User Guide-MAD CareLink
Version 1.2

Updated 6/1/17

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1. Purpose and Introduction

This document describes the basics of navigating in the BHSDSTAR CareLink application.

1.1 General Information

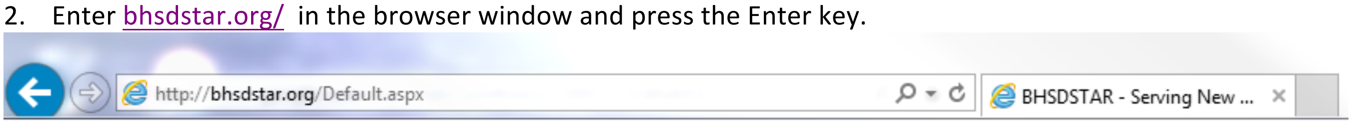
1. You must have your own unique email address to have an account.
2. All activity done using an account is tracked and recorded in BHSDSTAR. Do not share your account information.
3. It is important to know your organizations primary and/or secondary account manager for BHSDSTAR. They will be able to answer most questions for you about how they want you to use the application.
4. Online videos, super-quick guides and comprehensive user guides are available on bhsdstar.org. For question that can't be answered by the online resources or your primary/secondary contact, or any issues you may encounter in BHSDSTAR, please email support@bhsdstar.org to create a support ticket.
5. Any identifying client information sent through email is a HIPAA violation. Use only the BHSDSTAR Client ID when needing to reference a specific client.
6. The Tracking module for any given program provides quick links and information about important items specific to the program. This is located on the landing page for the program.

2. Log In and Account Settings

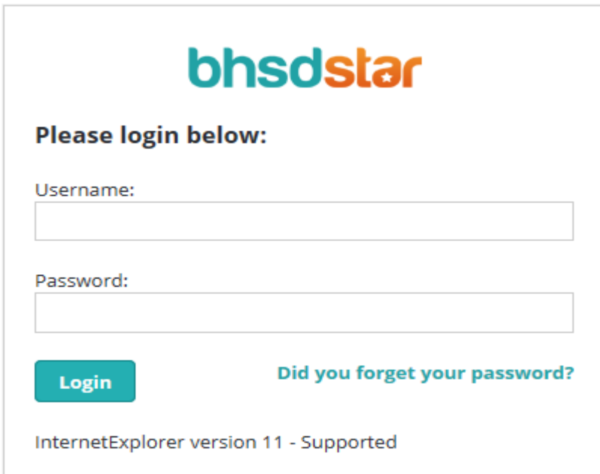
2.1 To Log in:

1. From the desktop double-click your internet browser to launch. (For best results we recommend Goggle Chrome but other browsers can also be used.)

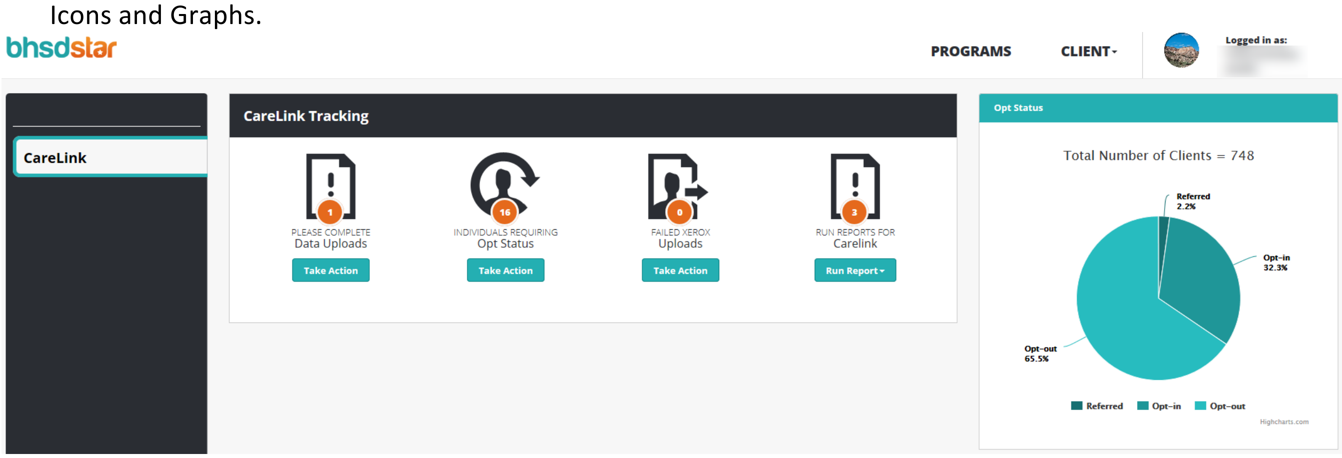
2. Enter bhsdstar.org/ in the browser window and press the Enter key.



