frustrated, Missed/Cancelled and Extra services (Visits do not need to be amended)



Skip top navigation

**Lancashire** **ContrOCC** Provider web interface for Mr Demo User DEMO PROVIDER  
 Lancashire Provider Portal

Home Actuals Invoices/Credit Notes POs Help Logout

Edit Actuals for DEMO SERVICE, Mrs Jane Bloggs (A10066043)

Week Beginning 20 Jun 2022

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
32 x Hours	Non-Framework Homecare - Two Carer	35	0	3	0	35	£624.40 = 35 (Actual + Frstd) Hours x £17.84	Service cancelled by client
Week Total: £624.40								

Save Undo  
Back

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6. To commit the changes made, click the **[Save]** button

Skip top navigation

**Lancashire** **ContrOCC** Provider web interface for Mr Demo User DEMO PROVIDER  
 Lancashire Provider Portal

Home Actuals Invoices/Credit Notes POs Help Logout

Edit Actuals for DEMO SERVICE, Mrs Jane Bloggs (A10066043)

Week Beginning 20 Jun 2022

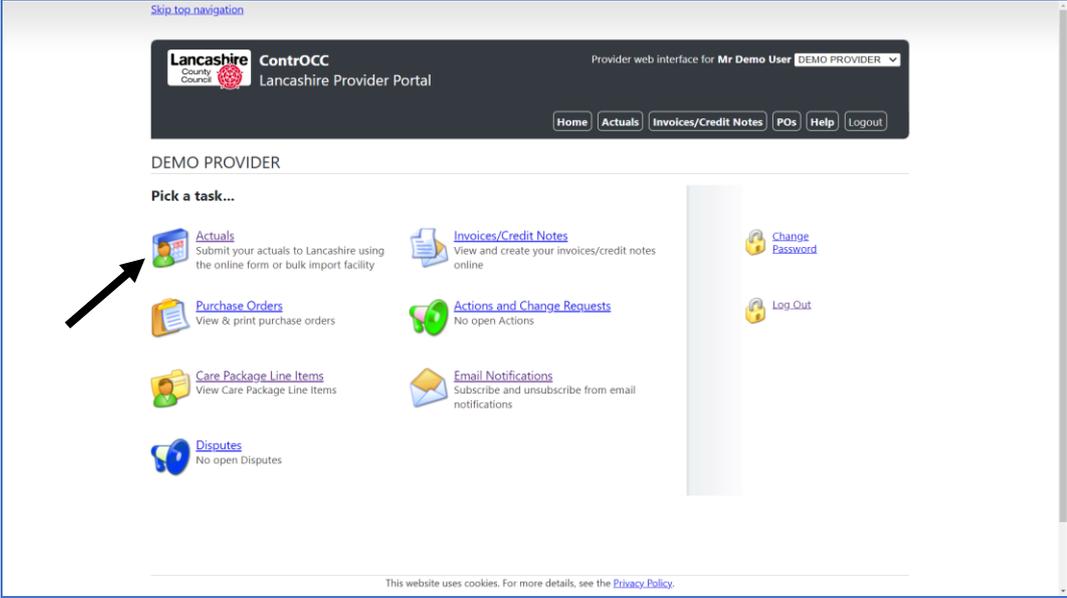
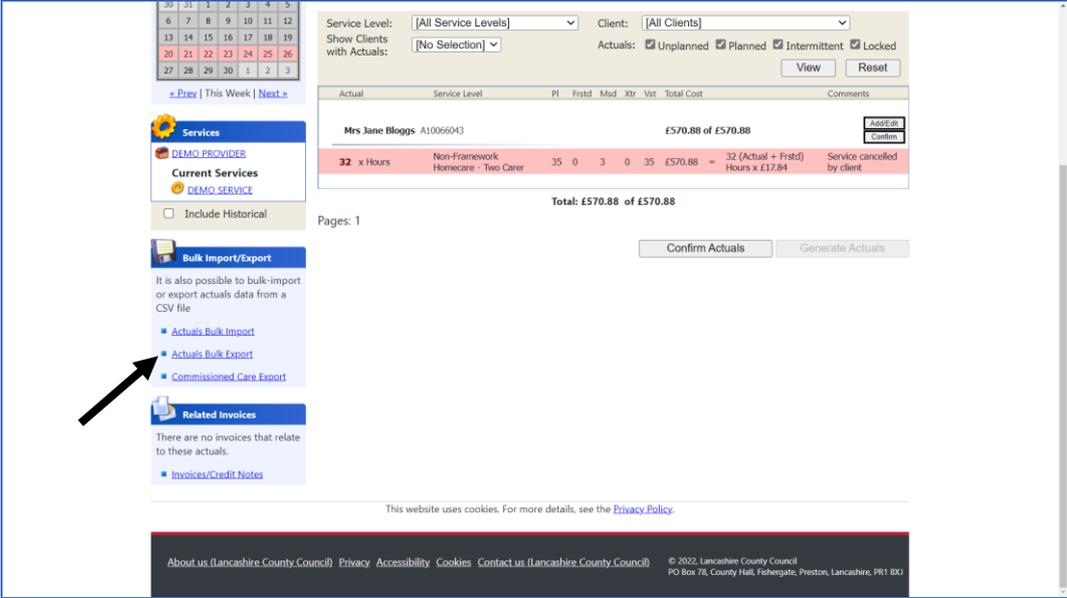
Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
32 x Hours	Non-Framework Homecare - Two Carer	35	0	3	0	35	£624.40 = 35 (Actual + Frstd) Hours x £17.84	Service cancelled by client
Week Total: £624.40								

Save Undo  
Back

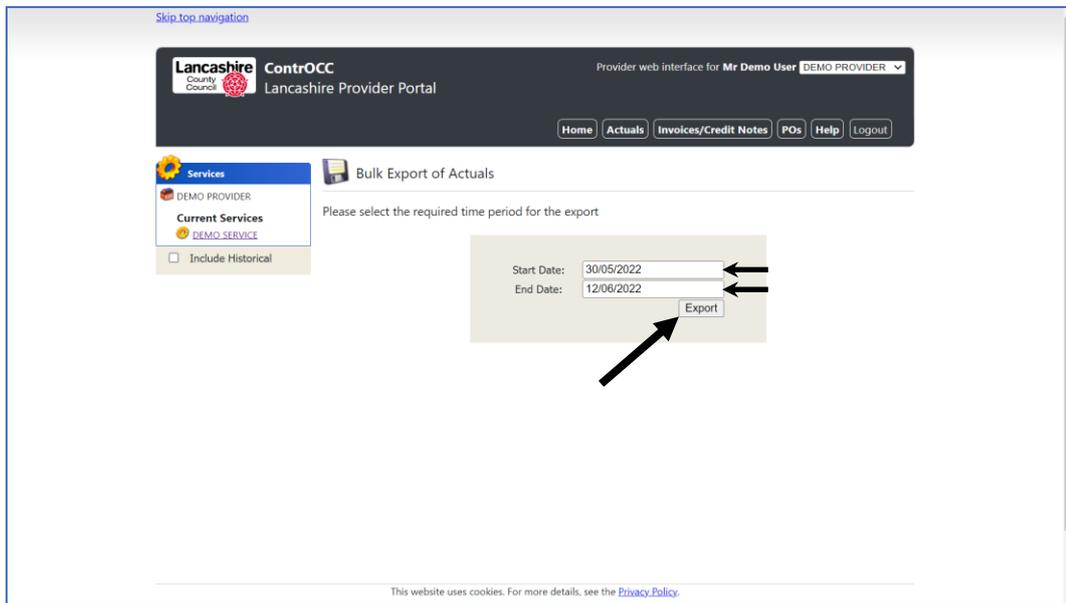
This website uses cookies. For more details, see the [Privacy Policy](#).

7. Click **[Back]** to return to the list of Actuals

# Submit Actuals via Bulk Import

Step	Action
1.	Login to the Adults Provider Portal
2.	<p>Click the <b>Actuals</b> link</p> 
3.	<p>Select <b>Actuals Bulk Export</b> from the left side of the screen</p> 

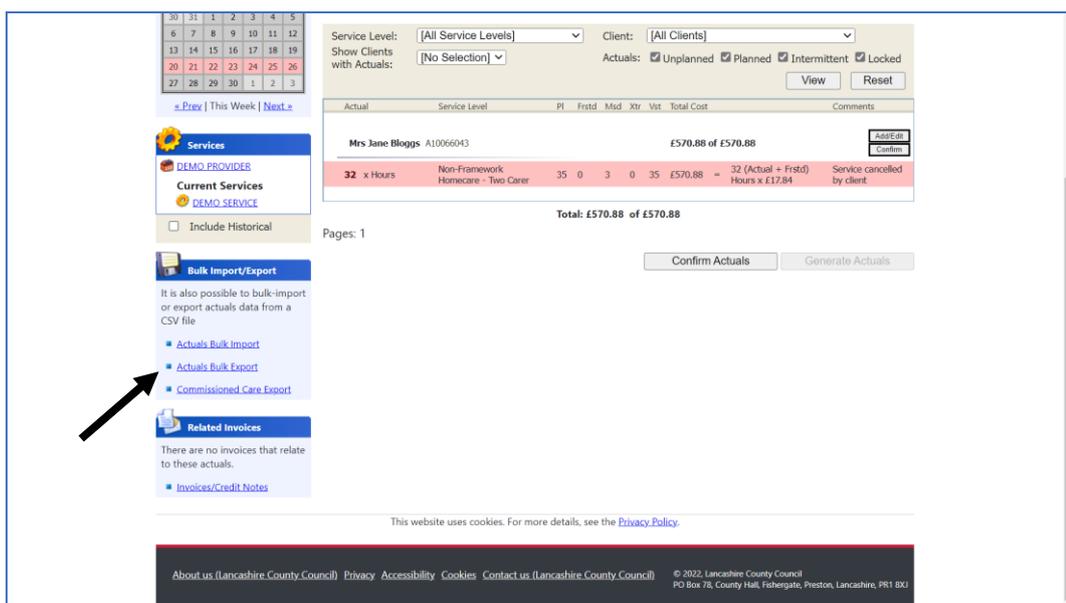
4. Input the date range to be exported and click **[Export]**



5. Open the exported file, and remove any lines not to be submitted i.e. those already confirmed or not ready for submission.

6. Update each line to be submitted to show any Actual, Frustrated, Missed and Extra values in the same way as applied to a [Manual Submission](#)

7. On the Actuals home screen, click **Actuals Bulk Import**



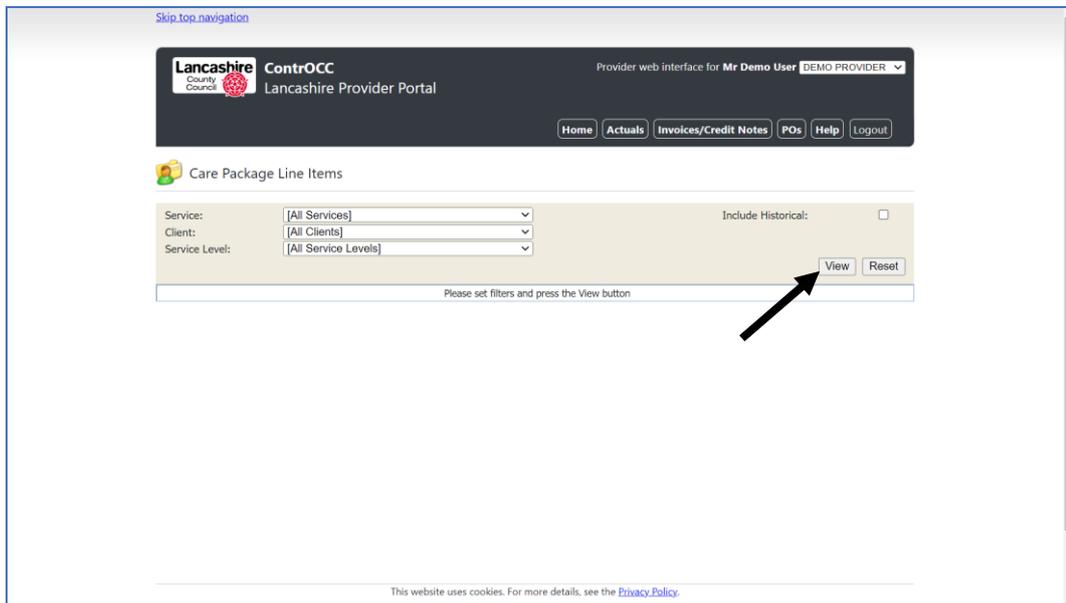
8.	Click [ <b>Choose File</b> ], and select the file to be imported
9.	Click [ <b>Import</b> ]
10.	On the Confirm Import screen, check for any errors. If any are highlighted click [ <b>Cancel</b> ] and correct the import file.
11.	When file is ready to be imported, click [ <b>Update System</b> ]

