

Mosaic Provider Portal (MPP) Provider – Request Payment User Guide

PROCESS AND GUIDANCE DOCUMENT



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Contents

Introduction	4
Login to Mosaic Provider Portal.....	4
Requesting a Payment	5
Payment schedules enquiry	6
Structure of a payment schedule	7
Unprocessed provisional invoices	7
Delivered units	Error! Bookmark not defined.
Payment Ref and Invoice Date	9
Adding Notes to the Provisional Invoice	10
Edit status	11
Verifying payments	11
Un-verifying payments	11
Reporting	12
Search for ‘Suspended’ invoices	12
Search for ‘Unpaid’ invoices	13
Search for ‘Paid’ Invoices	13
Frequently Asked Questions / Troubleshooting	13
How to retract and resubmit a suspended invoice.....	13
Deleting a payment schedule that was created in error	16

Introduction

The Mosaic Provider Portal (MPP) is Kent County Council's (KCC) online system for the submission of invoices for services provided.

MPP is updated every 30 minutes with details of care packages due to be delivered by care providers. Providers are then able to record details of services they have provided and request payment based on KCC orders.

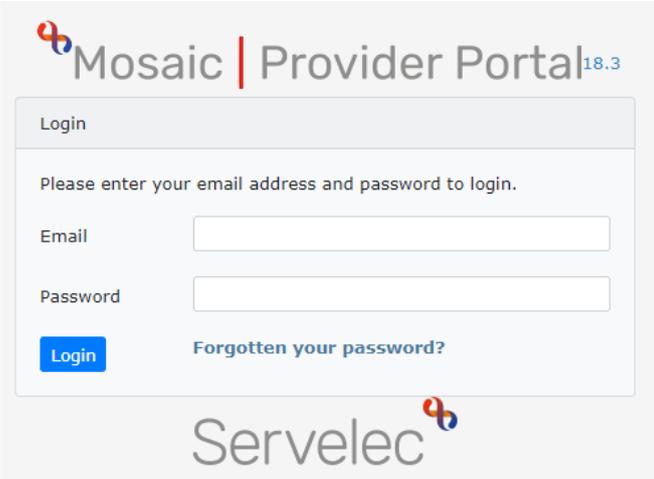
Login to Mosaic Provider Portal

It is recommended to use Chrome to access MPP. The following browsers are also supported: Internet Explorer and Microsoft Edge.

Use the following link to logon to MPP:

<https://kcc-prodpp-ext.corelogiccloud.co.uk/ProviderPortal/Apps/Security/Login.aspx?ReturnUrl=%2FProviderPortal%2FApps%2FSecurity%2FAdmin%2FUserList.aspx>

Enter your username and password. You will have setup your password when you activated your account. If you have not activated your account or, are having issues logging on, please contact the mosaic support team at: mosaicpaymentqueries@kent.gov.uk



Mosaic | Provider Portal^{18.3}

Login

Please enter your email address and password to login.

Email

Password

Login [Forgotten your password?](#)

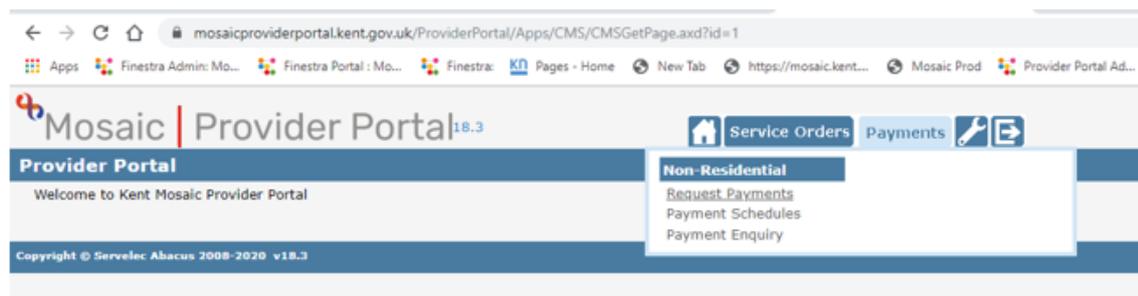
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Requesting a Payment

