

FAQ Document

Nursing Homes **Lancashire & South Cumbria ICB**

July 2023



Question No.	Question	Answer
1.	Will we be requesting Service Receipts for each resident we support?	Yes, all Residents will have their Care Package migrated onto the SProc.Net system. To receive payments, Service Receipts will have to be raised.
2.	Does this replace Trade Shift?	Yes
3.	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 Lancashire and South ICB?	Yes, you will have to complete a separate Accreditation and Enrolment Lancashire and South ICB Nursing Home Category even if you are currently working with another Client on the system. This is because each Client using SProc.Net for commissioning purposes has their own entry criteria in place for their providers, which are reviewed by their respective teams.
4.	A lot of funding / invoices comes through regular emails from our local council. Are councils being briefed on the Adam tool?	Yes, the council has been briefed. The Adam tool, will notify you of different areas on the system.
5.	Will all the hospital TAD documents be provided through the requirements process?	This will slightly change, you may not see the TAD, but what is added to the Requirement, will reflect the information from a TAD.
6.	Will payments be paid weekly if we are submitting weekly service receipts or still monthly?	Yes, the system will support weekly payments as per standard payment terms.

7.	In order to make a decision on the right location for a resident it is crucial there is a high level of detail provided through Requirements.	Yes, we are aware of this needing to be right, we will add as much detail to Requirement to the Requirement as possible.
8.	What will happen about existing packages and payment for them?	All active Care Packages will be added to SProc.Net and all future payments will be raised through using the Service Receipt function.
9.	I have a log in, will I need to re-register?	If you have already got log in access to SProc.Net you would not need to create a new log in. However you would need to complete the accreditation and enrolment for Lancashire and South Cumbria ICB to become an approved provider.
10.	Do we have to register for this? Will it be the only mechanism for commission and payments?	You would need to complete the registration to access SProc.Net. Yes, it will be how commissioning and payments will be processed once live.
11.	We already use adam for our Quality Returns. I assume we can use this account?	PAMMS would be the system now used for quality returns. SProc will be used for commissioning, managing and invoicing of Nursing Home packages. If you have a log in for SProc you should be able to log into the system through this and then complete the relevant accreditation and enrolment.
12.	Will this replace our current scheduled payments?	Yes, this will now be where invoices will be completed.

13.	<p>We have pre-agreed annual rates with ICB – would these be the rate we enter?</p> <p>We don't have variable rates or packages unless 1:1 is required?</p>	<p>This is to be confirmed and under consultation, feedback welcome.</p>
14.	<p>By signing into this we are not agreeing to accept annual uplifts are we, i.e., this doesn't restrict us from appealing against annual increase?</p>	<p>Yes, you can appeal as usual, please follow the Appeal Process.</p>
15.	<p>We provide different types of care in each of our homes. Will the system allow for this?</p>	<p>Yes, you can pick which Category of care you can provide.</p>
16.	<p>Will we submit new cost to be approved via the system?</p>	<p>New costs will be submitted outside of the system, as usual.</p>
17.	<p>Do providers see your rates?</p>	<p>No, all Provider rates and details are not available for other Providers to view.</p>
18.	<p>Will this cover FNC as well?</p>	<p>No, this will not be set up for FNC.</p>