## Submit an Action to Request a Change

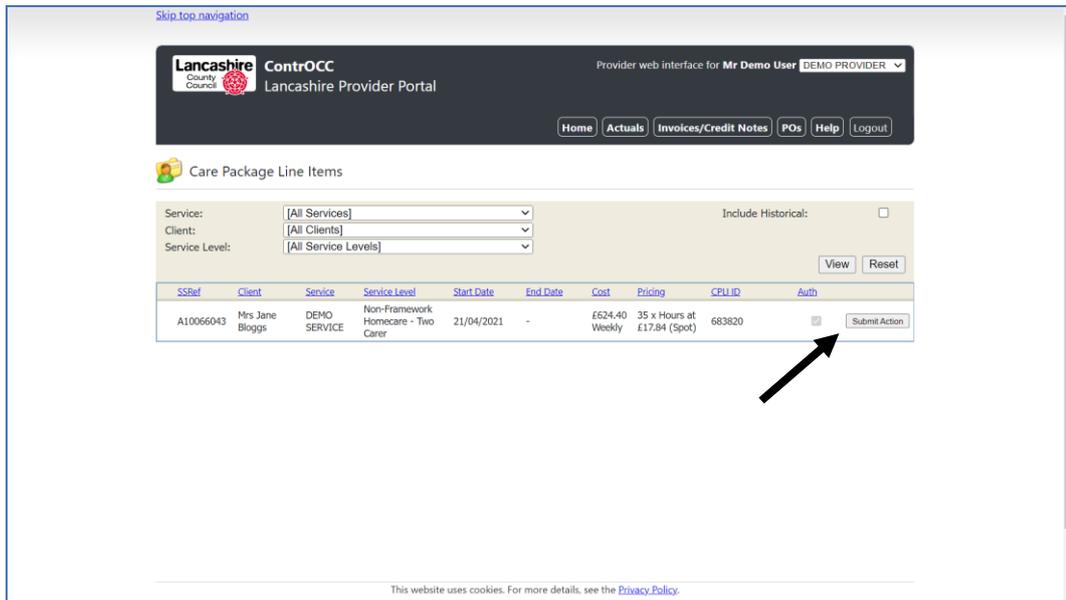
Step	Action
1.	Login to the Adults Provider Portal
2.	Click the <b>Care Package Line Items</b> link

The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. The page has a dark header with the Lancashire County Council logo and the text 'ContrOCC Lancashire Provider Portal'. To the right of the header, it says 'Provider web interface for Mr Demo User DEMO PROVIDER'. Below the header is a navigation menu with buttons for Home, Actuals, Invoices/Credit Notes, POs, Help, and Logout. The main content area is titled 'DEMO PROVIDER' and 'Pick a task...'. There are several task cards with icons and text: 'Actuals' (Submit your actuals to Lancashire using the online form or bulk import facility), 'Invoices/Credit Notes' (View and create your invoices/credit notes online), 'Purchase Orders' (View & print purchase orders), 'Actions and Change Requests' (No open Actions), 'Care Package Line Items' (View Care Package Line Items), and 'Disputes' (No open Disputes). A black arrow points to the 'Care Package Line Items' card. On the right side, there are links for 'Change Password' and 'Log Out'. At the bottom, there is a footer with the text 'This website uses cookies. For more details, see the Privacy Policy.'

3. Apply the required filter(s) and click **[View]**



4. Locate the CPLI to be corrected and click **[Submit Action]**



5. Select Type of Action, Entity, Due Date (See Appendix B for recommended due dates)

Skip top navigation

Lancashire County Council ContrOCC Lancashire Provider Portal

Provider web interface for Mr Demo User DEMO PROVIDER

Home Actuals Invoices/Credit Notes POs Help Logout

New Action

Type: Incorrect CPLI (End Date)

Related To: Client

Entity: Bloggs, Jane

Due Date: 22/06/2022

Assign to: Care Data Team

Title:

Text: Re: Care Package Line Item for Mrs Jane Bloggs. Non-Framework Homecare - Two Carer (Hour) from DEMO SERVICE, Starts 21/04/2021.

Attachment: Choose File No file chosen

6. Enter a suitable Title and add details of the amendment required. **NB:** Where text is pre-populated, please do not remove this.

Lancashire County Council ContrOCC Lancashire Provider Portal

Provider web interface for Mr Demo User DEMO PROVIDER

Home Actuals Invoices/Credit Notes POs Help Logout

New Action

Type: Incorrect CPLI (End Date)

Related To: Client

Entity: Bloggs, Jane

Due Date: 22/06/2022

Assign to: Care Data Team

Title: Service Ended

Text: Re: Care Package Line Item for Mrs Jane Bloggs. Non-Framework Homecare - Two Carer (Hour) from DEMO SERVICE, Starts 21/04/2021. This agreement ended 09/06/2022. Client admitted to hospital.

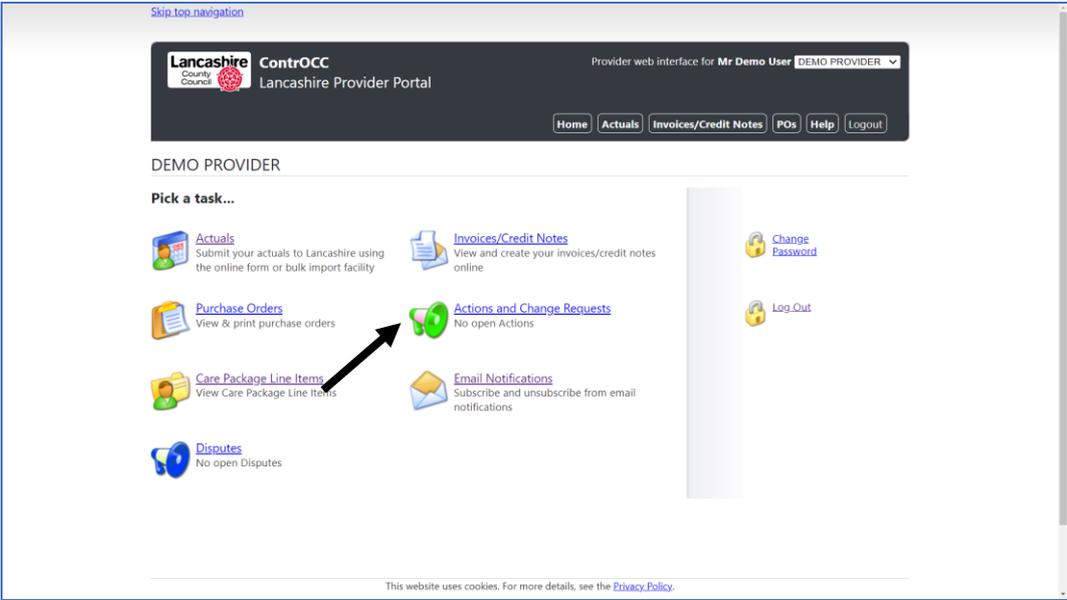
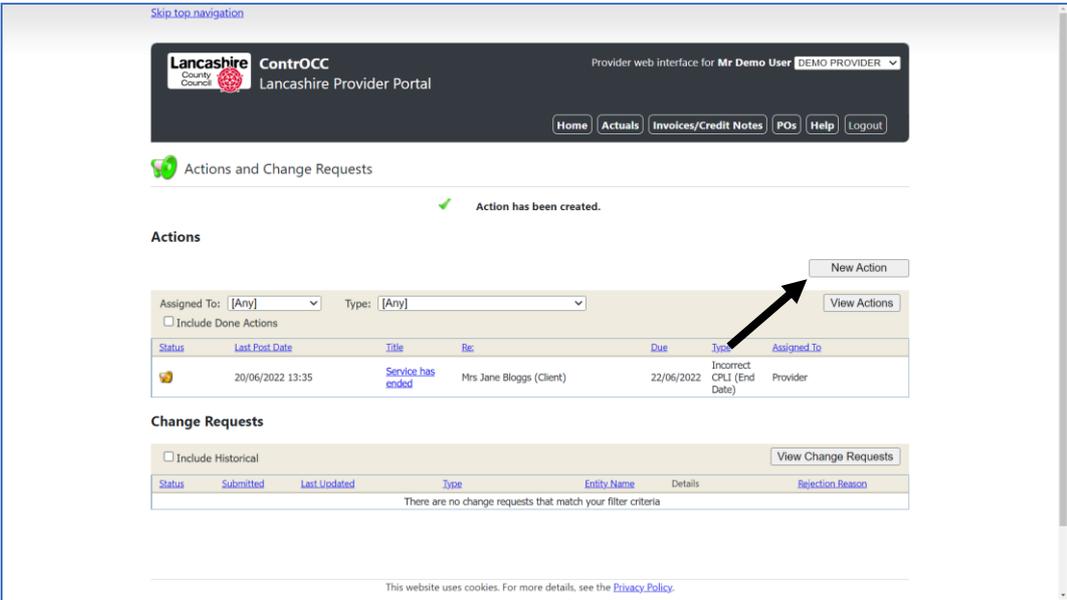
Attachment: Choose File No file chosen

Create Action Cancel

7. Attached any supporting documentation by clicking **[Choose File]**

8. Click **[Create Action]**

# Submit a Manual Action

Step	Action														
1.	Login to the Adults Provider Portal														
2.	<p>Click the <b>Actions and Change Requests</b> link</p>  <p>The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. The user is logged in as 'Mr Demo User'. The dashboard includes a navigation menu with 'Home', 'Actuals', 'Invoices/Credit Notes', 'POs', 'Help', and 'Logout'. Under 'Pick a task...', there are several options: 'Actuals', 'Purchase Orders', 'Care Package Line Items', 'Disputes', 'Invoices/Credit Notes', 'Actions and Change Requests' (highlighted with a black arrow), and 'Email Notifications'. There are also 'Change Password' and 'Log Out' links on the right.</p>														
3.	<p>Click <b>[New Action]</b></p>  <p>The screenshot shows the 'Actions and Change Requests' page. A green checkmark and the message 'Action has been created.' are visible. Below this, there are sections for 'Actions' and 'Change Requests'. The 'Actions' section includes a table with columns: Status, Last Post Date, Title, Rec, Due, Type, and Assigned To. A 'New Action' button is highlighted with a black arrow. The 'Change Requests' section includes a table with columns: Status, Submitted, Last Updated, Type, Entity Name, Details, and Rejection Reason.</p> <table border="1" data-bbox="459 1525 1219 1630"> <thead> <tr> <th>Status</th> <th>Last Post Date</th> <th>Title</th> <th>Rec</th> <th>Due</th> <th>Type</th> <th>Assigned To</th> </tr> </thead> <tbody> <tr> <td></td> <td>20/06/2022 13:35</td> <td>Service has ended</td> <td>Mrs Jane Bloggs (Client)</td> <td>22/06/2022</td> <td>Incorrect CLI (End Date)</td> <td>Provider</td> </tr> </tbody> </table>	Status	Last Post Date	Title	Rec	Due	Type	Assigned To		20/06/2022 13:35	Service has ended	Mrs Jane Bloggs (Client)	22/06/2022	Incorrect CLI (End Date)	Provider
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	20/06/2022 13:35	Service has ended	Mrs Jane Bloggs (Client)	22/06/2022	Incorrect CLI (End Date)	Provider									

4. Select Type of Action, Entity, Due Date (See Appendix B for recommended due dates)

Skip top navigation

Lancashire County Council ContrOCC Lancashire Provider Portal

Provider web interface for Mr Demo User DEMO PROVIDER

Home Actuals Invoices/Credit Notes POs Help Logout

New Action

Type: Payment Query

Related To: Contract

Entity: DEMO CONTRACT

Due Date: 27/06/2022

Assign to: Accounts Management

Title:

Text:

