



Provider Training Manual - Brokerage

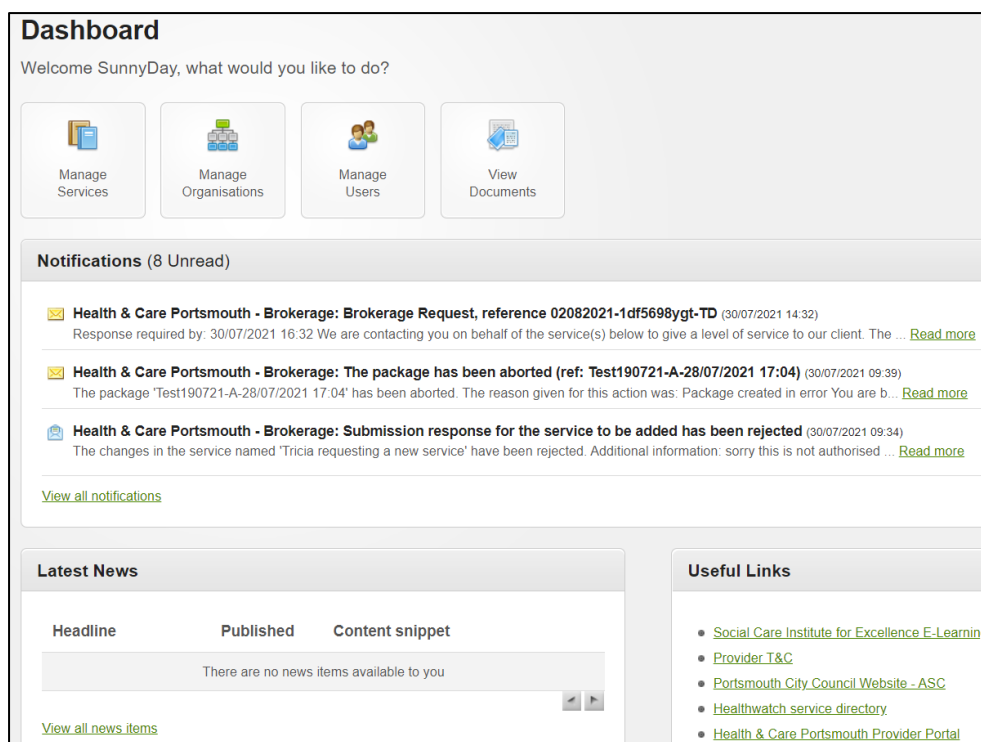
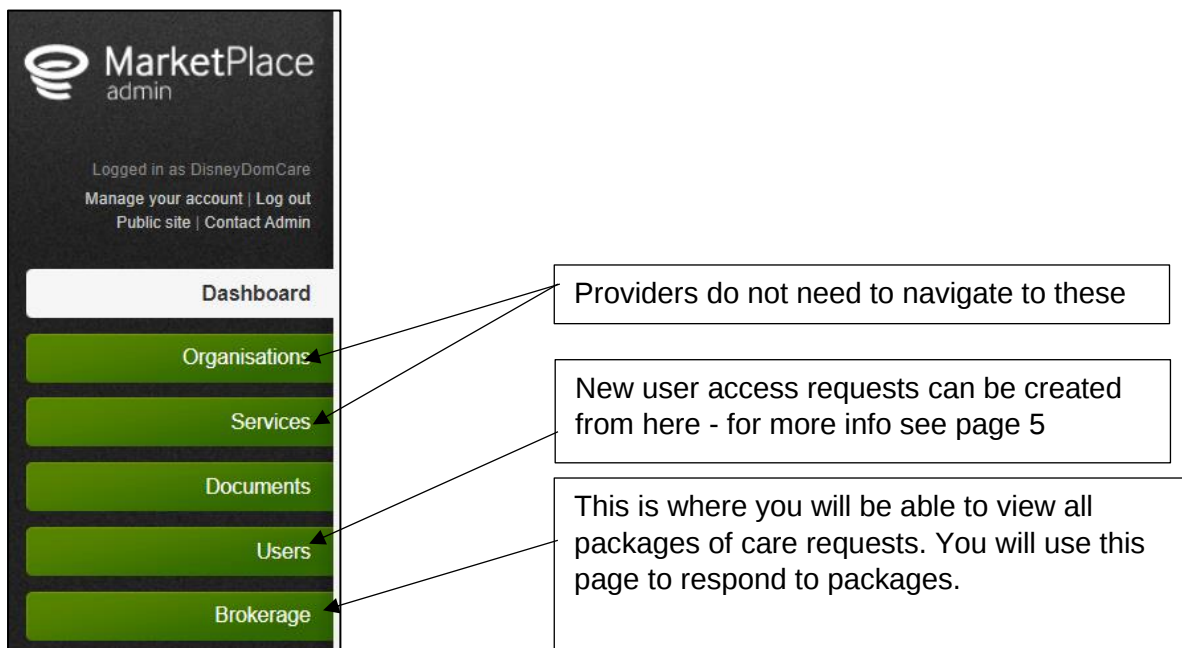
Version 1

February 2022

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Brokerage Dashboard

Once logged in to Brokerage you will be taken to the Dashboard



From the Brokerage dashboard you are able to view your notifications, the Latest News which has been published by PCC and access any Useful Links which have been added to Brokerage by PCC.

