



CT BHP ProviderConnect User Manual *Super User Guide*



Introduction

The ProviderConnect application provides a variety of self-service functions to help providers access and view information about CT Behavioral Health Partnership (CT BHP) members and authorizations.

What is covered in this manual?

This manual covers general functions within ProviderConnect as well as step by step instructions of the following key function:

- **Super User** - ProviderConnect offers the ability to control user access to sensitive areas within the application via role-based security. A Super User is an administrative user that manages other users' login accounts and has the ability to
 - Create new login accounts
 - Deactivate (disable) a managed user
 - Control access to specific areas within ProviderConnect

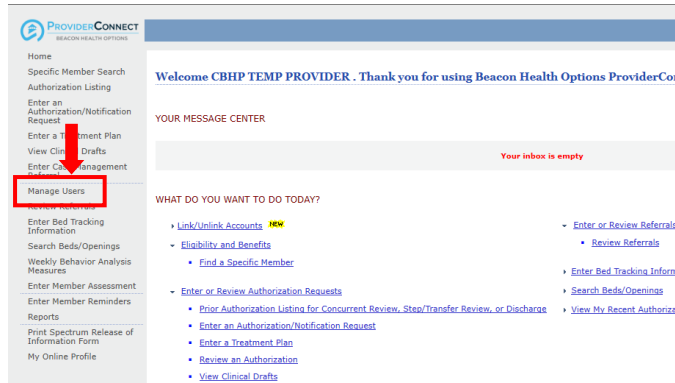
How to become a Super User: Complete the Online Account Super User Request form on the 'For Providers' Home Page of the CT BHP Website: www.ctbhp.com
Super User Request Form: Insert Link

If a super user leaves the facility: An email can be sent to the CT BHP Provider Relations Department at ctbhp@beaconhealthoptions.com. Please include the request for Super User deactivation along with the full name and ProviderConnect Super User ID.

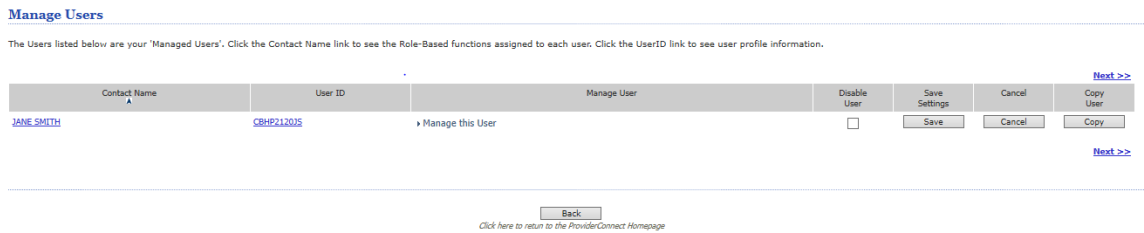
Create a New Login Account

A Super User can create new login accounts by copying another managed user's account.