Attachment: Choose File No file chosen

5. Enter a suitable Title, add details of the enquiry, and attach any supporting documentation.

Skip top navigation

Lancashire County Council ContrOCC Lancashire Provider Portal

Provider web interface for Mr Demo User DEMO PROVIDER

Home Actuals Invoices/Credit Notes POs Help Logout

New Action

Type: Payment Query

Related To: Contract

Entity: DEMO CONTRACT

Due Date: 27/06/2022

Assign to: Accounts Management

Title: Outstanding Payments

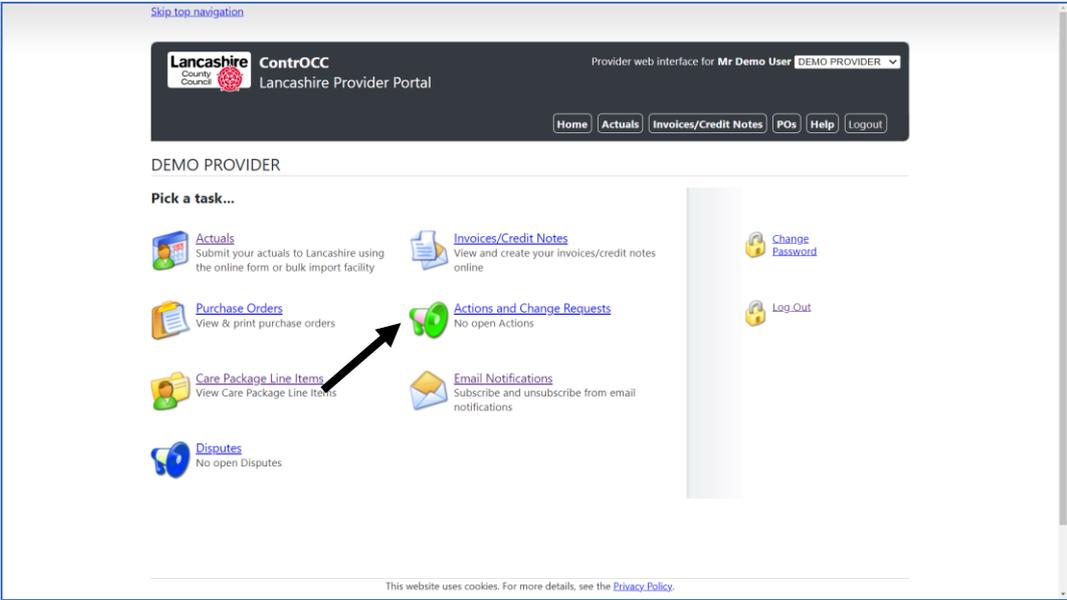
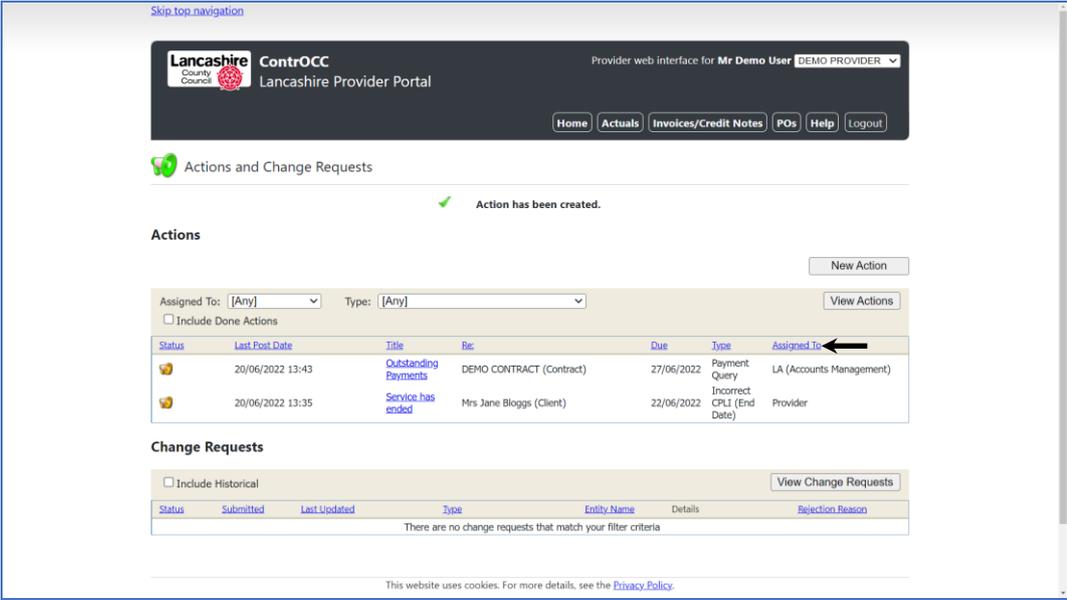
Text: A number of payments are outstanding for this contract. Please see attached for details.

Attachment: Choose File DEMO FILE.xlsx

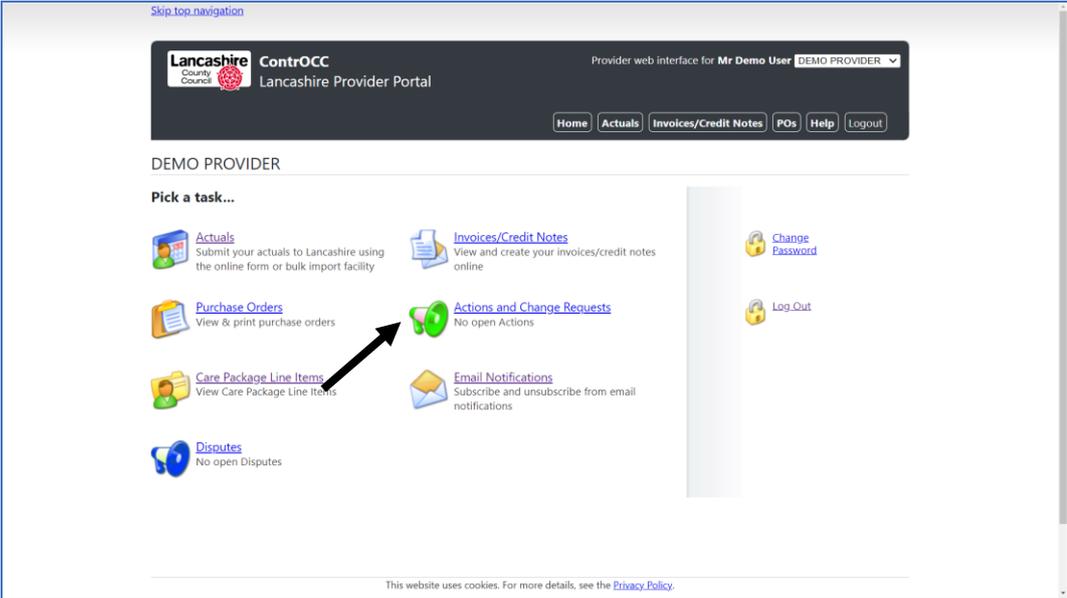
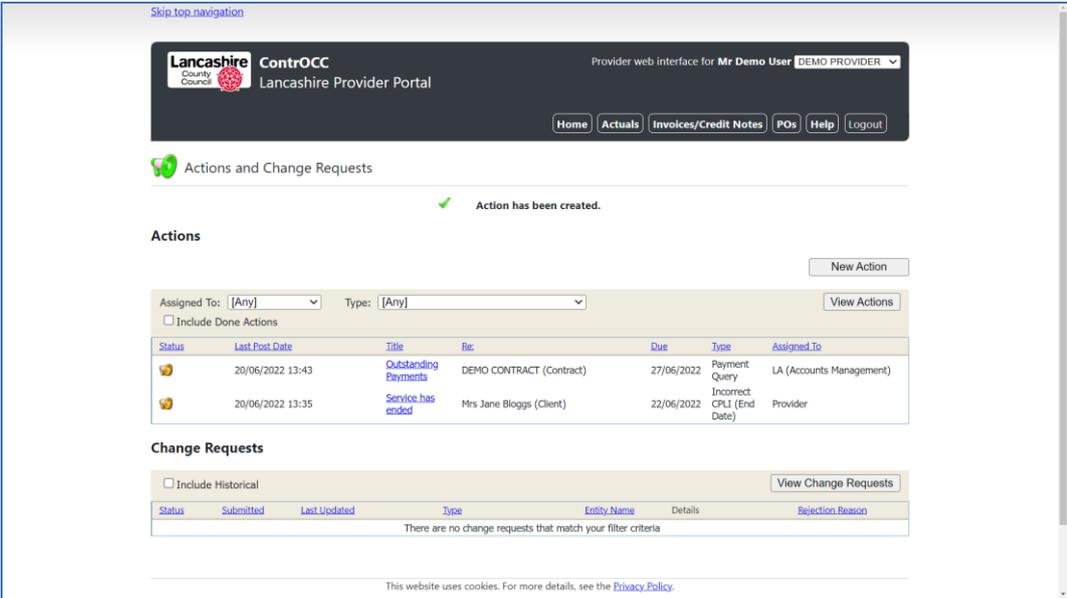
Create Action Cancel

6. Click **Create Action**

# View Open Actions

Step	Action																					
1.	Login to the Adults Provider Portal																					
2.	<p>Click the <b>Actions and Change Requests</b> link</p>  <p>The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. At the top, there is a navigation bar with links for Home, Actuals, Invoices/Credit Notes, POs, Help, and Logout. Below this, the user is identified as 'DEMO PROVIDER'. A 'Pick a task...' section contains several icons and links: Actuals, Invoices/Credit Notes, Purchase Orders, Care Package Line Items, Disputes, and Actions and Change Requests. The 'Actions and Change Requests' link is highlighted with a black arrow. To the right, there are links for Change Password and Log Out.</p>																					
3.	<p>The screen will default to currently open Actions; providing details of where each Action is currently assigned (Provider or LA)</p>  <p>The screenshot shows the 'Actions and Change Requests' page. At the top, there is a green checkmark and the text 'Action has been created.' Below this, there is a section for 'Actions' with a 'New Action' button and a 'View Actions' button. A table of open actions is displayed below, with columns for Status, Last Post Date, Title, Re:, Due, Type, and Assigned To. The 'Assigned To' column is highlighted with a black arrow. Below the table, there is a section for 'Change Requests' with a 'View Change Requests' button and a table with columns for Status, Submitted, Last Updated, Type, Entity Name, Details, and Rejection Reason. The table is currently empty, with the text 'There are no change requests that match your filter criteria' displayed below it.</p> <table border="1" data-bbox="459 1570 1219 1704"> <thead> <tr> <th>Status</th> <th>Last Post Date</th> <th>Title</th> <th>Re:</th> <th>Due</th> <th>Type</th> <th>Assigned To</th> </tr> </thead> <tbody> <tr> <td></td> <td>20/06/2022 13:43</td> <td><a href="#">Outstanding Payments</a></td> <td>DEMO CONTRACT (Contract)</td> <td>27/06/2022</td> <td>Payment Query</td> <td>LA (Accounts Management)</td> </tr> <tr> <td></td> <td>20/06/2022 13:35</td> <td><a href="#">Service has ended</a></td> <td>Mrs Jane Bloggs (Client)</td> <td>22/06/2022</td> <td>Incorrect CPLJ (End Date)</td> <td>Provider</td> </tr> </tbody> </table>	Status	Last Post Date	Title	Re:	Due	Type	Assigned To		20/06/2022 13:43	<a href="#">Outstanding Payments</a>	DEMO CONTRACT (Contract)	27/06/2022	Payment Query	LA (Accounts Management)		20/06/2022 13:35	<a href="#">Service has ended</a>	Mrs Jane Bloggs (Client)	22/06/2022	Incorrect CPLJ (End Date)	Provider
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	20/06/2022 13:35	<a href="#">Service has ended</a>	Mrs Jane Bloggs (Client)	22/06/2022	Incorrect CPLJ (End Date)	Provider																

# Respond to an Action

Step	Action
1.	Login to the Adults Provider Portal
2.	<p>Click the <b>Actions and Change Requests</b> link</p>  <p>The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. The user is logged in as 'Mr Demo User'. The dashboard includes a navigation menu with 'Home', 'Actuals', 'Invoices/Credit Notes', 'POs', 'Help', and 'Logout'. Under 'Pick a task...', there are several options: 'Actuals', 'Purchase Orders', 'Care Package Line Items', 'Disputes', 'Invoices/Credit Notes', 'Actions and Change Requests' (highlighted with a black arrow), and 'Email Notifications'. On the right, there are 'Change Password' and 'Log Out' links.</p>
3.	<p>The screen will default to currently open Actions.</p>  <p>The screenshot shows the 'Actions and Change Requests' page. A green checkmark and the message 'Action has been created.' are visible. Below, there is a section for 'Actions' with a 'New Action' button and a 'View Actions' button. The 'Actions' table has columns for Status, Last Post Date, Title, Rec, Due, Type, and Assigned To. Below that is a section for 'Change Requests' with a 'View Change Requests' button and a table with columns for Status, Submitted, Last Updated, Type, Entity Name, Details, and Rejection Reason. The message 'There are no change requests that match your filter criteria' is displayed.</p>

4. Select 'Provider' from the 'Assigned To:' drop-down list and click [View Actions] to view all open Actions assigned to you

The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. The 'Assigned To:' dropdown menu is open, showing 'Local Authority' and 'Provider' as options. An arrow points to 'Provider'. The 'View Actions' button is visible to the right of the dropdown.