3. Click the Provider Login button.
4. Click in the Username field and enter user name.
5. Press the Tab key or click in the Password field and enter user password.
6. Click the Login button.



7. The Home screen will display listing Programs on the Left Navigation when selected their Tracking Icons and Graphs.

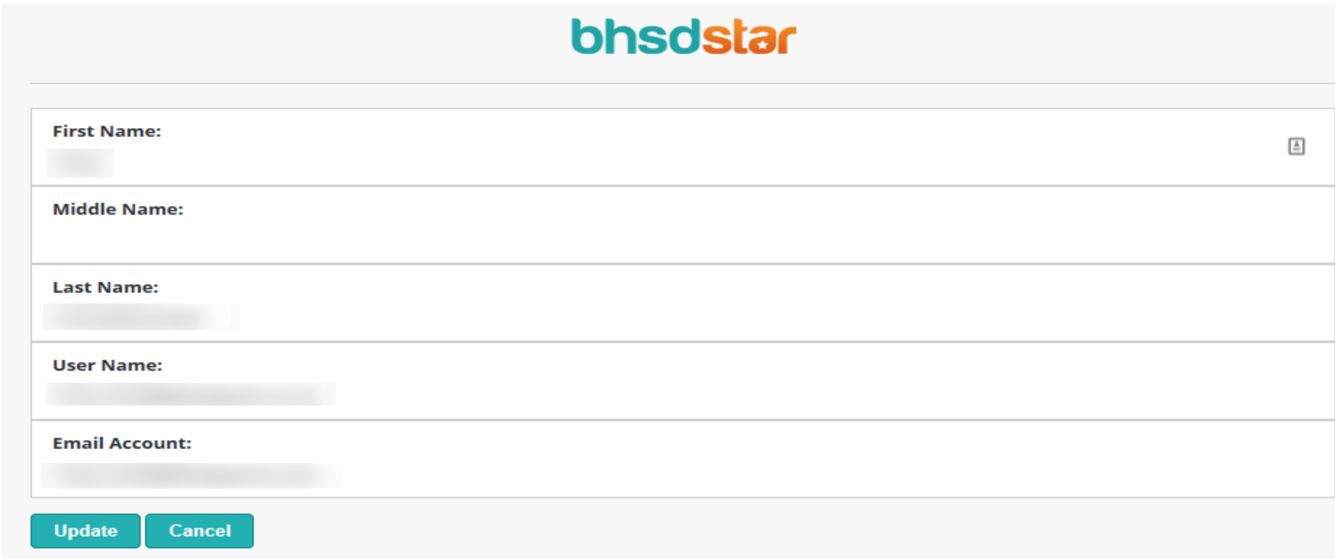


Tip: This screen can be viewed at any time by clicking Programs in the upper right corner of the screen or by clicking the program on the left navigation.

Tip: Items requiring action are displayed with an 21 Icon listing the # of items for each Tracking Item and the Take Action button is displayed.

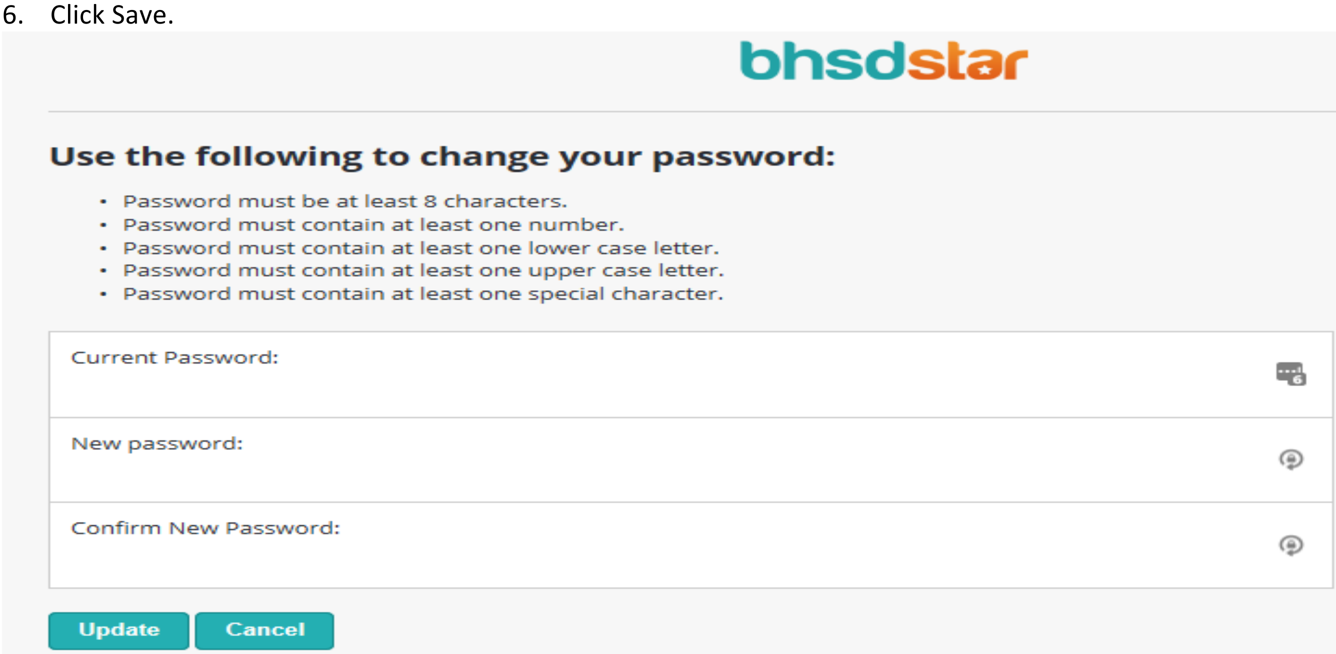
2.2 To edit Profile Settings:

