

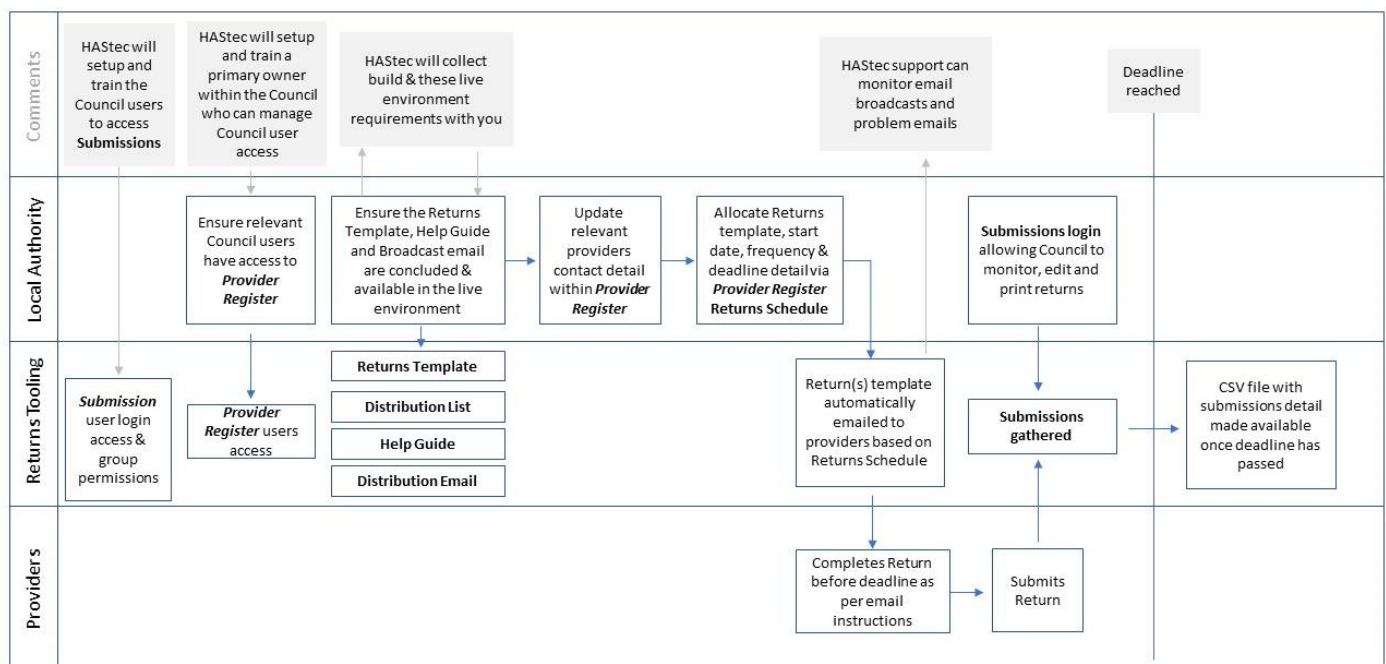
# Council Help Guide

## Introduction

Provider Returns is a scalable, structured data capture tool used to assist Local Authorities & CCG's carry out tailored data collection from care providers, either at a local, sub-regional or regional level. This service is currently used to help with:

- **Quality improvement standards monitoring:** Helping Local Authorities monitor their local care market to ensure Care Act obligations are met.
- **Contractual key performance information returns:** Ensuring Providers comply with their contractual agreements.
- **Periodic provider checks:** Allowing Providers to self-audit as an additional quality assurance method.
- **Pre-quality assurance (QA) visit questionnaires:** Collect additional information from Providers before a quality assessment.

## Process Flow



## Council Staff User Access

- As part of the setup process for this Returns service, your HAStec project manager will setup a primary Council user. This person will manage council user access to the Provider Register.
- The HAStec project manager will also setup a **Submissions Management** login for Council access to the provider submissions.

## Provider Register

1. This service allows the Council to manage the provider list for all the PAMMS modules:
  - Quality Assurance tool
  - Risk Profiler
  - Provider Returns
2. The Council manage which Council users can access this tool.
3. Within this tool, the Council setup and manage the Providers contact detail.

4. Against each Provider entry the Council can setup a **Returns Schedule** that manages:
  - Which Returns template will be sent
  - When the template will be sent out (start date and frequency)
  - An end date which stops the automatic template distribution

## Provider Returns

As part of the setup process your HASTec project manager will work with you to:

- Build your Returns **Template(s)**
- Host your own Returns **Help Guide** that will be shared with Providers
- Build a template **email** that Providers will receive
- Setup a Returns **Schedule** per Provider

***As part of your contract with HASTec, you can modify these templates every year. Please speak to your account manager for further information.***

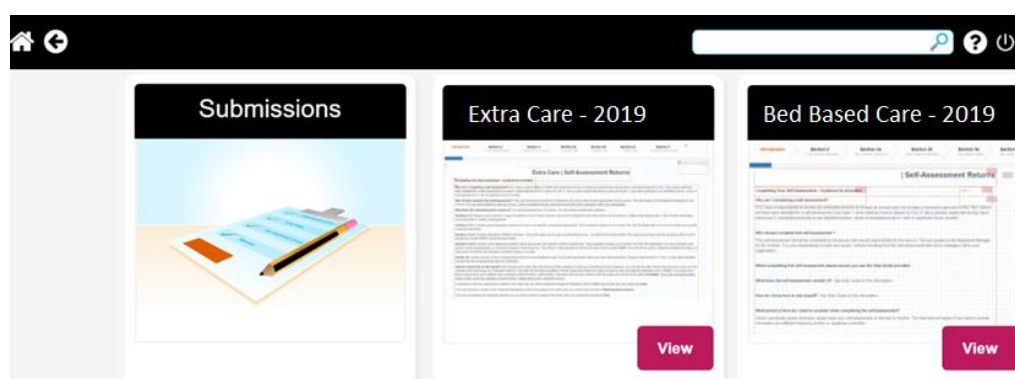
## Returns Data Entry

- Providers will receive the **email** based on the Returns **Schedule**.
- The Provider will follow the links in the email to begin the process of completing their Return. They will complete the Returns via a web browser. Their default web browser will open the Returns form and they can start to enter their responses.
- The form automatically saves the data as it is entered by the user. If the user closes the browser all information entered will be saved. To access the Return again, they simply open the link again using the same computer and the same default browser.
- When the Provider selects the **Submit** button at the end of the Return form, the submission will be sent automatically to the Provider Returns tool.

***Coming Soon*** - Providers will soon have access to an upgraded Provider Portal with new functionality, which includes access to current and previous Returns and the ability to upload and manage Supporting documentation.

## Submissions Management

1. The **Returns Submissions** login allows Council users to monitor the Provider's submissions throughout the campaign. Within each campaign, the council can view, edit and print the Provider submissions.



2. HASTec will work with the council to agree outputs per completed campaign - be it for case management system data feeds, summary reporting via our Market Insight service or CSV data extracts.