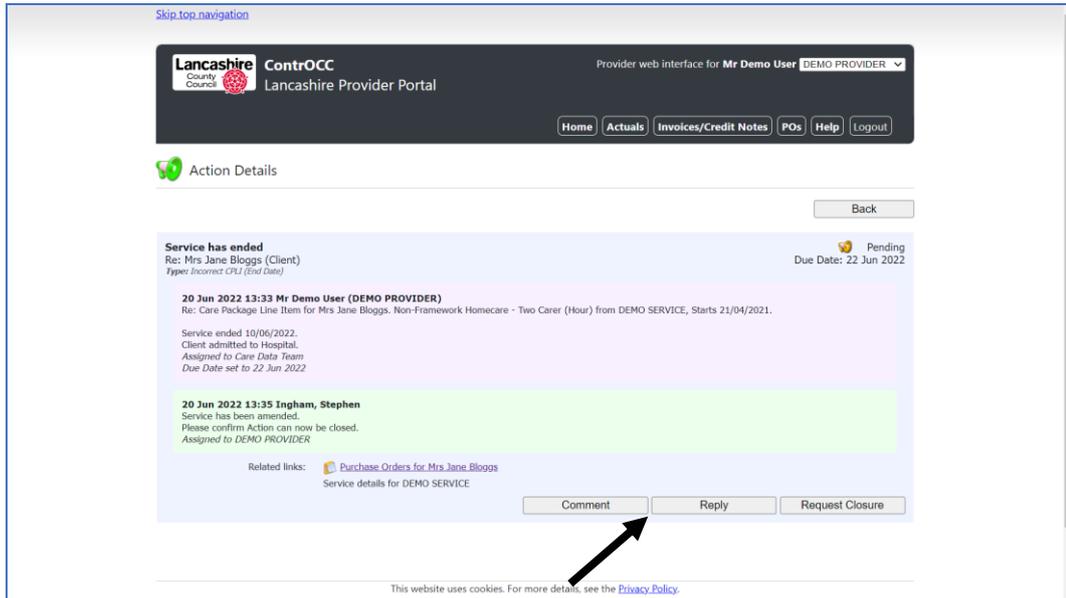
Status	Last Post Date	Title	Re:	Due	Type	Assigned To
👉	20/06/2022 13:43	<a href="#">Outstanding Payments</a>	DEMO CONTRACT (Contract)	27/06/2022	Payment Query	LA (Accounts Management)
👉	20/06/2022 13:35	<a href="#">Service has ended</a>	Mrs Jane Bloggs (Client)	22/06/2022	Incorrect CPLI (End Date)	Provider

5. Click the Title of an Action to open it

The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. The 'Assigned To:' dropdown menu is now set to 'Provider'. An arrow points to the 'Service has ended' title in the Actions table. The 'View Actions' button is visible to the right of the dropdown.

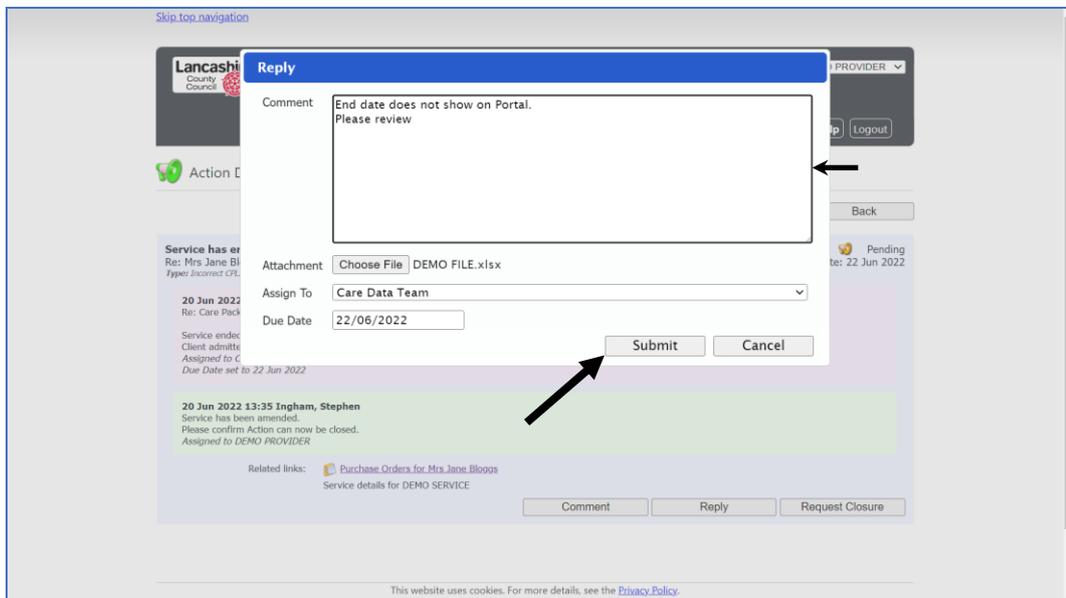
Status	Last Post Date	Title	Re:	Due	Type	Assigned To
👉	20/06/2022 13:35	<a href="#">Service has ended</a>	Mrs Jane Bloggs (Client)	22/06/2022	Incorrect CPLI (End Date)	Provider

6. Click [Reply] to respond



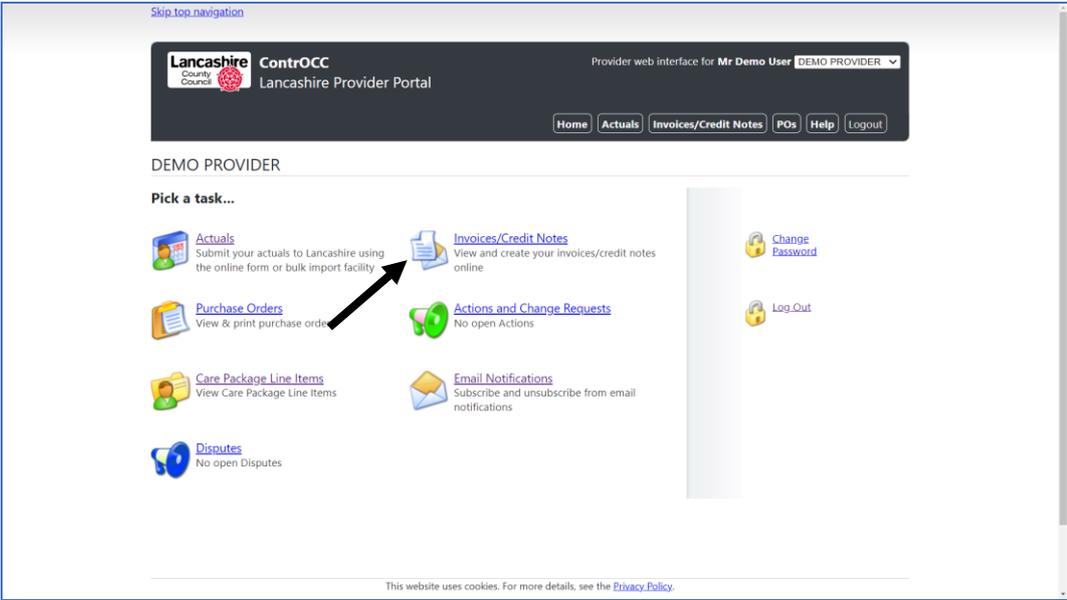
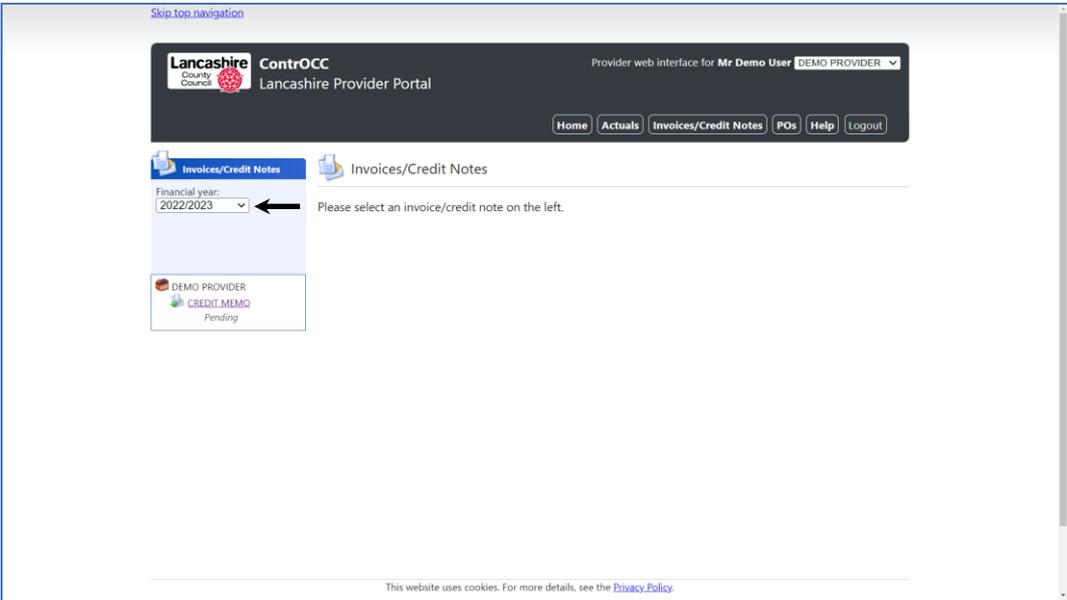
**NB:** If responding to confirm the Action can be closed, click **[Request Closure]** instead of **[Reply]**

7. Complete your response (attaching any supporting documents) and click **[Submit]**



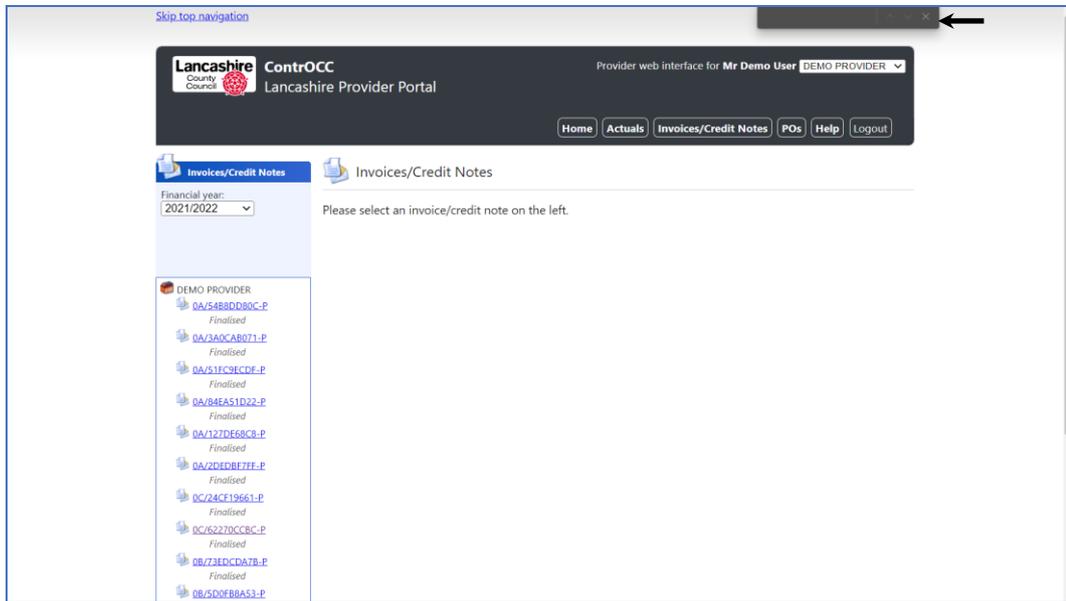
**NB:** Interactions can continue via Portal Actions until the Action is closed.