1. Click on your logged in Name in the upper right corner.
2. Click Update Profile.
3. Click the field you want to edit and enter new information.
4. Click Save.



2.3 To edit Password:

1. Click on your logged in Name in the upper right corner.
2. Click Change Password.
3. Enter current password.
4. Enter a new password.
5. Re-enter the new password.
6. Click Save.

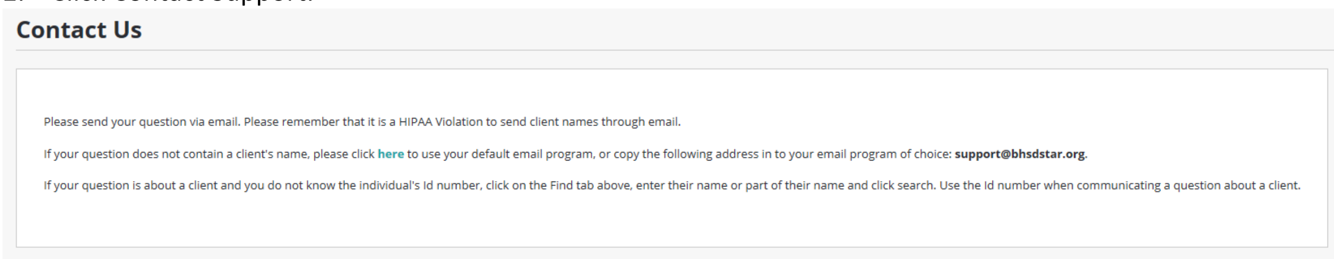


Tip: Password must be changed every 90 days, contain at least eight characters, contain at least one number, contain at least one lower case letter, contain at least one upper case letter, and contain at least one special character.

2.4 To contact Support via Email:

Tip: Never send a client's name in the free text section of the email-refer to them by the last 5 digits of their BHSDSTAR Client ID.

1. Click on your logged in Name in the upper right corner.
2. Click Contact Support.



2.5 To Logout:

1. Click on your logged in Name in the upper right corner.
2. Click Logout.

3. Client Find

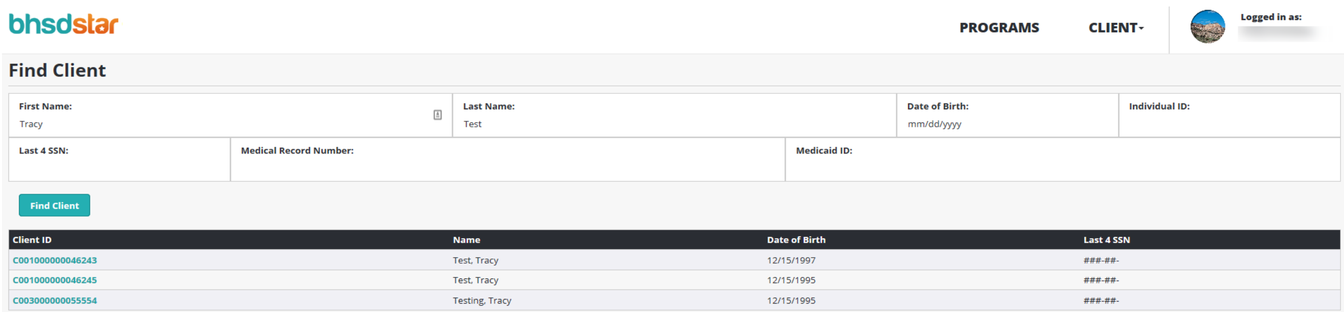
Tip: Find is used to find clients registered at your provider only.

