



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

# **ProviderConnect User Manual**

**Version 2.0**

JANUARY 2021

## Revision History

Last Revised Date	Revised By	Revisions
12/11/2020	A.Herring/A. Ostrea	Pages: 4, 6, 9, 8,0,11,12,13,14,15,16,17,18,20, 21

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## What is ProviderConnect?

### Overview

ProviderConnect is a web-based application for San Mateo County Contracted Providers to submit continuing Authorizations, Billing and Claims to San Mateo County Behavioral Health & Recovery Services.

This portal can be accessed using the following URL:

<https://providerconnect.netsmartcloud.com/sanmateo/login.asp>

Providers can access information 24/7.

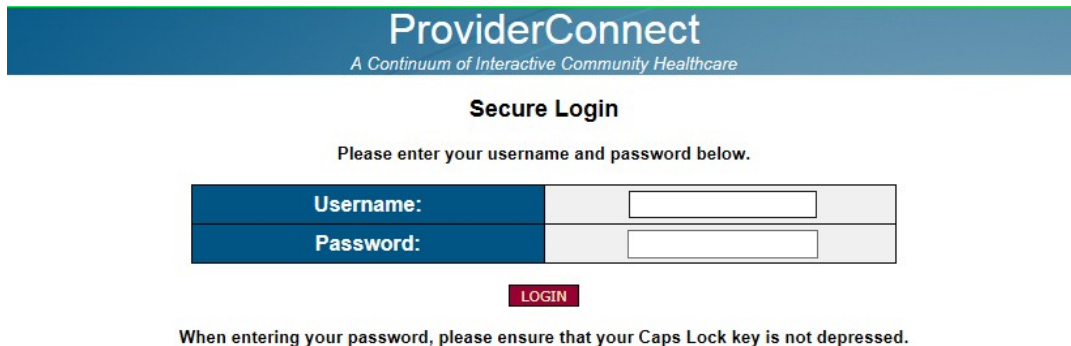
Just some of the functions providers can do in ProviderConnect are:

- Obtain member demographic information
- Search authorization history
- Enter continuing authorization requests for services and attach supporting documents
- Search and submit claims

# How to Login into ProviderConnect

## Steps

### 1. Enter your Username and Password



**ProviderConnect**  
*A Continuum of Interactive Community Healthcare*

**Secure Login**

Please enter your username and password below.

<b>Username:</b>	<input type="text"/>
<b>Password:</b>	<input type="password"/>

**LOGIN**

When entering your password, please ensure that your Caps Lock key is not depressed.

### For Individual Providers:

- ❑ Your Username will be, your first initial and last name combined.
  - **Example:** if your name is **Mary Smith**, your username will be **MSmith**
    - The First and Last initials of your names should be capitalized
    - There should **not** be a space between your First and Last Name.

### For Agencies:

- ❑ Your Agency Username will consist of your agencies' initials.
  - **Example:** if your Agency name is Country Counseling Consultant then your username is **CCC**

## 2. You will be prompted to change your password at first login.

- o Enter your current password, which is your username.
- o Enter your new password
  - Passwords are encrypted and include the following rules:
    - Password cannot be "PASSWORD."
    - Password cannot be blank.
    - Password length must be greater than or equal to 6 characters.
    - Password cannot be same as username.
    - Password cannot be same as username backwards.
    - Password cannot be same as old



- o Confirm your new password by re-entering it
- o Click on Save **Changes to Password**
- o Passwords must be changed every 90 days
- o **Users will be locked out if attempting an incorrect password five times within 15 minutes**
- o **Users should log into ProviderConnect at least once per week to keep their account active.**

## ATTENTION – Security Page

**ATTENTION:**

The information contained in this information system is private and confidential, it is fully bound by the provisions of all federal and state regulations governing confidentiality of alcohol and drug abuse patient records. This system is intended only for the professional use of authorized agents of a Substance Abuse or Mental Health Treatment program or related agency. If you have reached this site in error, please contact Netsmart Technologies, Inc. at (877) 889-8800 immediately.

By selecting "continue", you agree, under penalty of perjury, that you are an authorized agent to use this information system.

[Exit](#)
[Continue](#)

- ❑ The security screen provides information on HIPAA confidentiality and security. Make sure you **DO NOT** share your password with anyone. If you feel that there is a breach with your account, please contact BHRS IT Support ([BHRS-IT-Support@smcgov.org](mailto:BHRS-IT-Support@smcgov.org)) immediately or call 650-573-3496 to have it changed.
- ❑ Click on **Continue** to pass through the security statement.

## ProviderConnect – News

ProviderConnect - News Empathetic Counseling Services Inc. 7/18/2015 9:40:50 AM Lookup Client | Main Menu | Log Out

No.	Date	News
1.	2/15/2015	Hello and Welcome to Provider Connect Everyone!

<< Previous Page Skip to Main Menu Next Page >>

About ProviderConnect v2.198

News is created by the ProviderConnect administrators and is read-only for providers.

1. At the **Main Menu**, click **News**.

Main Menu - Provider		
Billing	Lookup Client	Reports
Change Password	Documentation	News
Logout / Exit		

2. If the news item has additional text, click the plus sign + to view the full news text, if not,

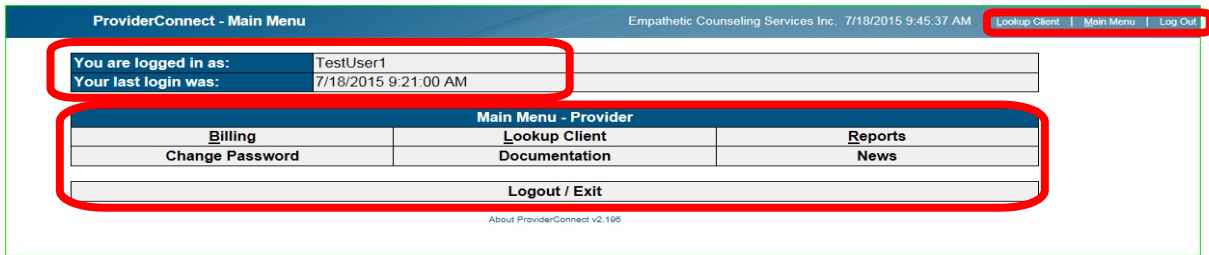
- ❑ Click **“Skip to the Main Menu”** to continue.