Once logged in to the MPP, the following menu options will be displayed:



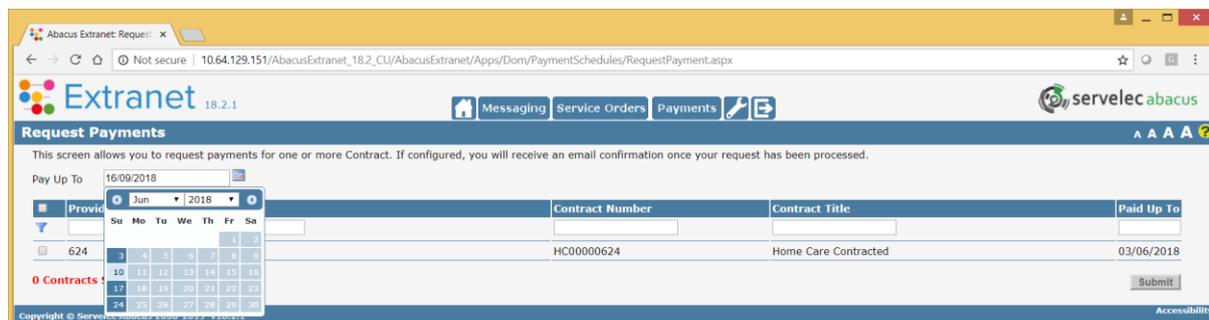
Click on the 'Payment' tab, and then click on 'Request Payments' from the sub-menu in order to submit a payment request:



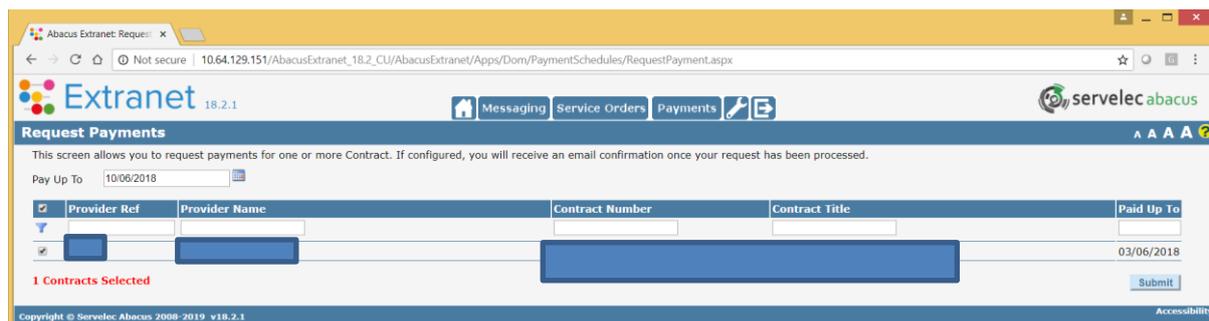
By default, all contracts for which the logged-on user may request payments are listed.

The date up to which payments have already been requested for each contract is displayed in the rightmost column – 'Paid Up To'.

To request a new payment, click on the calendar icon next to the 'Pay Up To' option toward the top left of the screen. Select the week ending date up to which payments are to be requested (i.e. last Sunday of the month). It is not possible to select a week ending date that is in the future.