# View Invoices and Credit Memos

Step	Action
1.	Login to the Adults Provider Portal
2.	<p>Click the <b>Invoices/Credit Notes</b> link</p>  <p>The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. The navigation menu includes Home, Actuals, Invoices/Credit Notes, POs, Help, and Logout. The main content area is titled 'Pick a task...' and lists several options: Actuals, Purchase Orders, Care Package Line Items, Disputes, Invoices/Credit Notes (highlighted with an arrow), Actions and Change Requests, and Email Notifications. There are also links for Change Password and Log Out.</p>
3.	<p>Select the Financial Year to be queried</p>  <p>The screenshot shows the 'Invoices/Credit Notes' page. A dropdown menu for 'Financial year' is open, showing '2022/2023' selected. The page also displays a list of invoices/credit notes, with one entry for 'DEMO PROVIDER' and 'CREDIT MEMO' in a 'Pending' state. A black arrow points to the 'Financial year' dropdown.</p>

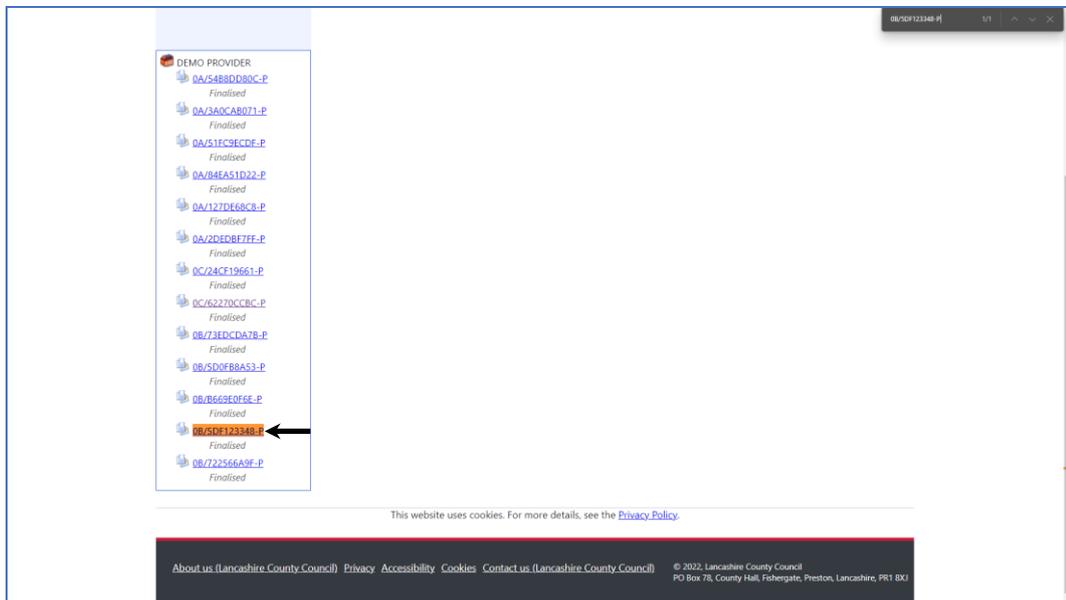
4.

To search for a specific invoice/credit memo, press CTRL + f to bring up the web-browser 'Find' option



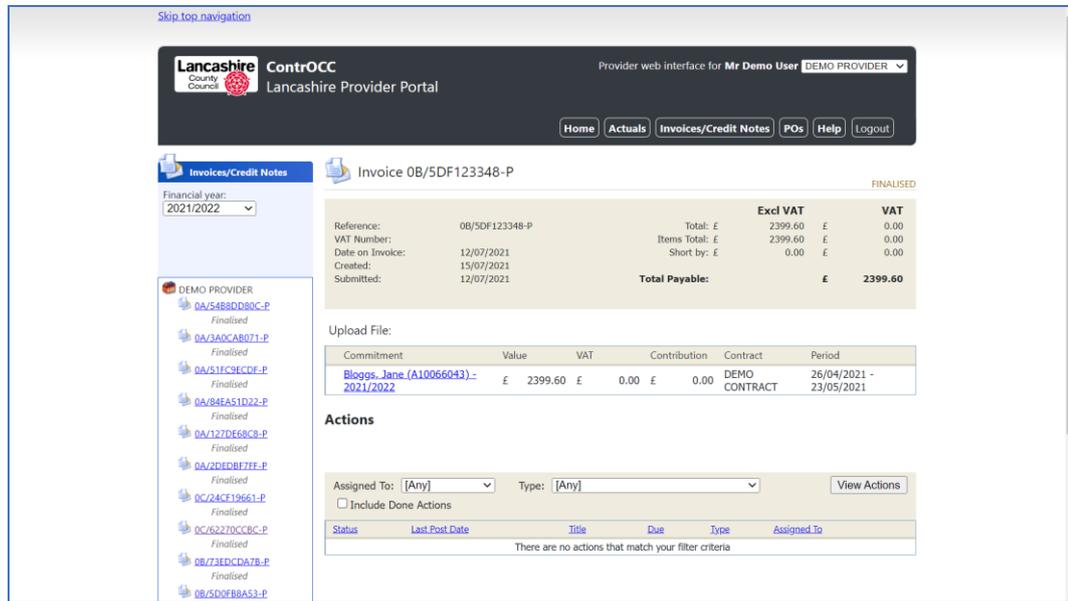
5.

Type the Invoice Number in the 'Find' box to highlight the invoice in the list



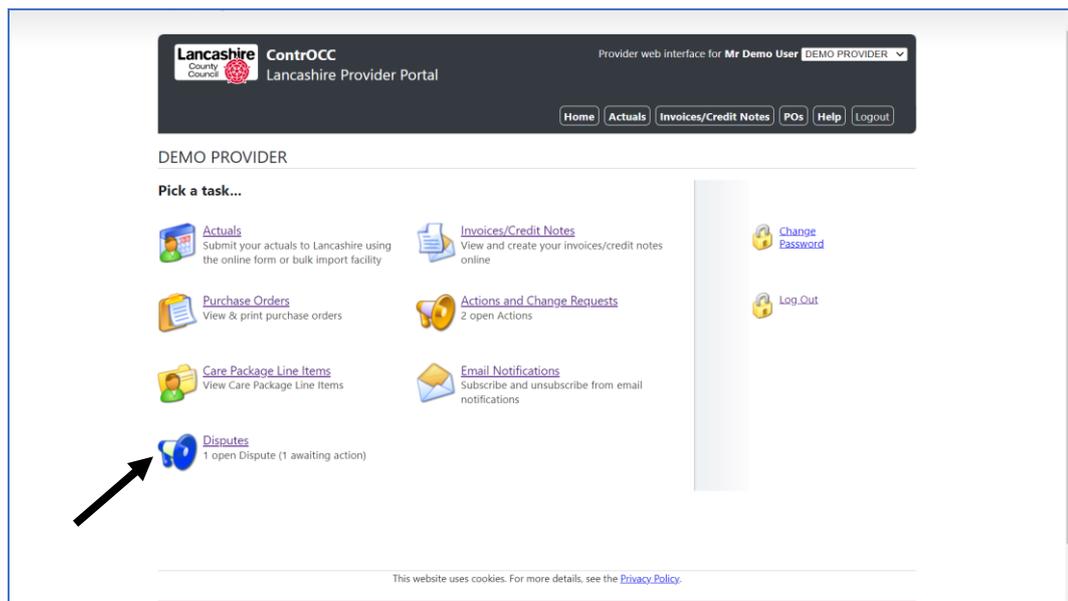
6.

Click on the Invoice Number to view the Top-Level detail of the invoice

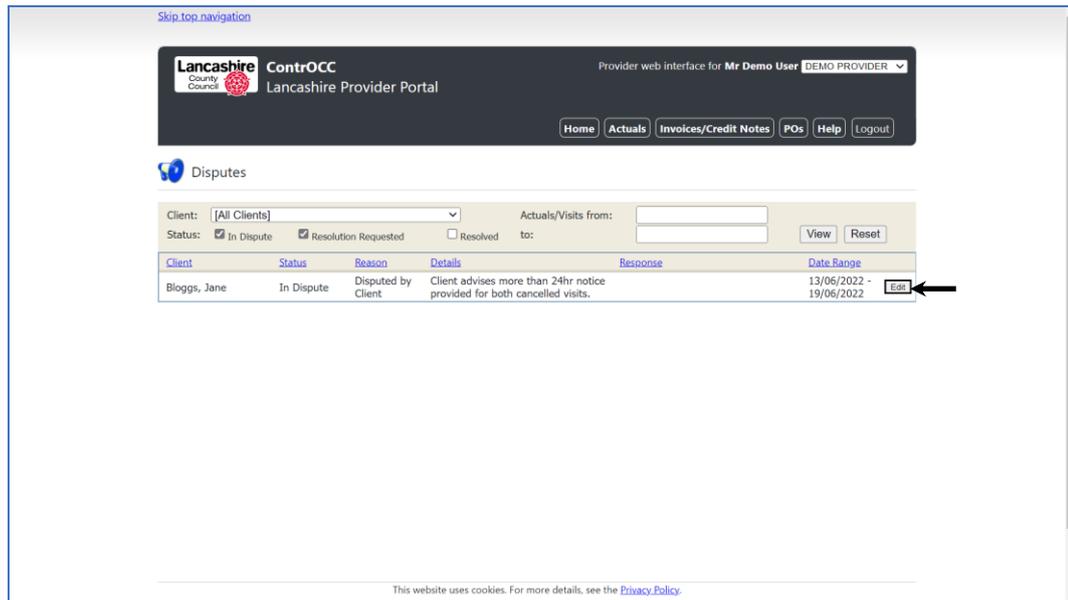


## Respond to a Dispute

Step	Action
1.	Login to the Adults Provider Portal
2.	Click the <b>Disputes</b> link

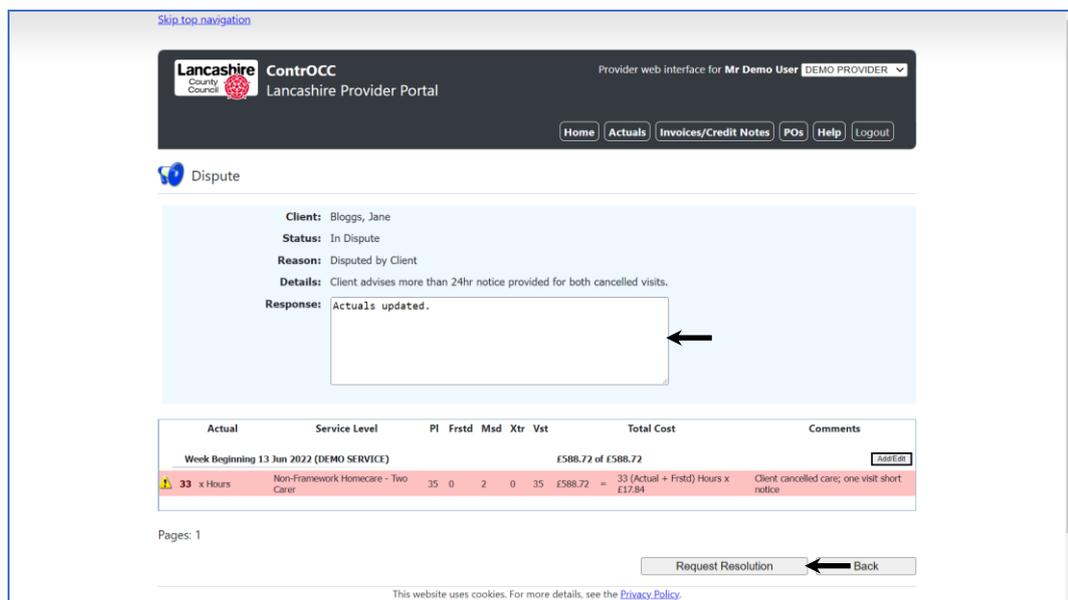


3. To open a Dispute click [Edit]



4. Review the **Details** provided by Lancashire. Should the Actuals require correction to match the detail provided, click **[Add/Edit]** and update the Actuals as per the **Submit a Manual Actual** guidance.