ProviderConnect - News Recovery, Inc. 2/20/2018 10:10:18 AM Lookup C

No.	Date	News
- 1.	1/29/2018	
+ 2.	12/22/2017	
+ 3.	12/21/2017	
+ 4.	12/7/2017	
+ 5.	11/30/2017	

<< Previous Page Skip to Main Menu Next Page >>

## ProviderConnect – Main Menu



At the top of the screen the following information will be displayed:

- Your login username
- The last time you logged in
- The name of your Agency/Individual, date and time
- Billing
- Lookup Client
- Reports
- Change Password
- Documentation
- News Option
- Logout/Exit

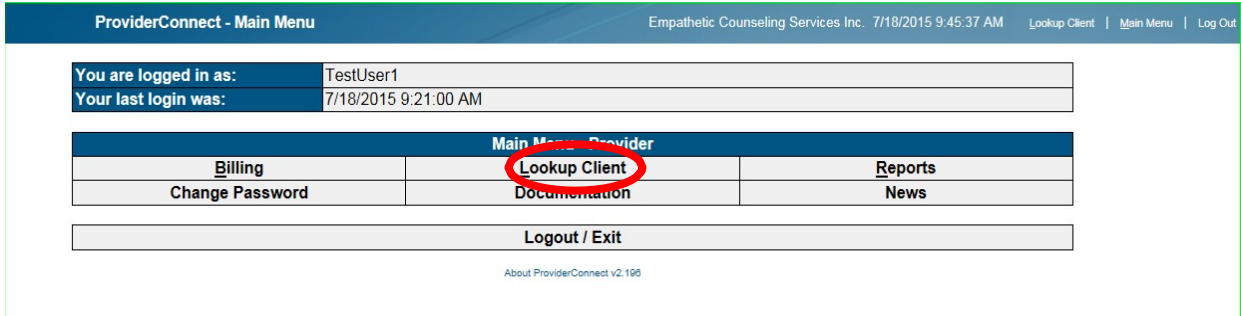
### Main Menu

- Billing—allows you to bill for services you have entered through ProviderConnect.
- Change Password—allows you to change your password. If you feel that there may be a security threat you should always change your password and notify BHRS IT.
- Lookup Client—allows you to search for a client that has been assigned to you or your agency and already has an MRN record number. **(PLEASE NOTE: YOU WILL NOT BE ABLE TO LOOK UP A CLIENT, UNLESS THAT CLIENT HAS HAD AN APPROVED AUTHORIZATION FOR SERVICES PROVIDED BY YOUR AGENCY/PRACTICE).** (Provider Connect is for continuing authorizations only)
- Documentation—is the help section.
- Reports—allows you to pull specific types of reports.
- News—returns to the news page.
- Logout/Exit – logs you out of the system when you’re done.**

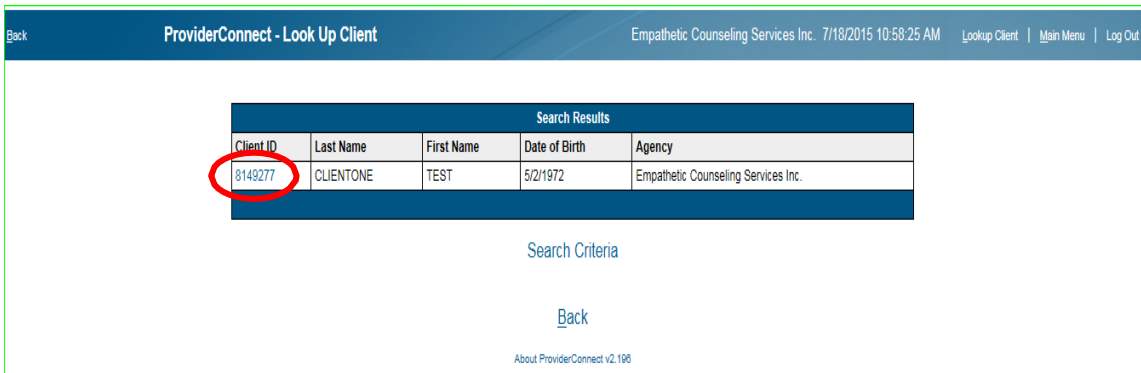


# LOOK UP a Client in ProviderConnect

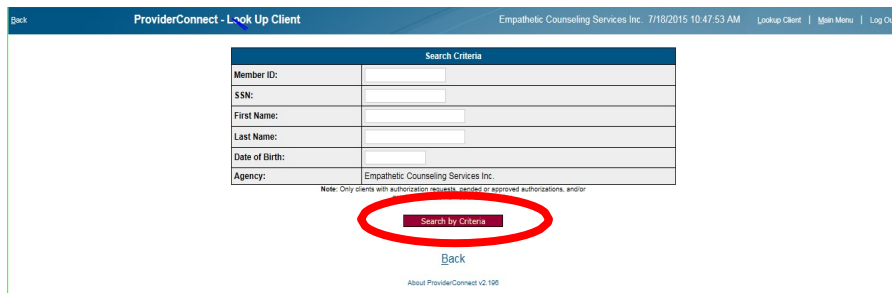
- ❑ Choose “Lookup Client” at the main menu



- Each provider can view and work with open clients in their agency/practice.
  - If you know the client’s medical record number (**Member ID**) enter it or you may look the client up by name. **Enter** the client’s last name or initial. If you type in **A**, then a list of all clients with the last name beginning with A will appear.
  - Your client will display. To select your client, click on the Client ID# (MRN#)



- If you want to view all the clients click on “**Search by Criteria**”. The system will give you a list of all the clients for your agency.



## Client Profile Screen

Member ID	ProviderConnect - Demographic		CHRISTIAN COUNSELING CENTERS INC 8/20/2018 4:27:29 PM	Lookup Client	Main Menu	Log Out
975405	Client Name: TESTFOUR, TEST					
Demographic	Member ID: 975405					
Authorizations	SSN: 555-55-3344					
Treatment						
Exit						
Main Menu						
<b>Member Demographics</b>						
Social Security Number	Date of Birth	Facility Chart Number				
555-55-3344	11/6/1991					
Member Street 1	Member Street 2	Member City				
777 Lucky Lane		SAN MATEO				
Member County	Member State	Member State				
SAN MATEO - 41	CA - CALIFORNIA	CA - CALIFORNIA				
Member Zip Code	Member Phone Number	Member Work Number				
94403	555-555-9999					
Member Language	Sex	Are you heterosexual, lesbian, gay, bisexual, transgender or do you question your sexual orientation?				
English - 7	Male - M					
Ethnicity	Race	Client Maiden Name				
Veteran	Education Level At Admission	Pre-Admission Disposition				
	16 Years - 16					
Employment Status	Unemployed - Seeking Employment - 5					
Marital Status	Unknown - 9					

### TABS

- **Demographic Tab** – the profile screen automatically defaults to the demographic page. Page contains: Member ID, SSN, DOB, Address & Zip Code.
- **Authorizations Tab** – contains a list of all authorizations currently in place for the client for your agency/practice. This screen allows you to submit a new authorization request.
- **Treatment Tab** – contains a list of all treatment services that have been entered for the client by your agency. This screen begins the process of entering treatment services rendered to the client by your agency.
  - The treatment tab contains a list of authorizations and remaining number of units left on each authorization.
  - The treatment tab contains a treatment billing summary for the client.