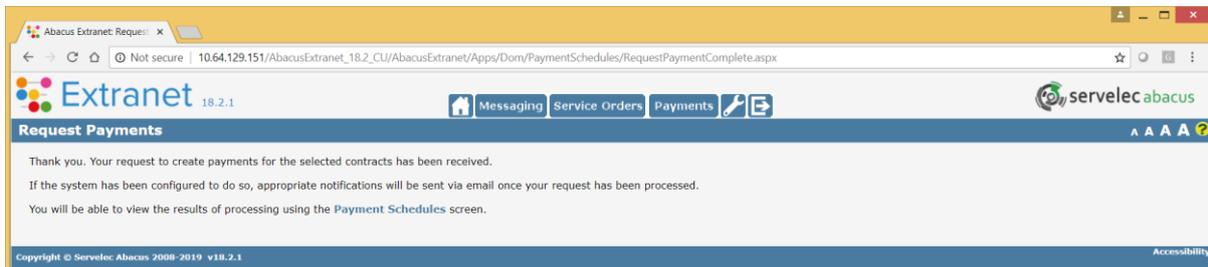


Using the check box(es) in the left hand side of the screen select the contract(s) for which payments are to be requested. Ticking the top check box within the heading area will select all check boxes in the below table:



Having selected the week ending date and the set of contracts for which payments are to be requested, click the 'Submit' button to make the request.

The following screen will be displayed to advise the portal user that their request is being processed:



Click on the 'Payment Schedule' hyperlink to navigate to the enquiry, where the results of processing may be viewed. Alternatively, via the 'Payments' tab at the top of the screen, click on 'Payment Schedules' to access the enquiry screen.

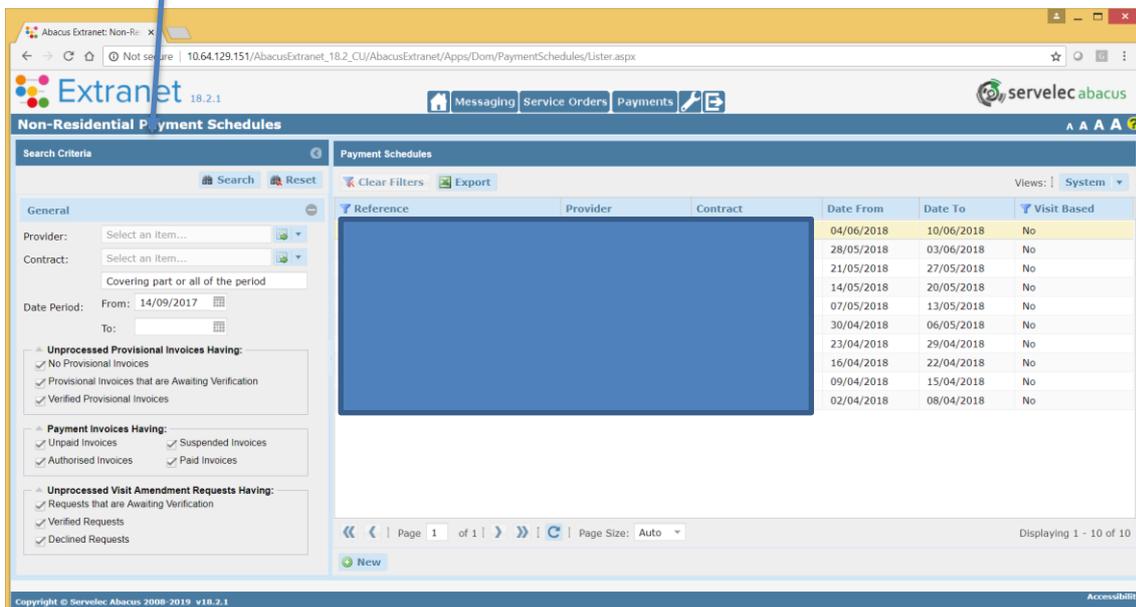


It may take a minute or two for the Request Payment process to complete at which point the results will appear.

Payment schedules enquiry

The Payment Schedules enquiry screen has the following appearance.

The **Search Criteria** panel provides a means of filtering the enquiry results which are displayed in the results panel on the right-hand side of the screen.



Structure of a payment schedule

By double clicking on the appropriate line in the Payment Schedules screen, you will have access to the payment summary screen.



