In ContrOCC, search for the provider under the entity 'Organisations'. Click on the relevant search result.

ContrOCC Web File View Tools Help	
	Q -
Q Search	- F
Entity	
Organisations V	
Any field	
healthcare homes	Pr
More Reset Search	
	Cc
Recent searches >	
Name = Rank =	C
Healthcare Homes 1	G

The below screen will appear. Go to 'Contacts' and select 'Launch provider portal'. This will open the provider's web interface for the portal.

Organisation Healthcare Homes Ltd							
Details	Contacts	Compliance	Pricing	Contracts	Payment		
Provider po Launch	<b>rtal</b> provider porta	al					

Click on 'Actions and Change Requests'.



Here you will find all actions submitted to the provider portal. Select 'Include Done Actions' tick box and 'View Actions' to see completed actions.

	Suffolk	Provider web interface for									
<b>ا چ</b>	ounty Council		Home Actuals	Schedule	ed Payments Reports	Help Lo	gout				
2 Actions and Change Requests											
ctions											
Assianed T	o: Provider	✓ Type:	[Anv]			View Acti	ions				
Include	Done Actions		(T = 2)								
Status	Last Post Date	<u>Title</u>	<u>Re:</u>	Due	<u>Type</u>	Assigned To					
0	02/10/2024 09:26	SS ref:	Barking Hall (CH180126) - Nursing and Residential (Contract)	09/07/2024	Residential/Nursing - Underpayment/Overpayment	Provider					
٥	01/10/2024 09:55	DOB	Barking Hall (CH180126) - Nursing and Residential (Contract)	25/09/2024	Residential/Nursing - Missing Payment	Provider					
٥	30/09/2024 14:29	SS ret:	Handford House Care Home (CH180124) - Nursing and Residential (Contract)	11/09/2024	Residential/Nursing - Underpayment/Overpayment	Provider					
0	30/09/2024 13:19	<u>SS ref: -</u>	Foxearth Lodge Nursing Home (Contract)	23/09/2024	Residential/Nursing - Rate Query	Provider					
0	27/09/2024 14:48	SS ref:	Aldringham Court Nursing Home (CH180125) - Nursing and Residential (Contract)	27/09/2024	Residential/Nursing - Missing Payment	Provider					
0	27/09/2024 09:40	SS ref:	Fornham House - Additional Support in a residential home (Contract)	23/08/2024	Residential/Nursing - Rate Query	Provider					

You can view all submitted actions under 'Any', or you can select a 'Type' of action, for example, 'Residential/Nursing – Rate Query'. Select the 'Title' to open the action. You will see the providers action and SCC's response.

	<b>a cc u</b>				Prov	vider web interfa	ice for	@ Health	care Home	
Suffolk County Council Suffolk Adults Finance Provider Portal										
			н	ome Actua	Is Schedule	ed Payments	Reports	Help	Logou	
_										
🕐 Act	tions and Change R	equests								
ctions	1									
Assigned	To: Provider	∽ Туре:	[Any]	~				Viev	w Actions	
Inclue	de Done Actions		[Any]							
Status	Last Post Date	Title	Audited Actu	als				Assigned T	D	
		<u>SS ref:</u>	Care ceased			ntial/Nura	ing		-	
<b>90</b>	02/10/2024 09:26	6	Care susper	ded		payment/0	Overpayment	Provider		
			Four Weekly	Actual Submitte	ed					
<b>90</b>	01/10/2024 09:55	DOB	Hospital Adn	nission		ntial/Nurs	ing - Missing	Provider		
			Hospital Dis	charge						
		SS ref:	Notification of	of Holiday		ntial/Nurs	ina -			
<b>10</b>	30/09/2024 14:29		Residential/I	Nursing - Discha	arge and Deaths	payment/0	Overpayment	Provider		
		SS ref:	Residential/I	Nursing - Missin	g Payment					
<b>90</b>	30/09/2024 13:19		Residential/	Nursing - Rate G	Query	ntial/Nurs	ing - Rate	Provider		
		SS ref:	Residential/I	Nursing - Under	payment/Overpa	iyment				
<b>10</b>	27/09/2024 14:48		Respite	- 11		ntial/Nurs	ing - Missing	Provider		
		SS ref:	Veriation	all		11-1761	Dela			
<b>50</b>	27/09/2024 09:40		variation	al Cubmitted		ntial/Nurs	ing - kate	Provider		
		SS ref:	weekly Actu	al Submitted						
			Fornham Hous	o (CH190127) -		Pocidontial/Nuro	ina - Miccina			