From the Home screen:

1. Click Client, Find Client.
2. Click the First Name field and enter name.
3. Click the Last Name field and enter name.
4. Click the Date of Birth Field and enter DOB.
5. Click the Individual ID field and enter ID.
6. Click the Last 4 SSN field and enter the last 4 digits of the SSN.
7. Click Medical Record Number and enter number.
8. Click the Medicaid ID field and enter number.

Tip: Not all fields are required to Find a Client. You can Find by First Name only as an example.

9. Click Find Client.
10. Click the Client ID of the individual found on the list of possible matches.

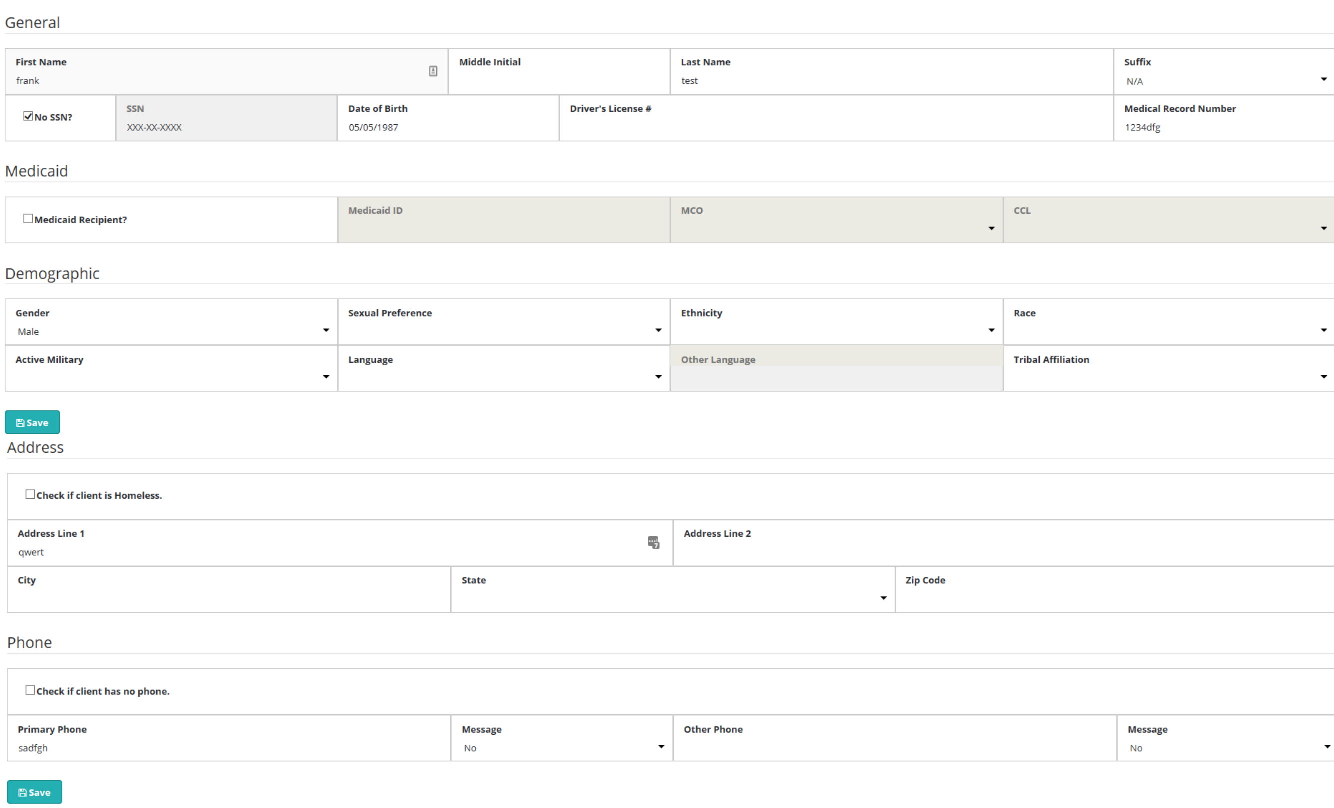


11. The Client Dashboard is displayed.

4. View Client Contact Information

From the Client Dashboard:

1. Click Profile or Contact tab.



5. View Client Mandated Data

From the Client Dashboard:

1. Click Mandated Data tab.
2. Click Assessment listed to view details.

6. View Client Project Participation

From the Client Dashboard:

1. Click Projects tab. Projects the Provider participates in and the client is eligible for are displayed with their current status/enrollment.