The Upper section of the Payment Schedule will display a summary: Provider Name, Contract, Period of which the payment is being made and the Total Value

The lower section of the screen shows the workflow through which payments will move as they change state within the payment process.

Unprocessed provisional invoices

Unprocessed provisional invoices with a status of *'Awaiting Verification'* represent unclaimed payment invoices.

The list of unprocessed provisional invoices is accessed by pressing the *'List'* button within the *'Unprocessed Provisional Invoices'* section of the Payment Schedule:



This action navigates to the following screen where the list of invoices is presented:

Service User Ref	Service User Name	Payment Ref	Invoice Date	Update	Weeks	Status	Payment	Notes
			18/09/2018	Verify	1	Awaiting Verification	£257.41	
			18/09/2018	Verify	1	Awaiting Verification	£185.59	
			18/09/2018	Verify	1	Awaiting Verification	£1032.03	
			18/09/2018	Verify	1	Awaiting Verification	£216.93	
			18/09/2018	Verify	1	Awaiting Verification	£70.98	
			18/09/2018	Verify	1	Awaiting Verification	£259.52	
			18/09/2018	Verify	1	Awaiting Verification	£271.84	

Amending the provisional invoice

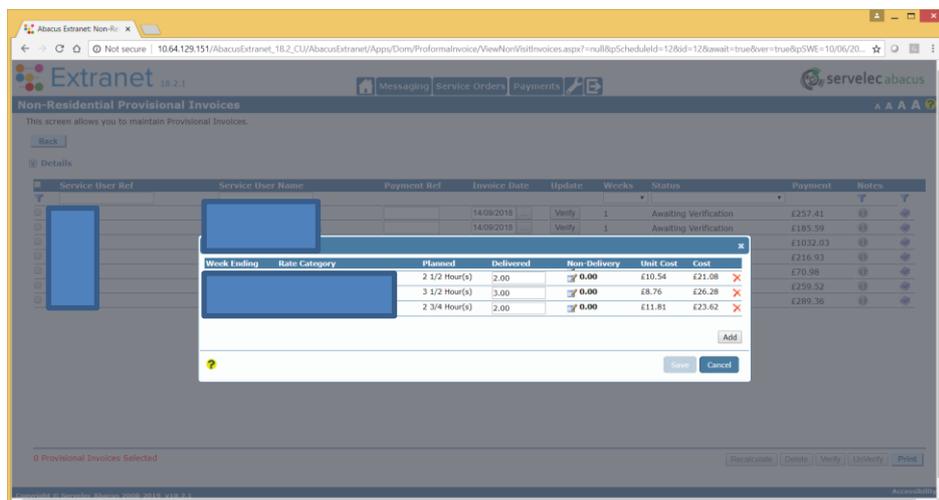
As noted above, the initial status of a provisional invoice is 'Awaiting Verification'. The next stage in the payment workflow is the transition from 'Awaiting Verification' to 'Verified'. The service provider will amend provisional payments by exception, making changes where they know that planned service was not delivered. An additional tool that the service provider might use is the content of the 'Payment' column which shows the value of the payment that the provider portal will pass forward for payment; if this value does not match the amount that the service provider is expecting, amendments might be made to remedy this.

Service User Ref	Service User Name	Payment Ref	Invoice Date	Update	Weeks	Status	Payment	Notes
			18/09/2018	Verify	1	Awaiting Verification	£257.41	
			18/09/2018	Verify	1	Awaiting Verification	£185.59	
			18/09/2018	Verify	1	Awaiting Verification	£1032.03	
			18/09/2018	Verify	1	Awaiting Verification	£216.93	
			18/09/2018	Verify	1	Awaiting Verification	£70.98	
			18/09/2018	Verify	1	Awaiting Verification	£259.52	
			18/09/2018	Verify	1	Awaiting Verification	£271.84	

To make changes to a provisional invoice, click on the hyperlink service users name in the Service Username column;

For SIS, Supported Living or Respite Units

A pop-up window containing the underlying detail of the provisional invoice is displayed:



The claim for payment is expressed in terms of two different types of units:

- Delivered Units
- Non-delivery units

The objective is to record the actuals of the delivered hours, this is to be recorded in the 'Delivered' column. Do not amend or use the 'Non-delivery' column.

