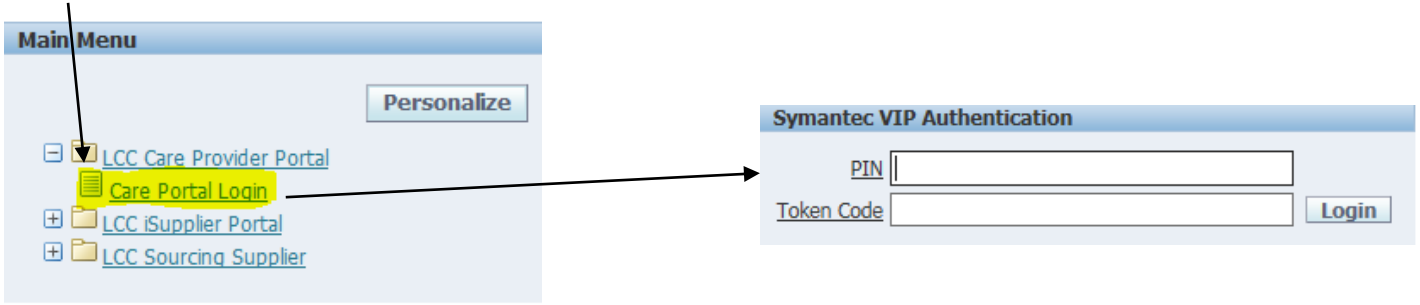
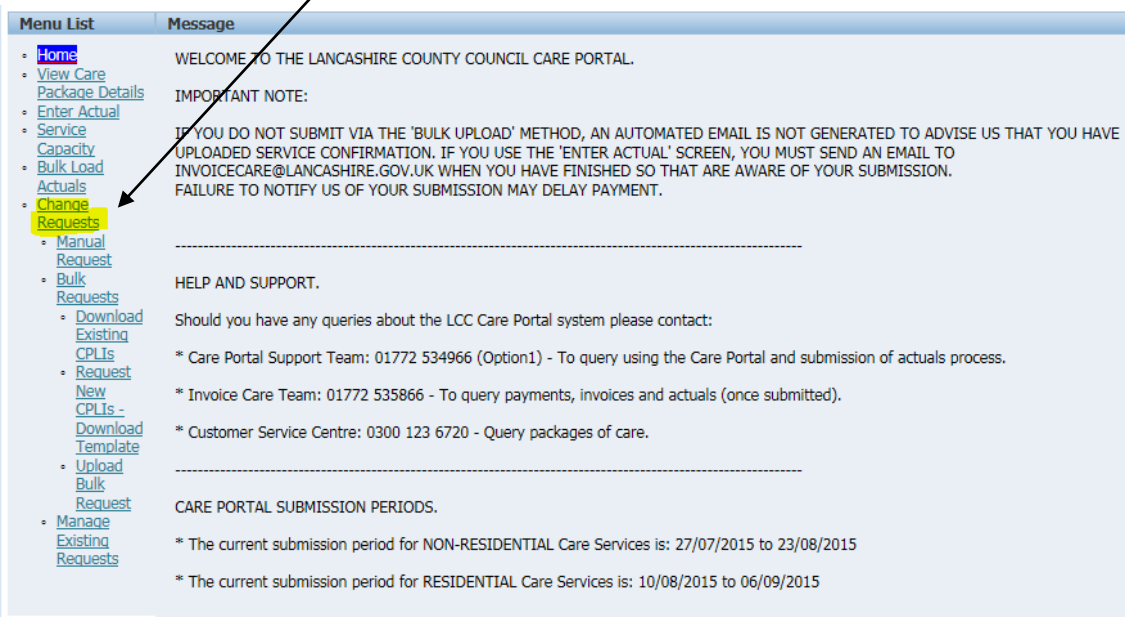
Oracle Amendment System

Log in to LCC Care Provider Portal as normal.



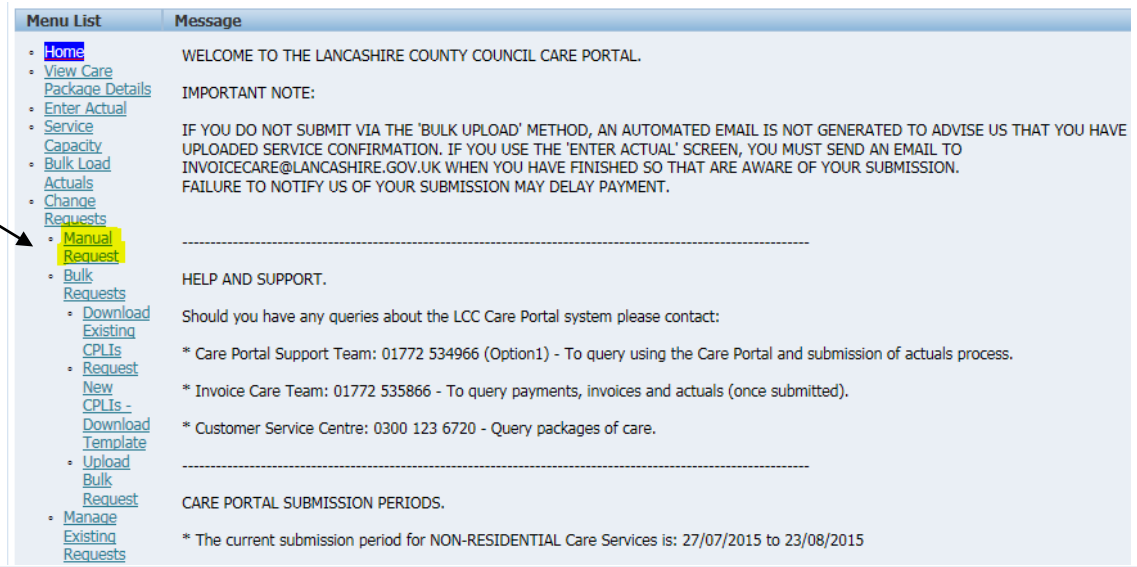
There are 3 sections under **change requests**, these are Manual request, Bulk requests and Manage existing Requests. Bulk request has the sub headings of 'Download Existing CPLIs', 'Request New CPLIs – Download Template' and 'Upload Bulk Request'.



Manual requests

This is where you do individual requests for amendments. If the CPLI is already on the system but incorrect you can search for it here. If the CPLI is not on the system you can use the button on the right hand side 'new CPLI request' to send us information on a new CPLI.

Click 'Manual request'



Manual Request Page

- Home
- View Care Package Details
- Enter Actual
- Service Capacity
- Bulk Load Actuals
- Change Requests
  - Manual Request
  - Bulk Requests
    - Download Existing CPLIs
    - Request New CPLIs - Download Template
    - Upload Bulk Request
  - Manage Existing Requests

Service Provider: Care Provider
Service:
Client:
Start From: To:
Show Active / Inactive: ACTIVE INACTIVE BOTH Search

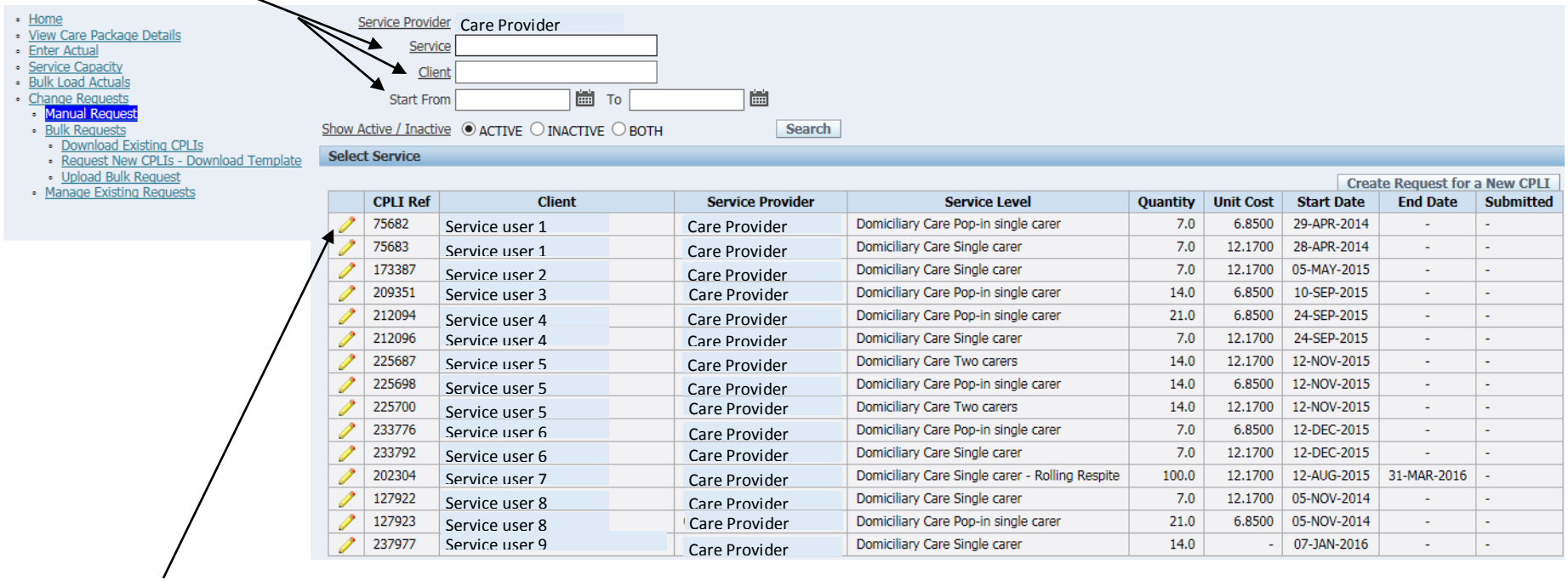
Select Service

Create Request for a New CPLI

CPLI Ref	Client	Service Provider	Service Level	Quantity	Unit Cost	Start Date	End Date	Submitted
75682	Service user 1	Care Provider	Domiciliary Care Pop-in single carer	7.0	6.8500	29-APR-2014	-	-
75683	Service user 1	Care Provider	Domiciliary Care Single carer	7.0	12.1700	28-APR-2014	-	-
173387	Service user 2	Care Provider	Domiciliary Care Single carer	7.0	12.1700	05-MAY-2015	-	-
209351	Service user 3	Care Provider	Domiciliary Care Pop-in single carer	14.0	6.8500	10-SEP-2015	-	-
212094	Service user 4	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	24-SEP-2015	-	-
212096	Service user 4	Care Provider	Domiciliary Care Single carer	7.0	12.1700	24-SEP-2015	-	-
225687	Service user 5	Care Provider	Domiciliary Care Two carers	14.0	12.1700	12-NOV-2015	-	-
225698	Service user 5	Care Provider	Domiciliary Care Pop-in single carer	14.0	6.8500	12-NOV-2015	-	-
225700	Service user 5	Care Provider	Domiciliary Care Two carers	14.0	12.1700	12-NOV-2015	-	-
233776	Service user 6	Care Provider	Domiciliary Care Pop-in single carer	7.0	6.8500	12-DEC-2015	-	-
233792	Service user 6	Care Provider	Domiciliary Care Single carer	7.0	12.1700	12-DEC-2015	-	-
202304	Service user 7	Care Provider	Domiciliary Care Single carer - Rolling Respite	100.0	12.1700	12-AUG-2015	31-MAR-2016	-
127922	Service user 8	Care Provider	Domiciliary Care Single carer	7.0	12.1700	05-NOV-2014	-	-
127923	Service user 8	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	05-NOV-2014	-	-
237977	Service user 9	Care Provider	Domiciliary Care Single carer	14.0	-	07-JAN-2016	-	-

Editing an existing CPLI

Using the search functions to find the CPLI you wish to amend.