7. View Client Notes

From the Client Dashboard:

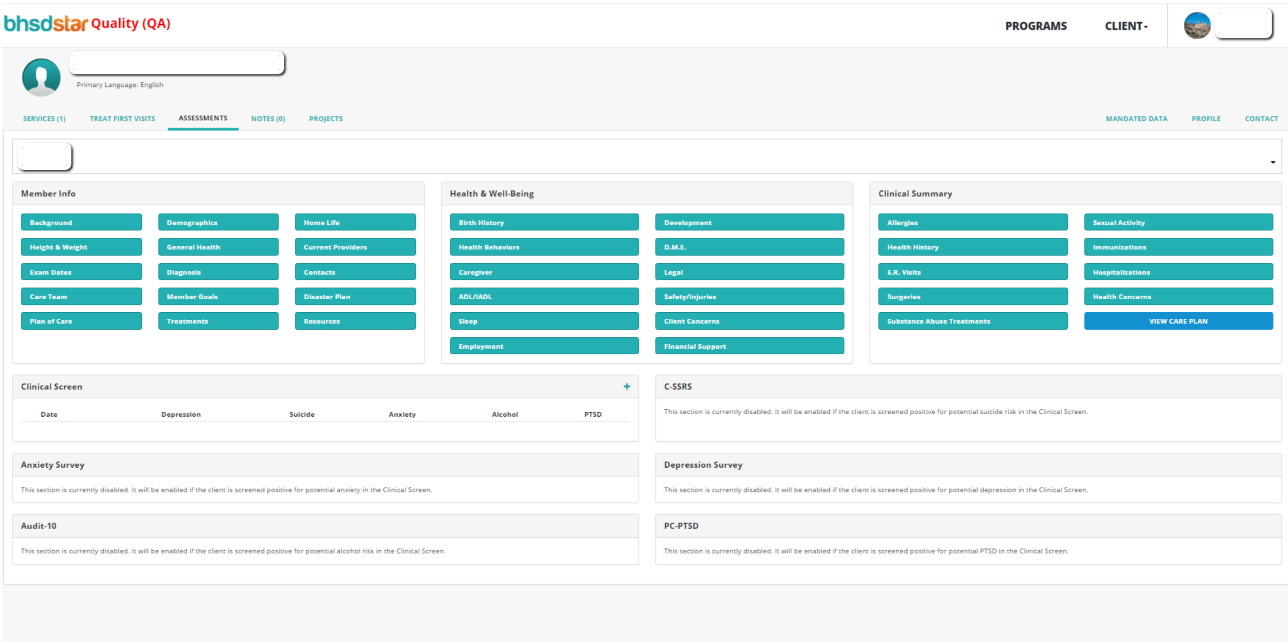
1. Click Notes tab.
2. Current Notes for the client will display.

Tip: As notes are added the (0) on the tab will update.

8. View Assessments

From the Client Dashboard:

1. Click Assessments tab.
2. Provider Location drop-down list is displayed at the top of the page. Users will be able to select any location they have access to.
3. Navigation buttons for Member Info, Health & Well-Being and Clinical Summary questionnaires are displayed underneath the Provider Location drop-down list.
4. Historical data for Clinical Screen, C-SSRS, Anxiety, Depression, Audit-10 and PC-PTSD Surveys are displayed towards the bottom of the page.



8.1 View Member Info Questionnaires

1. Click the Background button in the Member Info section.
2. Click the Height & Weight button in the Member Info section.
3. Click the Exam Dates button in the Member Info section.
4. Click the Care Team button in the Member Info section.
5. Click the Plan of Care button in the Member Info section.
6. Click the Demographics button in the Member Info section.
7. Click the General Health button in the Member Info section.
8. Click the Diagnosis button in the Member Info section.
9. Click the Member Goals button in the Member Info section.
10. Click the Treatments button in the Member Info section.
11. Click the Home Life button in the Member Info section.
12. Click the Current Providers button in the Member Info section.
13. Click the Contacts button in the Member Info section
14. Click the Disaster Plan button in the Member Info section.
15. Click the Resources button in the Member Info section

Tip: For each questionnaire, click Cancel to return to Assessments tab.