The three most recent read or unread notifications are shown. The display shows a snippet of the notification text; click on the 'Read more' link to reveal the text in full on the 'View a notification' page. Click on the view all notifications link to open the 'Notifications Inbox' page listing all notifications.

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Commissioning of a package

When Care Purchasing have a package which needs to be commissioned, they will enter the details into the Brokerage system and providers will be notified via email of the package request. Providers will need to view the requirements of the package and submit a response to Care Purchasing.

There will be a 2 hour window in which you will need to respond. After 2 hours of creating the package, it will expire and no more responses can be submitted. Care Purchasing will view the responses and evaluate the answers based on the award criteria.

When a package is sent to you for a response you will receive the following email:

Response required by: 02/08/2021 16:08

We are contacting you on behalf of the service(s) below to give a level of service to our client.

The basic details are as follows:

Package Reference: Brokeragetesting-123-02/08/2021 14:07
Service Level: Home Care
Expected Start Date: 09/08/2021
Frequency: Weekly
Hours Required: 10

Additional Information:
Client Gender: Male
Client Group: ASC

For full details and to make a response on behalf of the service(s) below please click on the relevant links.

Sun Shine Care Agency - points (Sunshine Care Agency)
<https://portsmouth-iat.occsites.co.uk/Admin/Brokerage/Responses/288>

To view the package in more detail, click on the link in the email or log in to your account on Brokerage.

You will be taken to the following page:

Response	
Local Authority	Portsmouth City Council
Package Reference	Brokeragetesting-123-02/08/2021 14:07
Client Reference	BT123
Service Level	Home Care
Expected Start Date	09/08/2021
Hours Required	10.00
Frequency	Weekly
Location	PO1 2EP

Package Details

Service Response

Metadata

To view further details click on the 'Service Response' tab

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1000 Gender of carer	Male	Can Meet Requirement?	v
1001 Preferred Start Date	08/08/2021	Can Meet Requirement?	v
2000 Number of carers (1)	1	Can Meet Requirement?	v
2001 Personal Care Frequency(1)	Monday to Friday	Can Meet Requirement?	v
2002 Morning Time (1)	8am 1 hour	Can Meet Requirement?	v
2005 Evening call (1)	7pm 1 hour	Can Meet Requirement?	v

Each care package requirement will be listed.

If you can fulfil the requirement answer "Yes". If you answer "No" and the requirement is negotiable, a comment box will be shown so that you can enter a message explaining whether you could fulfil the requirement with minor changes or if there are mitigating factors.

For example, if you cannot meet the preferred start date, we would expect you to respond with a no, whereby a negotiation comments box will appear, you should then enter the date when you would be able to start the package of care.

We are going to be specifying an exact time for all care calls, you will need to respond based on the time you are scheduling in your rostering system for your carer to attend. We understand that an exact time may not always be met, however we are looking for a time as close as possible to the client's request.

To give your yes or no response you will need to click on the drop down arrows next to each question.

Beneath all of the requirements you will see an Additional Information section:

Additional Information

The following is a list of additional information provided by the local authority.

Hospital Discharge	No
Client Gender	Male
Client Group	ASC
Client's Age	78

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There is also a Notes Section which Care Purchasing will use to record any extra information:

Notes

These are a list of notes attached to to the package (

Add a new note

client has a friendly dog

By 423488 at 16/08/2021 16:23.

You are able to add your own notes if you need to by clicking on the 'Add a new note' button.

Once you have answered all of the requirements and read any additional information, you will need to give your final response to the package. Click on the drop down list of values and select whether you can or cannot provide the service.

Placement Response

Your decision on whether your service can be provided to this client.

Placement Response

No - We are unable to provide this service
Yes - We are able to provide this service

TIP: If you cannot provide the service you can skip the requirements and go straight to the Placement Response and select 'No - We are unable to provide this service'.

Once you have completed your response, you will need to go to the top of the page and click on the 'Save and mark response complete' button. You are also able to start the response and save it for completion later by clicking on the 'Save your changes' button

Save and Mark Response Complete

Save your changes

Awarded a package of care

If you are awarded a package of care you will receive an email advising you of this:

TEST MODE - TEST MODE - TEST MODE

Congratulations, your service 'Sun Shine Care Agency - points' brokered with for package reference jesstesting09.07.21(2) has been chosen for the client.

Details of the decision are as follows:

Source of decision - Package evaluation

Primary acceptance reason - Able to start package earlier than other services Additional acceptance reason(s) -

You will be contacted by the local authority to finalise the clients use of the service.

Use the following link to view the details of your response: <https://portsmouth-iat.occsites.co.uk/Admin/Brokerage/Responses/275>

You will then be contacted by Care Purchasing and supporting information will be sent to you via email.

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Package Rejection

If you have not been successful in being awarded the package of care, you will receive an email advising you and the reasons why you were unsuccessful.

TEST MODE - TEST MODE - TEST MODE

Unfortunately the following brokered services in the package with reference jesstesting09.07.21(2) have not been chosen. Use the link next to services to view your response.

Disney Dom Care - Points (Disney Dom Care)

<https://portsmouth-iat.occsites.co.uk/Admin/Brokerage/Responses/273>

Details of the decision are as follows:

Source of decision - Package evaluation

Primary rejection reason - Another service was able to start earlier

Additional rejection reason(s) -

You may be successful in future cycles of the brokerage process with a different client.