

Adult Social Care Provider Portal FAQs

1. What is the Provider Portal?

Provider Portal is a web-based system that integrates with Gloucestershire County Councils finance system ContrOCC. Provider Portal enables care providers to:

- View financial information (such as purchase orders) in real time, as well as remittance and scheduled payments (for services where this applies);
- Receive individual service agreements/contracts (ISAs/ISCs) and sign them electronically;
- Keep the Council up to date with all contact details for their organisation and key members of staff.
- Raise financial / administrative queries with the Brokerage team.

It is intended that all Providers who deliver adult social care that is commissioned, monitored or paid through Gloucestershire Integrated Brokerage will use this system. It does not replace any existing processes used by Adult Social Care Operations / Adult Helpdesk.

2. What equipment and software do I need to use the Portal?

The tools you will need to use the Provider Portal effectively are:

- A desktop or laptop computer;
- Internet connection and browser;
- CSV file editing software (For example: **Excel**);
- A PDF viewer (For example: **Adobe Reader**);
- A secure (Named) Email Address – an NHSmail or NHS Digital-accredited account if you already have one, or another individual account while you are working towards NHSmail; and
- A printer and scanner - for managing signatures of individuals or their representatives.

3. How do I access the Provider Portal?

The Portal is a web based application so it can be accessed via an internet enabled device a PC or an Apple Mac on Google Chrome or Internet Explorer.

You will be sent an email with the link to the Portal along with a username, to help you register and log in as a user for the first time. You will also be sent a temporary Password (which you'll need to change) and as part of setting up your user account you'll be required to set up a 6 digit Security number, which you will be required to enter random characters from as a second step every time you log in.

4. How many user accounts can a provider have?

Several logins can be provided with different types of role-based access. For example: **Main access** might be for a Registered Manager and **Correspondent access** might be for an Administrator who wouldn't necessarily need to view any financial correspondence between the Council and Provider. Details about the different role-based access you can set up for your staff is contained in the User Handbook you will receive close to the Portal Go-Live date.

5. What email address should I use for my user account?

A secure (Named) Email Address – an NHSmail or other NHS Digital-accredited account if you already have one, or another individual account while you are working towards NHSmail.

6. When setting up a new user account can I use an email address shared and accessed by a group of people?

For information security reasons, only individual private email addresses are permitted for Gloucestershire County Council Provider Portal user accounts.

7. What about data protection – Is the Provider Portal secure?

The information collected is not stored on your computer. You will only see the details of individuals you have been commissioned to provide care for once you have securely

logged on to the system using the two-step login process (password and PIN). When logging on to the system you will sign up to user access and acceptable use policies that are designed to protect you and the individuals we commission care for.

8. Will the Provider Portal replace Egress?

Yes, for all written communication between you and our Brokerage team ***after care has been brokered***. You will be able to send contracts and other documents safely and securely. In most cases, there will be no need to send documents via email. The Portal will help to keep all information and documents in one central and secure place that will be easily accessible, with the ability to view current and previous conversations.

9. Which Gloucestershire County Council teams will I be able to communicate with through the Portal?

You will be able to communicate with the Integrated Brokerage and Care Services Finance teams.

10. What training materials are available?

Walkthrough videos on our private YouTube Channel and User handbooks, which will be sent to you with your invitation to register for the Portal.

11. Can the Portal be used for more than just financial information, e.g. information about safeguarding or reviews?

The purpose of the Portal is for exchanging financial and contractual information only. All other issues would need to continue to be raised via existing processes.

12. How soon after a change has been made in the finance system ContrOCC can it be seen on the Provider Portal?

The Portal acts as a window into ContrOCC so when changes are made in the finance system, these can be seen in the Portal in real time.

13. Will the system replace CM2000/ECM invoicing?

No. The ECM system is for care visit monitoring, so is for a different purpose. The ECM system and ContrOCC interface with each other currently to enable SAP payments and this will continue.

14. Will the Brokerage spreadsheet come through the Portal?

There are no plans to do this at present, so communications about this will continue as normal outside of this system. It is our intention in the future to replace the Brokerage spreadsheet process with an integrated online eBrokerage system.

15. Can we submit invoices through the system?

Where applicable to your service, any 'paper' invoice you would normally send to GCC by email could be sent through this system and you will be advised whether this applies to you. There will be a drop-down menu option to highlight to us that this is what you are sending, so that we can easily identify invoices amongst other correspondence.