The units will be equal to a 1/2 hour, one hour, or one day etc, dependent on the service type.

Having made the required adjustments to the delivered units column, press Save to close the pop-up window, returning to the list of unprocessed payment invoices.

As the term suggests, service that was delivered to / received by the service user is recorded in the Delivered Units column. Amendment is simply a matter of overtyping the default value.

For Homecare Individual Contract Units

A pop-up window containing the underlying detail of the provisional invoice is displayed:

Week Ending	Rate Category	Planned	Delivered	Unit Cost	Cost	
		379.5 Money(£s)	<input type="text" value="79.50"/>	£1.00	£79.50	✗
		379.5 Money(£s)	<input type="text" value="379.50"/>	£1.00	£379.50	✗
		379.5 Money(£s)	<input type="text" value="100.00"/>	£1.00	£100.00	✗
		379.5 Money(£s)	<input type="text" value="379.50"/>	£1.00	£379.50	✗

The objective is to record actuals of what was delivered to the client each week and that should be recorded in the 'Delivered' column.

The units for homecare individual contract are recorded as £1 per unit. These can be entered up to the planned total amount (which will match the agreed weekly amount from the client's Purchase Order). Amendment is simply a matter of overtyping the default values.

Having made the required adjustments to the delivered units column, press Save to close the pop-up window, returning to the list of unprocessed payment invoices.

Payment Ref and Invoice Date

Following the Service User Name column are two columns headed Payment Ref and Invoice Date:

Service User Ref	Service User Name	Payment Ref	Invoice Date	Update	Weeks	Status	Payment	Notes
			18/09/2018	Verify	1	Awaiting Verification	£257.41	
			18/09/2018	Verify	1	Awaiting Verification	£185.59	
			18/09/2018	Verify	1	Awaiting Verification	£1032.03	
			18/09/2018	Verify	1	Awaiting Verification	£216.93	
			18/09/2018	Verify	1	Awaiting Verification	£70.98	
			18/09/2018	Verify	1	Awaiting Verification	£259.52	
			18/09/2018	Verify	1	Awaiting Verification	£271.84	

- The 'Payment Ref.' column is optional. This column might be used to record an internal (provider) reference. The reference is carried forward onto the payment invoice and is visible and reportable in the Extranet.
- 'Invoice Date' defaults to the date that payments were requested.

Adding Notes to the Provisional Invoice

A note may be added to the provisional invoice by clicking on the icon in the Notes column.

Notes ✕

Invoice Note:

Private Note
 Note viewable by the Council on the Payment Invoice

- Private notes are intended for use by the service provider whilst they are working on a provisional invoice before it is ready to be submitted to Kent County Council for payment. The presence of a Private notes will be

highlighted in a blue icon

- Notes that are viewable by the local Authority : the service provider may wish to communicate the Council additional informations about a specific claim for payment. Notes viewable by the local Authority will be highlighted in yellow



Edit status

The final column in the table indicates the edit status of an item, being one of the following:



A 'save' icon indicates that the provisional invoice has been altered in some way.

A closed book indicates that the provisional invoice has not been viewed.

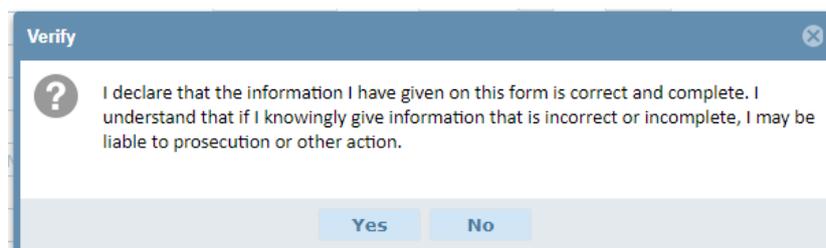
An open book indicates that the provisional invoice has been viewed but has not been altered.

