

User Guide-MCO CareLink
Version 1.1
Updated 3/21/17

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1. Purpose and Introduction

This document describes the basics of navigating in the BHSDSTAR CareLink module including: Log-In, finding and registering individuals, completing Opt-Status updates, and submitting Client Notes and Services.

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, Account Settings, and Notifications

2.1 To Log in:

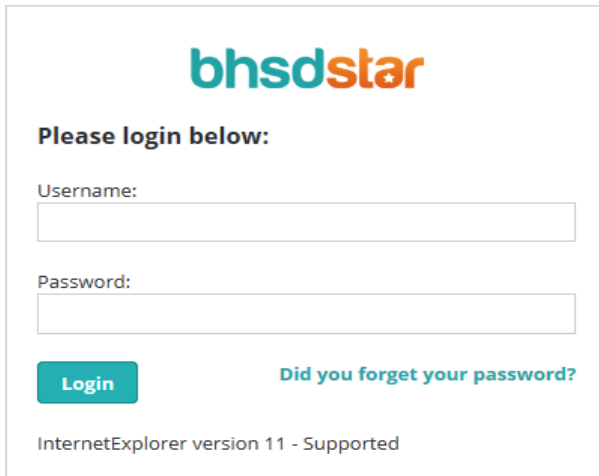
1. From the desktop double-click your internet browser to launch. (For best results we recommend Goggle Chrome but other browsers can also be used.)



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

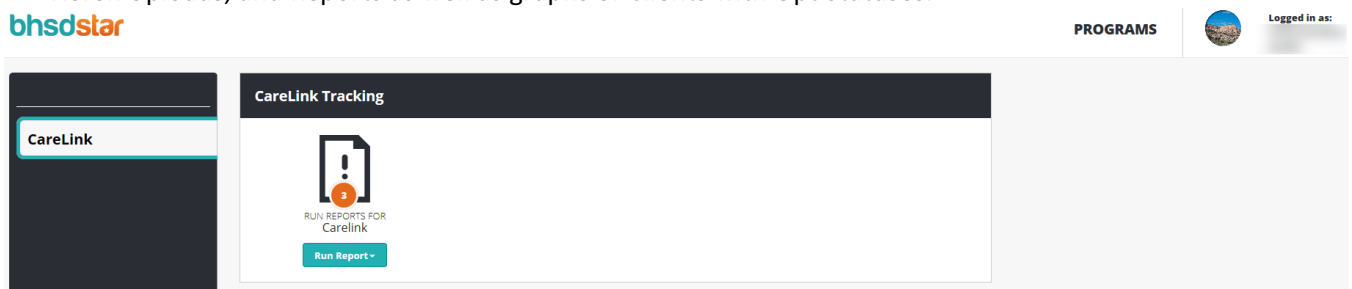


3. Click the Login button.
4. Click in the Username field and enter user name.
5. Press the Tab key or click in the Password field and enter user password.
6. Click the Login button.




The login form features the BHSDSTAR logo at the top. Below it, the text "Please login below:" is displayed. There are two input fields: "Username:" and "Password:". A teal "Login" button is positioned to the left of a teal link that says "Did you forget your password?". At the bottom of the form, it states "InternetExplorer version 11 - Supported".

7. The Home screen will display listing Tracking Items such as Data Uploads, Opt Status Updates, Failed Xerox Uploads, and Reports as well as graphs of Clients with Opt Statuses.