8.2 View Health & Well-Being Questionnaires

1. Click the Birth History button in the Health & Well-Being section.
2. Click the Health Behaviours button in the Health & Well-Being section.
3. Click the Caregiver button in the Health & Well-Being section.
4. Click the ADL/IADL button in the Health & Well-Being section.
5. Click the Sleep button in the Health & Well-Being section.

6. Click the Employment button in the Health & Well-Being section.
7. Click the Development button in the Health & Well-Being section.
8. Click the D.M.E. button in the Health & Well-Being section.
9. Click the Legal button in the Health & Well-Being section.
10. Click the Safety/Injuries button in the Health & Well-Being section.
11. Click the Client Concerns button in the Health & Well-Being section.
12. Click the Financial Support button in the Health & Well-Being section.

Tip: For each questionnaire, click Cancel to return to Assessments tab.

8.3 View Clinical Summary Questionnaires

1. Click the Allergies button in the Clinical Summary section.
2. Click the Health History button in the Clinical Summary section.
3. Click the E.R. Visits button in the Clinical Summary section.
4. Click the Surgeries button in the Clinical Summary section.
5. Click the Substance Abuse Treatments button in the Clinical Summary section.
6. Click the Sexual Activity button in the Clinical Summary section.
7. Click the Immunizations button in the Clinical Summary section.
8. Click the Hospitalizations button in the Clinical Summary section.
9. Click the Health Concerns button in the Clinical Summary section.
10. Click the View Care Plan button in the Clinical Summary section.

Tip: For each questionnaire, click Cancel to return to Assessments tab.

8.4 View completed Clinical Screen Survey(s)

1. Click View to see the answers for the Clinical Screen Survey on that date (changes to answers on a completed survey are not allowed).
   a. If a new Clinical Screen Survey was completed, an entry will appear in the Clinical Screen Survey box with the date of the survey along with an orange plus under any of the columns (Depression, Survey, Suicide, Anxiety, Alcohol and/or PTSD) that were flagged during after submitting the Clinical Survey answers.

8.5 View completed C-SSRS Survey(s)

Note: This survey is only available if the client shows an orange plus-sign in the Suicide column of the Clinical Screen Survey. If the client does not show an orange plus-sign, users will see the following message in the C-SSRS Survey box: "This section is currently disabled. It will be enabled if the client is screened positive for potential suicide risk in the Clinical Screen."

1. Click View to see the answers for the C-SSRS Survey on that date (changes to answers on a completed survey are not allowed).
   a. If a new C-SSRS Survey was completed, an entry will appear in the C-SSRS Survey box with the date of the survey and an orange plus-sign under the Risk column if the client screened positively for Suicide Risk.
   b. If the client screens positively for Suicide Risk, orange text that reads "At Risk Alert" will appear at the top of the C-SSRS Survey box.

c. If the client screens positively for Suicide Risk, an orange banner will appear at the top of the Client Dashboard on all tabs (Notes, Projects, Mandated Data, etc.).

8.6 Ciew completed Anxiety Survey(s)

Note: This survey is only available if the client shows an orange plus-sign in the Anxiety column of the Clinical Screen Survey. If the client does not show an orange plus-sign, users will see the following message in the Anxiety Survey box: "This section is currently disabled. It will be enabled if the client is screened positive for potential anxiety in the Clinical Screen."

1. A graph of previously-completed Anxiety Surveys is displayed by default.
2. Click Table in the Anxiety Survey box.
3. Click View to see the answers for the Anxiety Survey on that date (changes to answers on a completed survey are not allowed).
    a. If a new Anxiety Survey was completed, an entry will appear in the Anxiety Survey box with the date of the survey, the score of the survey and the class category of the survey.

8.7 View completed Depression Survey(s)

Note: This survey is only available if the client shows an orange plus-sign in the Depression column of the Clinical Screen Survey. If the client does not show an orange plus-sign, users will see the following message in the Depression Survey box: "This section is currently disabled. It will be enabled if the client is screened positive for potential anxiety in the Clinical Screen."

1. A graph of previously-completed Depression Surveys is displayed by default.
2. Click Table in the Depression Survey box.
3. Click View to see the answers for the Depression Survey on that date (changes to answers on a completed survey are not allowed).
    a. If a new Depression Survey was completed, an entry will appear in the Depression Survey box with the date of the survey, the score of the survey and the class category of the survey.

8.8 View completed Audit-10 Survey(s)

Note: This survey is only available if the client shows an orange plus-sign in the Alcohol column of the Clinical Screen Survey. If the client does not show an orange plus-sign, users will see the following message in the Audit-10 Survey box: "This section is currently disabled. It will be enabled if the client is screened positive for potential anxiety in the Clinical Screen."