# AUTHORIZATIONS

Continuing Service Authorization requests are submitted through ProviderConnect. Authorization requests are reviewed and processed in myAvatar.

- ProviderConnect providers can view service authorization requests, edit, and create new authorization requests for clients assigned to their agency or individual. **Providers can only see their own clients.**
- When a service authorization request is filed in ProviderConnect it is sent to myAvatar with a status of Pending.
- Service authorization requests can be reviewed, edited, and deleted in myAvatar only by the County Billing Dept.
- Files can be attached to service authorizations by clicking the link in the Attachments column on the authorization form and in myAvatar via the ProviderConnect File Attach form.
- The client demographic record in the service authorization request (ProviderConnect) is created using the most recent client information in Avatar PM (Admission or Update Client Data form).

Member ID: 975405

Client Name: TESTFOUR\_TEST  
Member ID: 975405  
SSN: 555-55-3344

Provider	Auth Number	Origin	CP Program	Status	Review Status	Request Date	Review Date	Begin Date	Expiration Date	Tx Codes	Attachments
CHRISTIAN COUNSELING CENTERS INC	35069	MSO			Approved		8/20/2018 3:26:39 PM	5/1/2018	8/31/2018	Psych. diag. eval (no medical) 60 mins Outpatient Psychotherapy 52 minutes	Add New

Create Request

- Treatment Authorization Requests menu contains a list of all authorizations for the client or authorizations waiting to be approved for the client.
- Allows you to request a new authorization by selecting the “red” button labeled **“Create Request”**.
- To view the authorization, [click on the authorization number](#)
- Use your vertical scroll bar to scroll up and down to view all the information.

Member ID: 975405

Client Information: CLIENT NAME: TESTFOUR, MEMBER ID: 975405, PROGRAM NAME: CHRISTIAN COUNSELING CENTERS INC

Authorization Dates: Authorization Requested Start Date, Authorization Requested End Date, Set authorization by, Date Assigned

Care Manager: CARE MANAGER ASSIGNED, DATE ASSIGNED

Authorization Information: AUTHORIZATION NUMBER, AUTHORIZED LEVEL OF CARE, PLANNED ADMIT DATE, CURRENT AUTHORIZATION STATUS, TYPE OF AUTHORIZATION, INITIAL OR CONTINUING AUTH, CURRENT AUTHORIZATION STATUS REASON, REFORMING PROVIDER TYPE, NEXT REVIEW DATE

Diagnosis: Primary Diagnosis, Secondary Diagnosis

Billing Source & Benefit Plan Information: Billing Source, Benefit Plan, Provider Registration Date For Funding Source

Authorization Group: Select from the list of authorized (PT) Codes

PROCEDURE CODE, UNITS TO QUIT SEND, ON Submit

# HOW TO ENTER AUTHORIZATION(S)

## Steps

### 1. How to request an authorization

Provider	Auth Number	Origin	CP Program	Status	Review Status	Request Date	Review Date	Begin Date	Expiration Date	Tx Codes	Attachments
CHRISTIAN COUNSELING CENTERS	30069	MISO		Approved		8/20/2018 3:28:30 PM	5/1/2018	8/31/2018	Psych diag eval (no medical) 60 mins - Outpatient Psychotherapy 52 minutes	ADD New	

❑ To enter Continuing Authorization requests for members, choose the “Authorization” tab from the left side of the navigation menu.

❑ Click on **Create Request**

**Red = Required**

### 2. Enter Authorization Start & End Dates

- Enter the Authorization Requested Start Date (mm/dd/yyyy)
- Enter the number of days – **365 days (or requested days)**
- Click **“Set”**
- Your End Date should auto populate and is based on the number of days you entered.

### 3. Enter **Primary Diagnosis (Required)** & Secondary Diagnosis (Optional)

Enter diagnosis (F32 or Depression) wait a few seconds for the IMO search to begin, then select correct dx.

### 4. Select Benefit Plan

### 5. Select Procedure Code – **(Authorization Group codes should not be utilized)**



CPT Code	CPT Description	Units
50791-C	Psych. diag. eval (no medical) 60 mins	1
90834-C	Outpatient Psychotherapy 52 minutes	1
N0000-C	No Show	2
X8255-C	Phone Consult 15 min	1

UNITS REQUESTED  
Enter 0 units to ignore added code.

Add Code

To add individual Procedure Codes: click on **“Add Code”**, select the procedure code from the drop down and enter the number of Units requested

Up to **10** procedure codes can be added.

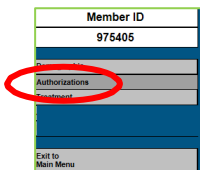
### 6. Submit Authorization Request - To submit the Authorization, click on



**File Request button**

### 7. Viewing the newly submitted Authorization Request

1. To view Authorizations, click Authorizations on the left main menu which will take you to the Authorization Information Page



Provider	Auth#	Member	Organ	CPT	Status	Effective	Request Date	Review Date	Thru Date	Expiration	Yr Codes	Attachments
CHRISTIAN COUNSELING CENTERS INC		975405	CHRISTIAN COUNSELING CENTERS INC	90834	Approved	01/15/2021	01/15/2021 12:58:00 PM	01/15/2021	01/15/2021	01/15/2021	90834	Psych. diag. eval (no medical) 60 mins - Outpatient Psychotherapy 52 minutes

Provider	Auth Number	Origin	p
CHRISTIAN COUNSELING CENTERS INC	Unassigned	ProviderConnect	
CHRISTIAN COUNSELING			

2. The newly submitted Authorization number will be **Unassigned**  
 In order to see the number you must refresh the **screen\***.

**\*to refresh screen:click on the menu Demographics tab and then  
 Click back on the Authorization tab.**

Provider	Auth Number	Origin	p
CHRISTIAN COUNSELING CENTERS INC	35070	ProviderConnect	
CHRISTIAN COUNSELING			



**Things to Remember:**

- To refresh the screen, click on another tab, then click back on the original tab to refresh the screen. The authorization number will then display for the authorization request that was just entered.
- Group codes should not be utilized.
- Check back periodically in ProviderConnect to see if the authorization has been approved by the SMC Billing Dept.

# ATTACHMENTS

## Steps

### 8. How to Add a File Attachment on a newly submitted Authorization.

- ❑ When you request an authorization through ProviderConnect you must attach the appropriate required clinical documentation (Assessment/Treatment Plan/Progress Notes).
- ❑ Click choose file: Select file path and name of document. **Only PDF's should be attached.** Use this same process to attach additional files if necessary, to the same authorization.

