

**Provider Communication Tool
and
Service Referral Tool
Provider Instructions**

Prepared By

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1 About the Provider Communication Tool and Service Referral Tool

The Stark County Board of DD has created two new Web-based tools to help Stark County consumers and providers of DD services:

- The **Provider Communication Tool** (PCT) allows consumers and caregivers to search for certified service providers through a publicly available Web site. Consumers and caregivers can search for providers by the service they require, the funding source, the provider type (agency or individual) and whether the provider is accepting new clients for the specific service required. Providers can log into the PCT and update their provider profile information, including demographics, services for which the provider is accepting new consumers and specifics of the provider's approach and philosophy.
- The **Service Referral Tool** (SRT) allows Service and Support Administrators (SSAs) to enter requests for service from consumers who are seeking specific services. Providers can log into the SRT to update their agency or individual provider information, including name, address, and services for which new clients are being accepted. Providers can also upload an image file containing their logo, and they can enter a detailed profile to provide potential clients with information about their services, the history of their practice, their philosophy and any other information that they will help consumers choose appropriately.

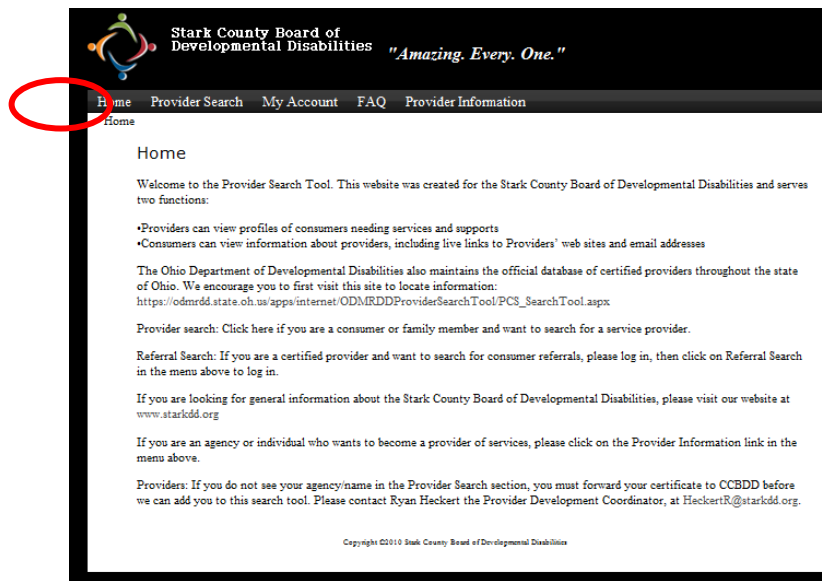
This document provides specific instructions for Providers in updating their profile in the PCT and searching for referrals in the SRT.

The Web address for accessing both of these new tools is <http://providers.StarkDD.org>.

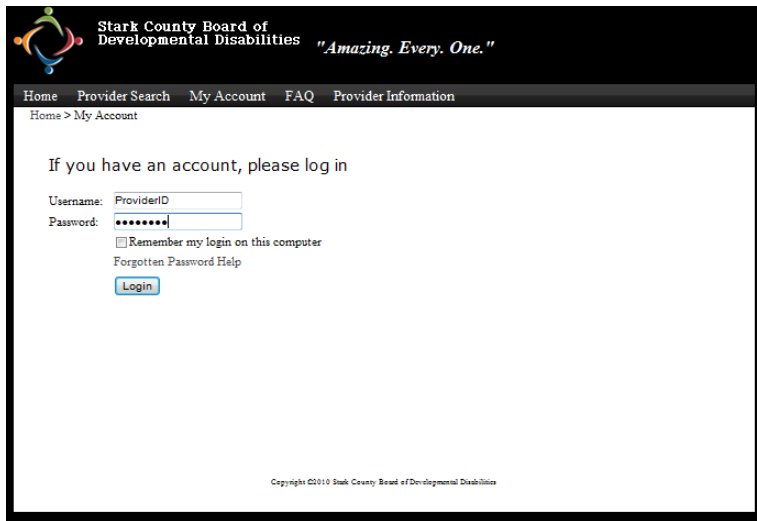
2 Editing Provider Information in the Provider Communication Tool