	CPLI Ref	Client	Service Provider	Service Level	Quantity	Unit Cost	Start Date	End Date	Submitted
	75682	Service user 1	Care Provider	Domiciliary Care Pop-in single carer	7.0	6.8500	29-APR-2014	-	-
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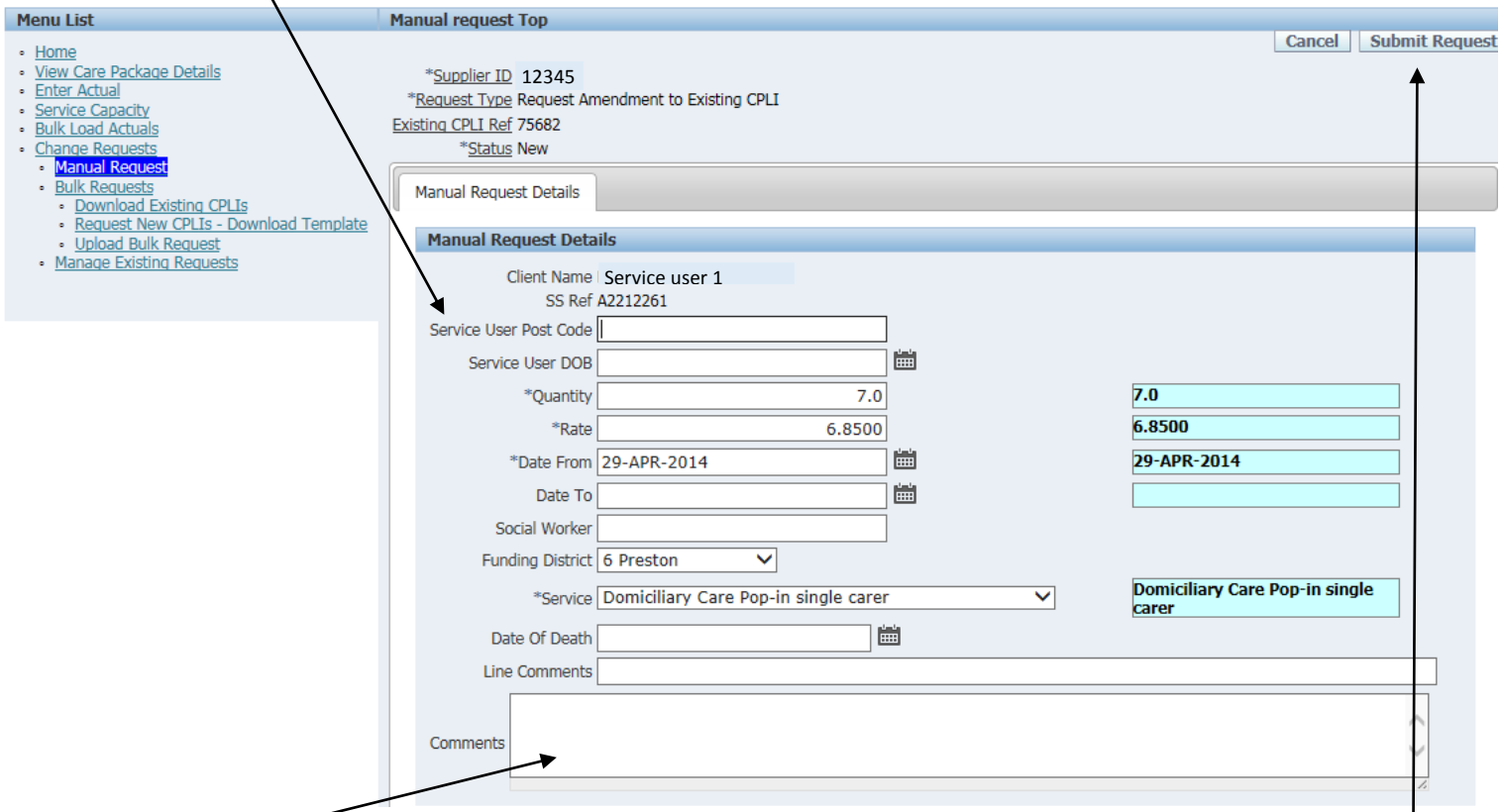
	173387	Service user 2	Care Provider	Domiciliary Care Single carer	7.0	12.1700	05-MAY-2015	-	-
	209351	Service user 3	Care Provider	Domiciliary Care Pop-in single carer	14.0	6.8500	10-SEP-2015	-	-
	212094	Service user 4	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	24-SEP-2015	-	-
	212096	Service user 4	Care Provider	Domiciliary Care Single carer	7.0	12.1700	24-SEP-2015	-	-
	225687	Service user 5	Care Provider	Domiciliary Care Two carers	14.0	12.1700	12-NOV-2015	-	-
	225698	Service user 5	Care Provider	Domiciliary Care Pop-in single carer	14.0	6.8500	12-NOV-2015	-	-
	225700	Service user 5	Care Provider	Domiciliary Care Two carers	14.0	12.1700	12-NOV-2015	-	-
	233776	Service user 6	Care Provider	Domiciliary Care Pop-in single carer	7.0	6.8500	12-DEC-2015	-	-
	233792	Service user 6	Care Provider	Domiciliary Care Single carer	7.0	12.1700	12-DEC-2015	-	-
	202304	Service user 7	Care Provider	Domiciliary Care Single carer - Rolling Respite	100.0	12.1700	12-AUG-2015	31-MAR-2016	-
	127922	Service user 8	Care Provider	Domiciliary Care Single carer	7.0	12.1700	05-NOV-2014	-	-
	127923	Service user 8	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	05-NOV-2014	-	-
	237977	Service user 9	Care Provider	Domiciliary Care Single carer	14.0	-	07-JAN-2016	-	-

Click the 'Pencil icon' next to the CPLI you wish to amend.

On the right hand side, are the details of the CPLI currently on the system; these are in blue and cannot be amended. You are able to amend the left hand side which is coloured in white.

Amend the necessary details and fill in the blank fields.



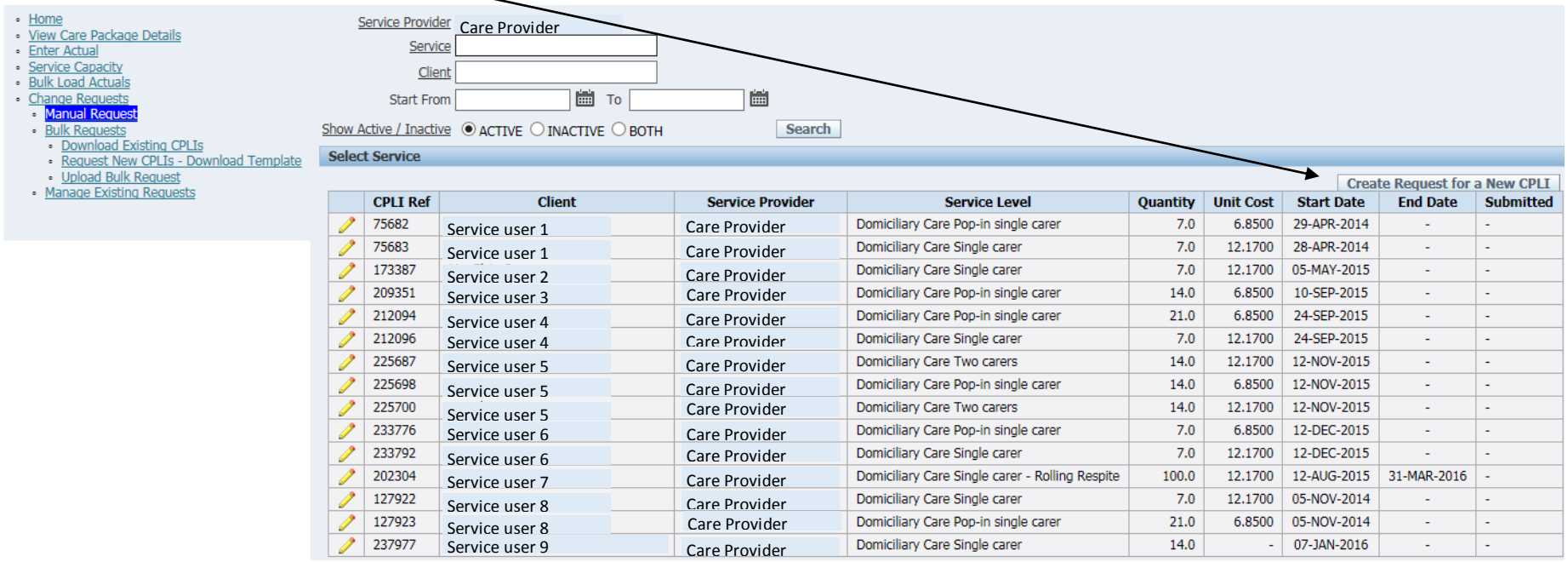
Add Details into the comment section.

Once complete, click 'Submit request'

This will then be sent to us and we will be able to investigate your request.

Creating a New CPLI

Click 'create request for a new CPLI'



	CPLI Ref	Client	Service Provider	Service Level	Quantity	Unit Cost	Start Date	End Date	Submitted
	75682	Service user 1	Care Provider	Domiciliary Care Pop-in single carer	7.0	6.8500	29-APR-2014	-	-
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	212094	Service user 4	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	24-SEP-2015	-	-
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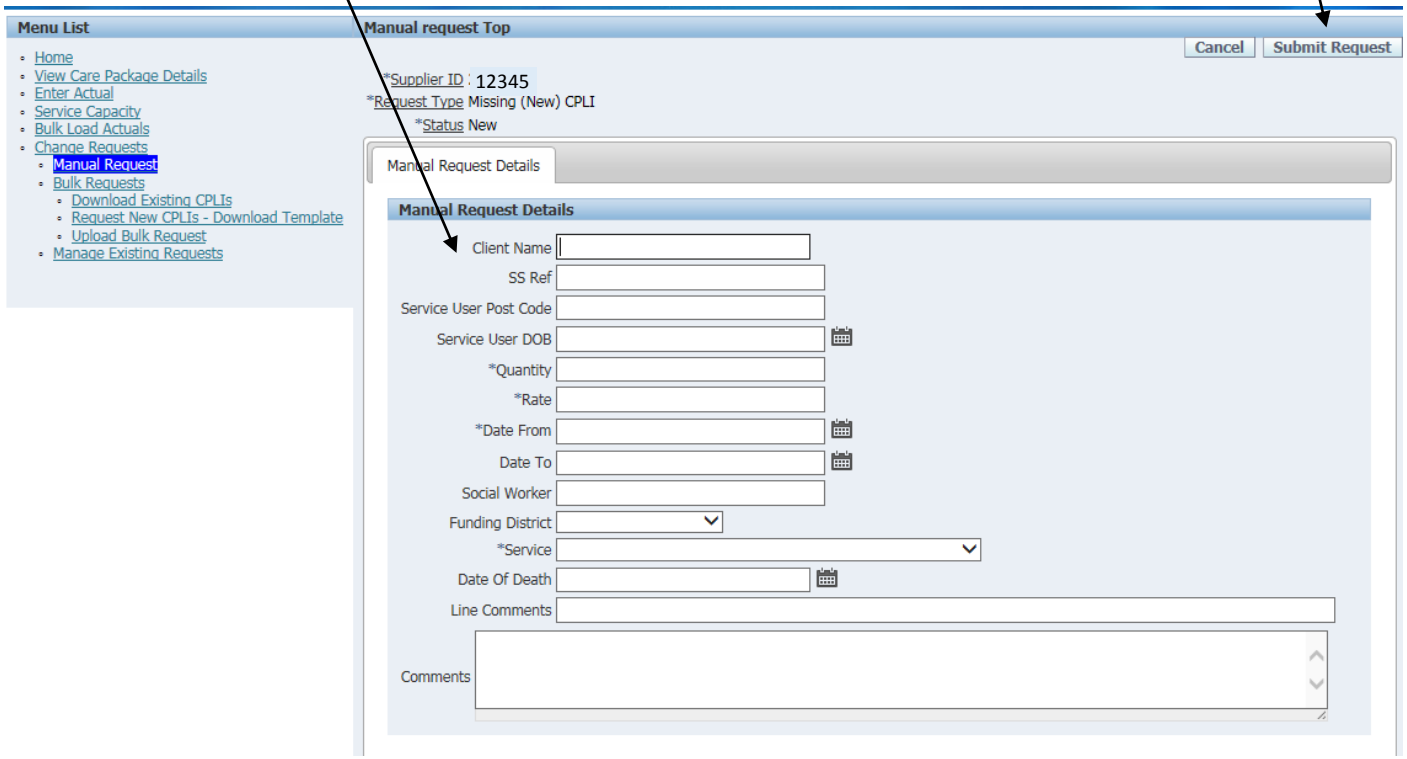
	202304	Service user 7	Care Provider	Domiciliary Care Single carer - Rolling Respite	100.0	12.1700	12-AUG-2015	31-MAR-2016	-
	127922	Service user 8	Care Provider	Domiciliary Care Single carer	7.0	12.1700	05-NOV-2014	-	-
	127923	Service user 8	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	05-NOV-2014	-	-
	237977	Service user 9	Care Provider	Domiciliary Care Single carer	14.0	-	07-JAN-2016	-	-