1. At the Treatment Authorization Requests screen click on “Add New” next to the authorization that you wish to attach your document(s) to.

Provider	Auth Number	Origin	CP Program	Status	Review Status	Request Date	Review Date	Begin Date	Expiration Date	Tx Codes	Attachments
CHRISTIAN COUNSELING CENTERS INC	35070	ProviderConnect		Complete	Not Reviewed	8/21/2018 1:57:59 PM	8/21/2018 12:58:00 PM	8/1/2018	10/29/2018		Edit / Add New
CHRISTIAN COUNSELING CENTERS INC	35071	ProviderConnect		Complete	Not Reviewed	8/21/2018 4:30:17 PM	8/21/2018 3:30:17 PM	8/1/2018	8/31/2018		Add New
CHRISTIAN COUNSELING CENTERS INC	35069	MSO			Approved		8/20/2018 3:26:39 PM	5/1/2018	8/31/2018	Psych. diag. eval (no medical) 60 mins , Outpatient Psychotherapy 52 minutes	Add New

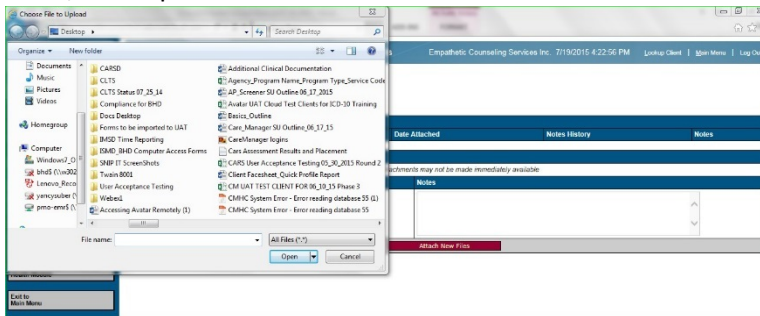
Click here to add documents to your authorization request

2. Click the Choose File button to look for a file to attach.



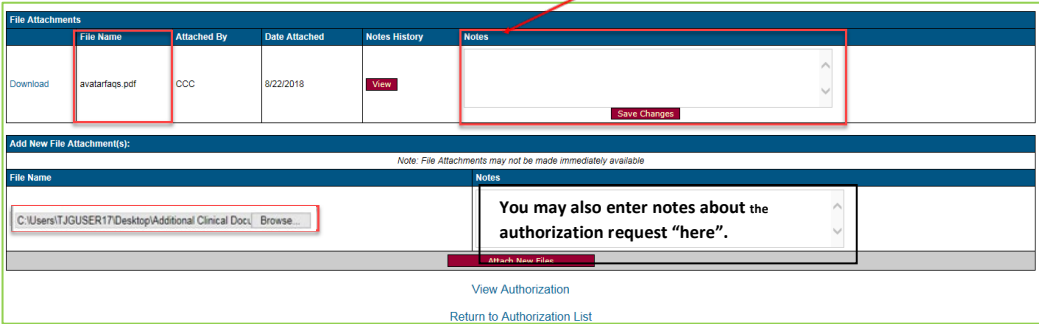
Click here to look for a file to attach. **Please note:** you must make sure the document you wish to attach has been saved to your computer.

3. Select the file you wish to attach, click Open then “Attach New File”.



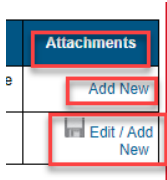
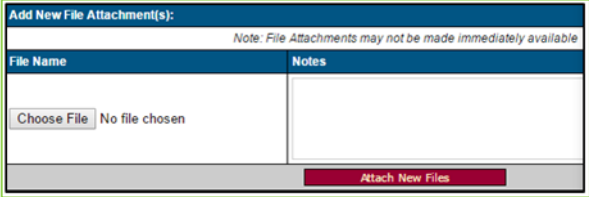
4. The file is now attached.

To add additional files, repeat file attachment steps. If you need to add a note, add in the note section, then **save changes**.



**9. How to Add/Edit a File Attachment for Approved Authorizations from the Main Menu.**

1. In the **Main Menu** click **Lookup Client**.
  - The **Search Criteria** screen displays.
2. Enter the client's name, ID or social security number.
3. The **ProviderConnect Demographic** screen displays for the client and agency/individual.
4. In the **Client Sidebar** menu click Authorizations
  - Select the correct authorization where the attachment is needed.
  - On the Attachments field select either Add New or Edit/Add New.



5. Click Choose File.
6. The Windows Explorer screen opens.
7. In Windows Explorer, select the file and click Open.
8. In ProviderConnect, enter any notes.
9. Click **Attach New Files**.



## TREATMENT SERVICES - HOW TO BILL (ADDING A PROFESSIONAL CLAIM)

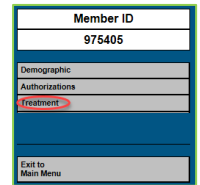
- ❑ View and create client treatment services for clients associated with the provider's agency.
- ❑ Providers can view treatment information for a client associated with any agency/individual.

### Before You Begin

- The service and treatment dates must be covered by approved service authorizations.

### Steps

1. From the Main Menu, click Lookup Client: The Search Criteria screen displays.
2. Enter the client's name, ID or social security number or enter no data, and click Search by Criteria to display all clients.
3. Select a client: The ProviderConnect Demographic screen displays for the client and agency/individual.
4. In the Sidebar menu select the Treatment tab, the Treatment section screen displays.
5. Select Add Professional Treatment, **Add Professional Treatment** the professional the Add Treatment Setup opens.



### Enter Treatment Criteria

Client Name:	TESTFOUR, TEST
Member ID:	975405
SSN:	555-55-3344

**Enter Treatment Criteria**

Single Date: \_\_\_\_\_

Date Range: \_\_\_\_\_ - \_\_\_\_\_

Multiple Dates: \_\_\_\_\_ 8/6/2018 8/8/2018 8/9/2018 8/10/2018

Include Weekends (check this box to include weekends when adding treatment)

---

**Authorization:** \_\_\_\_\_ Auth #, Funding Source, Valid Dates, [Auth Grouping Name], up to 3 sets Procedure Code - Description from Auth  
Auth # 35069 FS: BHR5 5/1/2018 - 8/31/2018 :: 90791 - Psych. diag. eval (no medical) 60 mins, 90834 - Outpatient Psychotherapy 52 minutes 9

**PT Code:**  Procedure Code - Description ([Funding Source.] Level of Care, Valid Dates)  
90834 - Outpatient Psychotherapy 52 minutes (Default Rate, 5/1/2018 - 8/31/2018) 10

**Clinician:**  11

**Performing Provider License Type:**  12

**Units / Day:**  13

**Is this service a replacement?**  Yes  No 14

**Service to replace:**  15

16

---

Unit History					
PT Code	Auth #	Units Approved	Units Left	Begin Date	Exp Date
90791 - Psych. diag. eval (no medical) 60 mins	35069	10	10	5/1/2018	8/31/2018
90834 - Outpatient Psychotherapy 52 minutes	35069	10	10	5/1/2018	8/31/2018

6. Select **Date Criteria** Options: **Single Date**-(1/1/2020), **Date Range**-(1/11/2020 – 6/20/2020), **Multiple Dates** (1/3/2020 & 1/6/2020 & 1/10/2020)



Calendar: Utilize the Calendar to select a single date, Date Range or Multiple Dates

- **Date Range Note:** If you provided the same service for a client over several days, you may enter those treatment services using the date range option. The Service Code, Units/Days, Duration and Location must be the same each time the service was provided.