Service providers can log into the PCT to update their agency or individual provider information. Providers can also upload an image file containing their logo, and providers can enter a detailed profile to provide potential clients with information about services and amenities offered, their history and philosophy and any other information that they believe will help consumers choose appropriately. If you are a service provider in Stark County, you should have received a letter providing you with a username and password that will allow you to log in to the new tool to update your information. If you have not received a username and password and you believe you should have, please contact Ryan Heckert at (330) 479-7754.

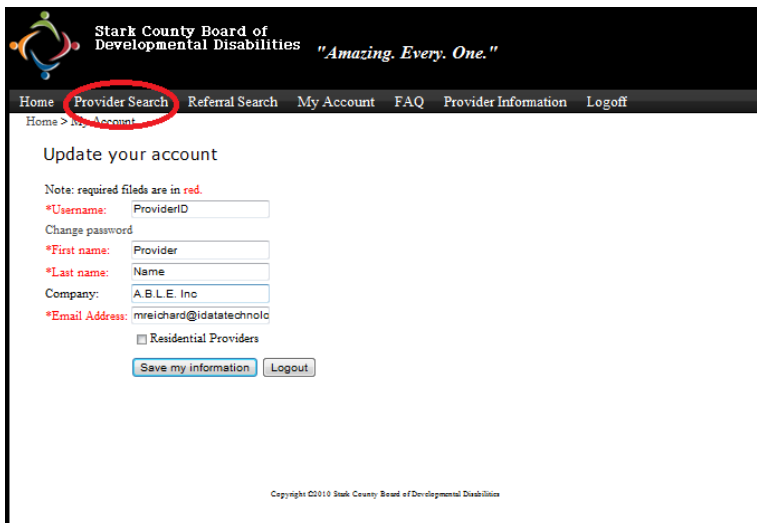
1. To access the PCT, you can open a Internet browser and navigate to <https://providers.StarkBDD.org>, then click the My Account link in the menu at the top of the page, or you can access the login page directly at http://providers.StarkDD.org/log_in.aspx.



- From the login page, you will enter the username and password that has been provided to you.



- After you log in, you will see an account management screen that displays and allows you to update your personal user information. Note that this is not the same as your provider profile, although for individual providers, some information may be duplicated.
- To update your provider profile, click the **Provider Search** link in the top menu of the site (outlined below in red).



5. Clicking the Provider Search link will bring you to the Provider Search page. On this page, the easiest way to find your provider profile is to search by name (either agency or individual provider name). To search by name, enter the name in the field with the caption “**Or, search by provider or agency name(optional)**” and click the **Search** button (outlined below in red).

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Home Provider Search Referral Search My Account FAQ Provider Information Logoff

Home > Provider Search

Search for a Service Provider

Please select a funding source and the service for which you wish to find providers.

Provider Search Trouble viewing this page or making it work? Click here.

Select Funding Source: ICFs/MR: [More Information >>](#)
 Individual Options Medicaid Waiver Services: [More Information >>](#)
 Level One Medicaid Waiver Services: [More Information >>](#)

Select Service:

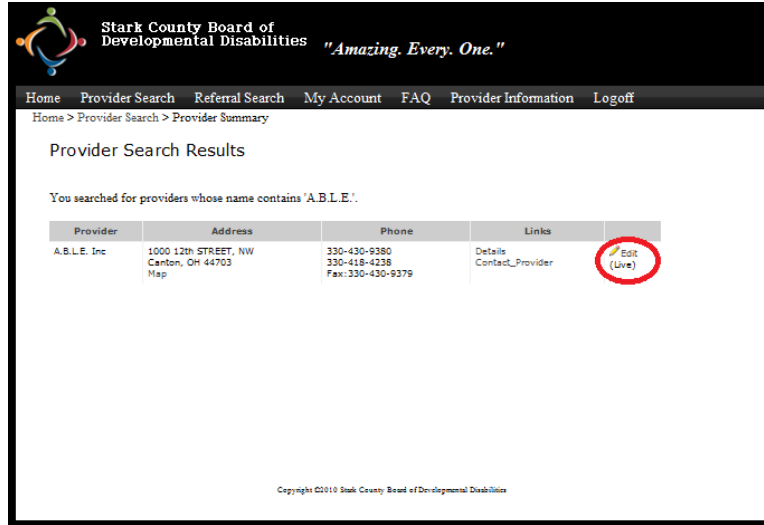
Show providers who are: Certified for this service Certified and accepting referrals for this service

Limit results to: Individuals Agencies Both

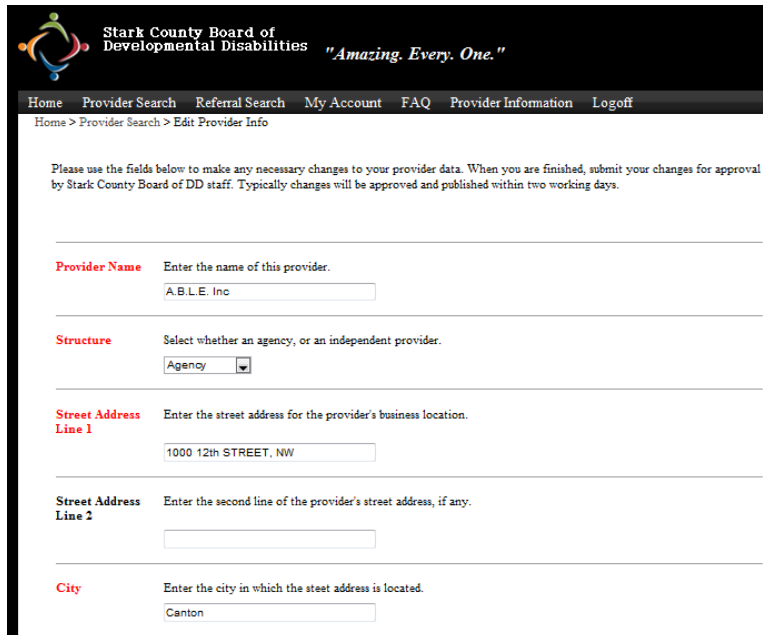
Or, search by provider or agency name (optional):

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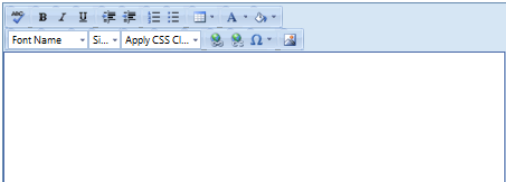
- After clicking **Search**, you should see your agency or individual provider profile in the search results screen. If you are logged in, you should see an **Edit** link to the right of your profile. To edit your profile, click the **Edit** link.



- Clicking the **Edit** link brings you to the **Edit Provider Information** screen. On this screen, you can update your provider information including your provider name, agency structure, address, phone number, contact email address, and Website URL. Note that the items shown in red are required.




