

Worcestershire County Council Placements Provider Portal Guidance

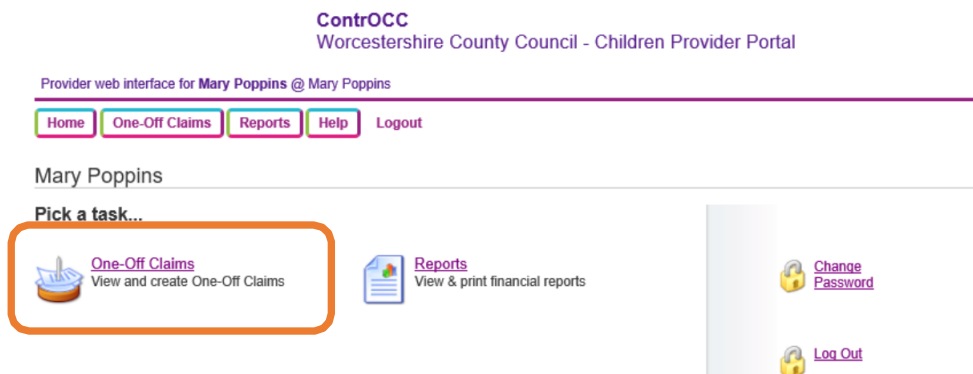
One Off Claims

It is expected that claims are submitted monthly with all claim items submitted as one claim.

One Off Claims

When logged into the WCCPPP you can submit one off claims, such as Travel Expenses and Mileage.

Click on link *One Off Claims*



You can submit new claims by clicking on New Claim or view existing claims by clicking on their date links. Below the existing claims link is their status, this will be either:

Unsubmitted: a claim that is in progress and yet to be submitted by yourself.

Pending: Not yet reviewed or being reviewed

Accepted: Claim has been partially or totally accepted

Rejected: whole claim has been rejected.



Submitting a New Claim

Click on the New Claim button

ContrOCC
Worcestershire County Council - Children Provider Portal

Provider web interface for **Mary Poppins @ Mary Poppins**

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One-Off Claims

Financial year: 2019/20

[New Claim](#)

Submit One-Off Claims Online

Please select a One-Off Claim on the left.

To create a new One-Off Claim, press the New Claim button on the left.

Mary Poppins - Mary Poppins

22/01/2020

Add any notes, for example “January 2020 Claim” These are notes for the whole claim, not linked direct to each claim item

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Provider web interface for **Mary Poppins @ Mary Poppins**

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One-Off Claims

Financial year: Recent

[New Claim](#)

One-Off Claim for Mary Poppins - Mary Poppins

UNSUBMITTED

[Update](#) [Submit Claim](#) [Delete Claim](#)

Date of Claim: 23 / 01 / 2020

Notes:

Total Payable: £0.00

Client Items

No One-Off Claim Client Items

[Add New Client Item](#)

Provider Items

No One-Off Claim Provider Items

[Add New Provider Item](#)

Services

Mary Poppins

Current Services

[Poppins_Mary](#)

Include Historical

This is a claim item for a Child or Children
E.g. Mileage or travel Claims

This is a claim item for the Foster Carer
E.g. Foster Carer Training Mileage or travel

Client Items

NOTE: If you are claiming for Travel or Mileage, please add for one day and then “Add New Client Item” for the following day the journey that took place that day, repeat for all days when travel or mileage occurred. A claim will likely have several Client items for each travel occurrence.

Click on *Add New Client Item*

Add a relevant **Description**, see screenshot for an example mileage claim

(please ensure that the Date Travelled is added, along with starting postcode, finishing postcode and reason for journey)

Service Level: This is what the claim is for.