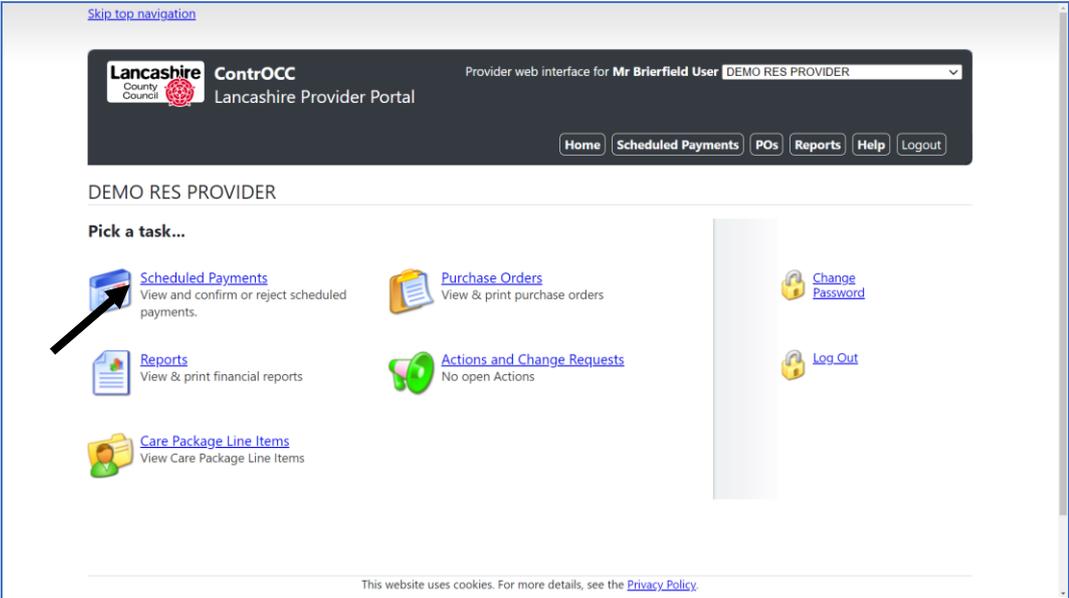
5. To request a Dispute to be closed, add a **Response** and then click **[Request Resolution]**



Should you disagree with the **Details** provided, you will detail this in the **Response** and again click **[Request Resolution]**

	Where is <b>Dispute</b> is not resolved, further contact may be made via <b>Actions</b>
--	---

## View a Scheduled Payment

Step	Action
1.	Login to the Adults Provider Portal
2.	<p>Click the <b>Scheduled Payment</b> link</p>  <p>The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. At the top, there is a navigation bar with the Lancashire County Council logo and the text 'Lancashire ContrOCC Lancashire Provider Portal'. To the right of the logo, it says 'Provider web interface for Mr Brierfield User' and 'DEMO RES PROVIDER'. Below the navigation bar, there are several buttons: 'Home', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. The main content area is titled 'DEMO RES PROVIDER' and 'Pick a task...'. There are several task cards: 'Scheduled Payments' (with an arrow pointing to it), 'Purchase Orders', 'Reports', 'Care Package Line Items', 'Actions and Change Requests', 'Change Password', and 'Log Out'. At the bottom, there is a footer that says 'This website uses cookies. For more details, see the Privacy Policy.'</p>

3. Select Financial Year and Contract, then click the Payment Period Schedule to be view

The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. The user is Mr Brierfield User, DEMO RES PROVIDER. The 'Scheduled Payments' section is active, showing a list of payment periods. The 'Financial year' is set to 2022/2023 and the 'Contract' is CH - DEMO RES. The list includes a 'DEMO RES PROVIDER' section with two confirmed periods: '11 Apr 2022 to 8 May 2022' and '14 Mar 2022 to 10 Apr 2022'. Arrows point to the first period.

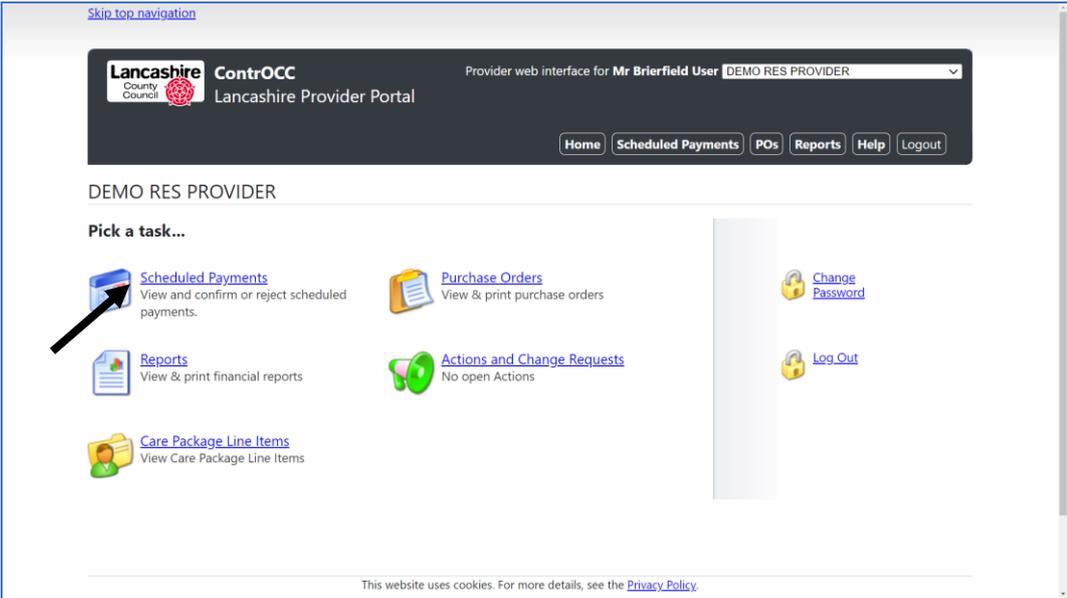
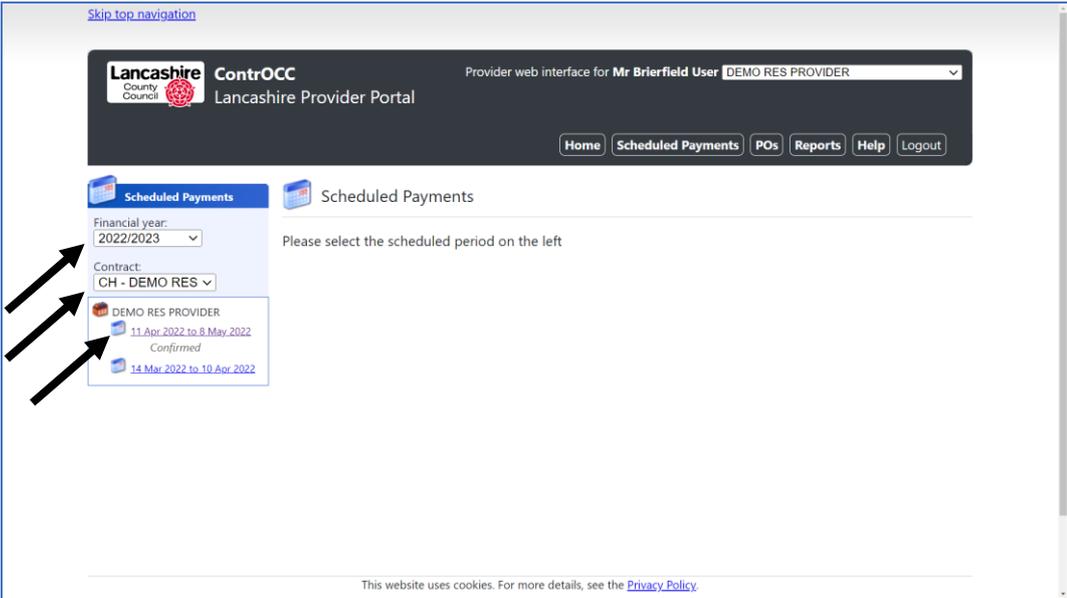
4. Details of the payment will be displayed

The screenshot shows the details of the payment period 'CH - DEMO RES - 11 Apr 2022 to 8 May 2022'. The status is 'Confirmed'. The summary table shows a total payable of £45,197.49 and a total non-payable of £0.00. The detailed table below shows the following data:

Cost / Income	Reason for Payment	Applicable Dates	Amount	Status
<b>DEMO RES - CH 2020/2021</b>				
<b>Mr D (Total: £1087.48)</b>				
Cost	Discharge Support - Residential (Bed), Spot.	17/03/2021 - 31/03/2021	£1087.48	Paid
<b>DEMO RES - CH 2021/2022</b>				
<b>M (Total: -£1304.87)</b>				
Cost	Discharge Support - Residential (Bed), Spot. (Adj)	14/03/2022 - 10/04/2022	-£1304.87	Paid
<b>Mrs C (Total: -£2982.39)</b>				
Cost	Discharge Support - Residential (Bed), Spot. (Adj)	14/02/2022 - 13/03/2022	-£1605.90	Paid
Cost	Discharge Support - Residential (Bed), Spot. (Adj)	14/03/2022 - 10/04/2022	-£1376.49	Paid
<b>Mr D (Total: -£16964.66)</b>				

# Confirm a Scheduled Payment

**NB:** Scheduled Payments should only be confirmed once their status is confirmed as 'Finalised'

Step	Action
1.	Login to the Adults Provider Portal
2.	Click the <b>Scheduled Payment</b> link   <p>The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. At the top, there is a navigation bar with 'Home', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. Below this, the user is identified as 'DEMO RES PROVIDER'. A 'Pick a task...' section contains several links: 'Scheduled Payments' (with a black arrow pointing to it), 'Purchase Orders', 'Reports', 'Actions and Change Requests', and 'Care Package Line Items'. On the right side, there are links for 'Change Password' and 'Log Out'. At the bottom, a cookie notice states 'This website uses cookies. For more details, see the Privacy Policy.'</p>
3.	Select Financial Year and Contract, then click the Payment Period Schedule to be view   <p>The screenshot shows the 'Scheduled Payments' page. It features a 'Financial year' dropdown menu set to '2022/2023' and a 'Contract' dropdown menu set to 'CH - DEMO RES'. Below these, there is a list of payment periods for 'DEMO RES PROVIDER'. The first period is '11 Apr 2022 to 8 May 2022' with a status of 'Confirmed'. The second period is '14 Mar 2022 to 10 Apr 2022'. Three black arrows point to the 'Financial year', 'Contract', and the first payment period respectively. The page also includes a 'Please select the scheduled period on the left' instruction and a cookie notice at the bottom.</p>

4.

Details of the payment will be displayed

**Scheduled Payments** CH - DEMO RES - 11 Apr 2022 to 8 May 2022 FINALISED

Financial year: 2022/2023  
 Contract: CH - DEMO RES  
 DEMO RES PROVIDER  
 11 Apr 2022 to 8 May 2022 Confirmed  
 14 Mar 2022 to 10 Apr 2022

Start Date:	11 Apr 2022	End Date:	08 May 2022	Payable	£45197.49	Total	£45197.49
				Non-Payable	£0.00		
<b>Status:</b>				<b>Confirmed</b>			

Payable		Non-payable			
Cost / Income	Reason for Payment	Applicable Dates	Amount	Status	
<b>DEMO RES - CH 2020/2021</b>					
<b>Mr D</b>		<b>(Total: £1087.48)</b>			
Cost	Discharge Support - Residential (Bed), Spot.	17/03/2021 - 31/03/2021	£1087.48	Paid	
<b>DEMO RES - CH 2021/2022</b>					
<b>M</b>		<b>(Total: -£1304.87)</b>			
Cost	Discharge Support - Residential (Bed), Spot. (Adj)	14/03/2022 - 10/04/2022	-£1304.87	Paid	
<b>Mrs C</b>		<b>(Total: -£2982.39)</b>			
Cost	Discharge Support - Residential (Bed), Spot. (Adj)	14/02/2022 - 13/03/2022	-£1605.90	Paid	
Cost	Discharge Support - Residential (Bed), Spot. (Adj)	14/03/2022 - 10/04/2022	-£1376.49	Paid	
<b>Mr D</b>		<b>(Total: -£16964.66)</b>			

5.