County	Enter the county for this address Stark
State	Select the state OH
Zip Code	Enter the zip code for this address. 44703
Map Address	Select Yes if a link to a map of this address should be shown, otherwise select No. Yes
Phone number 1	Enter your business phone number, including the area code, in the form (###) ###-####. 330-430-9380
Phone Number 2	Enter any additional business phone number, including the area code, in the form (###) ###-####. 330-418-4238
FAX Number	Enter your fax number, including the area code, in the form (###) ###-####. 330-430-9379
Contact Email	Enter your contact email address. User contact forms will be sent to this email address. ableinc@neo.rr.com

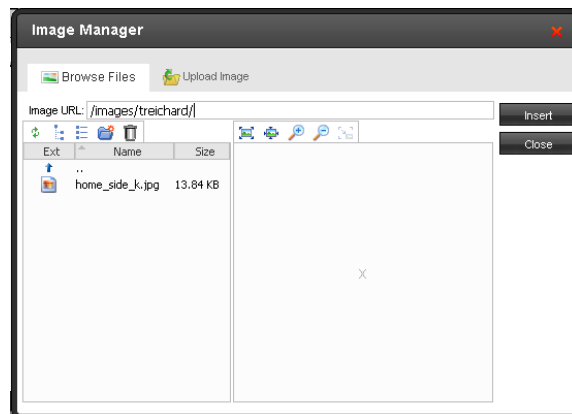
Contact Email	Enter your contact email address. User contact forms will be sent to this email address. ableinc@neo.rr.com
Website URL	URL of your business website.
Services being accepted	Select the services for which you are currently accepting referrals. Hold down the CTRL key to select multiple services. Adaptive & Assistive Equipment-IO Adult Day Support-IO Adult Day Support-L1
Logo	You may upload an image to be shown as part of your provider profile. Choose Image Clear
Supported Living:	Describe your Supported Living philosophy and experience. 


8. You can also use the **Provider Information** screen to upload a logo for your agency or individual service provider practice. To upload a logo, click the **Choose Image** button next to the **Logo** label.
9. Finally, you can use the **Provider Information** screen to answer a set of questions about your agency or individual provider services. This set of questions is intended to help consumers understand your agency or individual provider services including:

- your Supported Living philosophy and experience
- how you provide opportunities for individuals to participate in the community
- how you safeguard an individual's money
- training your direct care staff receives
- how soon you can usually begin providing services
- how much time it takes for you to start providing services in response to a crisis
- your organizational structure and how it relates to crisis or emergency situations
- how long you or your agency has been providing services
- other information you would like individuals or their families to know

Answers to these questions are entered using a rich text editor, which works like most word processor programs. You can experiment with the editor to understand all of the text editing capabilities that it offers. These include spell check as well as basic text formatting and table creation functions that will be familiar from word processing applications, and they also include two Web-specific functions, the **Image Manager** which allows you to add images to your profile, and the **Hyperlink Manager** which allows you to create hyperlinks to other sites such as your provider Web site. These functions are explained in more detail below.

10. To add an image to your profile, place the cursor in the editor at the location where the image is to be inserted into the text, and click the **Image Manager** icon . Clicking the **Image Manager** icon, brings up the Image Manager. In the **Image Manager** you can upload image files by clicking on the **Upload Image** tab and browsing to the image you wish to upload. When you have selected the image you wish to add to your profile, click the insert button to insert the image into the editor.



11. To add a link to your profile, place the cursor in the editor at the location the hyperlink is to appear, and click the **Hyperlink Manager** icon . Clicking the **Hyperlink Manager** icon opens the **Hyperlink Manager**. To add a link, enter the URL and link text, then click OK.

Hyperlink Manager ✖

Hyperlink Anchor E-mail

URL: OK


Existing Anchor: Cancel

Link Text:

Type:

Target:

Target:

