



FAQ document

Bury Clinical Commissioning Group

Bury CCG (Payments only)

February 2022

Question No.	Question	Answer
1	How long does the registration process take, and how often do we need to complete it?	You will only need to complete Bury CCG's Accreditation and Enrolment forms once. This can be done in one sitting and will take approximately 20 minutes to complete. You will however have to keep your Enrolment documents up-to-date, and so will typically have to upload new insurance documents to your Enrolment once a year.
2	If I am already registered with a different Client on the SProc.Net system, will I have to complete a separate Accreditation and Enrolment for Bury CCG?	Yes, you will have to complete a separate Accreditation and Enrolment for Bury CCG even if you are currently working with another Client on the system. This is because each Client using SProc.Net for payments and / or commissioning purposes has their own separate criteria in place for their providers, which are reviewed by their respective teams.
3	Can I add additional locations as we have a few care homes with affected packages?	Yes, you can add the different locations to your account through the system's Admin tab. Admin >

		<p>My company > Locations > New.</p> <p>Each location will be covered by one Accreditation but will need to have its own separate Bury CCG Payments only Enrolment. Please note that the above will only apply if you intend to receive payments for all locations into one bank account. If each location has a separate bank account, a separate SProc.Net account will need to be created for each location.</p>
4	<p>What do you mean when you say, 'you can add your different locations on the system'?</p>	<p>If a provider provides services to Bury CCG from several physical locations (branches), then the provider will need to have a separate Enrolment for each location. This can be accomplished by first adding the location details of each branch through the system's 'Admin' page. Admin > My company > Locations > New. Each location will be covered by one Accreditation but will need to have its own separate Bury CCG Payments only Enrolment.</p>



5	Who can I contact if I struggle with my registration?	During the onboarding period, your dedicated Supplier Onboarding Manager, Janet, will be on hand to help you with any onboarding-related questions that you have / issues you experience. Janet can be reached on supplychains@useadam.co.uk .
6	Who is responsible for completing the set-up of our account?	Providers are responsible for getting themselves set up on the SProc.Net system. This process is usually completed by the Registered Manager / finance staff. Providers will be invited to registration drop-in sessions during which SProc.Net representatives will help providers with the onboarding process.
7	Who receives system notifications?	All 'Supplier Administrator' users on your company's SProc.Net account will receive system notifications. The type of notifications that each user receives can be amended by changing the user's 'Role' type through the system's 'Admin' tab.
8	Will Tradeshift continue to be used for the payments of our	Tradeshift will continue to be used for payments relating to activity

	current Bury CCG patients once SProc.Net goes live in April 2022?	until 31 st March 2022. The payments for current, and future Bury CCG patients will be moved over to SProc.Net from 1 st April 2022 onwards. Bury CCG will stop accepting Tradeshift invoices from this point.
9	Is there a deadline for completing the Bury CCG Payments only Accreditation and Enrolment?	No, the Bury CCG Payments portal will remain open to join at any time. However, we do encourage providers to make use of the support available to them during the onboarding period to complete their registrations (December 2021 – March 2022). Providers will need to be fully trained and onboarded on SProc.Net by 1 st April to avoid any payment delays, because Bury CCG will stop accepting Tradeshift invoices from this point.
10	If we currently provide two types of services to a client, e.g., Care at Home and Education, do we need to complete two separate Enrolments when we register and select one type of service on each Enrolment?	The only time when providers will need to complete more than one Enrolment is if they have a few locations (or 'branches') that they have Bury CCG contracts with. If the two types of service are provided from one location, then



		only one Enrolment will need to be created with the different types of services provided at that location selected through Service Categories on the Enrolment form.
11	Will the current delay affect our April 2022 CCG payments?	Providers will be paid in April. Providers will raise April invoices to Bury CCG using their current process.



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