Cambridgeshire and Peterborough CCG - FAQ Document

Question #	Question	Answer
1	Will SBS still be used for the issuance of remittances?	Providers will submit "Service Receipting" through the adam system to confirm care delivery on a weekly basis. Payments will be processed and made to Providers through SBS, with a summary of the breakdown of the payment available from the adam system as a "self-bill" document.
2	If my organisation has already completed our registration on adam, will we need to do this again?	Registration is the first step to completing your onboarding for the new category, and this gives you access to log in to the adam system and progress further with your applications to specific client solutions. If you have already completed this step, then you will not have to do this again for the purpose of this onboarding exercise.
3	What is the maximum number of users a Provider organisation can have on the adam system?	There is no limit to the number of users you are able to create and add to your account. Users can be added from the "Admin" tab on the adam system by any user configured as a Supplier Administrator. We would recommend for you to have at least 2 users set up as Supplier Administrators so you can always access and make amendments to your company on the adam system.
4	Will current packages of care be migrated over to the adam system from Health Analytics?	All packages of care that are active from 1st April 2021 will be transferred across to the adam system. An archive or historical packages and payment records will be available to the CCG to view and access in the adam system.
5	How will any payment queries that have been raised in Health Analytics be handled from the go-live date of the adam system?	Any payments for periods of care delivery prior to 1st April 2021 will be resolved in Health Analytics. There will be a period of time between the go-live of the adam system, and the close down of the Health Analytics system end of June 2021 to resolve these. A full process for handling transitional payment queries will be distributed to providers with active packages of care shortly before the go-live date of the adam system.

Question #	Question	Answer
6	Can user logins be set up for a team of users rather than one person?	Access to user logins in the adam system is based on access to the associated email account. You are able to create a user on adam using a group email address and all users of the associated address who know the login details will be able to access the adam system using that user account.
7	Can all users on a Provider account see packages of care?	This can be adjusted based on the user role selected when creating a user on your account. For a full breakdown of the user permissions granted by each role please visit the "Help" tab in the adam system, or contact our adam Support team from the links in the adam system for further support.
8	If my organisation has already completed an Accreditation, Enrolment, or both on adam, will we need to do this again?	All Providers will be required to complete an Accreditation and Enrolment for each relevant Cambridgeshire and Peterborough CCG Supply Category on the adam system. The reason for this is that each Supply Category operated through the adam system has its own defined minimum entry criteria, and your ability to gain approval for the Accreditation and Enrolment on one category does not guarantee this for another. Once you have completed one Accreditation and Enrolment process for Cambridgeshire and Peterborough CCG however it will automatically pull through responses onto subsequent submissions. This process also only needs to be completed once, and then updated subsequently whenever a loaded document is about to expire (e.g. insurance documentation).
9	Will the Dynamic Purchasing System (DPS) operated through the adam system be the only way to view requirements for new care services from the CCG?	Cambridgeshire and Peterborough CCG will utilise the adam system to host a DPS for the commissioning of select care services in the local area. For a full breakdown of the services that the CCG will commission through the DPS please review the application guide and service specifications for the associated category, which can be found at the adam Demand site shortly before the opening of the onboarding portal for these categories.

Question #	Question	Answer
10	Do we need to hold an active package of care to complete onboarding onto the adam system?	You do not need to hold currently or to have held a package of care with Cambridgeshire and Peterborough CCG to be able to complete your onboarding for the new categories. We would encourage that all Providers who are considering providing care services for the categories detailed on the adam Demand site for Cambridgeshire and Peterborough CCG to complete their onboarding. This will allow you to access new requirements for care posted by the CCG in future.
11	Is the system able to notify me of any activity?	You are able to configure the notifications that the adam system will send to you, and these will be sent to the email address associated with the user's account. These notifications allow you to easily review activity relevant to your organisation such as new care requirements being posted for your consideration without you having to log in. Notifications will include a link, that once you have logged in will take you straight to the relevant point of notification.
12	Will payments be generated automatically to be accepted, or do these need to be submitted manually?	Service Receipts in the adam system will be available for you to create and submit once the respective week of care delivery has been delivered. The details of rates and expected delivery of care will be pulled automatically from the respective Service Agreement however Providers will be required to confirm the units of care delivered against those expected. Assuming this matches the amount expected, the Service Receipt will be automatically approved. Where the value submitted is above the expected amount, this will be sent to a member of the CCG team to review and approve. All outstanding Service Receipts approved by each Wednesday morning will be pulled into the weekly payment run. Any outstanding Service Receipts that have not been approved will be picked up in subsequent payment runs once approved, removing the possibility that one payment query can delay a larger payment.