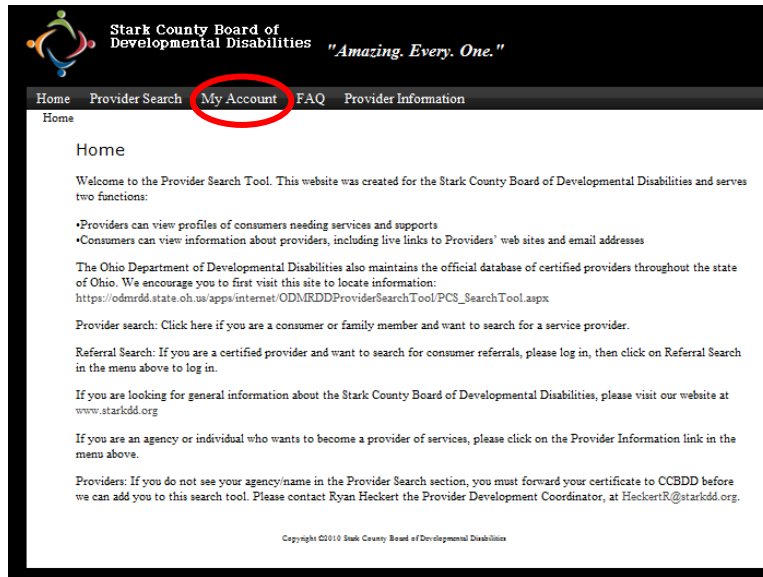
Tooltip: 

CSS Class:

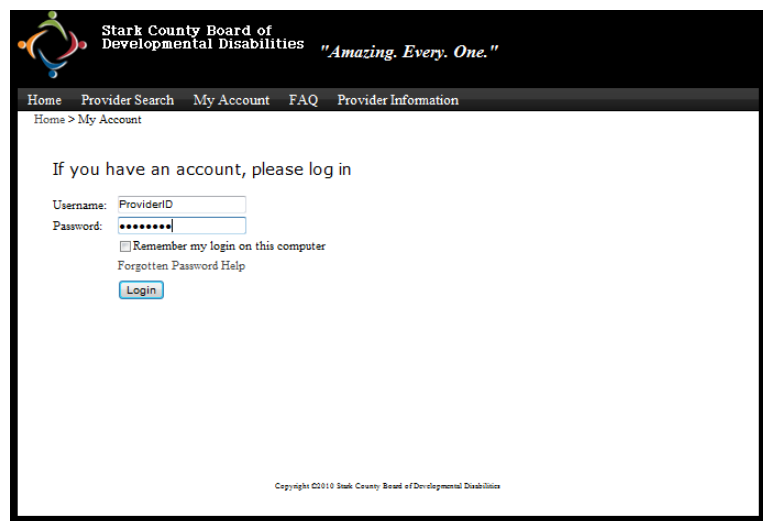
3 Searching for Referrals/Consumer Profiles in the Service Referral Tool

This section describes how providers search for consumers who have requested services.

1. Before searching for services, providers log in by clicking the “My Account” link.



2. This will take the provider to the login screen where they enter their username and password. If the provider has forgotten their password, they can click the Forgotten Password Help link to have a new password emailed to them. Note that passwords are case sensitive.



3. After logging in, the provider will be taken to the My Account Screen, a screen that allows them to update information about their account. To search for referrals, the provider will click the Referral Search link.

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Home Provider Search **Referral Search** My Account FAQ Provider Information Logoff

Home > My Account

Update your account

Note: required fields are in red.

*Username:

Change password

*First name:

*Last name:

Company:

*Email Address:

Residential Providers

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4. Clicking the Referral Search link will take the provider to the Referral Search page. From this page the provider can search for referrals by a number of criteria. The purpose of this search is to allow the provider to zero in on referrals that match the provider's certifications, capabilities and preferences. By narrowing their search to referrals that match the provider's capabilities and strengths, the provider ensures that they have a reasonable chance of being selected for referrals that they respond to. The search criteria include:
 - a. The services that the provider is certified for and seeking to provide.
 - b. The consumer age that the provider is able to serve.
 - c. The consumer gender that the provider is able to serve.
 - d. The level of support that the provider is able to provide (24 hour supports, less than 24 hour supports, or both).

Home > Referral Search

Search for referrals

Please enter the criteria for which you wish to search in the fields below.

View all referrals

Click this button to view all referrals

Referral Search

Or, use the controls below to search for referrals.

Service types: (hold down the [CTRL] key to select more than one item.)