This is for services you provide but are not on the care portal.

Fill in each field and add details in the comments section.

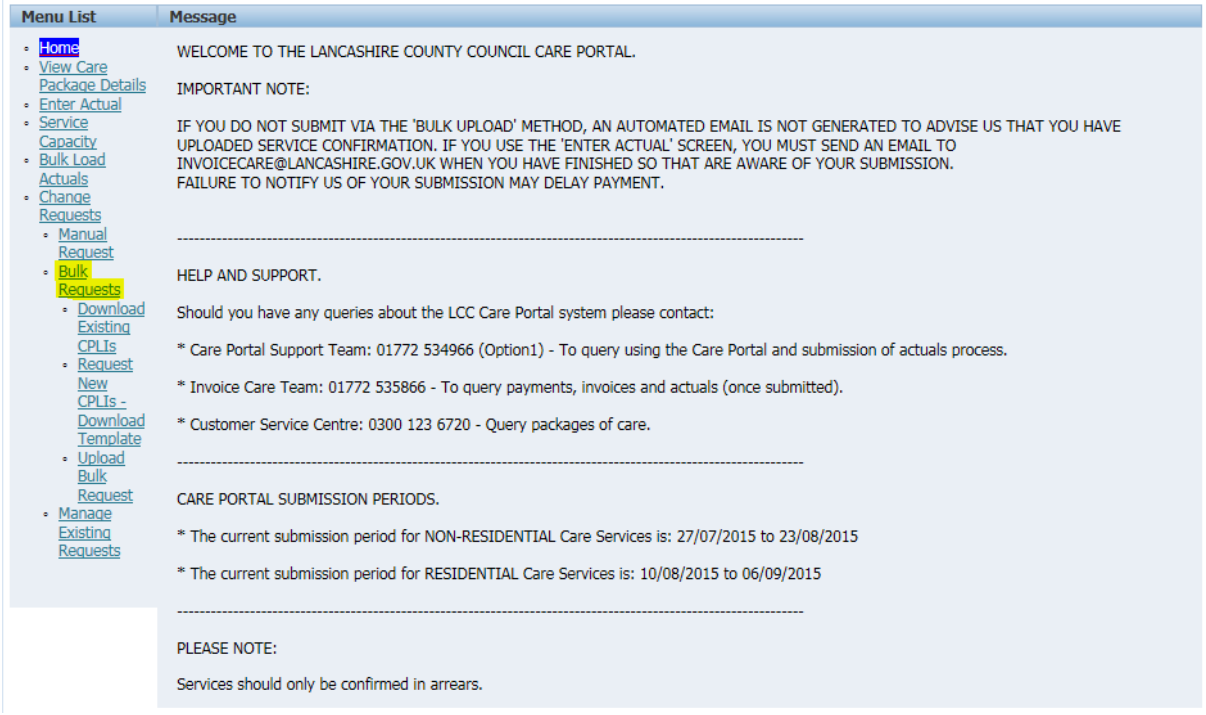
One complete, Click 'Submit Request'



This will then be sent to us and we will be able to investigate your request.

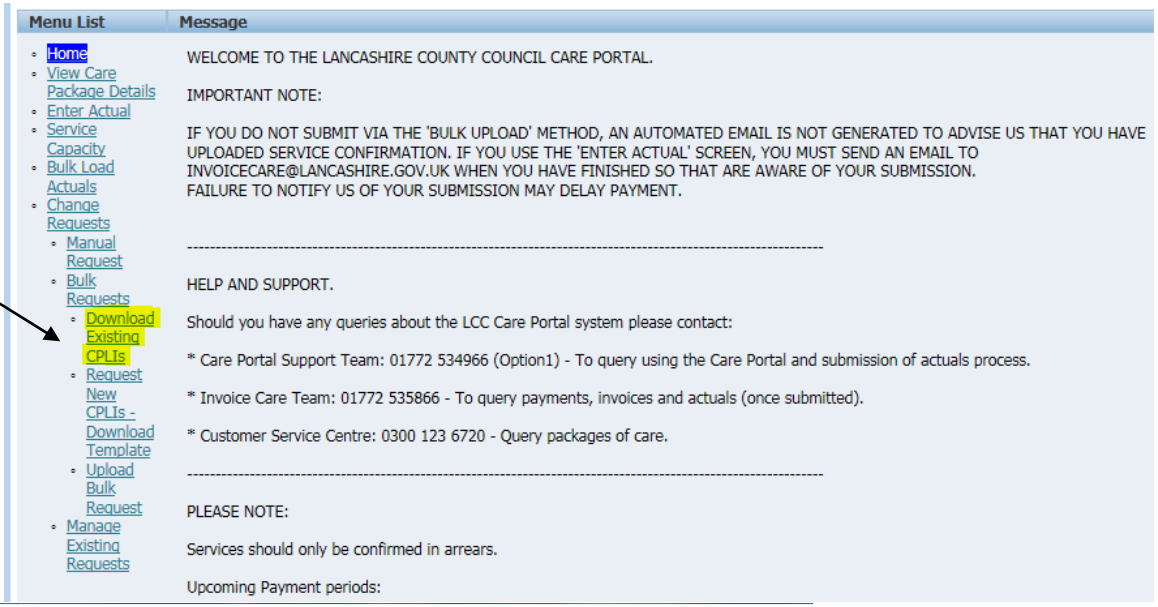
Bulk download templates.

This is where you do bulk requests for amendments. If the CPLI is already on the system but incorrect you can use 'Download existing CPLIs' to download the CPLIS you wish to change. If the CPLI is not on the system you can use 'Request New CPLIs – Download Template' to download a blank template to fill in with the new CPLIs. You can then upload them using the 'Upload Bulk Request'.

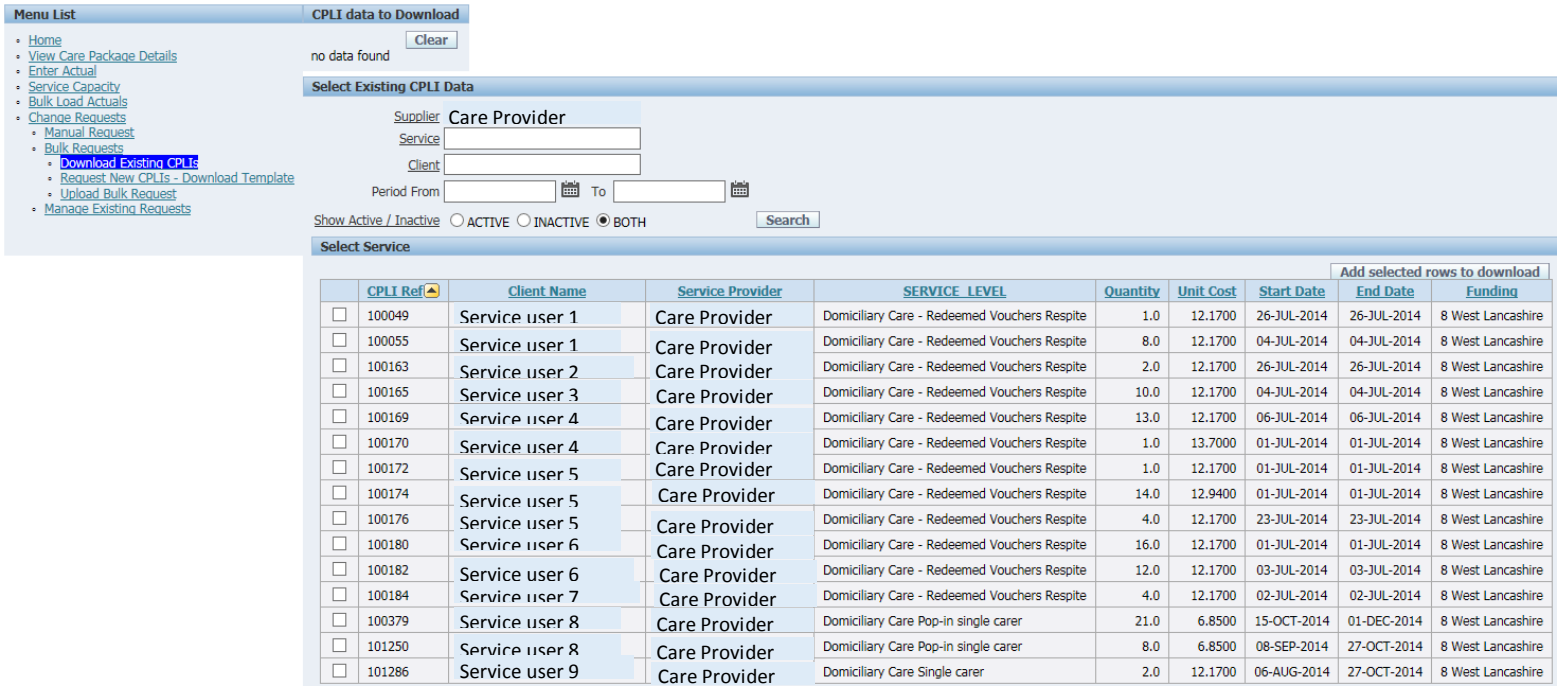


Download Existing CPLIs

Click 'Download existing CPLIs'