7. Select **Funding Source**
8. Select **Authorization Field**, select corresponding authorization from the drop-down menu.
9. Enter the procedure code in this field.
  - **Procedure Code Note:** if you do not remember the procedure code you wish to enter, look below in the Unit History section of the form. This area shows you the service code(s) that the provider has been authorized to provide.
10. Select **Clinician** from drop down menu.
11. Select **Performing Provider License Type** from drop-down menu.
12. Enter the number of **Units/Day (Should always be 1)**.
13. **Is this service a replacement? (Defaulted to No)**
14. If yes was selected, (**Service to Replace is required**) select which service to replace.
15. Select **Set Treatment Date** to continue, **Add Treatment Details Screen** opens.

## Add Treatment – Details

**ProviderConnect - Add Treatment - Details** CHRISTIAN COUNSELING CENTERS INC 8/23/2018 12:58:46 PM Lookup Client | Main Menu | Log Out

Client Name: TESTFOUR, TEST  
 Member ID: 975405  
 SSN: 555-55-3344

**Treatment Details**  
 Funding Source: BHRS  
 CPT Code: 90791 - Psych. diag. eval (no medical) 60 mins  
 Num of Days: 2  
 Units/Day: 3  
 Total Units: 6  
 Cost/Unit: \$145.21  
 Cost/Day: \$435.63  
 Total Cost: \$871.26  
 Treatment Date(s): 8/3/2018, 8/6/2018

**Additional Information**  
 Duration (minutes per service): 60  
 Location: OFFICE

**Diagnosis Details**  
 Primary Diagnosis: Depressed mood  
 Second Diagnosis: - Please Choose One -  
 Third Diagnosis: - Please Choose One -  
 Fourth Diagnosis: - Please Choose One -

**Financial Details** **Review Eligibility Information**  
 NOTE: Treatment Service Details (Cost/Day, Billed/Allowed/Paid Amounts, Adjustments, etc.) are per date of service.  
 Provider Rate: 435.63  
 Private Pay Amount: 0  
 Billed Amount: 435.63

Service Comments:  
 << Set New Treatment Date

16. Enter **Duration** (minutes per service)
17. Select **Location** from drop down menu.
18. Input Private Pay amount if applicable. If not, then **\$0**.
19. **Billed Amount** should auto populate.
20. Write **Service Comments** if applicable.
21. Select **Add Treatment** if additional Services need to be billed If not, then message is displayed.  
**\*Duplicate treatment setup?** If additional services need to be billed select no and it will take you back to the Treatment History Page where you will begin the process again.

**Duplicate treatment setup?**

Create a new treatment with the same setup values as this one?  
 Selecting No will instead return you to the treatment list screen.

Yes No

**Note:** \* selecting yes will duplicate the last service, you are not able to submit duplicate billing for the same sevice and sam date. Select **No**

## Treatment History – Unsubmitted Services

ProviderConnect - Treatment History CHRISTIAN COUNSELING CENTERS INC. 1/6/2021 1:59:27 PM [Lookup Client](#) | [Main Menu](#) | [Log Out](#)

Client Name:   
 Member ID:   
 SSN:

[Add Professional Treatment](#)

This page defaults to treatments with services that occur during the current fiscal year. 2020-2021 | VIEW ALL | VIEW ALL | [View](#)

Treatment History										
Agency	Tx Date <small>click to view details</small>	Status	Therapist	Procedure Code	Units	Duration	Bill Date	Status	Expected Disbursement	
CHRISTIAN COUNSELING CENTERS INC	11/20/2020	Complete	INC.CHRISTIAN_COUNSELING_CENTERS Auth # 54771	90834	1	60	1/5/2021	Not Reviewed	\$0.00	Bill Enum: 15202117453751
CHRISTIAN COUNSELING CENTERS INC	11/13/2020	Complete	INC.CHRISTIAN_COUNSELING_CENTERS Auth # 54771	90834	1	60	1/5/2021	Not Reviewed	\$0.00	Bill Enum: 15202117453751
CHRISTIAN COUNSELING CENTERS INC	11/6/2020	Complete	INC.CHRISTIAN_COUNSELING_CENTERS Auth # 54771	90847	1	60	1/5/2021	Not Reviewed	\$0.00	Bill Enum: 15202117453751

Unit History						
Procedure Code	Auth #	Units Approved	Units Left	Begin Date	Exp Date	
90791 - Assessment, non MD	25368	1	0	2/1/2016	5/31/2016	
90791 - Assessment, non MD	44769	2	0	8/27/2018	10/26/2018	
90834 - Outpatient Psychotherapy	24781	26	23	3/11/2016	3/11/2017	
90834 - Outpatient Psychotherapy	54771	10	8	11/2/2020	12/1/2020	
90847 - Family Therapy	44769	1	1	8/27/2018	10/26/2018	
90847 - Family Therapy	54771	5	4	11/2/2020	12/1/2020	
90887 - Collateral 30 Minutes	25368	4	4	2/1/2016	5/31/2016	
99442 - Clinical Consultation	44769	1	1	8/27/2018	10/26/2018	
IND2017 - INDIVIDUAL THERAPY ASSOCIATED	45657	18	8	9/24/2018	4/5/2019	
IND2017 - INDIVIDUAL THERAPY ASSOCIATED	47287	32	31	1/8/2019	9/8/2019	
N0000 - No Show	25368	2	2	2/1/2016	5/31/2016	
N0000 - No Show	44769	2	2	8/27/2018	10/26/2018	
P8266 - THERAPY-CLINICAL PACKAGE	25368	10	4	2/1/2016	5/31/2016	
X8255 - Phone Consult 15 min	25368	4	4	2/1/2016	5/31/2016	

