

BBHC Meeting Summary Notes

Date of Meeting: September 3, 2014 **Topic:** Portal Folder Enhancement Conference Call

Contract Number: BBHC Provider Network **Provider:** See Attached

BBHC/CBH Participants: For BBHC: Jennifer Holtz; and Danica Mamby. For Concordia: Eddie Guzman; Julie Lauder; Andrew McAllister; Amalia Sanchez; Elida Segre; Maria Stoker; and Diego Wartensleben.

Summary:

The Provider Portal **Deployment #14-0827** included: 1) additional folders for upload and 2) the locking of folders that will no longer be used to "read only". Providers were required to have at least one (1) representative participate on the Conference Call. Following is a summary of items discussed.

- Providers must now submit all reports directly to the Portal. No email submissions unless otherwise requested or agreed upon.
- Any submissions for the August 2014 reporting period uploaded to the **Miscellaneous, Provider Reports** or other folder must be uploaded to the appropriate new folder under the Contracts Documents folder. See attached.
- Providers participating in the BBHC Utilization Management Program should submit authorization requests to the **Contracts Documents – UM Reports folder**.
- All submissions must follow the naming convention of CONTRACT NUMBER PROVIDER NAME REPORT NAME. Providers may abbreviate the Provider Name and Report Name.
- There is no change to the process for submitting invoices and supporting documents. However, only Excel files should be uploaded to the Invoices folder.
- The *Outreach and Prevention Monthly Log* (Exhibit I) and the *TANF Program Participant Monthly Report* (Exhibit L) should be uploaded to the **Supporting Documentation** folder.
- Providers who receive Incidental funds must complete the Exhibit O on a monthly basis and upload to the **Contracts Documents - Monthly Reports** folder.
- Providers who submit the 375 Report should upload to the **Contracts Documents – Monthly Reports** folder.
- Any report required for which the provider has no information should be reflected in the submission and upload of the report to the appropriate folder with "No Information to Report" written in the report. This includes the quarterly Assessor and Case Manager rosters.
- Prevention providers should upload the KIT Report to the **Supporting Documentation** folder.
- Providers are responsible for sharing this information to any of its staff who utilize the Portal to upload documents.
- Providers who require assistance accessing the Portal should submit an email to itrequests.bbhc@concordiabh.com. Questions regarding the new folders should be submitted to Julie Lauder at 305-514-5229.

Date prepared: September 4, 2014

Provider Portal Folders Conference Call Attendance Roster

34342	South Florida Wellness Center	
34343	Achievement Rehabilitation Centers (ARC)	X
34344	Archways, Inc.	X
34345	Broward County - Elderly and Veterans Division	X
34346	Broward County - Broward Addiction Recovery Center	X
34347	Broward County Community Development Corporation dba Broward Housing Solutions	X
34348	Broward House, Inc.	X
34349	Broward Partnership for the Homeless, Inc.	X
34350	Broward Regional Health Planning Council	X
34351	Camelot Community Care, Inc.	X
34352	Broward Sheriff's Office	X
34353	Covenant House of Florida, Inc.	
34354	Foot Print to Success Clubhouse, Inc.	X
34355	Ft. Lauderdale Hospital, Inc.	X
34356	Gulf Coast Jewish Family and Community Services, Inc.	X
34357	Henderson Behavioral Health, Inc.	
34358	House of Hope, Inc.	
34359	National Mentor Holdings, Inc dba Institute for Children and Family Centered Services	
34360	Kids In Distress, Inc.	
34361	Mental Health Association of Broward County, Inc.	X
34362	NAMI of Broward County, Inc.	
34363	New Direction Institute, Inc.	
34364	North Broward Hospital District	
34365	Our Children Our Future, Inc.	
34366	Silver Impact, Inc.	
34367	Smith Mental Health Associates, Inc.	X
34368	South Broward Hospital District d/b/a Memorial Healthcare System	X
34369	Spectrum	
34370	Susan B. Anthony Center, Inc.	
34371	Task Force for Ending Homelessness, Inc.	
34372	The Chrysalis Center, Inc.	
34373	The Starting Place, Inc.	
34374	United Way of Broward County	X
34375	Volunteers of America	X



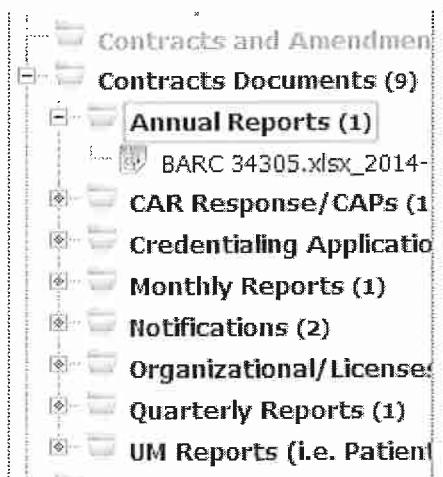
Title: Portal Folder Enhancement

Reference Number: 14-0827

Deployment Date: August 27, 2014

Description: Enhancements to the Provider Portal to establish subject-area specific folders for providers to upload related documents and thereby improve User experience.