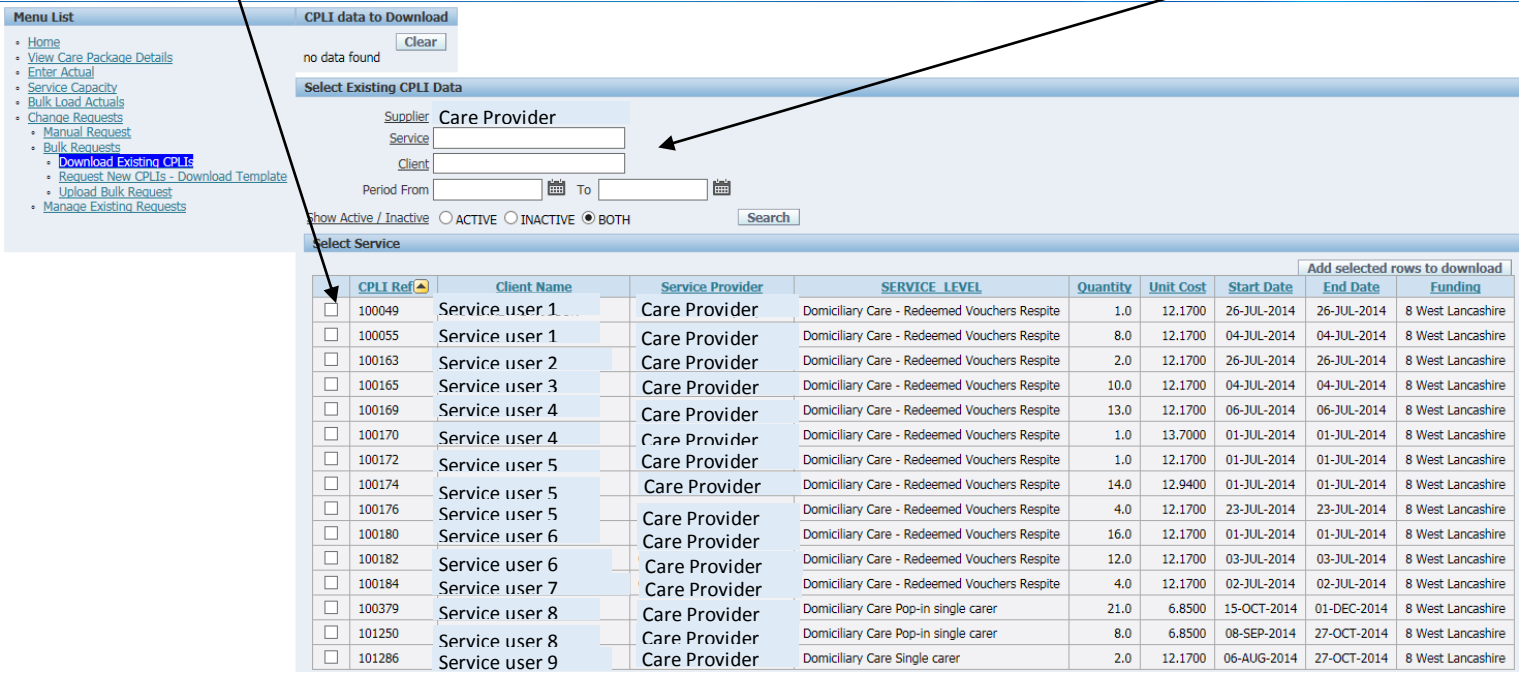


Download existing CPLI page

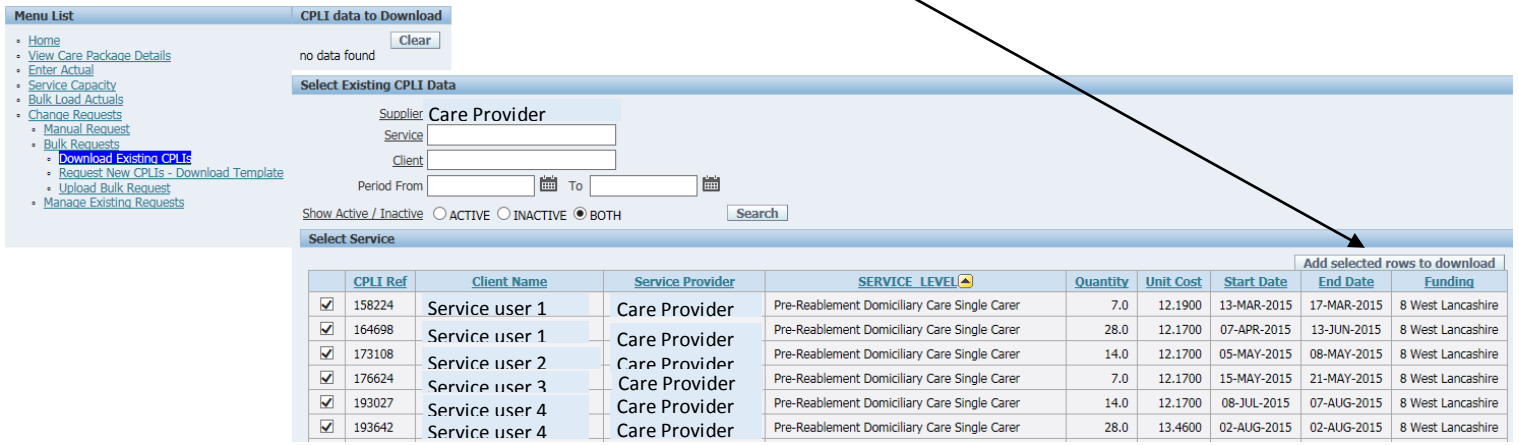


Select the rows you need to amend by clicking the radio button.

You can use the search function to find CPLIs

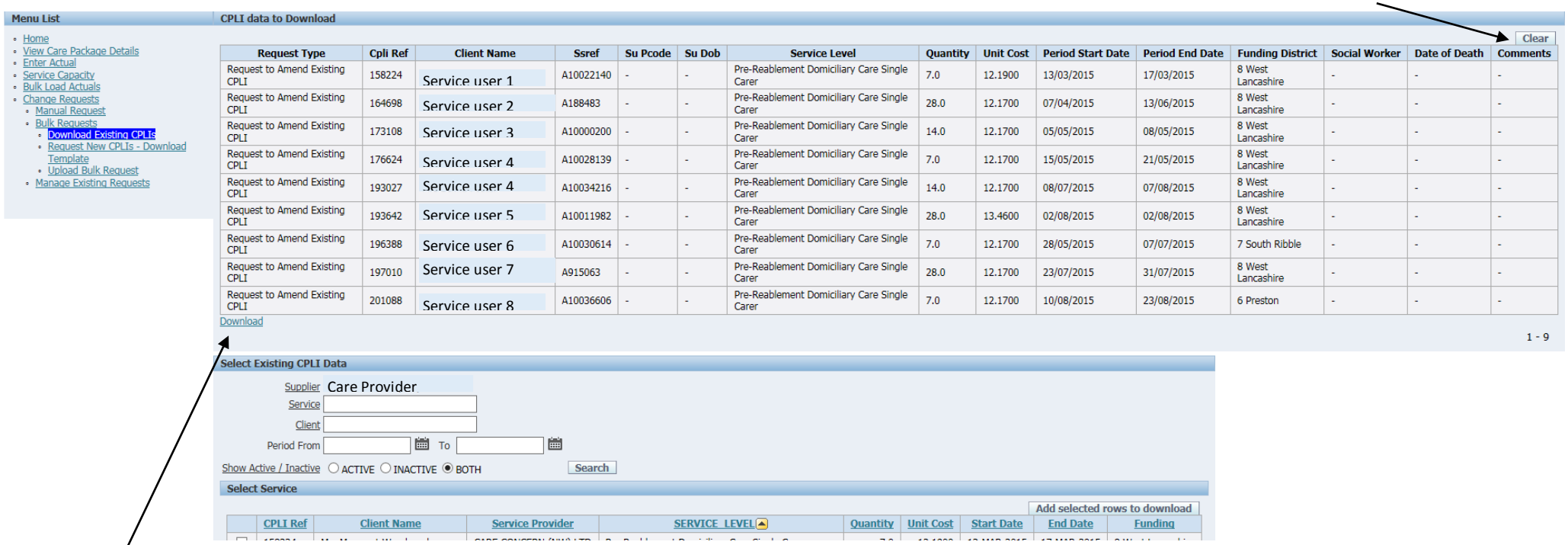


Once all the rows are selected, click 'Add selected rows to download'



As you can see the CPLIs selected are now listed at the top of the page. If you need to select more CPLIs you can do this again.

If you need to remove them please click 'clear'.



Once all the CPLIs you need to amend are listed at the top of the page, Click 'Download'.

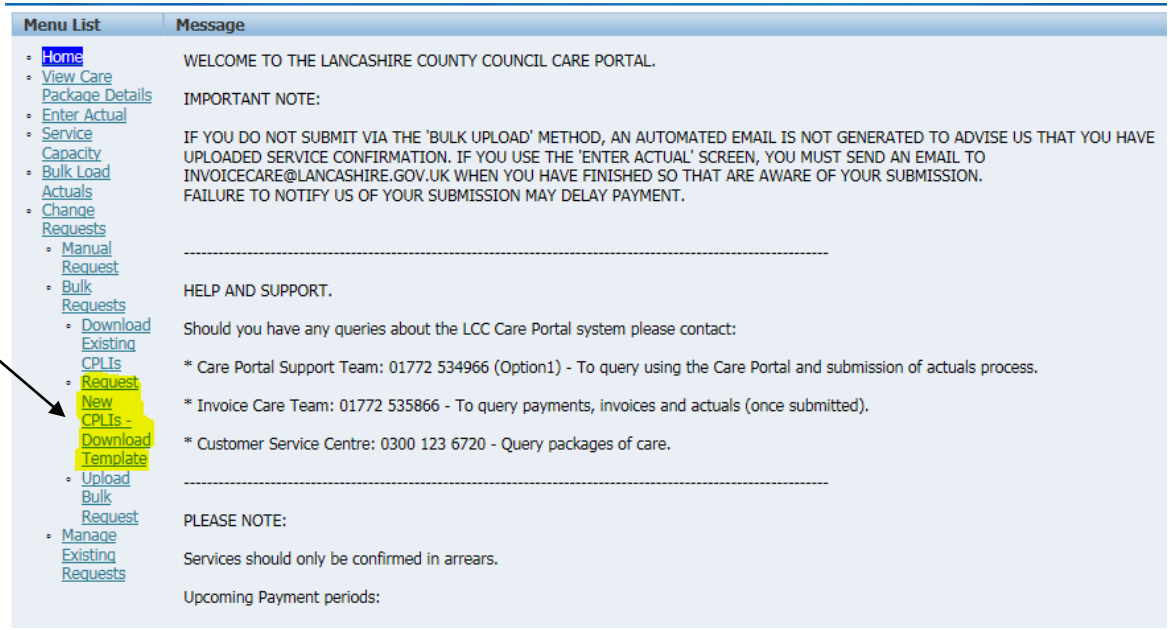
You will download a file called: cpli_data_to_download.csv