Treatment Billing Summary			
Unbilled			\$0.00
	Pending		\$0.00
Billed	Paid		\$0.00
	Denied		\$0.00
	Void		\$0.00

Services Denied in MSO (10/1/2020 - 9/30/2021)					
Agency	Member ID	Service Date	Reason for Denial	Service	Amount

## 10. Billing: How to Submit Bills

ProviderConnect - Main Menu CHRISTIAN COUNSELING CENTERS INC. 8/24/2018 3:58:59 PM [Lookup Client](#)

You are logged in as: CCC  
 Your last login was: 8/24/2018 3:59:00 PM

Main Menu - Provider		
<a href="#">Billing</a>	<a href="#">Lookup Client</a>	<a href="#">Reports</a>
<a href="#">Change Password</a>	<a href="#">Documentation</a>	<a href="#">News</a>
<a href="#">Logout / Exit</a>		

### Steps

- From the Main Menu, click on Billing, user is brought to Billing section of ProviderConnect
- Select **Generate New Bill**. The Unsubmitted Bill listing will display – **\*Be sure the billing time frame is correct**

ProviderConnect - Billing CHRISTIAN COUNSELING CENTERS INC.

Bill Generation	
2017 - 2018	<a href="#">Generate New Bill</a>

- Select **View Bill Summary** to review claim:
  - Treatment services that have been added to the system on the Treatment page but have not been associated with a bill will display.
  - After generating the bill if the provider decides they need to remove the bill, the provider can click on

the Cancel/Delete Bill button and the services listed on the newly generated bill will remain in an unbilled state.

ProviderConnect - Unsubmitted Bill					
Client ID	Date		Cost		
	From	To	Unbilled	Billing	
975405	7/5/2018	8/6/2018	\$0.00	\$0.00	\$0.00
Total:			\$0.00	3	\$0.00
<a href="#">&lt;&lt; Cancel/Delete Bill</a>			<a href="#">Save, But Not Submit</a> 4		<a href="#">View Bill Summary &gt;&gt;</a>

- Click on **Save, But Not Submit**: this allows the bill to be placed in a holding status.
  - Since the bill has not been submitted it, will not be a part of the batch process that sends the services to Avatar for payment. If this option is selected, you can view the bill later by clicking the link in the Unsubmitted Bills list. Treatment services associated with bills in the state of **Save but Not Submit** cannot be re-billed, you must choose to **Cancel/Delete** the bill for these treatment services to be re-billed or continue to submit the bill.
- View Bill Summary** is the next step in submitting a bill. A summary of what is being submitted for payment will be shown. If a provider decides not to submit the bill, select the **Edit Bill** option, which will take you back to the previous page.

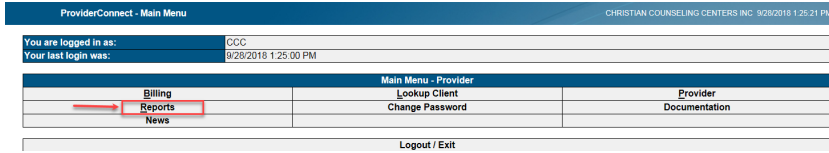
ProviderConnect - Treatment Billing											
Summary By Client											
Client	Dates		Total Units	Paid Units	Cost						
	From	To			Total	Pending	Paid	Denied	Void		
975405	7/5/2018	8/6/2018	7.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Total:			7.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Summary By CPT Code											
CPT Code	Dates		Total Units	Paid Units	Cost						
	From	To			Total	Pending	Paid	Denied	Void		
C-90791	7/5/2018	8/6/2018	7.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Total:			7.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
<a href="#">&lt;&lt; Edit Bill</a>									<a href="#">Submit Bill &gt;&gt;</a>		

- To finalize the submission of the bill choose **the Submit Bill**.

**Once a bill has been submitted, it will appear on the list of Submitted Bills. The billed Treatment service data is put in the queue to be sent for adjudication. Once the bill has been adjudicated; the status of each service (paid or denied) will be displayed on the Billing page and in the client's Treatment record.**

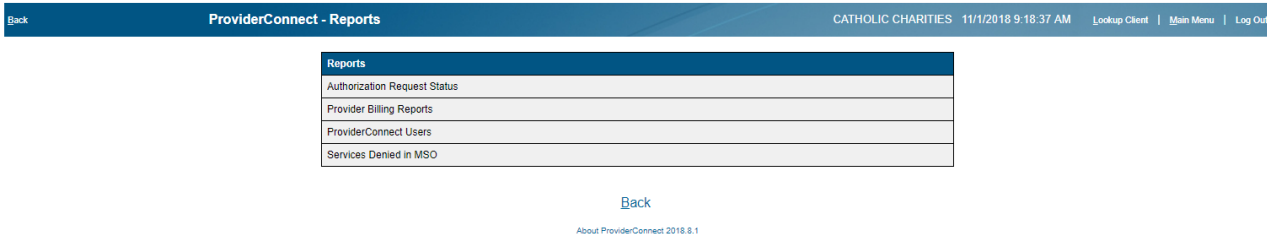
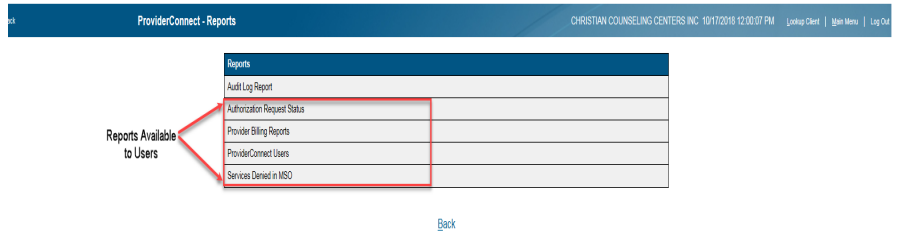
# REPORTS

- Reports available to Providers can be viewed by accessing **Reports** from the main menu.