Scroll to the bottom of the Payment Schedule and click **[Confirm/Reject]**

Cost	Higher Rate (Bed), Spot.		£40.00	Pay
Cost	Long Term Residential - Older People - Room 09/05/2022 - 05/06/2022 Premium (Bed), Spot.		£40.00	Pay
<b>Mr D</b>		<b>(Total: £2475.76)</b>		
Cost	Long Term Residential - Older People - Room 09/05/2022 - 05/06/2022 Premium (Bed), Spot.		£40.00	Pay
Cost	Residential long term higher rate (Bed), Spot.	09/05/2022 - 05/06/2022	£2435.76	Pay
<b>Mrs J</b>		<b>(Total: £2618.40)</b>		
Cost	Discharge Support - Residential (Bed), Spot.	09/05/2022 - 05/06/2022	£2618.40	Pay
<b>Mrs J</b>		<b>(Total: £2181.20)</b>		
Cost	Long Term Residential - Older People - Room 09/05/2022 - 05/06/2022 Premium (Bed), Spot.		£40.00	Pay
Cost	Long Term Residential - Older People - Standard rate (Bed), Spot.	09/05/2022 - 05/06/2022	£2141.20	Pay
<b>Mr AI</b>		<b>(Total: £2435.56)</b>		
Cost	Discharge Support - Residential (Bed), Spot.	09/05/2022 - 05/06/2022	£2435.56	Pay
<b>Mrs D</b>		<b>(Total: £2658.40)</b>		
Cost	Long Term Residential - Older People - Dementia Rate (Bed), Spot.	09/05/2022 - 05/06/2022	£2618.40	Pay
Cost	Long Term Residential - Older People - Room 09/05/2022 - 05/06/2022 Premium (Bed), Spot.		£40.00	Pay

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6. Click **[Confirm]**. No comments are required.

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**Lancashire** ContrOCC  
County Council Lancashire Provider Portal

Provider web interface for **Mr Brierfield User** DEMO RES PROVIDER

[Home](#) [Scheduled Payments](#) [POs](#) [Reports](#) [Help](#) [Logout](#)

**Scheduled Payments** CH - DEMO RES - 9 May 2022 to 5 Jun 2022 CURRENT

Financial year: 2022/2023  
Contract: CH - DEMO RES

DEMO RES PROVIDER  
9 May 2022 to 5 Jun 2022 Unconfirmed  
11 Apr 2022 to 8 May 2022 Confirmed  
14 Mar 2022 to 10 Apr 2022

Start Date: 09 May 2022  
End Date: 05 Jun 2022

**Total Payable** £68285.24  
**Non-Payable** £0.00

**Status:** Unconfirmed

Comments:

[Confirm](#) [Reject](#) [Cancel](#)

Care Package Line Items

SSRef	Client	Service	Service Level	Start Date	End Date	Cost	Pricing	CPLI ID
A1	AI	DEMO RES - CH	Long Term Residential - Older People - Dementia Rate	01/05/2021	-	£654.60 Weekly	1 x Bed at £654.60 (Spot)	674161
A1	AI	DEMO RES - CH	Long Term Residential - Older People - Room Premium	01/05/2021	-	£10.00 Weekly	1 x Bed at £10.00 (Spot)	678684

## Reject a Scheduled Payment

Step	Action
1.	Login to the Adults Provider Portal
2.	Click the <b>Scheduled Payment</b> link

[Skip top navigation](#)

**Lancashire** ContrOCC  
County Council Lancashire Provider Portal

Provider web interface for **Mr Brierfield User** DEMO RES PROVIDER

[Home](#) [Scheduled Payments](#) [POs](#) [Reports](#) [Help](#) [Logout](#)

DEMO RES PROVIDER

Pick a task...

[Scheduled Payments](#)  
View and confirm or reject scheduled payments.

[Purchase Orders](#)  
View & print purchase orders

[Change Password](#)

[Reports](#)  
View & print financial reports

[Actions and Change Requests](#)  
No open Actions

[Log Out](#)

[Care Package Line Items](#)  
View Care Package Line Items

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3. Select Financial Year and Contract, then click the Payment Period Schedule to be view

The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. At the top, there is a navigation bar with 'Home', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. Below this, the 'Scheduled Payments' section is active. It features a 'Financial year' dropdown set to '2022/2023' and a 'Contract' dropdown set to 'CH - DEMO RES'. A list of payment periods is displayed, with three arrows pointing to the '11 Apr 2022 to 8 May 2022' period, which is marked as 'Confirmed'.

4. Details of the payment will be displayed

The screenshot displays the details for the payment period '11 Apr 2022 to 8 May 2022'. The status is 'Confirmed'. A summary table shows a total payable of £45,197.49 and a total non-payable of £0.00. Below this, a detailed table lists costs and income for two periods: DEMO RES - CH 2020/2021 and DEMO RES - CH 2021/2022.

Start Date:	11 Apr 2022	End Date:	08 May 2022	Payable	£45,197.49	Total	
				Non-Payable	£0.00		
<b>DEMO RES - CH 2020/2021</b>							
<b>Mr D (Total: £1087.48)</b>							
Cost	Discharge Support - Residential (Bed), Spot.	17/03/2021 - 31/03/2021		£1087.48		Paid	
<b>DEMO RES - CH 2021/2022</b>							
<b>M (Total: -£1304.87)</b>							
Cost	Discharge Support - Residential (Bed), Spot. (Adj)	14/03/2022 - 10/04/2022		-£1304.87		Paid	
<b>Mrs C (Total: -£2982.39)</b>							
Cost	Discharge Support - Residential (Bed), Spot. (Adj)	14/02/2022 - 13/03/2022		-£1605.90		Paid	
Cost	Discharge Support - Residential (Bed), Spot. (Adj)	14/03/2022 - 10/04/2022		-£1376.49		Paid	
<b>Mr D (Total: -£16964.66)</b>							

5. Scroll to the bottom of the Payment Schedule and click **[Confirm/Reject]**

Cost	Higher Rate (Bed), Spot.			
	Long Term Residential - Older People - Room 09/05/2022 - 05/06/2022 Premium (Bed), Spot.	£40.00	Pay	
<b>Mr D (Total: £2475.76)</b>				
Cost	Long Term Residential - Older People - Room 09/05/2022 - 05/06/2022 Premium (Bed), Spot.	£40.00	Pay	
Cost	Residential long term higher rate (Bed), Spot.	£2435.76	Pay	
<b>Mrs J (Total: £2618.40)</b>				
Cost	Discharge Support - Residential (Bed), Spot. 09/05/2022 - 05/06/2022	£2618.40	Pay	
<b>Mrs J (Total: £2181.20)</b>				
Cost	Long Term Residential - Older People - Room 09/05/2022 - 05/06/2022 Premium (Bed), Spot.	£40.00	Pay	
Cost	Long Term Residential - Older People - Standard rate (Bed), Spot.	£2141.20	Pay	
<b>Mr Al (Total: £2435.56)</b>				
Cost	Discharge Support - Residential (Bed), Spot. 09/05/2022 - 05/06/2022	£2435.56	Pay	
<b>Mrs I (Total: £2658.40)</b>				
Cost	Long Term Residential - Older People - Dementia Rate (Bed), Spot.	£2618.40	Pay	
Cost	Long Term Residential - Older People - Room 09/05/2022 - 05/06/2022 Premium (Bed), Spot.	£40.00	Pay	

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6. Add comments to detail the discrepancy and click **[Reject]**.

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**Lancashire** **ContrOCC** Provider web interface for **Mr Brierfield User** DEMO RES PROVIDER  
Lancashire Provider Portal

[Home](#) [Scheduled Payments](#) [POs](#) [Reports](#) [Help](#) [Logout](#)

**Scheduled Payments** CH - DEMO RES - 9 May 2022 to 5 Jun 2022 CURRENT

Financial year: 2022/2023  
Contract: CH - DEMO RES  
DEMO RES PROVIDER  
9 May 2022 to 5 Jun 2022 Unconfirmed  
11 Apr 2022 to 8 May 2022 Confirmed  
14 Mar 2022 to 10 Apr 2022

Start Date:	09 May 2022	Total	
End Date:	05 Jun 2022	Payable	£68285.24
		Non-Payable	£0.00
<b>Status:</b>	<b>Unconfirmed</b>		

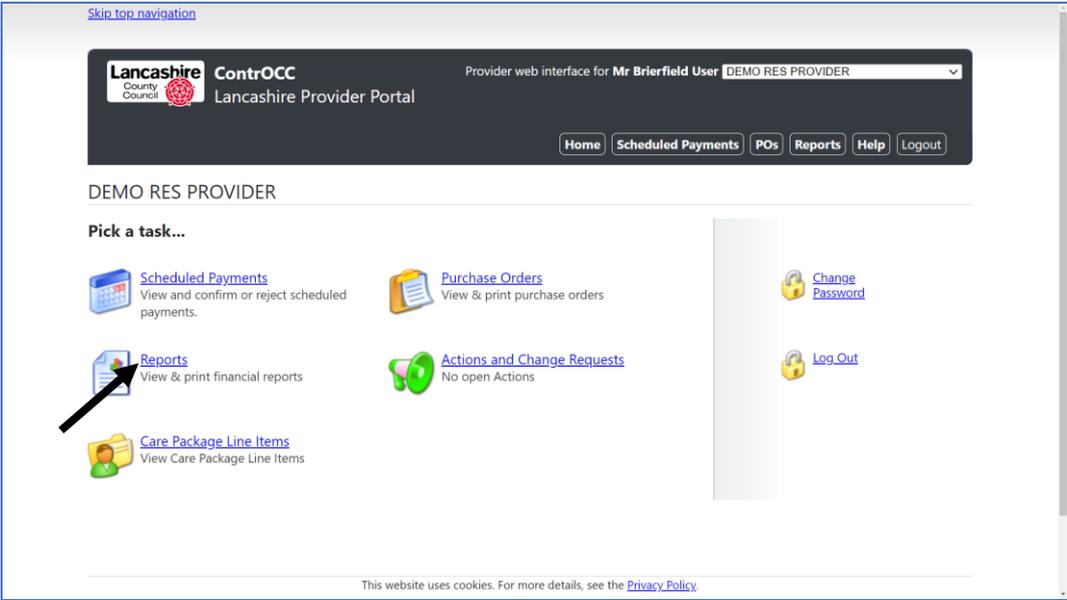
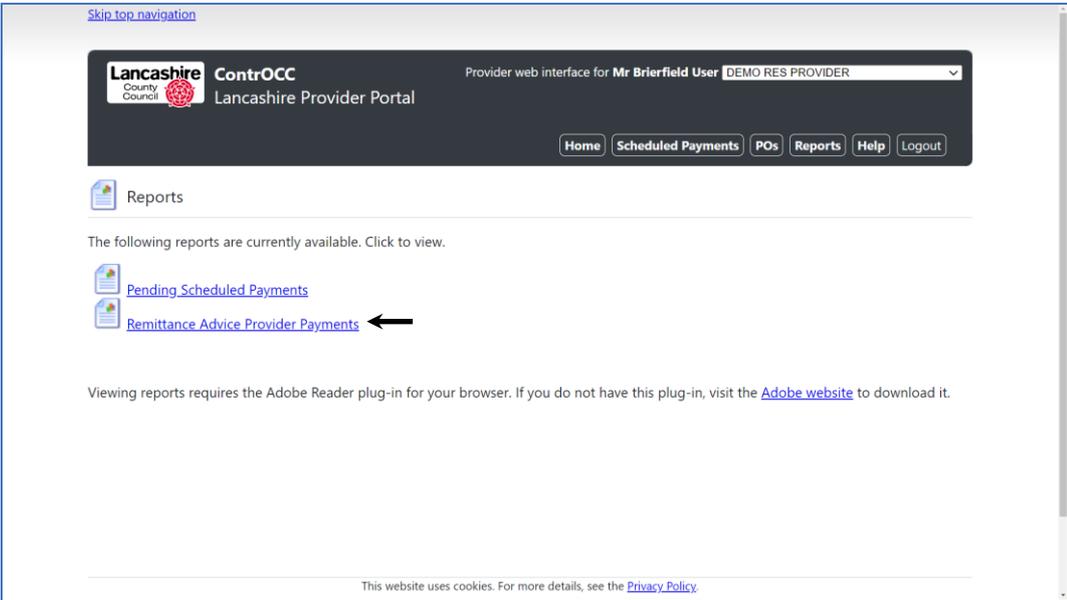
Comments:  
Client EA was discharged 05/05/2022

Care Package Line Items

SSRef	Client	Service	Service Level	Start Date	End Date	Cost	Pricing	CPLI ID
A1	A	DEMO RES - CH	Long Term Residential - Older People - Dementia Rate	01/05/2021	-	£654.60 Weekly	1 x Bed at £654.60 (Spot)	674161
A1	A	DEMO RES - CH	Long Term Residential - Older People - Room Premium	01/05/2021	-	£10.00 Weekly	1 x Bed at £10.00 (Spot)	678684

**NB:** Following rejection of the Scheduled Payment contact should be made with the relevant Team via Actions to have the discrepancy investigated and resolved. Adding comments alone will not result in an investigation.