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Request Type	Cpli Ref	Client Name	Ssref	Su Pcode	Su Dob	Service Level	Quantity	Unit Cost	Period Start Date	Period End Date	Funding D	Social Wo	Date of Death	Comments
2	Request to Amend Existing CPLI	158224	Service user 1	A10022140			Pre-Reablement Domiciliary Care Single Carer	7	12.19	13/03/2015	17/03/2015	8 West Lancashire			
3	Request to Amend Existing CPLI	164698	Service user 2	A188483			Pre-Reablement Domiciliary Care Single Carer	28	12.17	07/04/2015	13/06/2015	8 West Lancashire			
4	Request to Amend Existing CPLI	173108	Service user 3	A10000200			Pre-Reablement Domiciliary Care Single Carer	14	12.17	05/05/2015	08/05/2015	8 West Lancashire			
5	Request to Amend Existing CPLI	176624	Service user 4	A10028139			Pre-Reablement Domiciliary Care Single Carer	7	12.17	15/05/2015	21/05/2015	8 West Lancashire			
6	Request to Amend Existing CPLI	193027	Service user 5	A10034216			Pre-Reablement Domiciliary Care Single Carer	14	12.17	08/07/2015	07/08/2015	8 West Lancashire			
7	Request to Amend Existing CPLI	193642	Service user 6	A10011982			Pre-Reablement Domiciliary Care Single Carer	28	13.46	02/08/2015	02/08/2015	8 West Lancashire			
8	Request to Amend Existing CPLI	196388	Service user 7	A10030614			Pre-Reablement Domiciliary Care Single Carer	7	12.17	28/05/2015	07/07/2015	7 South Ribble			
9	Request to Amend Existing CPLI	197010	Service user 8	A915063			Pre-Reablement Domiciliary Care Single Carer	28	12.17	23/07/2015	31/07/2015	8 West Lancashire			
10	Request to Amend Existing CPLI	201088	Service user 9	A10036606			Pre-Reablement Domiciliary Care Single Carer	7	12.17	10/08/2015	23/08/2015	6 Preston			
11															
12															

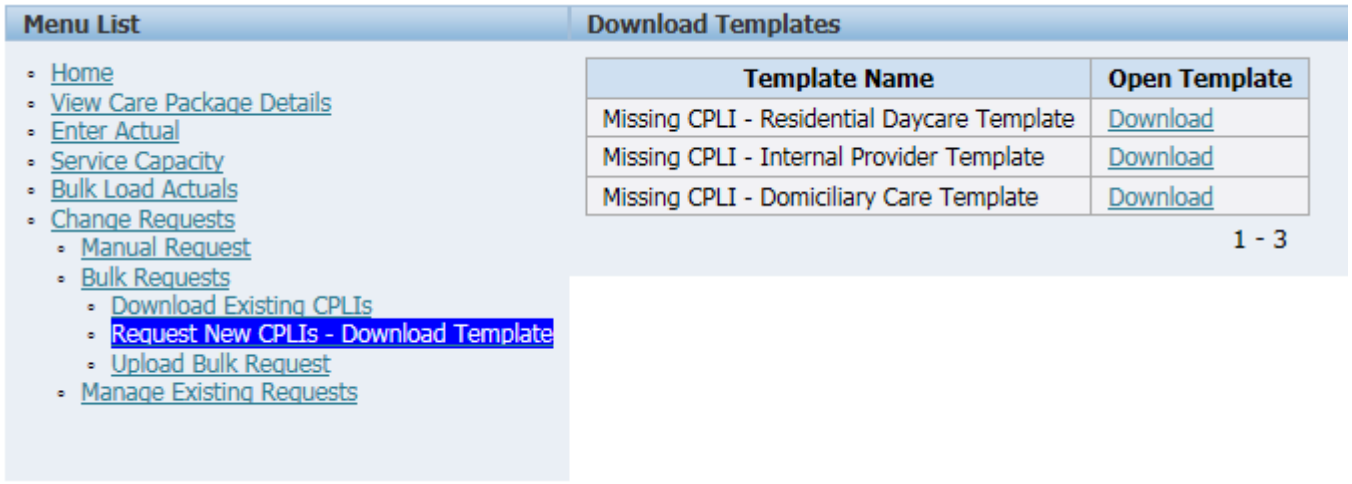
Amend the necessary details and save the file. You will then need to upload this using the 'upload Bulk request' page (guidance below).

Request New CPLIs – Download Template

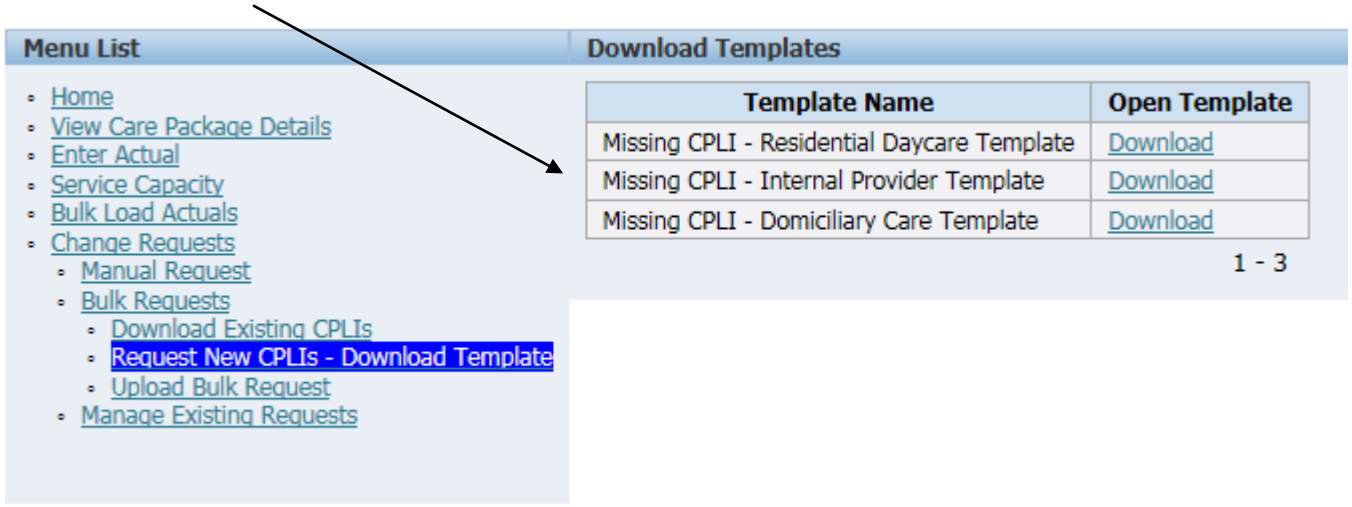
Click 'Request New CPLIs – Download Template'



Request New CPLIs – Download template page



Click the most appropriate Template for your service.



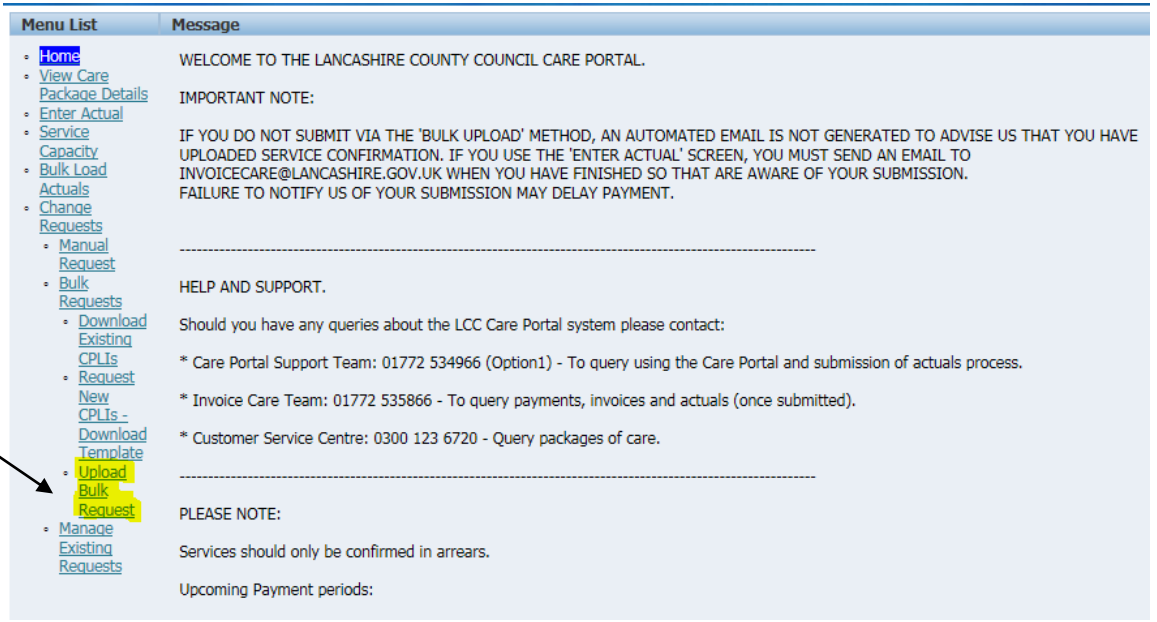
You will download a file.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	REQUEST TYPE (Select from dropdown list)	EXISTING CPLI NUMBER (AMENDMENT REQUESTS ONLY)	CLIENT NAME	SERVICE USER NUMBER	SERVICE USER POSTCODE	SERVICE USER DATE OF BIRTH	SERVICE PROVIDED (Select from dropdown list)	NUMBER OF UNITS PROVIDED PER WEEK	RATE PER UNIT	WITH EFFECT FROM (DATE)	WITH EFFECT TO (DATE), IF APPLICABLE	FUNDING DISTRICT (select from dropdown list)	SOCIAL WORKER OR SOCIAL WORK TEAM (IF KNOWN)	DATE OF DEATH (IF APPLICABLE)	COMMENTS
2															
3															
4															
5															

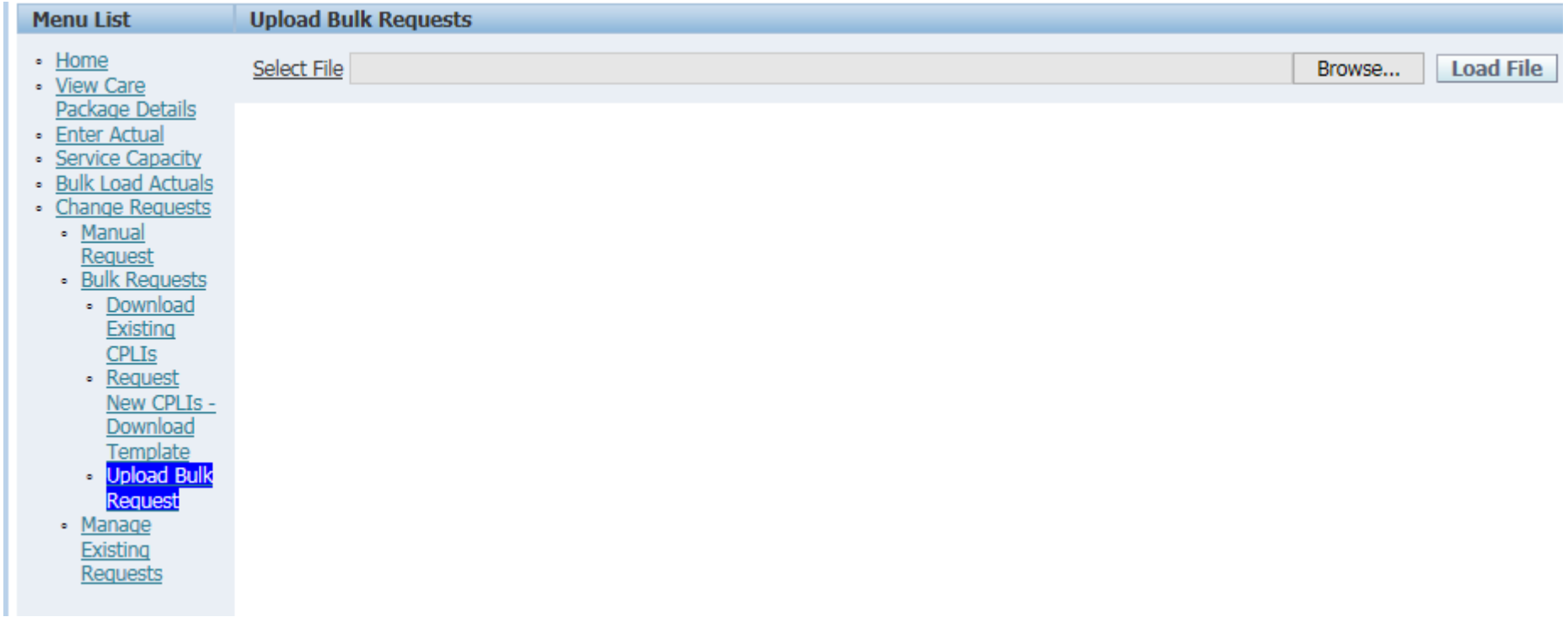
Fill in the necessary details and save the file. You will then need to upload this using the 'upload Bulk request' page (guidance below).