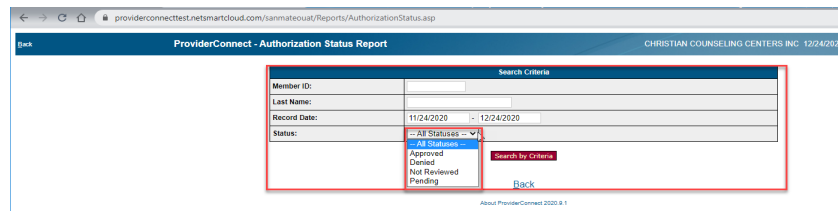


## Available Reports

- Authorization Request Status
- Provider Billing Reports
- ProviderConnect Users
- Services Denied in MSO



- 1. Authorization Request Status Report:** Details All Authorizations by Date, Time, Member, Provider, Request Origin, Status, Client Name, Beginning and End Date, Auth. #, Requestor



Search:

No.	Request Date / Time	Member ID	Provider	Origin	Request Status	Last Name	First Name	Begin Date	End Date	Authorization No.	User
1.	8/23/2018 5:48:34 PM	975405	CHRISTIAN COUNSELING CENTERS INC	ProviderConnect	Approved	TESTFOUR	TEST	8/1/2018	8/31/2018	35071	admin (Avatar User)
2.	8/23/2018 5:47:34 PM	975405	CHRISTIAN COUNSELING CENTERS INC	ProviderConnect	Approved	TESTFOUR	TEST	8/1/2018	10/29/2018	35070	admin (Avatar User)
3.	8/20/2018 4:26:46 PM	975405	CHRISTIAN COUNSELING CENTERS INC	MSO	Approved	TESTFOUR	TEST	5/1/2018	8/31/2018	35069	admin (Avatar User)

Showing 1 to 3 of 3 entries

[Back](#)

## 2. Provider Billing Reports: Report Service and Summary Reports

Details Service Report list: Provider, Contracting Provider, Client ID, Client Names, Authorization Num., Date of Service, CPT Code, Unit, Location, Clinician, Amount Billed, Expected Payment and Status

Back **ProviderConnect - Provider Billing Reports** CHRISTIAN COUNSELING CENTERS INC 10/1/2018 4:16:02 PM [Lookup Client](#) | [Main Menu](#) | [Log Out](#)

Search Criteria - Provider Detail Service

Billed/Unbilled:  Billed  Unbilled

Program:

Record Date Range:  -

[Generate Report](#)

Search Criteria - Provider Service Summary

Billed/Unbilled:  Billed  Unbilled

Program:

Record Date Range:  -

[Generate Report](#)

[Back](#)

### Detail Service Report

Back **ProviderConnect - Provider Detail Service Report** CHRISTIAN COUNSELING CENTERS INC 10/2/2018 2:19:17 PM [Lookup Client](#) | [Main Menu](#) | [Log Out](#)

Provider	Contracting Provider Program	Client ID	Client Name	Authorization Number	Date of Service	CPT Code	Units	Duration	Location	Clinician	Amount Billed	Expected Payment	Status
1.	CHRISTIAN COUNSELING CENTERS INC			35040	5/22/2018	Family Therapy 60 mins	1	60	OFFICE		\$117.35	\$117.35	Billed
2.	CHRISTIAN COUNSELING CENTERS INC			35040	5/22/2018	Outpatient Psychotherapy 52 minutes	1	60	OFFICE		\$93.37	\$93.37	Billed
3.	CHRISTIAN COUNSELING CENTERS INC			35040	5/22/2018	Group Therapy 15 minutes	1	15	OFFICE		\$28.43	\$28.43	Billed
4.	CHRISTIAN COUNSELING CENTERS INC			35040	5/22/2018	Outpatient Psychotherapy 52 minutes	1	52	OFFICE		\$93.37		Billed
5.	CHRISTIAN COUNSELING CENTERS INC			35044	5/1/2018	Outpatient Psychotherapy 52 minutes	1	60	OFFICE		\$93.37		Billed

### Service and Summary Reports

Back **ProviderConnect - Provider Service Summary Report** CHRISTIAN COUNSELING CENTERS INC 10/2/2018 2:23:22 PM [Lookup Client](#) | [Main Menu](#) | [Log Out](#)

Provider	Contracting Provider Program	Service Date Range	Total Units	Total Amount Billed	Total Expected Payment
1.	CHRISTIAN COUNSELING CENTERS INC	7/5/2018 - 7/5/2018	1	\$145.21	N/A

## 3. ProviderConnect Users: ProviderConnect Users Report

Details Provider, Contracting Provider, Client ID, Client Names, Active & Inactive Users

Back **ProviderConnect - ProviderConnect Users Report** CHRISTIAN COUNSELING CENTERS INC 10/3/2018 10:15:14 AM

Report Criteria

Agency:

Active Users Only:  No  Yes

[Generate Report](#)

[Back](#)

Search:

ProviderConnect Users Report							
Agency	Username	Last Name	First Name	Email Address	Last Logged In	Active	Account Locked
CHRISTIAN COUNSELING CENTERS INC	CCC	Agency	Agency		2018-10-03 10:12:00	Yes	No
CHRISTIAN COUNSELING CENTERS INC	CCCTest	Test	Nate		2018-09-07 10:21:00	Yes	No

Showing 1 to 2 of 2 entries

[Back](#)

#### 4. ProviderConnect: Services Denied in MSO

Details Agency, Member ID, Service Date, Reason for Denial, Service, Amount

Search Criteria	
Service Date Range	1/1/2018 x - 10/11/2018
Agency	CHRISTIAN COUNSELING CENTERS INC
<a href="#">Generate Report</a>	

[Back](#)

Services Denied in MSO					
Agency	Member ID	Service Date	Reason for Denial	Service	Amount
Total					\$ 0.00



# DOCUMENTATION (HELP Section)

## Steps

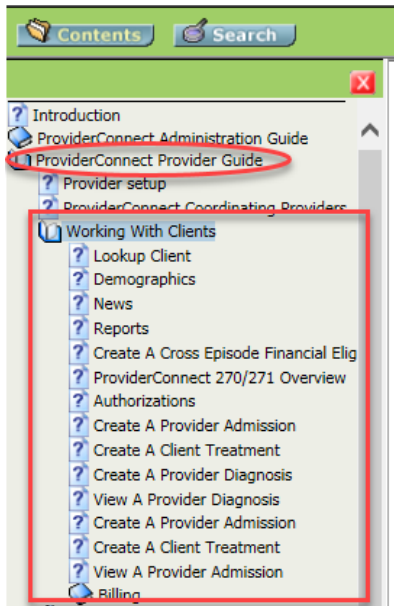
1. To access **Documentation-Help Section** from the main menu, click on Documentation

Main Menu - Provider	
<u>L</u> ookup Client	Provider
C <h>h</h> ange Password	<b>Documentation</b>

