Kansas Sentencing Commission
SB123 Program Implementation
ProviderConnect Demo

October 2018
Introductions
Panel

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- **Beth Bernasek BS**
  Kansas - LAC
  - PROVIDER QUALITY MGR

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  - Regional Operations Manager
Overview

- ProviderConnect Role Based Security
- Accessing ProviderConnect
- Super users and Managed users
- Release of Information is Required
- How to submit a Release of Information to gain access to an offender record
  - KSSC Approved Release of Information
- How to view offender auths and claims
- How to determine offender eligibility
ProviderConnect Role Based Security
The Online_Services_Account_Request_Form has been emailed to all districts and providers.

It can also be downloaded from the Beacon Health Options website at https://www.beaconhealthoptions.com/pdf/administrative/Online_Services_Account_Request_Form-Editable.pdf

or requested from SB123@BeaconHealthOptions.com
Where to return completed forms

Please send completed forms to:

SB123@BeaconHealthOptions.com
Key points in filling out the form

- A Super User is a System Admin
- Each entity can have multiple super users
- Each Super User MUST have one managed user
- There are no required qualifications to be a Super User. There is no expectation that this will be a “Clinical” person. This person can be anyone designated by the facility.
In order to complete the Online_Services_Account_Request_Form you must be added to the Beacon network.

- You will need to have a Beacon Assigned ID
- If you do not have a Beacon Assigned ID please leave it blank. Our local Topeka team will add this number for you.
- Please send these forms to SB123@BeaconHealthOptions.com
Accessing ProviderConnect
Accessing ProviderConnect

- Access the following URL:
  http://kansas.beaconhealthoptions.com/providers/
Login Credentials

- Enter login credentials received via email from Beacon’s eServices department
Accept the User Agreement

- Click I Agree at the bottom of the ProviderConnect Use Agreement
First Time Login

- verify their email address,
- change your password and security question,
- Mark the box to receive email notifications from Beacon,
- Click no to communicate with member via the message center,
- Click Update Profile.
Link ProviderConnect and Spectrum

- The first time the managed user logs in, they need to link their ProviderConnect account with Spectrum.
- Simply Click “Print Spectrum Release of Information Form”.
The user will be redirected to the Spectrum site.

- Spectrum and ProviderConnect accounts are now linked
- No need to print or download anything at this point.
Acting as your own system admin
Super users and Managed users

- **Super User** – Is an administrative user who manages other users’ login accounts. They have the ability to:
  - Create new login accounts
  - Deactivate (disable) a managed user
  - Control access to specific areas within ProviderConnect

- **Managed User** – Is managed by a super user and has access to only those functions to which he/she has been granted access.
How to manage users

- After a super user account has been created they are ready to manage users. After logging in the super user will click the “Manage users” link.
How to add a new managed user

- Click on the appropriate Manage this User link to create a duplicate account for a new user that contains the same attributes as the managed user who is being copied.
How to add a new managed user

- Click the Copy button
Fill out new user information

- Create your own user ID convention and assign your new managed user an ID.
- Replace the prepopulated information with the new managed user name, email, other contact information.
- Contact Name will be the display name under managed users so it is important to change the Contact Name to the name or other identifier that will be easy for the Super User to identify.
Complete the new user information
Manage User Permissions

- To manage permissions the super user will
  Click on the Manage users link
Manage User Permissions

- Click manage the user link for the applicable user
Manage User Permissions

- Check or uncheck the appropriate permission
- Click Save.
- Note: The Clinical permission is necessary for access to the Spectrum module where offender records can be reviewed.
Deactivate a Managed User

- Click the Manage Users link
Deactivate a Managed User

- Mark disable user
- Click save
Release of Information is Required
Release of Information is Required

- The SB123 program provides an opportunity for treatment of Substance Use Disorders rather than incarceration. As a result, all records held by Beacon will be protected by 42 CFR 2.35.
Approved Release of Information

Consent and Authorize Receive Information

I authorize this disclosure and use of my health and/or other personal information.

1. Name and address of the person or organization authorized to provide the information.
   - Name: 
   - Address: 

2. Name, address, and telephone number of the person or organization receiving the information.
   - Name: 
   - Address: 
   - Telephone: 

Information received through this consent may be redisclosed to:

- The court assigned to the case and the court's employees as necessary.
- The attorneys assigned to the case.

