

ID	Question	Answer
1	<i>Will existing care packages be migrated on to the system?</i>	Existing packages of care currently held for this category will be migrated onto SProc.Net and associated with your company profile. For this to happen, you need to have registered and completed an Accreditation and Enrolment on the system. These packages will be managed, and payments made through the system from the go-live date of the new category (planned 2 <sup>nd</sup> March).
2	<i>Will all packages be commissioned through the system?</i>	All future CHC funded care at home packages in the Staffordshire area will be commissioned through the SProc.Net system.
3	<i>I could not see the option to start an Accreditation for the Care at Home (Staffordshire) category?</i>	The category is not currently live on SProc.Net. The onboarding portal for the new category will open on 31 <sup>st</sup> January 2020.
4	<i>If I am already enrolled for the Cheshire &amp; Wirral category, will I need to complete the onboarding for the new category as there are already some ST postcodes on the existing category?</i>	You will need to complete a new Accreditation and Enrolment for the new Care at Home (Staffordshire) category for each location to have visibility over requirements posted in the Staffordshire area.
5	<i>What is the timeframe for a Requirement being open to Offers?</i>	Requirements will be open to Offers for a set period upon being posted. This will usually be between 4-24 hours, however this can be longer if necessary and can be extended if the desired number of Offers have not been made on the Requirement.
6	<i>I have been at position 1 on the system however not been awarded the package, what are the circumstances where I will not be awarded the package despite being ranked highest?</i>	Whilst the general guidance is that the Provider with the highest ranked Offer on a Requirement should be awarded a package, this is not guaranteed to be the case. There are cases where a Requirement may no longer be needed such as where the Service User has deceased. Service User choice is also an element factored into the award process.
7	<i>How do we specify the times we provide care on a requirement?</i>	The required times for care delivery are posted on the Requirement. If you have any questions regarding these times you can use requirement messaging or contact the MLCSU adam Placements team directly.
8	<i>How do we capture bank holiday rates on the system?</i>	You will be required to specify a blended hourly rate, representing the average hourly rate considering bank holiday costs and any other cost elements that factor into your hourly cost.

9	<i>What criteria will we have to meet to be onboarded onto the new DPS?</i>	There will be guidance posted on the adam demand site specifying the questions that will be asked and the documentation that will need to be uploaded to meet the minimum entry criteria for the DPS.
10	<i>How will issues arising for active packages be managed? (Service Users being unavailable for arranged calls).</i>	There is messaging functionality on SProc.Net that can be used to discuss issues around active Service Agreements, however you are also able to contact the MLCSU adam Placements team directly to discuss issues and amendments to any Service Agreements.
11	<i>Is it possible to view different locations from one account?</i>	Yes, different locations can be added onto a company account through the Admin tab. These locations can then be viewed by all the supplier administrator users that have been added to the account.
12	<i>Where are the drop-in sessions?</i>	We are planning to hold two drop-in sessions on the 10 <sup>th</sup> and 21 <sup>st</sup> February. Dates and times can be found on the invitation email / Eventbrite.
13	<i>Will existing packages be migrated with the same costs, or can costs be negotiated?</i>	Existing packages will be migrated with the current prices and they cannot be negotiated
14	<i>Are MLSCU/CCG going to be working with set prices?</i>	No, Providers can propose their service cost based on Service User's needs.
15	<i>Is there any way to receive notification of tailored Requirements? E.g. if a Provider prefers complex packages and only wants to be notified of these.</i>	Information such as the complexity of a case is available on the Requirement summary page under the description. There is not currently a way to filter out only complex cases.
16	<i>What is a blended rate?</i>	This is a rate type which you can make use of when submitting your Offer. It is essentially your average hourly rate, and will typically take Bank Holidays and the cost of travel into account.
17	<i>How long does it take from the point of Offer submission, to being informed that one's Offer has been successful?</i>	This depends on the urgency of the Requirement. Once the Offer period ends, the submitted Offers are reviewed by the MLCSU Placements team. These Offers are then presented to the relevant parties (e.g. Service User's family). The successful Provider is notified after this process. The time at which the Provider will be notified depends, amongst other things, on the Offer end time. If the Offer period ends at 10am, the Provider tends to be notified on the same day. If the Offer end period ends at 4pm, then naturally notification occurs on the following day. Cost approval may be sometimes be necessary and may cause a delay in this process.