- Adaptive & Assistive Equipment-IO
- Adult Day Support-IO
- Adult Day Support-L1
- Adult Foster Care (Agency Provider)-IO
- Adult Foster Care (Individual Provider)-IO
- Community Trip-L1
- Day Habilitation-IO
- Day Habilitation-L1
- Environmental Accessibility Adaptations-IO
- Environmental Accessibility Adaptations-L1

Consumer gender

- Male
- Female
- Either gender

Consumer age

- Child
- Adult
- Any age

Level of support required

- 24 hour supports required
- Less than 24 hour supports required
- Show both kinds of referrals

- When the provider clicks Search Referrals, they see a list of referrals matching the entered criteria. Note that referrals expire 10 days after they are entered. Initially, when the search results page displays, only referrals that have not yet expired are displayed. If the provider wishes to see all referrals, s/he simply clicks the Show All Referrals radio button.

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Home Provider Search Referral Search My Account FAQ Provider Information Logoff

Home > Referral Search > Active Referral Summary

Referral Search Results

You searched for all referrals. Here is the complete listing:

Show current referrals Show all referrals Show email-only referrals

Client name	Date of birth	Location	Services Required	Referral Date	Contact By
Mark R.	5/1/1967		Day Habilitation-IO	11/28/2010	12/8/2010

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- To view details of the referral, the provider clicks the consumer name in the left column. This brings up a page with details of the referral.

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Home Provider Search Referral Search My Account FAQ Provider Information Logoff

Home > Referral Search > Active Referral Summary

Profile/Social History

General Information
 First name, last initial: Mark R.
 City: Akron Zip code: 12345
 Catchment area: Date of birth: 5/1/1967
 Does this person have a legal guardian? No
 Type of services being requested: Day Habilitation-IO
 Funding source: IO
 Waiver enrollment status: Currently enrolled
 Services timing: As soon as available
 Additional Information/comments:
 Type of Provider being requested: No Preference

- If the provider wishes to provide service to the consumer or to get in touch with the SSA to ask a question, s/he simply clicks the "SA Email Address" link at the bottom of the page.

Transportation: No
 Transportation equipment: None
 Money Management: No
 Mobility: (consider accessible housing, stairs, transfer, positioning, equipment, i.e. wheelchair, lift, walker) No
 Communications: (consider communication device, sign language): Yes-Gestural
 Aaron is hearing impaired but is able to communicate with others using basic sign language.
 Medical: (consider appointments, medication administration, insulin, tube feed, other complex medical needs) No
 Behavioral/Psychiatric: (consider BSP, specific requests for male/female staff, appointments) No
 Date Submitted: 11/28/2010 Mail, Fax or Email letter of interest by 12/8/2010
 Attachments:

Contact
 Support Administrator: Tom Reichard
 SA Phone No.:
 SA Fax No.:
 SA E-mail address: mreichard@idatatechnologies.com

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- Clicking the SA Email Address link opens a contact form that the provider can use to get in touch with the SSA, either to indicate that s/he is willing to serve the consumer or to ask a question.

The screenshot shows the Stark County Board of Developmental Disabilities website. The header includes the logo and the text "Stark County Board of Developmental Disabilities" and "Amazing. Every. One.". A navigation menu contains links for Home, Provider Search, Referral Search, My Account, FAQ, Provider Information, and Logoff. The breadcrumb trail is "Home > Referral Search > Contact SA". The main heading is "Contact SA". Below this, it says "Use the form below to contact an SA". The form fields are: "Your Name:" with "Provider Name" entered; "Your Email:" with "Provider@agency.org" entered; "Provider" with "Provider Agency" entered; "Referral you're interested in" with "Mark R." entered; "Support Administrator" with "reichard@starkbdd.org" entered; and "Comment or Question" with a large empty text area. A "Submit" button is at the bottom left of the form. At the bottom of the page, it says "Copyright ©2010 Stark County Board of Developmental Disabilities".