Upload Bulk Request

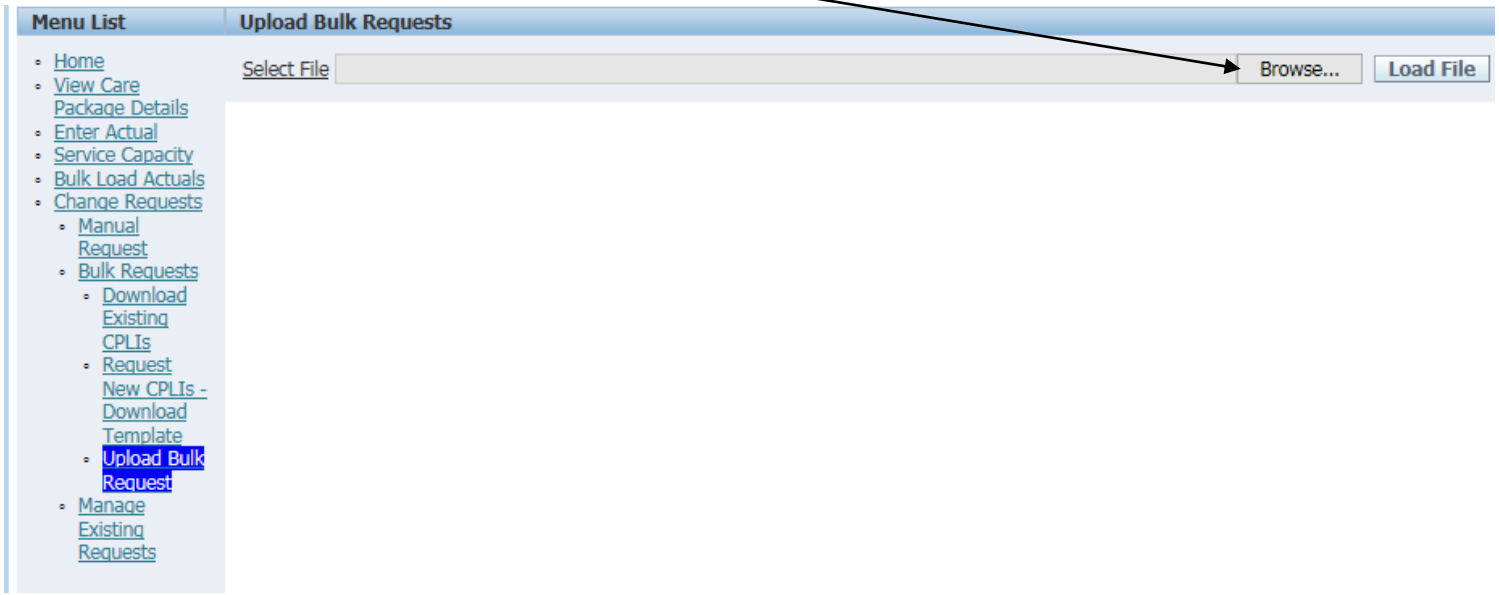
Click 'Upload Bulk request'



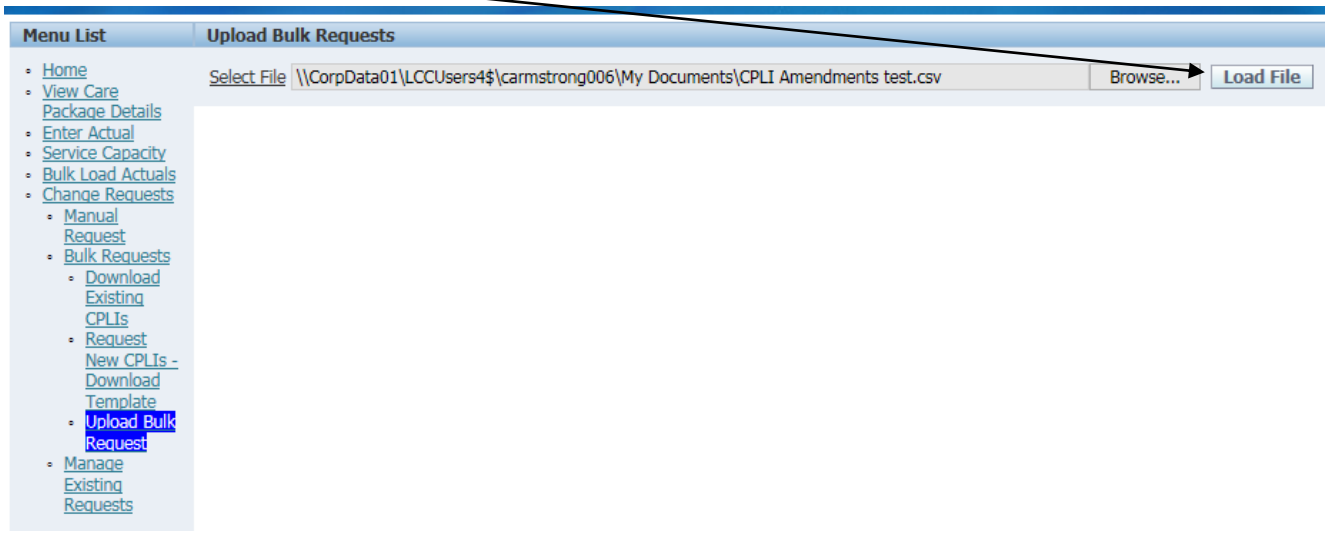
Upload bulk request page



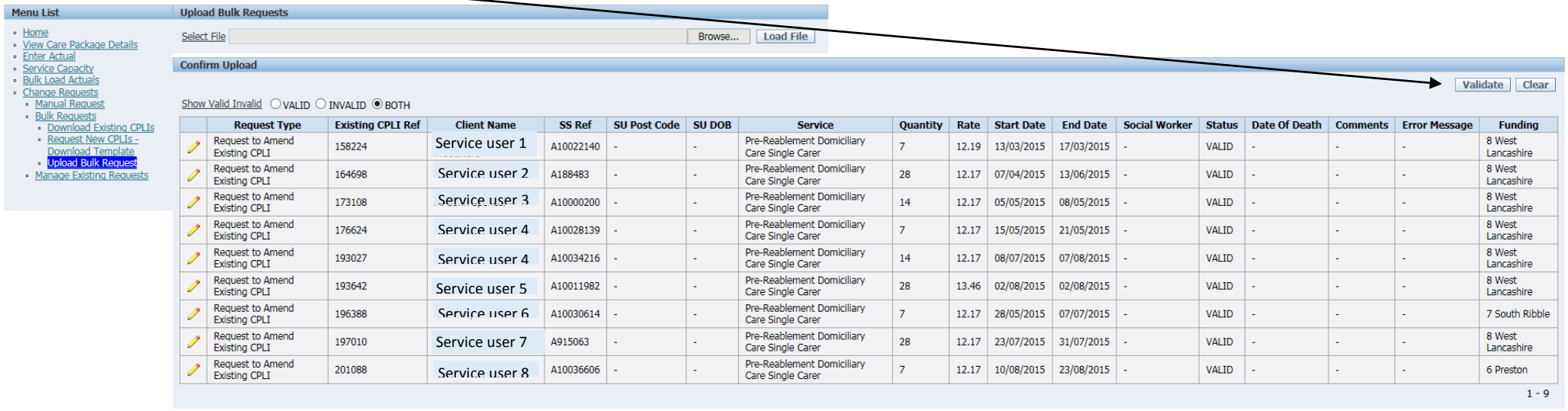
Click browse and select the file you need to upload



Click 'Load file'



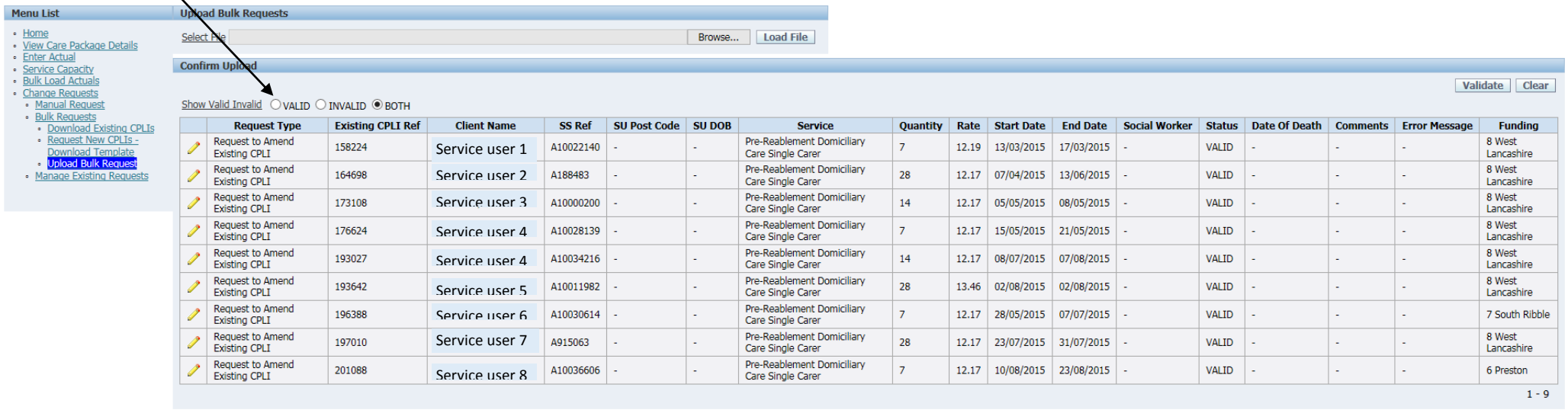
Click 'Validate'



	Request Type	Existing CPLI Ref	Client Name	SS Ref	SU Post Code	SU DOB	Service	Quantity	Rate	Start Date	End Date	Social Worker	Status	Date Of Death	Comments	Error Message	Funding
	Request to Amend Existing CPLI	158224	Service user 1	A10022140	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.19	13/03/2015	17/03/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	164698	Service user 2	A188483	-	-	Pre-Reablement Domiciliary Care Single Carer	28	12.17	07/04/2015	13/06/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	173108	Service user 3	A10000200	-	-	Pre-Reablement Domiciliary Care Single Carer	14	12.17	05/05/2015	08/05/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	176624	Service user 4	A10028139	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	15/05/2015	21/05/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	193027	Service user 4	A10034216	-	-	Pre-Reablement Domiciliary Care Single Carer	14	12.17	08/07/2015	07/08/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	193642	Service user 5	A10011982	-	-	Pre-Reablement Domiciliary Care Single Carer	28	13.46	02/08/2015	02/08/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	196388	Service user 6	A10030614	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	28/05/2015	07/07/2015	-	VALID	-	-	-	7 South Ribble
	Request to Amend Existing CPLI	197010	Service user 7	A915063	-	-	Pre-Reablement Domiciliary Care Single Carer	28	12.17	23/07/2015	31/07/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	201088	Service user 8	A10036606	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	10/08/2015	23/08/2015	-	VALID	-	-	-	6 Preston