18	<i>Will providers be notified if they were not successful?</i>	You are able to see whether or not you have been awarded a Service Agreement on the system. Your ranking can be accessed via the Offers listings on SProc.Net.
19	<i>Are there any annual fee reviews (uplifts)?</i>	It is important that Providers take their costings into account when submitting Offers. Whether or not annual fee reviews are performed is entirely up to the CCGs, however is unlikely to be the case as it is presumed that businesses take the viability of their Offers into account in their submission.
20	<i>What happens if a Provider is awarded a Service Agreement, begins delivering the requested service, and then decides that they no longer have the capacity to do so?</i>	4 weeks Notice will be required of Providers. Moreover, it is not good practice to read the Care Specification in the Requirement, be awarded a Service Agreement, and then at this stage decide that you are not a good fit for the service user for any less than plausible reason. Note will be taken of any such behaviour.
21	<i>Is it always necessary that assessments are conducted within 24-hours of being awarded a Service Agreement?</i>	MLSCU can be flexible, however they need to be notified about any potential delays
22	<i>Will the quality of a Provider be considered in the award of a Service Agreement?</i>	The CQC rating of a Provider will be taken into account at the point of registration to the effect that Providers with a in any of the 5 composite domains will not have visibility of any new Requirements, and will therefore not be able to place Offers. Beyond this point, the award of a Service Agreement is largely cost-dependent.
23	<i>How will quality reporting change as regards providing services through the DPS?</i>	Quality reporting will likely be introduced for this category and it is likely that the CCGs will be requesting some element of this, however this will be less intensive than with Care Homes. There is the option for MLCSU to adopt quality reporting through the <i>adam</i> system during the lifespan of the DPS. The CCGs will likely require quality reporting in some form, however this will be less intensive than the requirements in other categories.
24	<i>Will my supported living placements be managed through the system?</i>	The Service Specification is currently being developed and we will inform you once we have determined if Supported Living will be managed through the system.
25	<i>Will training be available for how to use the system?</i>	Training sessions will be held as a part of this implementation, where you will have the opportunity to be trained in the full end-to-end functionality of the system.
26	<i>Have you been using the system behind the scenes before this?</i>	Yes, <i>adam</i> currently host our Case Management System which we use to manage the Patient journey today, and this links into the commissioning process, allowing us to manage the whole process through the one system.

27	<i>If we go over the amount specified on a Service Agreement, how is this managed?</i>	All amendments to the costing on a Service Agreement are managed by the respective CHC team, who are responsible for approving these changes. Please refer to them for any updates, or you can contact the MLCSU Placements team for clarity.
28	<i>How is it managed where the amount of hours of care needed is less than that specified on a Service Agreement?</i>	Once you have notified the MLCSU, they will change the terms of the Service Agreement to reflect the updated hours of care delivery.
29	<i>Do I have to re-register for the new DPS despite already using the SProc.Net system on a daily basis?</i>	You will not have to complete a new registration, however, you will have to complete a new Accreditation and Enrolment for the Care at Home (Staffordshire) category.
30	<i>Is there a way to restrict the Requirements I get notified of to those in my area?</i>	Once your Enrolment has been approved, you are able to select the post codes which you'd like to service. This is done in the following way > SProc.Net > SRM > Click on the magnifying glass next for the Midlands and Lancashire Commissioning Support Unit > Distribution Override Groups > New > choose the ones you'd like to be notified of by selecting 'save'.
31	<i>Can hours on care packages be negotiated past the point of a Service Agreement being formed?</i>	It is possible to amend the Service Agreement if the care needs of the Service User change. Please contact the CHC team letting them know which changes need to be made, so that the Service Agreement can be amended.