Verifying payments

Verifying a provisional invoice will alter the invoice from 'Awaiting Verification' to 'Verified'.

Service User Ref	Service User Name	Payment Ref	Invoice Date	Update	Weeks	Status	Payment
			14/09/2018	Verify	1	Awaiting Verification	£257.41
			14/09/2018	Verify	1	Awaiting Verification	£185.59

Upon clicking the Verify button the service provider is presented with a verification message which must be read carefully. Select 'Yes' if you are happy to verify the invoice:



After having verified a provisional invoice the payment is moved one step further along in the payment workflow to "Verified":

Unprocessed Provisional Invoices	
<input checked="" type="checkbox"/> 0 Invoices 'Awaiting Verification', totalling £0.00	List
<input checked="" type="checkbox"/> 7 'Verified' Invoices, totalling £2308.32	Add
Payment Invoice	
<input checked="" type="checkbox"/> 0 'Unpaid' Invoices, totalling £0.00	List
<input checked="" type="checkbox"/> 0 'Suspended' Invoices, totalling £0.00	
<input checked="" type="checkbox"/> 0 'Authorised' Invoices, totalling £0.00	
<input checked="" type="checkbox"/> 0 'Paid' Invoices, totalling £0.00	

By verifying a provisional invoice the service provider is submitting the invoice for processing by Kent County Council. Once processed by the Council, the invoices are available to view in the "Payment Enquiry" screen. Follow steps in the reporting section of this document below on how to access the payment enquiry screen.

Un-verifying payments

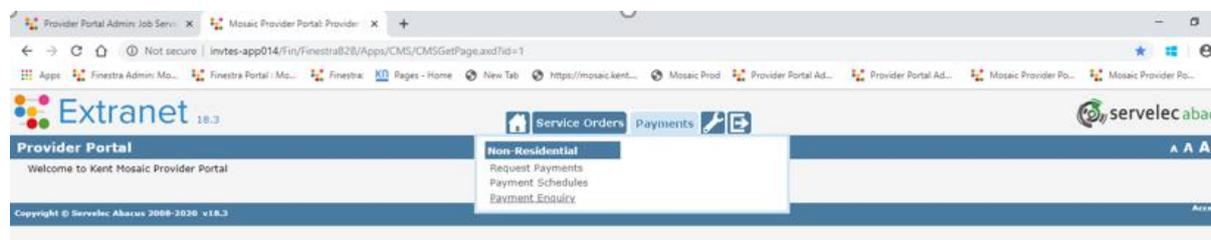
The invoice verification process may be 'undone' in a similar way to that used when verifying the provisional invoice. First of all select 'List' from the "Awaiting Verification" line and select 'Unverify'.