1 - 9

Click the 'Valid radio button'



	Request Type	Existing CPLI Ref	Client Name	SS Ref	SU Post Code	SU DOB	Service	Quantity	Rate	Start Date	End Date	Social Worker	Status	Date Of Death	Comments	Error Message	Funding
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	Request to Amend Existing CPLI	164698	Service user 2	A188483	-	-	Pre-Reablement Domiciliary Care Single Carer	28	12.17	07/04/2015	13/06/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	173108	Service user 3	A10000200	-	-	Pre-Reablement Domiciliary Care Single Carer	14	12.17	05/05/2015	08/05/2015	-	VALID	-	-	-	8 West Lancashire
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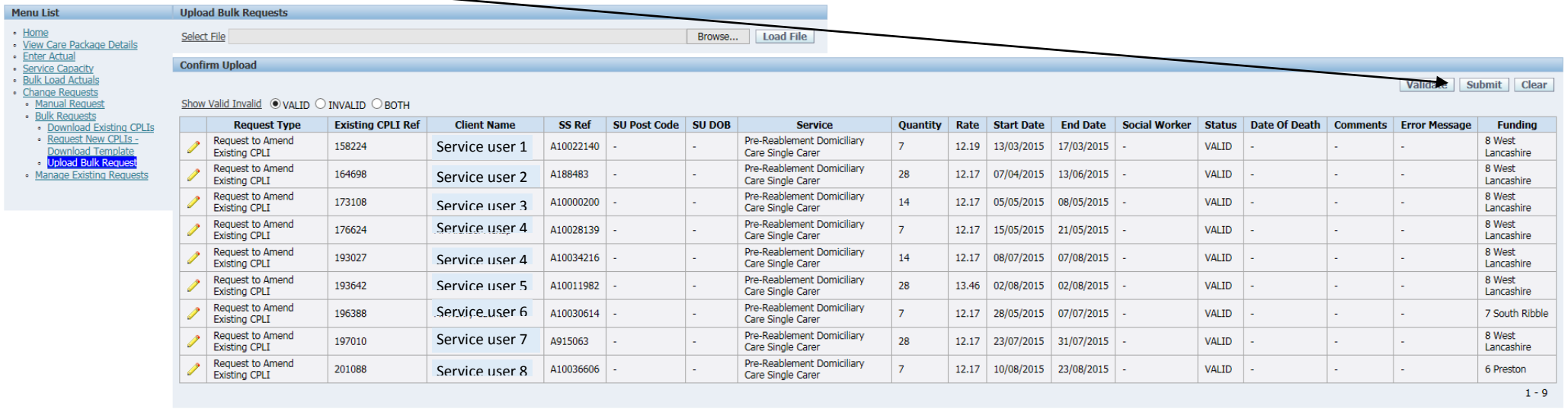
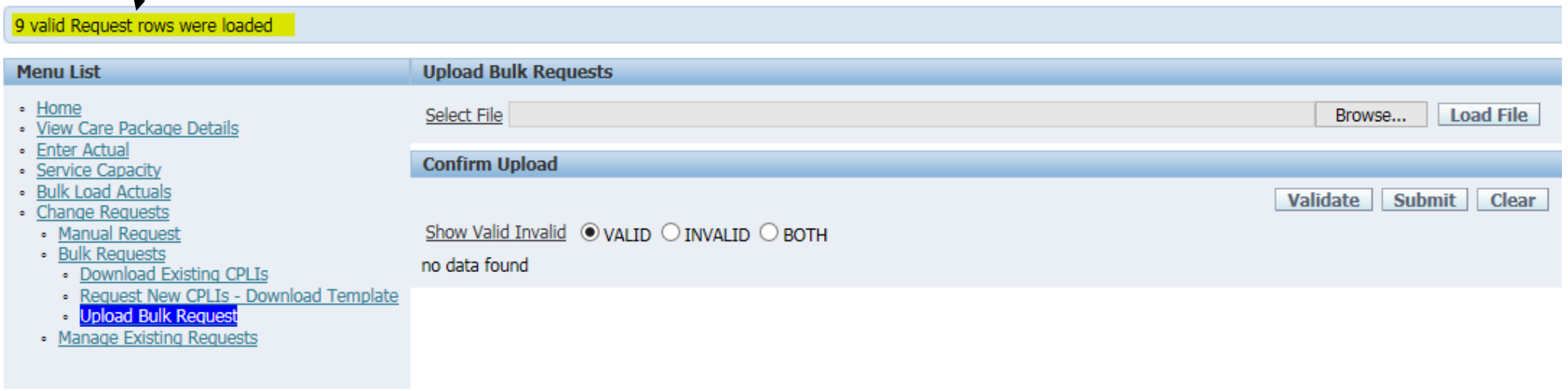
	Request to Amend Existing CPLI	193027	Service user 4	A10034216	-	-	Pre-Reablement Domiciliary Care Single Carer	14	12.17	08/07/2015	07/08/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	193642	Service user 5	A10011982	-	-	Pre-Reablement Domiciliary Care Single Carer	28	13.46	02/08/2015	02/08/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	196388	Service user 6	A10030614	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	28/05/2015	07/07/2015	-	VALID	-	-	-	7 South Ribble
	Request to Amend Existing CPLI	197010	Service user 7	A915063	-	-	Pre-Reablement Domiciliary Care Single Carer	28	12.17	23/07/2015	31/07/2015	-	VALID	-	-	-	8 West Lancashire
	Request to Amend Existing CPLI	201088	Service user 8	A10036606	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	10/08/2015	23/08/2015	-	VALID	-	-	-	6 Preston

1 - 9

Click 'Submit'



You will see how many valid requests have been uploaded.

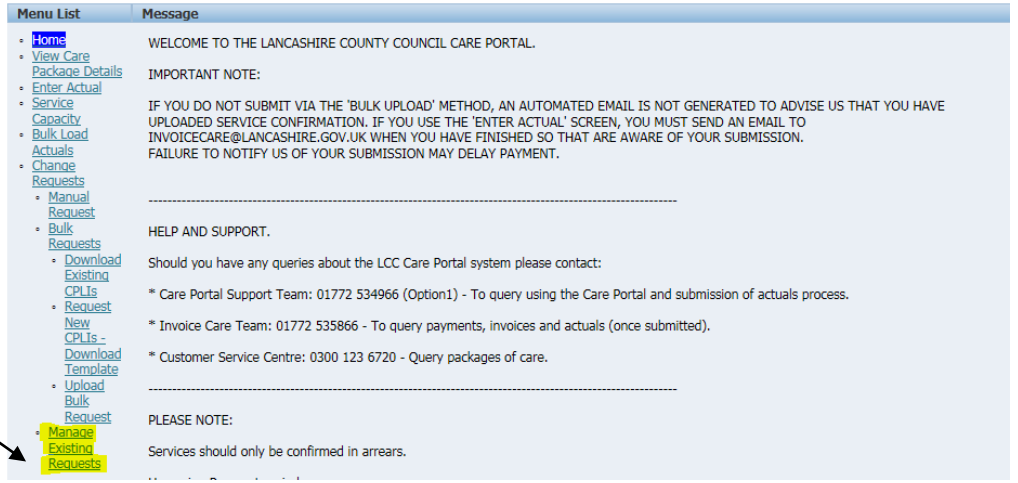


This will then be sent to us and we will be able to investigate your request.

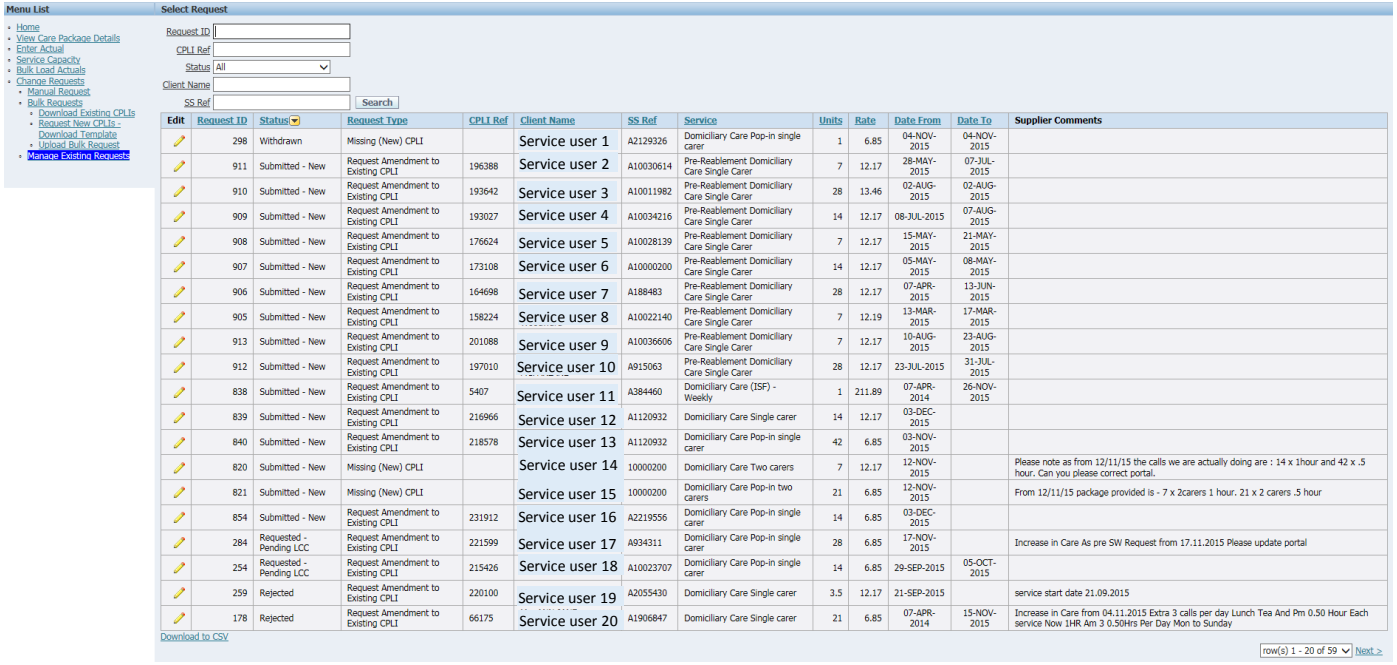
Manage requests

This section will have all of the requests for amendments you have sent to LCC through the care portal. You can check the status of these amendments here and if we need to contact you it will be through here.