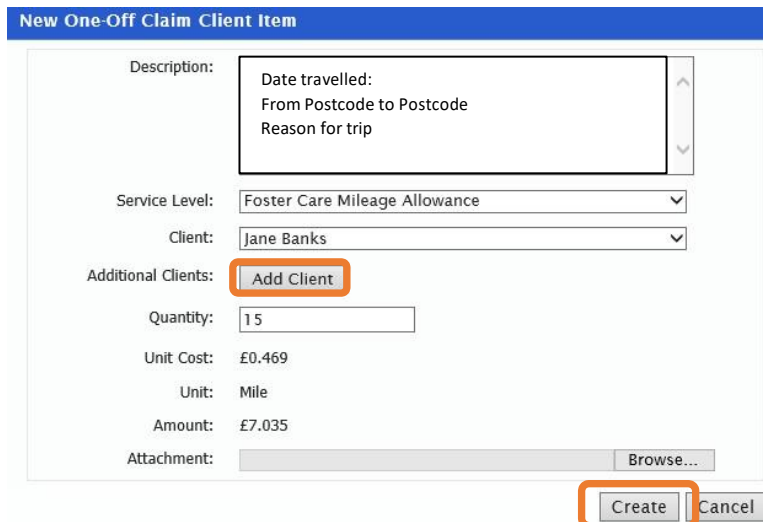
- **Mileage:** all journeys in your car
- **Travel:** all other travel expenses such as, train/bus ticket, car park ticket etc.

Client: Who the claim relates to. You can add additional client to the claim item by clicking on *Add Client* and choosing them from the pick list

Attachments: This is used for you to upload receipts.

**Note, if accessing the ContrOCC Provider Portal from a mobile device with a camera you will be able to go direct to the device camera or photo library to upload. **

When everything is completed, click on Create



New One-Off Claim Client Item

Description:

Service Level:

Client:

Additional Clients:

Quantity:

Unit Cost: £0.469

Unit: Mile

Amount: £7.035

Attachment:

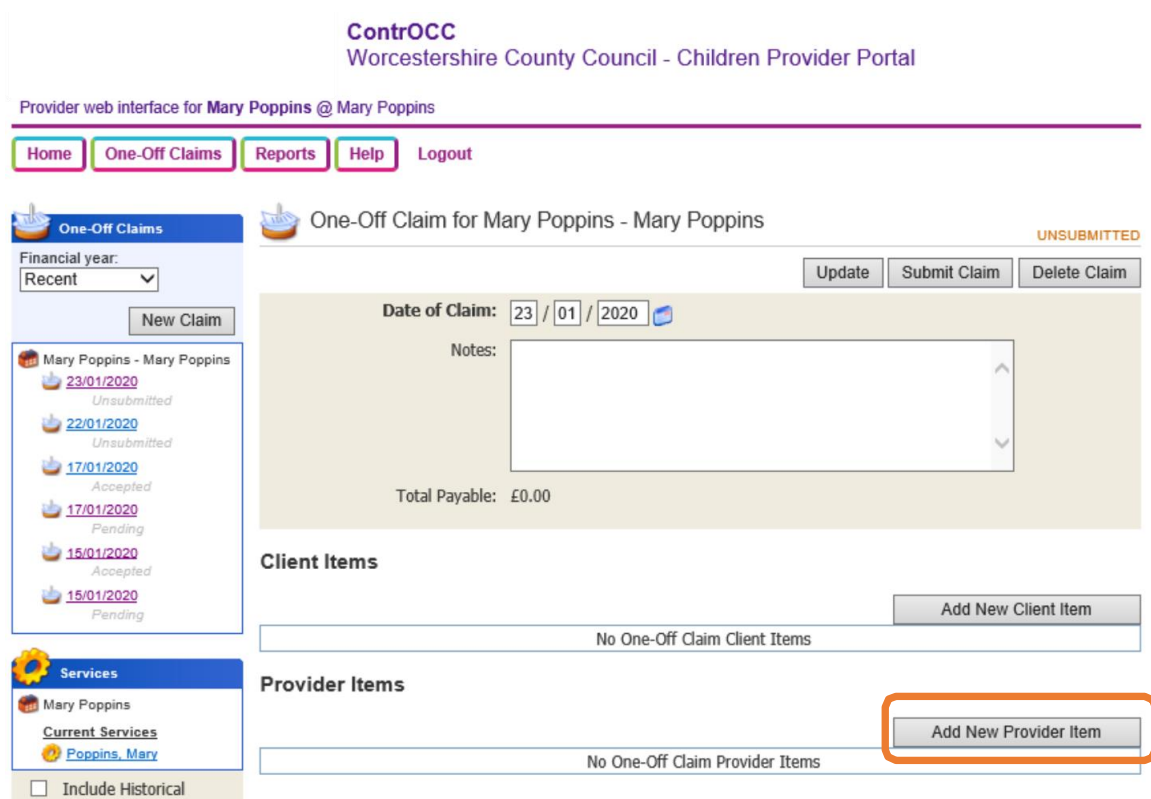
You will be returned to the claim page, you can either leave and continue the claim another day, this will be saved under an “Unsubmitted” claim. Or continue and add additional Claim Items.