Reporting

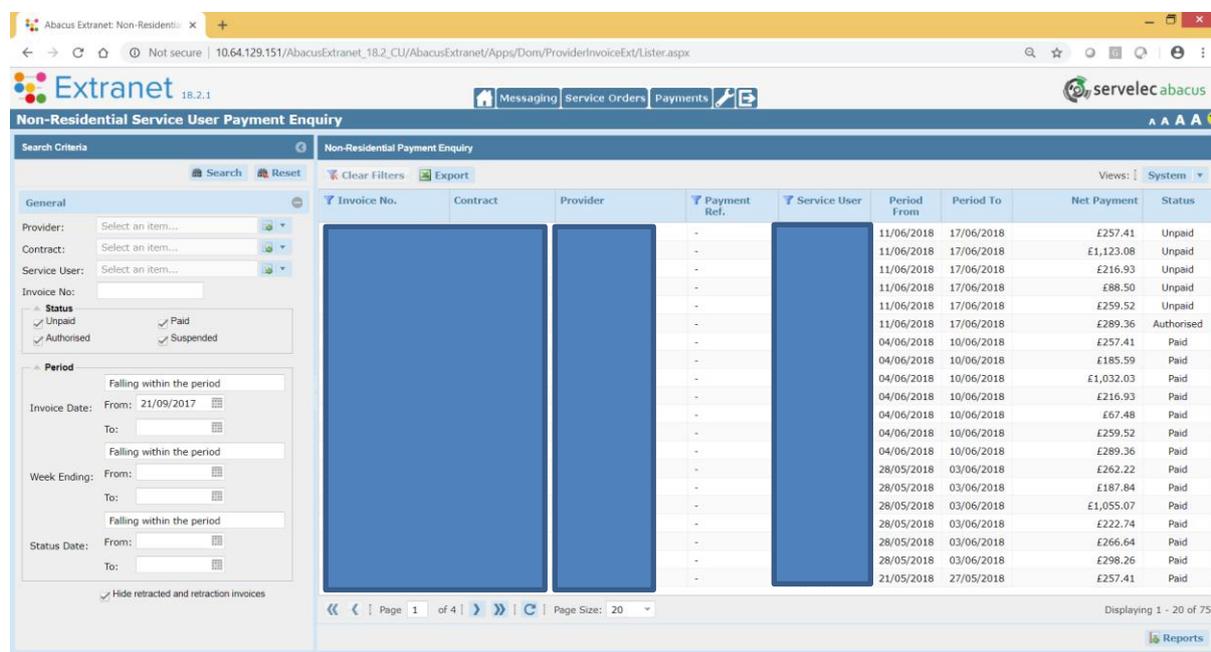
The Payment Enquiry menu option holds all of the verified invoices that have been processed for payment by Kent Council. Invoices will initially appear in this screen as:

“Unpaid” – Invoice is to be paid at the next payment run.

“Suspended” – Value is over the contractual amount and will not be paid until amended.



As indicated by the content of the Search panel which may be used to filter the payment invoices .



Search for ‘Suspended’ invoices

In order to list suspended invoices, simply clear all search criteria except the Suspended check box and click Search. A list of suspended invoices will appear. These will not be paid until agreed with Kent County Council.

In the case that an amendment to the value being claimed is required, the invoice will need to be retracted and resubmitted at the agreed value. In order to do this, please refer to the “How to retract and resubmit a suspended invoice” section of this guide below.

Search for 'Unpaid' invoices

In order to list unpaid invoices, simply clear all search criteria except the Unpaid check box and click Search. A list of unpaid invoices will appear.

These will be paid in the next payment run completed by Kent County Council and the status will then change from "unpaid" to "paid".

Search for 'Paid' Invoices

Clear all search criteria except the Paid check box and click Search. A list of paid invoices will appear.

Payment invoices given a status "Paid", are due to be paid into the providers account within the next few days or, have already been paid into the account.

Frequently Asked Questions / Troubleshooting

How to retract and resubmit a suspended invoice

The lower section of the payment schedule shows the workflow through which payments will move as they change state within the payment process.

The screenshot displays the 'Non-Residential Payment Schedules' interface. At the top, there are navigation buttons: 'Back', 'Edit', 'Audit Log', and 'References'. Below this is a 'Summary' section with fields for 'Provider', 'Contract', 'Reference', 'Payment From' (14/10/2019), 'To' (27/10/2019), 'Visit Based' (checkbox), and 'Total Value' (£59,765.27). The 'Unprocessed Provisional Invoices' section lists: 9 'Awaiting Verification' invoices (£3947.96), 0 'Verified' invoices (£0.00), and a 'List' button. The 'Payment Invoice' section lists: 1 'Unpaid' invoice (£876.20), 1 'Suspended' invoice (£80.88), 0 'Authorised' invoices (£0.00), and 129 'Paid' invoices (£54860.23), each with a 'List' button. A blue arrow points from the 'List' button for 'Suspended' invoices to the explanatory text on the right.

