

TTN Member Portal – Frequently Asked Questions

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Approved by:	Network Manager (Lyndsey Moreton)	Prepared by:	Project Manager (Rachel Foley), Clinical Quality Manager (Emily Nash)	
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It is important to note that TTN have two expert portals this document details how to use the TTNengine portal which is to be used when the patients reference number does NOT start with CP.

Who do I contact if I have an issue?

If you have any questions you should contact our Expert Liaison team on 0151 317 3344 or email your query to expertliaison@thetreatmentnetwork.co.uk.

How will I know I am on the correct TTN portal?

You will not be asked for a username or password for the TTNengine portal. Instead, you use the unique reference you were supplied with to use to access the portal and the reporting template that is required for that patient and their treatment type.

The unique reference number will always have the following structure TTN/123456/ABC/TEST/1

TTN does have multiple expert portals and if the reference number you have starts with a 'CP' then you need to use our other system. Link here [Online Services Logon \(speedmedical.com\)](#)

Who do I get a username and password from if I have CP reference?

If the portal you are using is asking for a username or password it means you have a case with a CP reference. If you need assistance with a username or password you need to contact the expert Liaison team on 01772 282 342 or email expertliaisonteam@speedmedical.com.

Why I am unable to gain access to the records on the portal?

There are a couple of reasons why you may not be able to gain access to the referral records on the portal. Please check the following before contacting the Expert Liaison team

- Reference numbers

Check the reference number you are using. The last number of the reference will change each time you need to complete a new report so check the latest correspondence from ourselves that will include the reference number.

- Correct format
TTN/123456/ABC/TEST/1
- Incorrect format
TTN/123456/ABC/TEST (no number at the end)
TTN/123456/ABC/TEST/1. (fullstop at the end)
123456 (reference incorrect format)

- The case has closed
- The case is awaiting approval for the additional treatment that has been recommended

Why has my report not saved?

The report will only save the details if you click next or finish. If you click cancel you will lose your answers.

After 120 minutes the system will automatically log you out and any entered information will be lost unless the report is submitted.

How do I resubmit a report?

If the report has not been completed correctly (e.g. using full sentences) you will be asked to resubmit it. You will receive an email with a copy of the information you entered and then you will need to log back into the portal to make the required changes, the previously entered information should be retained for you to add/edit the responses.

You MUST click on the correct originally submitted report to edit as there could be multiples.

Why has the report information not been retained?

Check that you have clicked on the correct report type (e.g. assessment report) as the TTN team have to give you specific access to edit the relevant report

If you cannot see your information, please contact the Expert liaison team to discuss.

How do I make amendments to the report after it is submitted?

Please contact our Expert Liaison team and advise that the report that has been submitted needs amending. It is only possible to provide amendments if the case has not progressed to the next stage of gaining approval so they will be able to advise you of the steps that need to be taken.

What are SLAs?

SLAs are Service Level Agreements and are the levels of service that you agree to commit to when you sign our contract or terms and conditions. Your SLA's will be detailed in the Schedules section of your supplier contract.

If you require more information, please contact our Expert Liaison team

What if my SLA does not match the system?

The SLA's on our portal are our standard SLA's. If you have agreed a different SLA you will need to adhere to that. If the portal asks you for a reason why an SLA has been failed and you don't believe this was your contracted SLA please select other followed by 'Different contracted SLA's

How do I get a copy of my report?

This request must be sent to the specific team who sent you the patient referral, you will have their contact details in the referral document. Outline which report you need a copy of and quote the unique TTN reference.

What if my name is not showing on the portal drop down list?

If the practitioner who completed the assessment name does not appear in the drop down-list, please contact the Expert Liaison team on 0151 317 3344. If you are unable to get through on the telephone, then please email expertliaison@thetreatmentnetwork.co.uk. Please ensure your email includes:

- Full name of practitioner
- Specialism
- Governing bodies details
- Venue provider needs to be added onto

Our Expert Liaison team will then add the practitioner name to the member Portal and will confirm with you once this has been done.

How do I submit my invoice?

You need to refer to your contract as to when an invoice can be submitted, any invoice submitted at an incorrect time will be declined and passed back to you.

Invoices must be sent to the specific team who sent you the patient referral, you will have their contact details in the referral document and all correspondence sent to you regarding that referral. The invoice must contain your member ID and the unique TTN reference.

Version History

VERSION	PCR #	CHANGE
1.0	PCR00060i	New document