ARRS Claims Portal Webinar

Frequently Asked Questions

1. **Can we have a contact number/email for queries?**
    england.primarycareworkforce@nhs.net

2. **Are there any demo videos how to use the portal?**
    Yes, please see the videos held on NHS Future

3. **I tried the website address, but it does not work. Please can you confirm the address?**
    The website address is (we recommend opening in Google Chrome or Firefox) https://www.primarycareworkforce.nhs.uk/

4. **Can you tell me how to get access to the portal?**
    Information on accessing the portal and setting up account correctly is available on NHS Future

5. **Can a PCN make changes to the codes used when submitting a claim? E.g. used inner rather than outer London**
    PCNs choose themselves whether they are inner/outer London.

6. **What does no London rate mean? I'll guess this is for PCNs outside of London? As I assume in London it is either outer or inner?**
    Correct. This is for those PCNs that are outside of London.

7. **I know unique ID needs to be pseudonymised - are initials acceptable?**
    You should discuss unique IDs with your CCG. It's advised that pseudonymised should be used. Even with initials, if two people have the same name then it can lead to discrepancies occurring.

8. **Does the contracting team give a unique number now? How do we know who the claim is for if the initials are not shown? We do not receive the sheet from NHSE with the unique codes allocated to each role.**
    The unique ID is agreed between the PCN and CCG, so they are able to identify the colleagues themselves - NHSEI do not hold these unique IDs

9. **Which email do we send the drafts we want deleted to?**
    Please email - england.primarycareworkforce@nhs.net

10. **How do you remove draft claims on your entry page that have been created in error?**
    Please email - england.primarycareworkforce@nhs.net - with the ARRS ID and the request and we will be able to delete this for you.

11. **Why does the draft not come off once submitted? Could it show as paid once the CCG have approved etc?**
    We are looking at this as an option.

12. **Is it possible to clean up the final list of claims? Some are draft, some submitted and some approved. I would like to delete the old drafts. Is this possible?**

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Email - england.primarycareworkforce@nhs.net - with the ARRS ID and the request and they will be able to delete this for you.

13. **How can PCN claim previous months for a role which was missed out on previous claim (person started middle of month)?**
The PCN can either ask the CCG to reject a claim so they can redo the required month, or they can add another claim for just the additional role.

14. **Is there a written process to help CCGs validate claims?**
There is a user guide available on NHS Future

15. **Can you see the previous submitted claims?**
As a PCN, you're not able to see previous claims - this is due to the storage capacity of all the claims, however we are in discussions with the development team about changing this in the future.

16. **PCN changed codes (now uses GP practice code) mid-year and can no longer see previous claims that were made. Can they get a report for previous claims submitted?**
Email - england.primarycareworkforce@nhs.net - to request this and the team will take a look at moving historical claims over to the new profile.

17. **Is there any way to check the date on which a claim was approved?**
Not at present although we are looking into this as an option within the portal.

18. **Once PCNs submit their claim, can PCNs still amend anything in portal?**
No, as soon as the claim is submitted the PCN cannot edit the claim.

19. **Why is the submitted date different from the date that I submitted the claim?**
This is something we are looking into with the development team, sorry you're seeing this - we do understand the frustration

20. **From a CCG perspective, can you see the date a claim was approved on individual claims the same way you can see when a claim was submitted?**
Not at present although we are looking into this as an option within the portal.

21. **If claims have been made incorrectly, i.e. under-claimed yet approved by CCG, how do we recover under-claiming?**
You are able to put another claim in for the same month to cover any differences.

22. **Reimbursements from the CCG have been different from what has been inputted, why would that be? How can this be resolved?**
You would need to discuss this with the CCG to understand the discrepancies.

23. **I had a claim rejected but was not informed why.**
Please speak to your CCG to confirm the reasons for the rejection.

24. **If the claim is rejected by the CCG, can it then be changed by the PCN?**
Yes, if the CCG rejects a claim, it then goes back to the PCN and sits as 'draft' status.

25. **Does the PCN have to resubmit the whole claim when it's rejected, or can they amend /update the individual claim lines and then resubmit under the same reference number?**
They will submit the whole claim again with the amendments made.

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26. **Is it possible to reject a single line rather than the entire claim?**
Not at present although we are looking into this as an option within the portal.