Click 'Manage existing Requests'

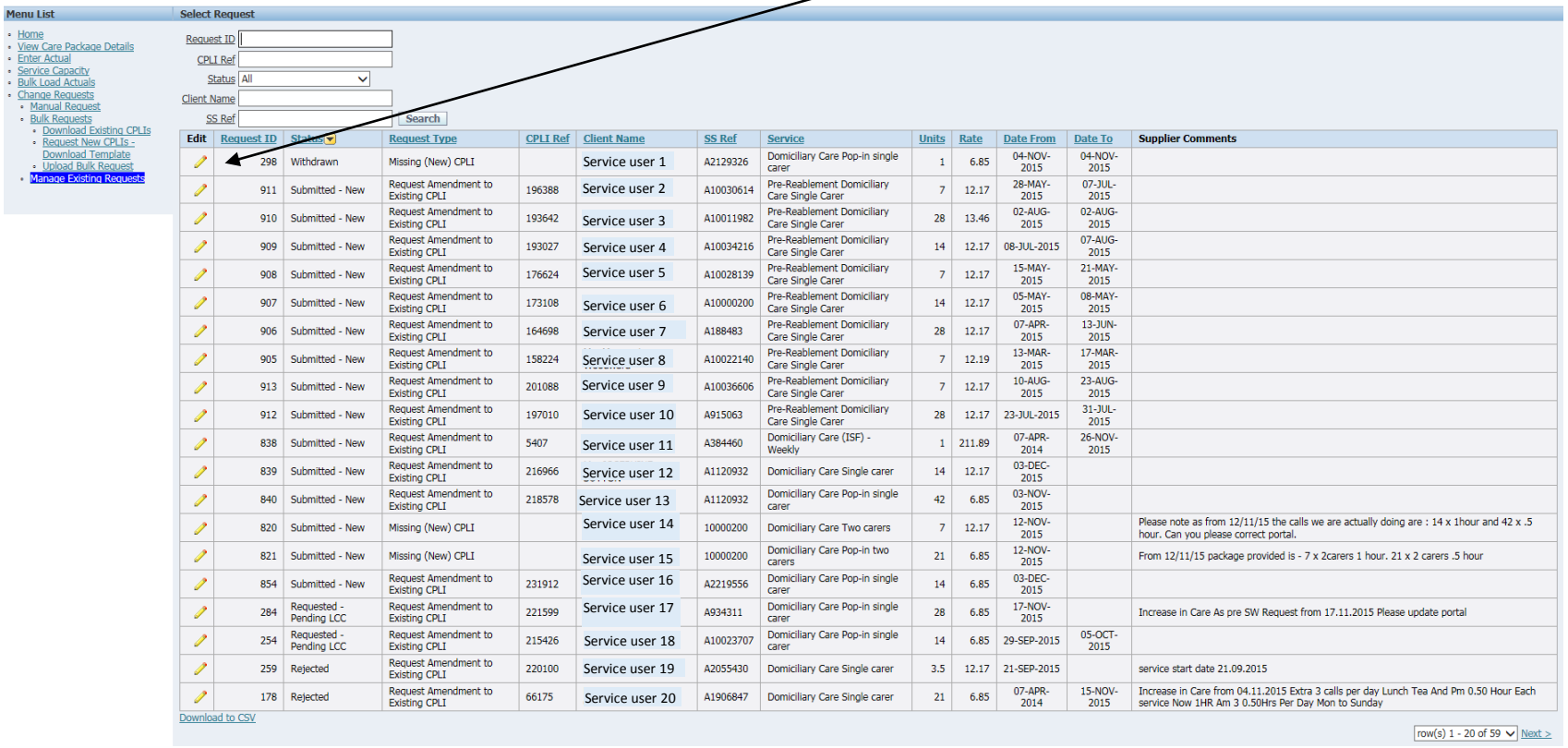


Manage existing request page



Edit	Request ID	Status	Request Type	CPLI Ref	Client Name	SS Ref	Service	Units	Rate	Date From	Date To	Supplier Comments
	298	Withdrawn	Missing (New) CPLI		Service user 1	A2129326	Domiciliary Care Pop-in single carer	1	6.85	04-NOV-2015	04-NOV-2015	
	911	Submitted - New	Request Amendment to Existing CPLI	196388	Service user 2	A10030614	Pre-Reablement Domiciliary Care Single Carer	7	12.17	28-MAY-2015	07-JUL-2015	
	910	Submitted - New	Request Amendment to Existing CPLI	193642	Service user 3	A10011982	Pre-Reablement Domiciliary Care Single Carer	28	13.46	02-AUG-2015	02-AUG-2015	
	909	Submitted - New	Request Amendment to Existing CPLI	193027	Service user 4	A10034216	Pre-Reablement Domiciliary Care Single Carer	14	12.17	08-JUL-2015	07-AUG-2015	
	908	Submitted - New	Request Amendment to Existing CPLI	176624	Service user 5	A10028139	Pre-Reablement Domiciliary Care Single Carer	7	12.17	15-MAY-2015	21-MAY-2015	
	907	Submitted - New	Request Amendment to Existing CPLI	173108	Service user 6	A10000200	Pre-Reablement Domiciliary Care Single Carer	14	12.17	05-MAY-2015	08-MAY-2015	
	906	Submitted - New	Request Amendment to Existing CPLI	164698	Service user 7	A188483	Pre-Reablement Domiciliary Care Single Carer	28	12.17	07-APR-2015	13-JUN-2015	
	905	Submitted - New	Request Amendment to Existing CPLI	158224	Service user 8	A10022140	Pre-Reablement Domiciliary Care Single Carer	7	12.19	13-MAR-2015	17-MAR-2015	
	913	Submitted - New	Request Amendment to Existing CPLI	201088	Service user 9	A10036606	Pre-Reablement Domiciliary Care Single Carer	7	12.17	10-AUG-2015	23-AUG-2015	
	912	Submitted - New	Request Amendment to Existing CPLI	197010	Service user 10	A915063	Pre-Reablement Domiciliary Care Single Carer	28	12.17	23-JUL-2015	31-JUL-2015	
	838	Submitted - New	Request Amendment to Existing CPLI	5407	Service user 11	A384460	Domiciliary Care (ISF) - Weekly	1	211.89	07-APR-2014	26-NOV-2015	
	839	Submitted - New	Request Amendment to Existing CPLI	216966	Service user 12	A1120932	Domiciliary Care Single carer	14	12.17	03-DEC-2015		
	840	Submitted - New	Request Amendment to Existing CPLI	218578	Service user 13	A1120932	Domiciliary Care Pop-in single carer	42	6.85	03-NOV-2015		
	820	Submitted - New	Missing (New) CPLI		Service user 14	10000200	Domiciliary Care Two carers	7	12.17	12-NOV-2015		Please note as from 12/11/15 the calls we are actually doing are : 14 x 1hour and 42 x .5 hour. Can you please correct portal.
	821	Submitted - New	Missing (New) CPLI		Service user 15	10000200	Domiciliary Care Pop-in two carers	21	6.85	12-NOV-2015		From 12/11/15 package provided is - 7 x 2carers 1 hour. 21 x 2 carers .5 hour
	854	Submitted - New	Request Amendment to Existing CPLI	231912	Service user 16	A2219556	Domiciliary Care Pop-in single carer	14	6.85	03-DEC-2015		
	284	Requested - Pending LCC	Request Amendment to Existing CPLI	221599	Service user 17	A934311	Domiciliary Care Pop-in single carer	28	6.85	17-NOV-2015		Increase in Care As pre SW Request from 17.11.2015 Please update portal
	254	Requested - Pending LCC	Request Amendment to Existing CPLI	215426	Service user 18	A10023707	Domiciliary Care Pop-in single carer	14	6.85	29-SEP-2015	05-OCT-2015	
	259	Rejected	Request Amendment to Existing CPLI	220100	Service user 19	A2055430	Domiciliary Care Single carer	3.5	12.17	21-SEP-2015		service start date 21.09.2015
	178	Rejected	Request Amendment to Existing CPLI	66175	Service user 20	A1906847	Domiciliary Care Single carer	21	6.85	07-APR-2014	15-NOV-2015	Increase in Care from 04.11.2015 Extra 3 calls per day Lunch Tea And Pm 0.50 Hour Each service Now 1HR Am 3 0.50Hrs Per Day Mon to Sunday

Here you can receive updates on were your request is at. For more details, click the pencil icon.



Menu List

- Home
- View Care Package Details
- Enter Actual
- Service Capacity
- Bulk Load Actuals
- Change Requests
  - Manual Request
  - Bulk Requests
    - Download Existing CPLIs
    - Request New CPLIs - Download Template
    - Upload Bulk Request
  - Manage Existing Requests

Select Request

Request ID
CPLI Ref
Status: All
Client Name
SS Ref
Search

Edit	Request ID	Status	Request Type	CPLI Ref	Client Name	SS Ref	Service	Units	Rate	Date From	Date To	Supplier Comments
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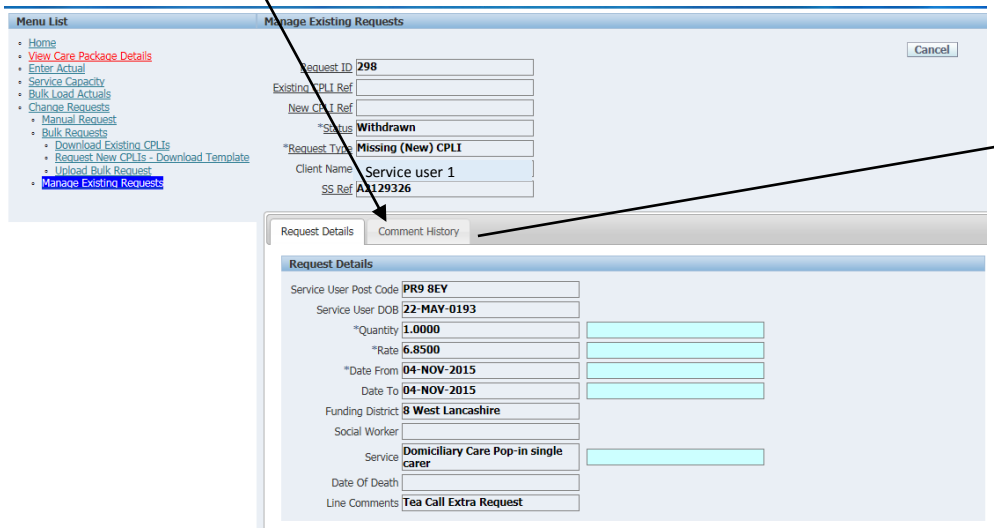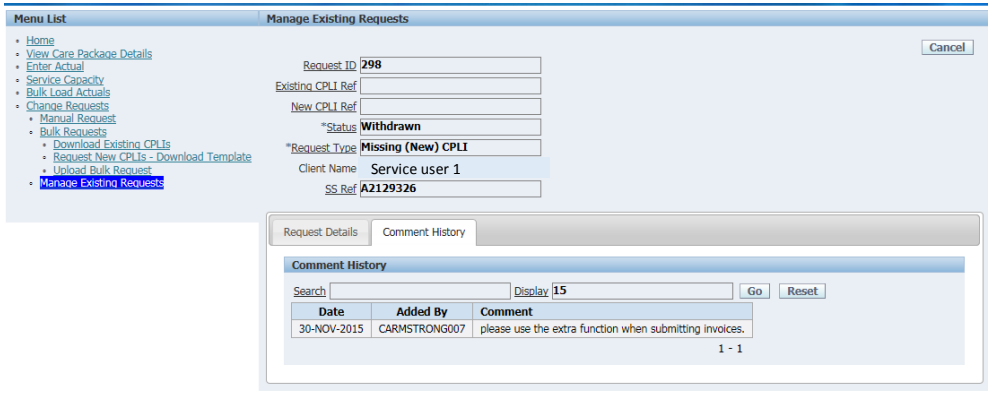
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