The Suspended invoice will be flagged under the section "Suspended" Invoice.

The list of suspended invoices is accessed by pressing the List button within the 'Payment Invoice'.

The list button will provide access to all invoices within the payment schedule with their status within the payment workflow.

Payment Schedule

Reference: [Redacted]
 Provider: [Redacted]
 Contract: [Redacted]
 Period From: 14/10/2019 To: 27/10/2019

Filters: List of available Payment Invoices

Payment Ref?	Service User?	S/U Reference	Period From	Period To	Net Payment	Status
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£296.56	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£471.80	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£518.98	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£80.88	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£1,277.23	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£1,226.68	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£80.88	Suspended
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£283.08	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£121.32	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£1,226.68	Paid

Buttons: Print, Invoice Lines, Costed Visits, Retract

To Retract the suspended invoice :

1- Select the suspended invoice

[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£1,226.68	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£80.88	Suspended
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£283.08	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£121.32	Paid
[Redacted]	[Redacted]	[Redacted]	14/10/2019	27/10/2019	£1,226.68	Paid

Buttons: Print, Invoice Lines, Costed Visits, Retract

2- Click on retract >> A pop up message to follow confirming if the user wishes to proceed with the retraction

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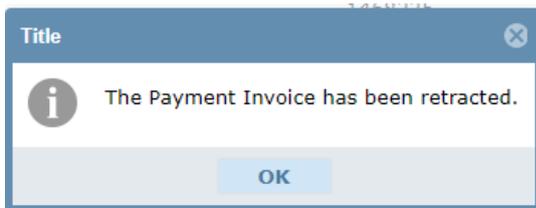
Upon confirmation, Abacus will attempt to mark the selected Payment Invoice as retracted and create a contra copy of the Payment Invoice; it is not possible to undo this action.

Are you sure you wish to retract the Payment Invoice

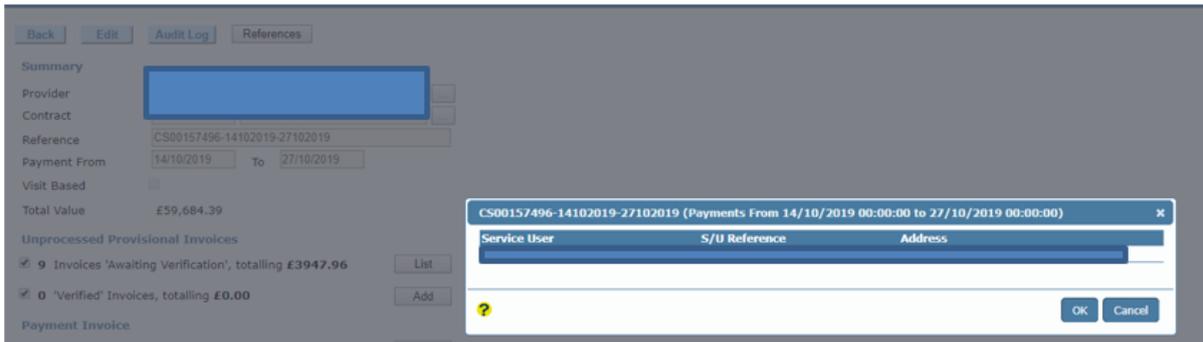
[Redacted] ?

OK Cancel

Confirmation message



3- You will now need to click on “Add” next to the “Verified invoices totalling...” line in order to reprocess the retracted invoices.



- 4- After clicking “Add” the above screen will appear. Select “OK” here.
- 5- Finally select “List” next to the “Invoices awaiting verification line...”. And now amend and verify the invoice.

Deleting a payment schedule that was created in error

This error is easily rectified as a Payment workflow that have transitioned beyond their 'Awaiting Verification' may be deleted.

