An Introduction to

Adults Services Provider Portal

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What is the Adult Services Provider Portal?

The Adult Services Provider Portal (ASPP) is an internet -based system that integrates with other Worcestershire County Council (WCC) social care systems. The ASPP enables care providers to view and manage data relating to service user, contracts and payments in real time. It is developed by Oxford Computer Consultants (OCC) and links directly to ContrOCC, the social care application that is used by Worcestershire County Council.

To access the ASPP click the following link:
https://worcesterccproviderportal.syhapp.com/ProviderPortal_IAS_Live/
We recommend saving the link to your favourites.

Logging on

Click the 'Access secure services for providers' and this will take you to the log on page.

We will send out an email with a password on to the address that we have recorded on our system. Enter the email address and password into the log in screen. Once you have logged in go to Change Password on the right of the screen to set a new password. Please make sure this is memorable.

 Change Password

 Log Out
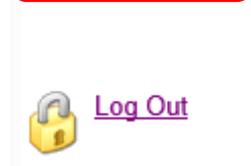
Home screen

The ASPP is currently made up of four areas. Each area enables a provider to view and manage data relating to that area. Further areas will be rolled out later.

When using the ASPP for the first time, you will see the following four icons which you can explore.

 Actuals
Submit your actuals to Worcestershire County Council using the online form or bulk import facility

 Purchase Orders
View & print purchase orders

 Reports
View & print financial reports

 Care Package Line Items
View Care Package Line Items

Pick a task…

 Purchase Orders
View & print purchase orders
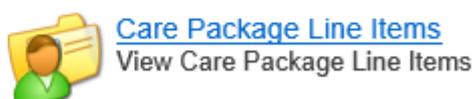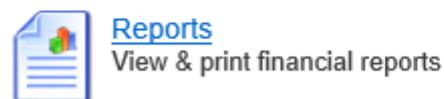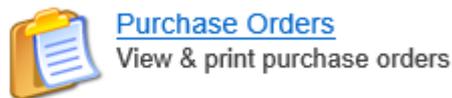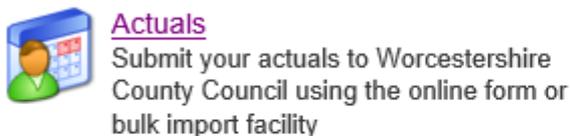
The **Purchase Orders** area enables providers to view purchase orders held in the Local Authorities' ContrOCC system. In order for providers to view purchase orders, the Adobe Acrobat Reader plug-in must be installed. The plug -in is freely available for most popular browsers from the Adobe web site.

To view Purchase Orders:
Log in to the ASPP
Click Purchase Orders

1. Select the relevant Financial Year from the drop-down menu. It will default to the current year

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2. If required, select a Service from the drop-down menu

3. If required, select a Service User from the drop-down menu

4. Click View to display a list of purchase orders. The Spend To Date column only shows the current financial year. To change the financial year, do so in the dropdown menu.

5. Review the basic information listed, click a purchase order from the list to see more detailed information. This will open in another screen.

6. To print right click on the document window and select print.

7. To return to the list of purchase orders, click 'close and return to list'.

Reports
View & print financial reports

The **Reports** page displays a list of available reports that providers can use to view information. Once a report has been selected, it should display automatically. Reports are displayed in a window on the page and can be saved or printed by pressing the 'Save a copy' or 'Print' buttons in the PDF viewer. In order for reports to work, Adobe Reader plug in must be installed. This plug -in is freely available for most popular browsers from the Adobe web site.

To access Reports:

1. Log into the ASPP

2. Click Reports

3. Click the report that you would like to run. To access remittance advices, go to the report 'Remittance Advice Provider Payments'.

4. If prompted, enter all the required parameters such as dates and click the View button

5. Review the report data and if required hover over the report and choose to save, print, or zoom in/out of the report data.

Reports

The following reports are currently available. Click to view.

- Commissioned Vs Actuals
- Pending Payments Exceptions
- Pending Scheduled Payments
- Remittance Advice Provider Payments

Actuals
Submit your actuals to Worcestershire County Council using the online form or bulk import facility

Actuals enable providers to view and submit actual service delivery data for a specific service user during a specific week. It is possible for provider to view the actuals data held by the Local Authority via the ASPP for all service users. Not all providers are required to submit actual service delivery data, however all will be able to view them. For more information about entering and amending actuals see the User Guide titled; 'Recording Actual Service Delivery'

To view Actuals data:

1. Log into the ASPP

2. Click Actuals – if you deliver more than one service, click the service from the Current Services list that you would like to input data for

3. You will be presented with the current week, select a different date using the calendar if you would like to view previous weeks' actuals data. If you see a list of service users with no actuals data visible, you must first click Generate Actuals as this will generate planned delivery information for all service users relevant to your selected date range

Week Beginning 19 October

4. Review each clients' actuals information

Care Package Line Items
View Care Package Line Items

Using **Care package line items**, providers can view a list of information relating to the services being provided to clients. It is possible to filter the list to show only service-based, client-based or service level-based information.

To view Care Package Line Items:

1. Log in to the ASPP
2. Click on Care Package Line Items
3. Select a Service, Client or Service Level from the drop-down menu

On the screen below you will see the following:

SSRef – this is the Service User reference number
Client – the name of the Service User or Client Name
Service - the name of the provider service
Service Level – what the service is that has been commissioned for the service user
Start Date – when the service has been commissioned to start
End Date – if applicable
Cost – the agreed cost of the service
Pricing – the basis for the cost
Care Package Ref – this is unique ID for the CPLI
Authorised – this shows if the CPLI has been authorized (you can also view those awaiting authorization by clicking the box at the top)

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Care Package Line Items

Service:	[All Services] ▼						Include Historical:		☐
Client:	[All Clients] ▼						Include Unauthorised:		☑
Service Level:	[All Service Levels] ▼								

[View] [Reset]

SSRef	Client	Service	Service Level	Start Date	End Date	Cost	Pricing	CarePackageRef	Authorised
		Nursing Home	Above Banding Supplement (payable by WCC Long Term) - Nursing Long Term	26/12/2018	-	£122.84 Weekly	1 x Placement at £122.84 (Spot)	A42872/Migr:735811	☑
		Nursing Home	Band 4 - Single Room - Long Term	26/12/2018	-	£646.06 Weekly	1 x Placement at £646.06 (Spot)	A42872/Migr:735810	☑
		Nursing Home	FNC Standard Rate (LT) - Self Funding	30/03/2019	-	£165.56 Weekly	1 x Placement at £165.56 (Spot)	AP200108001/Migr:780030	☑
		Nursing Home	FNC Standard Rate (LT) - Self Funding	27/03/2018	-	£165.56 Weekly	1 x Placement at £165.56 (Spot)	AP200184428/Migr:694930	☑

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