1. A graph of previously-completed Audit-10 Surveys is displayed by default.
2. Click Table in the Audit-10 Survey box.
3. Click View to see the answers for the Audit-10 Survey on that date (changes to answers on a completed survey are not allowed).
    a. If a new Audit-10 Survey was completed, an entry will appear in the Audit-10 Survey box with the date of the survey, the score of the survey and a red exclamation icon under the Risk column if the client screened positively for Alcohol Dependency.
    b. If the client screened positively for Alcohol Dependency, an Alert will appear at the top of the Audit-10 Survey box. Click Alert to view the alert.

8.9 View completed Audit-10 Survey(s)

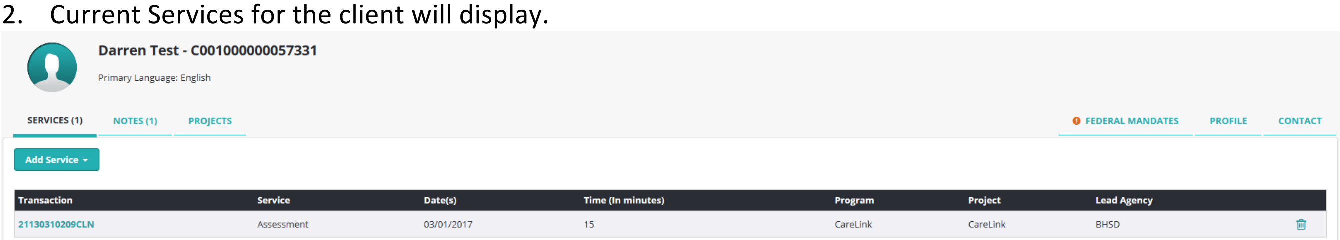
Note: This survey is only available if the client shows an orange plus-sign in the PTSD column of the Clinical Screen Survey. If the client does not show an orange plus-sign, users will see the following message in the PC-PTSD Survey box: "This section is currently disabled. It will be enabled if the client is screened positive for potential anxiety in the Clinical Screen."

4. A graph of previously-completed PC-PTSD Surveys is displayed by default.
5. Click Table in the PC-PTSD Survey box.
6. Click View to see the answers for the PC-PTSD Survey on that date (changes to answers on a completed survey are not allowed).
    a. If a new PC-PTSD Survey was completed, an entry will appear in the PC-PTSD Survey box with the date of the survey, the score of the survey and an orange plus-sign under the Risk column if the client screened positively for PTSD risk.
    b. If the client screens positively for PTSD Risk, orange text that reads "At Risk Alert" will appear at the top of the PC-PTSD Survey box.

9. View Services

From the Client Dashboard:

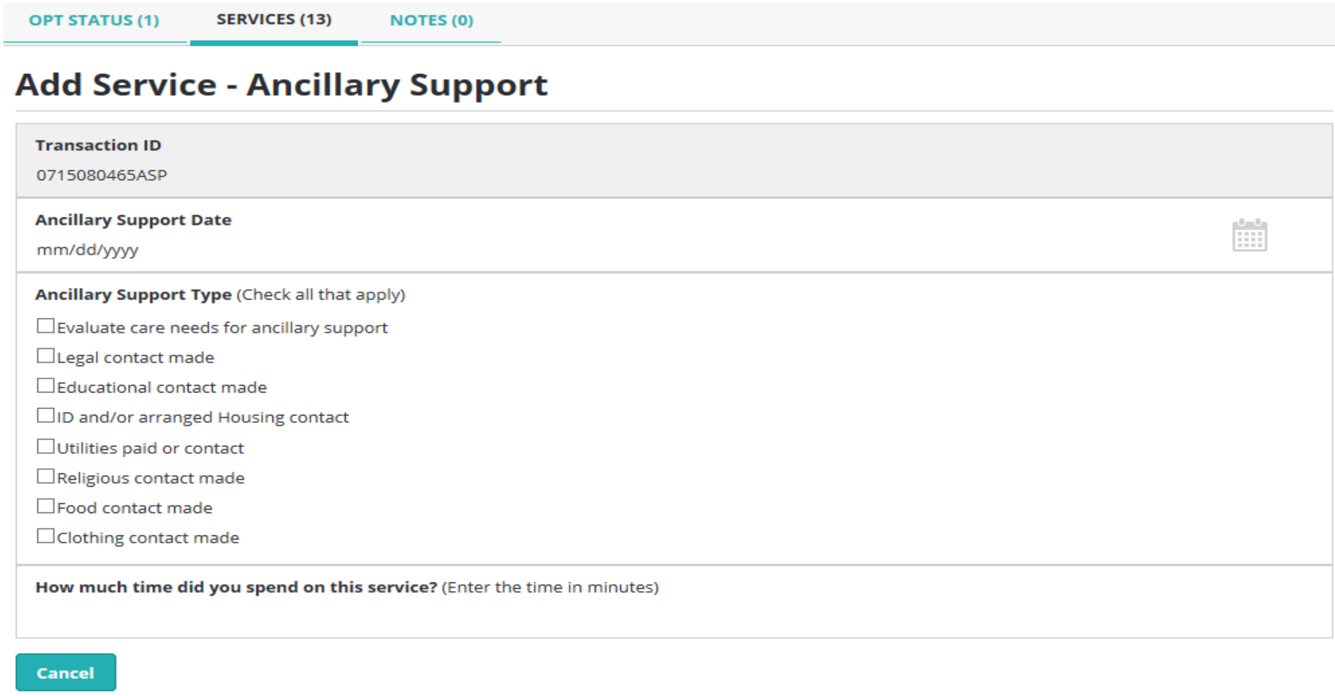
1. Click Services tab.
2. Current Services for the client will display.