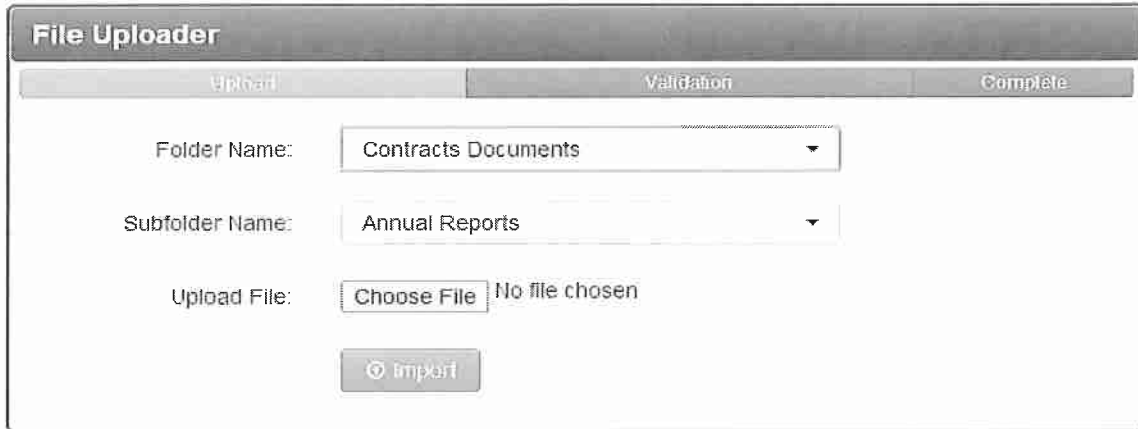
Through the re-design to the folders where Providers submit documents related to contract requirements, (utilization management, credentialing, quarterly and monthly reports, etc.), providers will be able to easily identify the Concordia Department/subject to upload documents. As detailed in the below screenshots, a new folder "Contract Documents" containing the following subfolders was added:



The folder "Contracts and Amendments" has been renamed "Contracts and Amendments Archive FY 13-14" and was converted to a read-only folder meaning no new documents can be uploaded to it.

Upload Documents to Subfolders

To upload documents to the subfolders, users should navigate to the Upload section of the Portal. In the dropdown menu, select "Contracts Documents". See the following depiction:



File Uploader

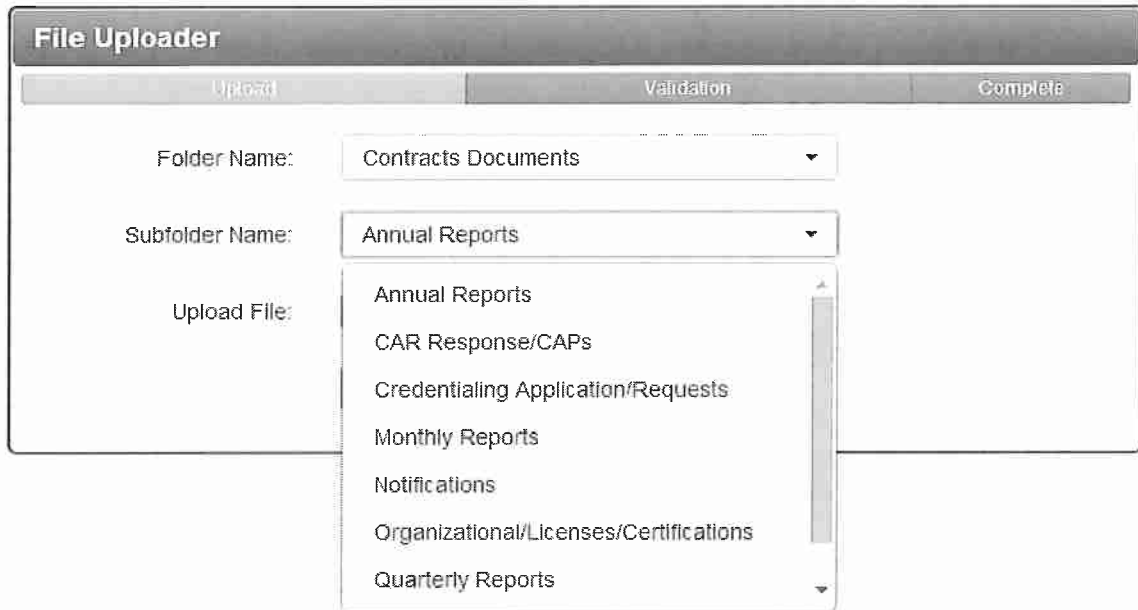
Upload Validation Complete

Folder Name:

Subfolder Name:

Upload File: No file chosen

Once selected, a new dropdown menu will be displayed where the user will be able to select the corresponding subfolder.



File Uploader

Upload Validation Complete

Folder Name:

Subfolder Name:

Upload File:
Annual Reports
CAR Response/CAPs
Credentialing Application/Requests
Monthly Reports
Notifications
Organizational/Licenses/Certifications
Quarterly Reports

Once the subfolder is selected, the process to upload a document is similar to any other upload process. The user will click "Choose File" and select the document to upload and finally will click 'Import'.

A conference call is scheduled for Wednesday, September 3, 2014 from 10:00am to 11:00am to review this deployment and the types of documents appropriate for upload to each folder.