1. Click the Manage Users link on the Main Menu.



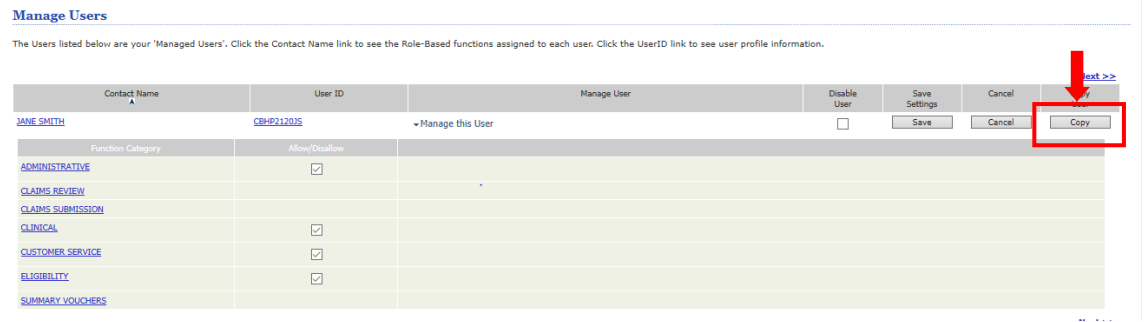
The Manage Users page displays



2. Click 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.

The following page displays

3. Click Copy



The Copy User page displays with some of the fields already pre-populated

4. Complete the following fields (*Edit any pre-populated information as necessary*)

- a. **User Login ID** (*NOTE: The CT BHP Provider Relations Department utilizes the following rules to create a user id. CT BHP staff removes the leading zeros of the Provider ID and then adds the user's initials (if not already utilized). This allows us to quickly identify the facility or group a user is tied to when the contact the CT BHP.*)
 - i. View the Provider ID listed at the top of the 2nd column
 1. If the Provider ID has 3 leading zeros, remove the 3 zeros.
CBHP000555 – ids created will be CBHP555(User Initials). Jane Smith – CBHP555JS
 2. If the Provider id has 2 leading zeros, remove the 2 zeros, CBHP005555 – ids created will be CBHP555(User Initials). Jane Smith – CBHP5555JS
 3. If the Provider id has 1 leading 0...remove the P and the zero –
CBHP055555 – ids created will be CBH55555(User Initials). Jane Smith – CBH55555JS.
 - ii. If the naming convention above has been utilized previously a message will appear when you submit request. If message received: try another combination. John Smith – JS, JO, SM, etc.
- b. **First Name**
 - i. Enter the first name of the user being created.
- c. **Last Name**
 - i. Enter the last name of the user being created.
- d. **Contact Name**
 - i. Enter the full name of the user being created.
- e. Address, Address 2, City, State, Zip (optional)
- f. **Notify E-mail**
 - i. Enter the email of the user being created
- g. **Voice Phone**
 - i. Enter Contact Number of the user being created (*Please include extension if applicable*)
- h. Fax Phone (*optional*)
- i. **Password** – This is a temporary password for login access. First time entering the ProviderConnect application, users will have to create their own password.
 - i. Enter Beacon123!
- j. **Secret Question** – This is a temporary question for login access. First time entering the ProviderConnect application, users can create their own unique security question and answer.
 - i. What does CT stand for?
- k. **Secret Answer** – This is a temporary answer for login access. First time entering the ProviderConnect application, users can create their own unique security question and answer,
 - i. Connecticut

5. Click Submit

Copy User

Required fields are denoted by an asterisk (*) adjacent to the label.

<p>* User Login ID <input type="text" value=""/> (10 Characters Max)</p> <p>* First Name <input type="text" value="JANE"/></p> <p>* Last Name <input type="text" value="SMITH"/></p> <p>* Contact Name <input type="text" value="Jane Smith"/></p> <p>Address <input type="text" value="500 ENTERPRISE DRIVE"/></p> <p>Address2 <input type="text"/></p> <p>City/State <input type="text" value="ROCKY HILL"/> <input type="text" value="CT"/></p> <p>Zip <input type="text" value="06067"/></p>	<p>Provider ID CBHP002120</p> <p>Tax ID <input type="text"/></p> <p>* Notify E-mail <input type="text" value="ctbhp@valueoptions.com"/></p> <p>* Voice Phone <input type="text" value="8602632010"/> Ext. <input type="text"/></p> <p>Fax Phone <input type="text"/></p> <p>* Password <input type="text"/></p> <p>* Secret Question <input type="text"/></p> <p>* Secret Answer <input type="text"/></p>
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Click to clear all the data entered above Click to cancel the 'Copy User' request Click to submit the 'Copy User' request

6. Inform user of their login credentials. (Email template below).

Email Template

Welcome! ,

Your ProviderConnect user ID has been created so you can now obtain online authorizations and view authorizations for our practice for the CT Behavioral Health Partnership. You can [log into ProviderConnect](#) using the details below. Please Note: Your login credentials are case sensitive.

- **Provider/User's Name:**
- **ProviderConnect User ID:**
- **ProviderConnect Password:** [Beacon123!](#)

Note: The CT BHP website has step by step instructions for completing registration/authorization requests as well as viewing authorizations on the For Provider Homepage of the CT BHP website: www.ctbhp.com. For Providers Home Page: <https://www.ctbhp.com/providers-main.html>. (Training guides can be found under the Manual and Video headers at the bottom of the page.)