A claim can have multiple claims items.

Provider Items (Foster Carer)

(Carers claims made not linked to a child, e.g. Training Course Allowance or Training Mileage)

Click on *Add New Provider Item*



The screenshot shows the ContrOCC Provider Portal for Mary Poppins. The main header includes 'ContrOCC Worcestershire County Council - Children Provider Portal' and navigation buttons for 'Home', 'One-Off Claims', 'Reports', 'Help', and 'Logout'. The 'One-Off Claims' section is active, displaying a 'New Claim' button and a list of recent claims for 'Mary Poppins - Mary Poppins' with dates and statuses (Unsubmitted, Accepted, Pending). The 'Client Items' section shows 'No One-Off Claim Client Items' and an 'Add New Client Item' button. The 'Provider Items' section shows 'No One-Off Claim Provider Items' and an 'Add New Provider Item' button, which is highlighted with an orange border in the original image.

Add *Description* relevant to the claim item

Service Level: This is what the claim is for.

- **Mileage:** all journeys in your car
- **Travel:** all other travel expenses such as, train/bus ticket, car park ticket etc.

Attachments: This is used for your to upload receipts.

**Note, if accessing the ContrOCC Provider Portal from a mobile device with a camera you will be able to go direct to the device camera or photo library to upload. **

When everything is completed, click on Create

New One-Off Claim Provider Item

Description:

Service Level:

Client:

Quantity:

Unit Cost: £

Unit Amount: £0.00

Attachment:

Submitting Claim

When all items of the claim are added click on *Submit Claim*

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Worcestershire County Council - Children Provider Portal

Provider web interface for **Mary Poppins @ Mary Poppins**

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One-Off Claims

Financial year:

Mary Poppins - Mary Poppins

- 📅 [23/01/2020](#)
Unsubmitted
- 📅 [22/01/2020](#)
Unsubmitted
- 📅 [17/01/2020](#)
Accepted
- 📅 [17/01/2020](#)
Pending
- 📅 [15/01/2020](#)
Accepted
- 📅 [15/01/2020](#)
Pending

Services

Mary Poppins

Current Services

📅 [Poppins, Mary](#)

Include Historical

One-Off Claim for Mary Poppins - Mary Poppins
UNSUBMITTED

Date of Claim: / /

Notes:

Total Payable: £31.566

Client Items

							Add New Client Item
Description	Service Level	Client	Quantity	Unit Cost	Amount	Edit	
Car Journey from WR5 2NP to WR1 1AA, Add valid reason for journey	Foster Care Mileage Allowance	Banks, Jane	14	£0.469	£6.566	edit remove	

Provider Items

							Add New Provider Item
Description	Service Level	Quantity	Unit Cost	Amount	Edit		
Foster training course attended	Foster Care Training Course Allowance	1	£25.00	£25.00	edit remove		

Once Submitted it will save as a Pending claim.

Claim lines can be deleted off the claim by clicking on Remove

Viewing Accepted Claims

Click on the Claim Item on the left hand side. This opens up the details of the claim.

If you hover over the HAS LA Notes you will see the notes added by WCC, otherwise you can click on View to open up the claim line’s details.

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Provider web interface for **Poppins Mary @ Mary Poppins**

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One-Off Claims

Financial year:
2019/20

[New Claim](#)

Mary Poppins - Mary Poppins

[11/03/2020](#)
Accepted

[11/03/2020](#)
Accepted

One-Off Claim for Mary Poppins - Mary Poppins ACCEPTED

Date of Claim: 11/03/2020

Notes:

Local Authority Notes: Message would be added here from Worcestershire Children First - Also please see notes within the claim item

Total Payable: £12.77

Client Items

Description	Service Level	Client	Quantity	Unit Cost	Amount	Has LA Notes	Included	View
Bus journey from WR1 1AA to WR4 0LK - Reason for journey added here	Foster Care Travel Expenses (e.g Bus/Train/Taxi/Parking)	Banks, Jane	1	£12.77	£12.77	Yes	Yes	view

Provider Items

No One-Off Claim Provider Items

Has the Claim been Included or Excluded ?

If the Claim has been excluded it will show “No” under the Included column, included claims will show as “Yes”.

Payment of Accepted Claims

Once the claim has been accepted it will appear within the next scheduled payment run.