Question #	Question	Answer
13	We do not currently submit invoicing for our Service User through Health Analytics, will we be required to onboard onto the adam system to receive payments in future for this Service User?	For queries such as this on an individual basis, please contact the CCG team directly at capccg.complexcases-chc@nhs.net.
14	Will Providers be able to access Health Analytics for historical data?	The Health Analytics system will be closed from the end of June 2021. All payment queries related to periods of service delivered prior to 1st April 2021 will need to be resolved before this date, which the CCG will support with. Information on historical packages once the Health Analytics system has closed down will be available via request to the CCG.
15	Will both Cambridgeshire County Council and the CCG be utilising this solution?	Cambridgeshire County Council will continue to operate their existing category through the adam system and will continue to commission for services as they are currently. The implementation of the adam system for usage by the CCG is exclusively for the commissioning of CCG funded packages of care.
16	When can we expect to receive payment for services delivered through the adam system?	Assuming that service receipting is raised for a particular week of care delivery in the first 2 days of the subsequent week, the invoice will be generated for these payments and sent for the CCG for processing on the Wednesday morning. Payment will then be made to Providers in line with the payment terms outlined in the associated service specification that the services are delivered under. Please review the associated service specifications found on the adam Demand site for further details.
17	Will the DPS cover the commissioning of care services for working age adults as well as older adults?	The CCG will use the DPS for the commissioning of care services for both working age adults and older adults. Details of the categories of care services that the CCG will utilise the DPS to commission for can be found as part of the application guide for the associated category, found at the adam Demand site.

Question #	Question	Answer
18	Will the DPS operate a tier pricing structure?	The service specifications for each area of care delivery will suggest pricing based on the associated tier of care delivery, however the DPS will not operate in strict accordance with these tiers and it will be up to Providers to submit their pricing for the delivery of each new care requirement upon consideration.
19	Will you have my contact details for any future communications related to the onboarding for this category?	For those Providers who are onboarding to the adam system in time for the go-live date of 6th April 2021, if you are uncertain that adam currently has the correct contact details for you, please get in touch with our supply chain management team at supplychains@useadam.co.uk and we can check the details we have with you. This will help us to keep you in the loop around key dates and support related to the implementation of the adam system.
20	How are one-off variations and changes requested for packages moving forwards?	The process for requesting changes to the terms of agreed packages of care will not change from the current process. Please email the CCG and this will be raised with the duty nurses who will respond directly.
21	What should I do if I have a current package of care however I am not able to meet the minimum criteria for onboarding to the adam system?	Both adam and the CCG team will look to support all Providers with ensuring that you are able to meet the minimum requirements for onboarding onto the adam system. If you have any specific concerns however in your ability to meet the criteria, please contact the CCG team directly at capccg.complexcases-chc@nhs.net, who will be able to discuss next steps with you.

NHS
Cambridgeshire and
Peterborough
Clinical Commissioning Group

Question #	Question	Answer
22	Will individuals and associated packages of care be migrated to the adam system with their legacy ID information?	Where possible adam will seek to preserve any historical reference IDs associated with Service Users and associated packages of care. Naturally for any packages of care created from 1st April 2021, these will use exclusively the adam IDs and naming conventions. You will be able to view a breakdown of all packages of care from the "Service Agreements" tab on the adam system, where you can search and filter by a number of different pieces of information, including package reference IDs to easily identify the packages you wish to view.
23	We are not yet CQC accredited, will we be able to complete onboarding to the new CCG categories?	Part of the minimum criteria for joining the CCG categories requires that all Providers are registered with CQC. For support in this area please contact the CCG directly at capccg.complexcases-chc@nhs.net.