# View/Download Previous Payment Report

Step	Action
1.	Login to the Adults Provider Portal
2.	<p>Click the <b>Reports</b> link</p>  <p>The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal interface. At the top, there is a navigation bar with the Lancashire County Council logo, the text 'ContrOCC Lancashire Provider Portal', and a dropdown menu for the user 'Mr Brierfield User DEMO RES PROVIDER'. Below the navigation bar are buttons for 'Home', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. The main content area is titled 'DEMO RES PROVIDER' and 'Pick a task...'. There are several task cards: 'Scheduled Payments' (View and confirm or reject scheduled payments), 'Purchase Orders' (View &amp; print purchase orders), 'Change Password', 'Reports' (View &amp; print financial reports), 'Actions and Change Requests' (No open Actions), and 'Log Out'. A black arrow points to the 'Reports' link.</p>
3.	<p>Select <b>Remittance Advice Provider Payments</b></p>  <p>The screenshot shows the 'Reports' section of the Lancashire ContrOCC Lancashire Provider Portal. The navigation bar is the same as in the previous screenshot. Below the navigation bar, there is a 'Reports' section with the text 'The following reports are currently available. Click to view.' There are two report links: 'Pending Scheduled Payments' and 'Remittance Advice Provider Payments'. A black arrow points to the 'Remittance Advice Provider Payments' link. Below the report links, there is a note: 'Viewing reports requires the Adobe Reader plug-in for your browser. If you do not have this plug-in, visit the Adobe website to download it.'</p>

4.

Select **Contract**, **Payment Method** (Choose method applicable to period being queried), and **Period**.

The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal. At the top, there is a navigation bar with the Lancashire County Council logo, the text 'ContrOCC Lancashire Provider Portal', and a user dropdown menu for 'Mr Brierfield User' with 'DEMO RES PROVIDER' selected. Below the navigation bar are buttons for 'Home', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. The main content area is titled 'Remittance Advice Provider Payments Report' with a 'Close and return' link. The form contains the following fields:

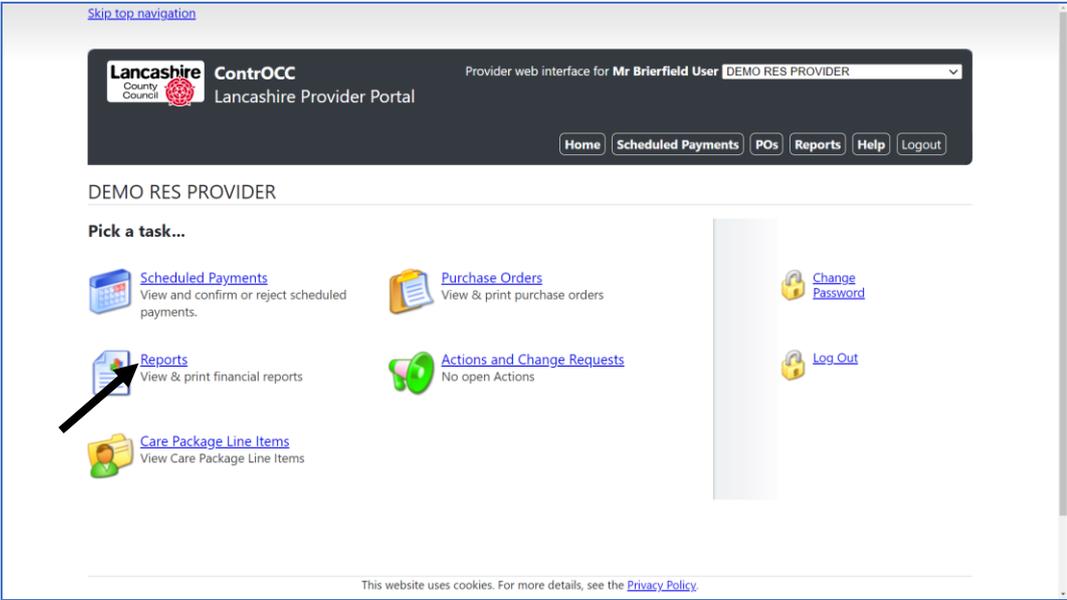
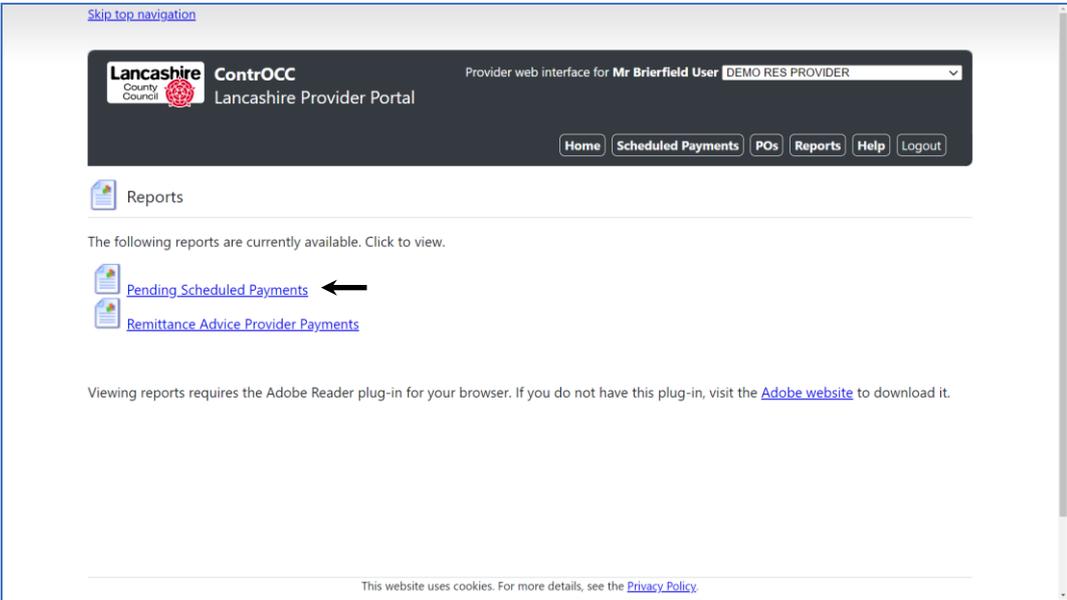
Contract	CH - DEMO RES	←
Payment Method	Scheduled (Pay on actuals: For Intermittent CPLIs only) 13/04/2	←
Period (* Partially finalised payment periods)	11/04/2022 - 08/05/2022	← View Download Data
Summary	<input type="checkbox"/>	

Below the form, it states: 'This report requires parameters. Please complete the fields above and press the View or Download Data button.'

At the bottom of the page, there is a footer: 'This website uses cookies. For more details, see the [Privacy Policy](#).'

Click **[View]** or **[Download Data]**

# View Pending Scheduled Payments

Step	Action
1.	Login to the Adults Provider Portal
2.	<p>Click the <b>Reports</b> link</p>  <p>The screenshot shows the Lancashire ContrOCC Lancashire Provider Portal interface. At the top, there is a navigation bar with the Lancashire County Council logo, the text 'ContrOCC Lancashire Provider Portal', and a dropdown menu for the user 'Mr Brierfield User DEMO RES PROVIDER'. Below the navigation bar are buttons for 'Home', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. The main content area is titled 'DEMO RES PROVIDER' and 'Pick a task...'. There are several task cards: 'Scheduled Payments' (View and confirm or reject scheduled payments), 'Purchase Orders' (View &amp; print purchase orders), 'Change Password', 'Reports' (View &amp; print financial reports), 'Actions and Change Requests' (No open Actions), and 'Log Out'. A black arrow points to the 'Reports' link.</p>
3.	<p>Select <b>Remittance Advice Provider Payments</b></p>  <p>The screenshot shows the 'Reports' section of the Lancashire ContrOCC Lancashire Provider Portal. The navigation bar is the same as in the previous screenshot. Below the navigation bar, there is a 'Reports' heading and a sub-heading 'The following reports are currently available. Click to view.' There are two report links: 'Pending Scheduled Payments' and 'Remittance Advice Provider Payments'. A black arrow points to the 'Remittance Advice Provider Payments' link. Below the report links, there is a note: 'Viewing reports requires the Adobe Reader plug-in for your browser. If you do not have this plug-in, visit the Adobe website to download it.'</p>

4.

Leave all options as default and click [\[View\]](#) or [\[Download Data\]](#)

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**Lancashire** **ContrOCC** County Council Lancashire Provider Portal Provider web interface for **Mr Brierfield User** DEMO RES PROVIDER

[Home](#) [Scheduled Payments](#) [POs](#) [Reports](#) [Help](#) [Logout](#)

 Pending Scheduled Payments Report [Close and return](#)

Organisation	DEMO RES PROVIDER	<input type="button" value="View"/>	<input type="button" value="Download Data"/>
Status	[All]		
Date From	<input type="text"/>		
Date To	<input type="text"/>		

This report requires parameters. Please complete the fields above and press the View or Download Data button.

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## Appendix A - Glossary of Terms

<b>Actual:</b>	Can refer to both the hours delivered, and the overall submission. As a rule "Actuals" refers to the line, whereas "Actual" refers to the service delivered
<b>Frustrated:</b>	A Frustrated visit relates to a service which could not be delivered (i.e. due to a no-entry), or has been cancelled with insufficient notice (usually less than 24hrs)
<b>Missed:</b>	A Missed visit relates to a service which was not delivered either due to the service being cancelled with notice, or where the provider was unable to provide the service
<b>Extra:</b>	Extra visits may be submitted (over and above the commissioned service) in only three instances: <ol style="list-style-type: none"><li>1. Initial Assessment: Limited to 1hr at the start of a new agreement</li><li>2. Emergency Hours: Limited to 4hrs per instance</li><li>3. End of service Notice: Permitted Notice varies per contract and should only be claimed where the entire service has been cancelled/suspended</li></ol>
<b>Emergency Hours:</b>	Are defined as <i>"The provision of unscheduled and unanticipated care that would otherwise result in the service user experiencing significant emotional or physical harm."</i>
<b>Action:</b>	An interaction between Lancashire and Provider linked to either a client, contract, invoice or service.
<b>Dispute:</b>	A request for amendment/response from provider following either receipt information contradicting information from another source, or where the submission needs to be queried.

## Appendix B - Actions Recommended Due Dates

Action Type	Minimum Due Date
CPLI Amendment (All variants)	2 Working Days
CPLI Outstanding	2 Working Days
Actuals Query	5 Working Days
Payment Query	5 Working Days
APL Supported Living - Void Claim	5 Working Days
Third Party Amendment Request	5 Working Days
Rolling Respite Claim	5 Working Days
Actuals Dispute	5 Working Days (Issued by Lancashire)*
Debit Balance	5 Working Days (Issued by Lancashire)*
Outstanding Schedule Confirmation	5 Working Days (Issued by Lancashire)*
Outstanding Actuals	5 Working Days (Issued by Lancashire)*
Returned Invoice	5 Working Days (Issued by Lancashire)*
Third Party Amendment Request	10 Working Days

\* These Action Types should only be initiated by Lancashire County Council.