27. **If after CCG approval a claim is resubmitted due to an error/backdated pay rise, how do either the PCN or CCG remove the initial incorrect submission to avoid duplicate submissions? I.e. can we reject a previously approved claim?**
You are able to reject previously approved claims, equally you are able to request the old claim to be deleted by emailing the Primary care inbox and stating the ARRS ID.

28. **I've never had the warning show about a claim having already been added, or SPLW fee box - when has this been from?**
This was launched in October 2021.

29. **Is there anyway of downloading the individual claim details as a PDF or CSV? Can only see this facility for the entire list of claims.**
No, you can only download all the claims and then filter in excel.

30. **If a claim is submitted under the "Advanced Practice" role, how will Region/National team capture what ARRS role that counts against, when you're summarising/reporting our system position?**
ARRS roles are counted mainly through NWRS where the advanced practitioner role is split into the various roles.

31. **When you register, how do you enter the ODS code of the practice to link it?**
Within your profile you should select either PCN or CCG (depending on which you are), in the greyed-out boxes this is where you will enter your PCN and CCG ODS codes.

32. **There is no ability for new staff to amend previous claims and make back claims?**
Amending previous approved claims cannot be done by the PCN, if you need to make amends then speak with your CCG about rejecting the claim back to you for editing or you are able to put in another claim for the same month.

33. **Could you add to the filter function so you can select multiple months rather than all or one?**
This is something we are looking into with the development team.

34. **Can you confirm if ARRS Payments are going to be paid via PCSE from April?**
We are working with the wider project team on the schedule in light of the latest information regarding the delay of the ICS. We will continue to update your workforce regional leads with information regarding timeframes for this.

35. **Will ARRS portal will be linked to PCSE from April?**
We are working with the wider project team on the schedule in light of the latest information regarding the delay of the ICS. We will continue to update your workforce regional leads with information regarding timeframes for this.

36. **What's happening with PCSE - multiple problems with delayed or missing payments from PCSE. The PCN is having to loan lead practice monies to cover staff wages.**
The portal will link to PCSE online for automation of the payments for ARRS as well as a number of other financial payments, the wider project team are undergoing a number of testing phases to ensure the transition is as well managed as possible.

37. **How can PCNs get detailed remittance on payments?**
Speak with your CCG finance team who should be able to do this for you.

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38. Our maximum reimbursement changed for some employees in October and onwards - why was this? What was it related to? Do we pass this onto the employee going forwards?
The rates were changed in October 2021 to align the ARRS roles to the 3% AfC uplift applied in October.

39. We didn't apply the initial salary uplift in April and waited until the October was announced. We cannot resubmit claims for 9 months. How can we claim this back?
The reimbursement rates already had a 2.16% uplift in the rates from April to October. If you want to backpay the extra 0.84%, then this needs to be funded by the PCN and cannot be reimbursed through the ARRS.

40. Can you please cover the process we should apply backdated pay awards? I.e. pay award given Oct and backdated to April?
These are made at the PCNs discretion, if the PCN wishes to award back pay then they are not able to use the ARRS reimbursements for this and should fund this themselves. They are able to put the new rates through the portal should they wish to however the reimbursable rates won't change within the portal.

41. Can you tell us more about the future of finance / payment link up? I.e. how they will be paid in future?
The portal along with other finance systems are going to be linked to PCSE Online so that payments can be automatically paid, removing the need for CCG finance teams to process the payments once approved.

42. Can you please confirm if we can claim for covid overtime - its only £3k per PCN?
You are still able to claim, at plain time rates, for covid overtime

43. Can you clarify the drawdown, only being available dependant on 100% rate of claims submissions through the portal? Were you referring to the 40% of initial allocation?
Yes, this is referring to those PCNs that are wishing to draw down on the extra - centrally held - allocation.

44. We have to do maternity offline and are trusted to do this, but we can't do backdated payments offline and be trusted to do this?
You are able to do backdated pay offline if this falls out of the ARRS reimbursements should you wish. The suggestion to put it through the portal was made as a way to make the audit trail a little easier to follow should they need to.

45. Can we have the link to a trial site - I have staff I need to be trained to use this - it isn't familiar?
This isn't something we're able to share as the site is mainly used for the development team to test features and bug fixes across all the portal they manage.

46. When extracting CSVs of approved claims from earlier months (March/April/May) etc. seem to not be showing up after the change in filtering claims on the portal. Is there a way around this?
We will investigate this to ensure all historical claims are still showing on the portal.