2. Click on the **Help**



3. While in the Help section, use the Search function to type in a specific topic or click on the topic sections

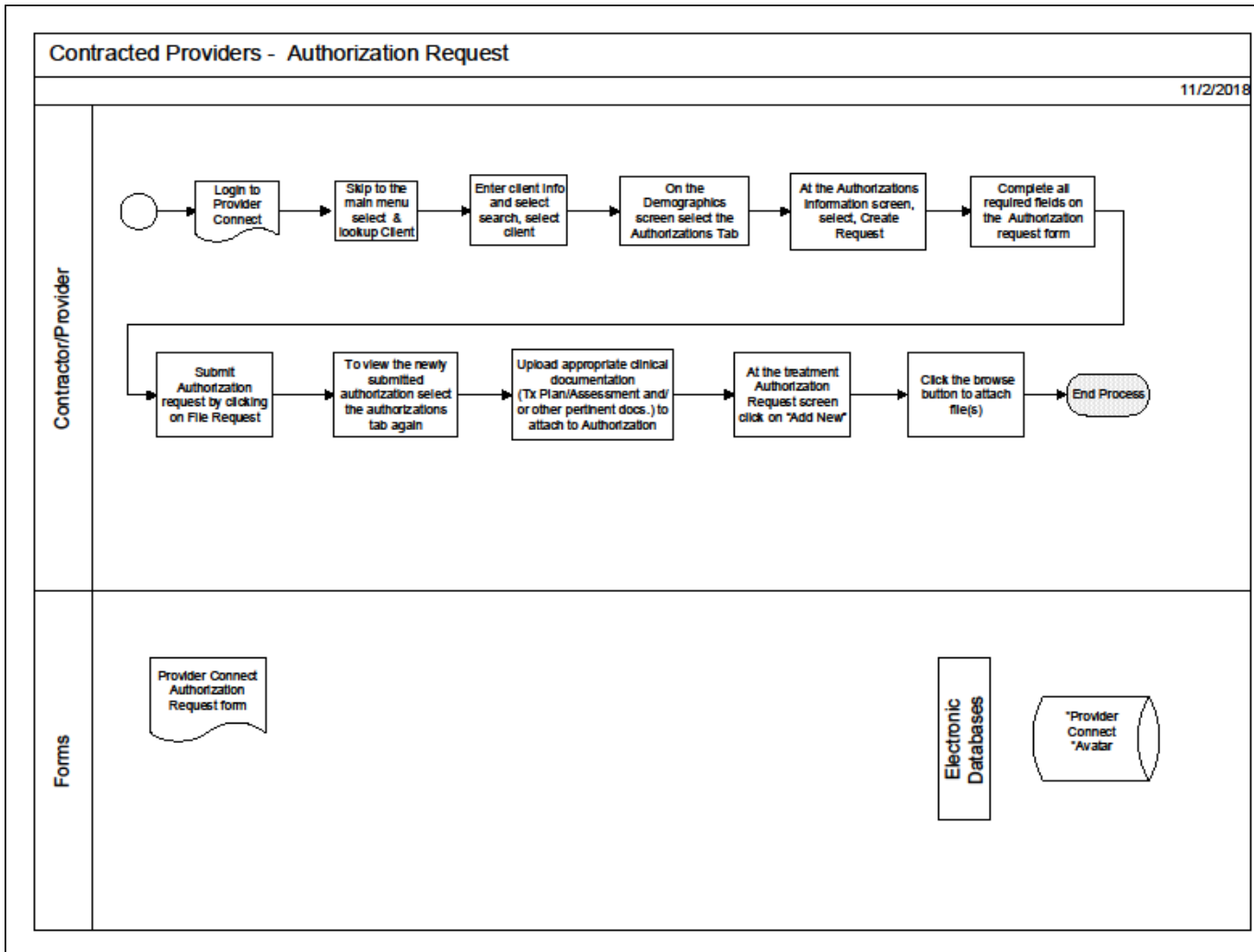


When searching through any drop down in PCONN that is a smart search field be patient with the search bar and let it return results before adding more text. If the search results do not reflect what was entered, clear out the text and then search again but with less characters.



**Helpful hint Example** – searching “major dep” instead of “Major Depressive Disorder”

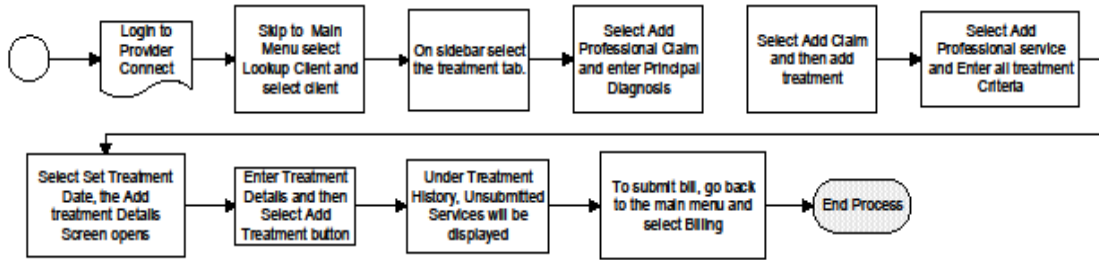
# WORKFLOWS



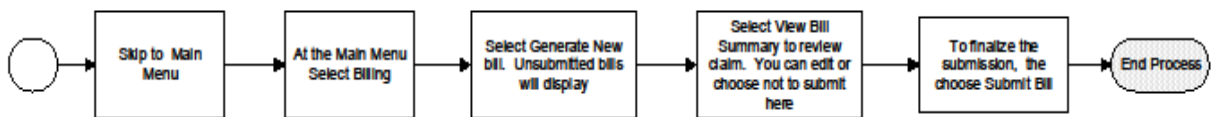
Contracted Providers – Billing/Claim Submission

10/26/2018

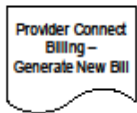
Claims Services Generation



Claims/Bill Submissions



Forms



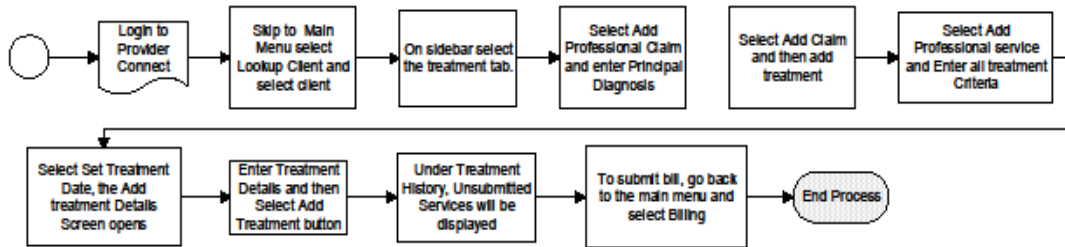
Electronic Databases



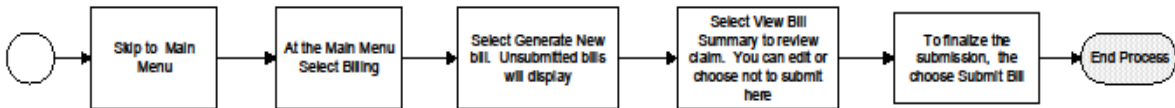
Contracted Providers – Billing/Claim Submission

10/26/2018

Claims Services Generation



Claims/Bill Submissions



Forms