Information to be released: Check one or more AND describe the request possible in the space below, including dates of service if applicable:

Medical Records

- Physical Exam
- Psychological Testing
- Education Records
- Alcohol/Drug Treatment Information
- Legal/Case-Related Matters

Psychiatric

- Admission
- Discharge
- Social Security
- Other

3. Information to be released (check one or more AND describe the request possible in the space below, including dates of service if applicable):

4. This information will be used for:

- Professional Investigation
- Protection Case Supervision
- Other (describe):

This form is designed to comply with HIPAA (45 CFR Parts 160 and 164) and federal law, the following legal requirements and prohibitions apply to the entity receiving the information:

PROHIBITION ON DISCLOSURE: If this consent and authorization concerns the disclosure of alcohol and/or drug abuse treatment information protected by federal law, the following legal requirements and prohibitions apply to the entity receiving the information:

- This information has been disclosed to you from records protected by Federal confidentiality rules (42 CFR Part 2). The federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose.

- The Federal rules restrict any use of the information to commonly investigate or prosecute any alcohol or drug abuse patient. 42 CFR Part 2, §2.52.

If you are authorized to release alcohol or substance use information to a healthcare organization that is not your treating provider, for the next two years, you have the right to find out who within that organization actually saw your information. You should contact the organization directly for that information.
How to submit a Release of Information to gain access to an offender record
How to submit a Release of Information to gain access to an offender record

- Click Find Specific Member
Search for the Offender

- Enters the member ID (KBI # or KDOC #) and Date of Birth
  Note: DOB on record with KSSC will be the DOB used for offender searches
- Click search
What if the member isn’t found?

- The information entered is incorrect, or,
- The offender is not eligible meaning the offender information has not yet come to Beacon from the KSSC

What to do?

- Step 1: Contact Beacon first to verify your offender info 866-645-8216 Option 3 for KSSC related questions
- Step 2: Contact the ISO to ensure KBI number and Date of Birth are updated in their system
- Step 3: Contact KSSC to find out status of offender
On the Offender Information Page

- Click Send Inquiry
Complete the Inquiry Screen

- In the Contact Name field enter user ID.
  - This will enable Beacon to grant a specific user permissions to access an offender record.
Attach a Release of Information

- Click Attach a Document
Attach a Release of Information

- Select “General Correspondence” from the Type of document you are attaching pull down menu
- Click upload file

Contact Details

- Provider ID
- Provider Name
- Contact Name (if other than provider)

State your reason for the inquiry.

Please see attached ROI for access to Spectrum. Thanks
Frank

Maximum characters: 1900
You have 1836 characters left.

Attach a Document

If this is an Authorization Request, it must be initiated by clicking the 'Enter an Authorization Request' link.

*Document Type: Type of Document you are attaching... General Correspondence

Attached Document

[Upload File]

Click to attach a document  [Delete]  Click to delete an attached document
Attach a Release of Information

- A standard upload file window will pop up. Click Browse.
Attach a Release of Information

- Located the file to be uploaded and select it so that the name of the file populates in the File Name field. Click Open
Attach a Release of Information

- Click Upload
Submit the Release of Information

- Verify the file has successfully uploaded the intended document
- Click Submit
Track Sent Inquiries and Responses

- When the provider logs into ProviderConnect they can see sent inquiries in their sent folder and notifications of new messages in their inbox.
- To view messages they will click on their Inbox.
How to view offender records
How to view offender records

- Click on Find specific Member
Search for the Offender

- Enter KBI or KDOC number for ID and Date of Birth
- Click search
Click View Spectrum Record

This opens a new browse window and redirects to the Spectrum module.
Demographics page shows default offender information, including current eligibility status.
Health Conditions and Services
Health Conditions and Services

- Health Conditions and Services shows the last 12mo of treatment history for the offender held in the Beacon system.

- Note that history is dependent upon provider submitted authorization requests and claims submissions. It may take several weeks to get all offender authorizations entered and accounted for depending on provider responsiveness.

- Also note that only history relevant to the provider account will be viewable unless there is a release on file with Beacon that requests access to a specific managed user.
View Related Consumers

- Click View Related Consumers
View Related Consumers gives a view of all offenders the user has submitted a release of information to view. If an offender is not viewable, that should be either a release of information needs to be submitted or Beacon can be contacted to check on the status of the release so that permissions to the record can be granted.

![Beacon Health Options](image-url)

**Search Results**

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<th>Consumer ID</th>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Initial</th>
<th>DOB</th>
<th>SSN</th>
<th>Parent Code</th>
<th>Eff Date</th>
<th>Exp Date</th>
</tr>
</thead>
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</tr>
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<td></td>
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</tr>
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Review Benefits

- Click the Benefits tab.
  - KSS1 – Legacy KSSC package termed as of 10/1/18
  - KSS2 – Presentencing, SASSI covered as a standalone service and the DAAP are covered
  - KSS3 – Post-sentencing, The DAAP and all treatment services are covered
Please send questions or comments to:

SB123@BeaconHealthOptions.com

Thank you!