Tip: As Services are added the (0) on the tab will update.

9.1 To View a Service:

1. Click Add a New Service.
2. Click the Service to be added.
3. Service required fields are displayed with no Submit button.



OPT STATUS (1) SERVICES (13) NOTES (0)

Add Service - Ancillary Support

Transaction ID
0715080465ASP

Ancillary Support Date
mm/dd/yyyy

Ancillary Support Type (Check all that apply)

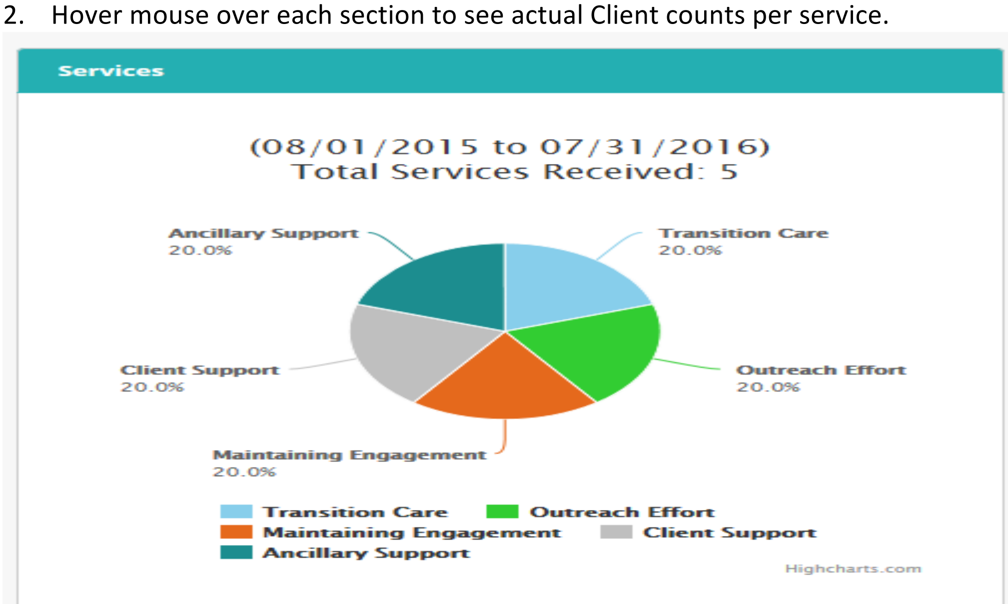
- ☐ Evaluate care needs for ancillary support
- ☐ Legal contact made
- ☐ Educational contact made
- ☐ ID and/or arranged Housing contact
- ☐ Utilities paid or contact
- ☐ Religious contact made
- ☐ Food contact made
- ☐ Clothing contact made

How much time did you spend on this service? (Enter the time in minutes)

Cancel

9.2 To View Service Graph:

1. Graph is displayed with all Client Services and their %s.
2. Hover mouse over each section to see actual Client counts per service.



10. Project Tracking Items

10.1 Opt Status Updates

From the Home screen:

1. Click Take Action under Opt Status.
2. Individuals registered for CareLink but not yet Opted In or Out will be displayed.

10.2 Failed Xerox Uploads

From the Home screen:

1. Click Take Action under Failed Uploads.
2. Individuals with Invalid Medicaid IDs or that are not found in the Xerox system are displayed.

10.3 Reports

From the Home screen:

1. Click Run Report drop-down and click report.
2. Click/Select Report Criteria.
3. Click Run Report.
4. Report details are displayed.

11. Questions

For any questions email support@bhsdstar.org.