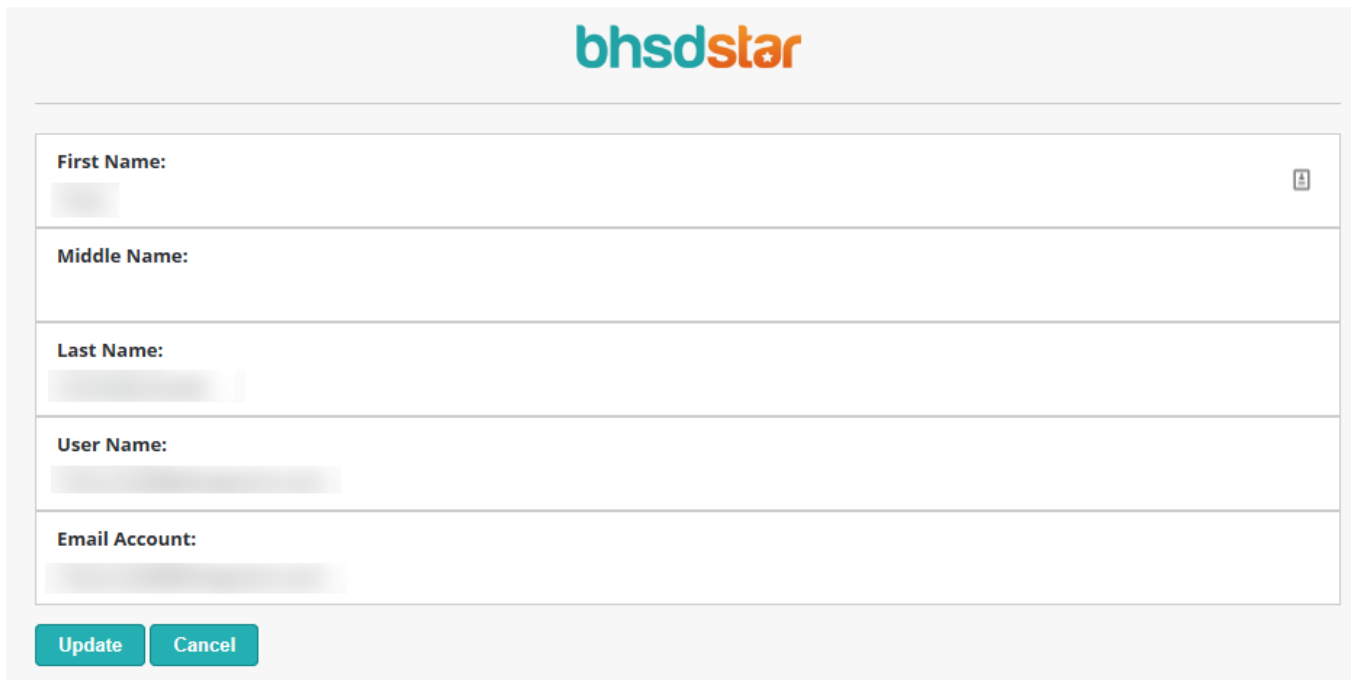


Tip: This screen can be viewed at any time by clicking Home in the upper right corner of the screen.

Tip: Items requiring action are displayed with an  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.



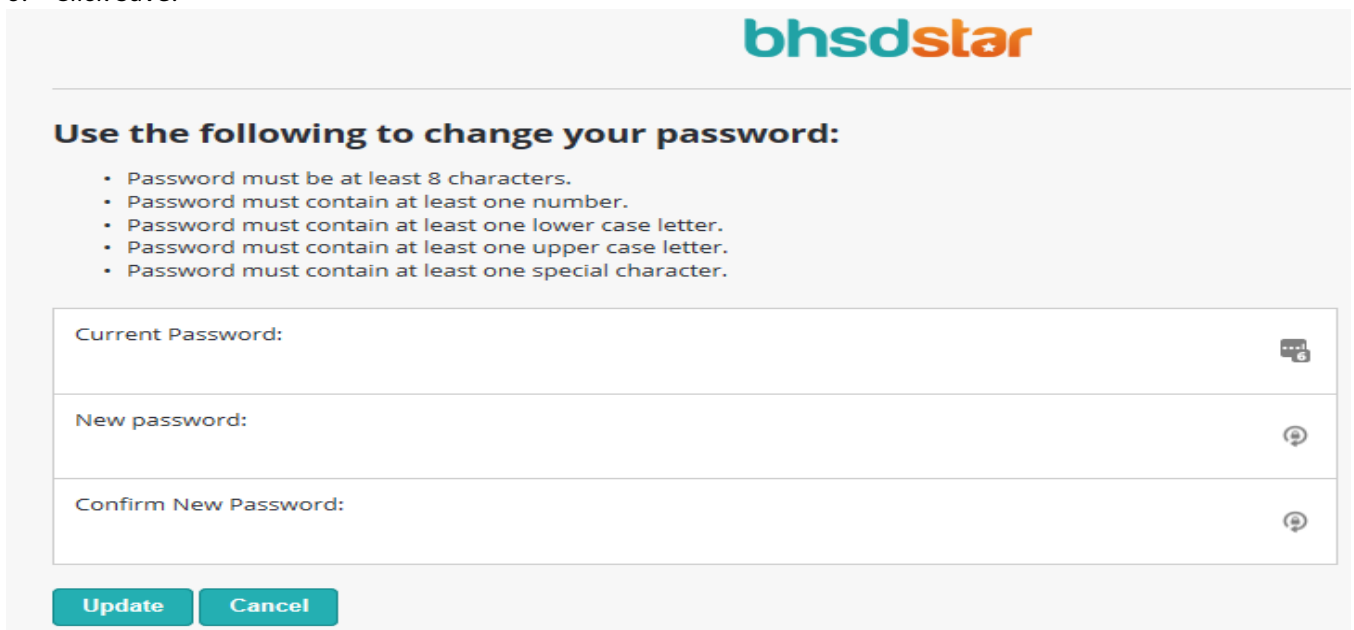
The screenshot shows a user profile update form with the following fields:

- First Name:** A text input field with a small user icon on the right.
- Middle Name:** A text input field.
- Last Name:** A text input field.
- User Name:** A text input field.
- Email Account:** A text input field.

At the bottom of the form are two buttons: **Update** and **Cancel**.

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.



The screenshot shows a password change form with the following elements:

- Use the following to change your password:** A heading followed by a list of requirements:
 - Password must be at least 8 characters.
 - Password must contain at least one number.
 - Password must contain at least one lower case letter.
 - Password must contain at least one upper case letter.
 - Password must contain at least one special character.
- Current Password:** A text input field with a visibility icon on the right.
- New password:** A text input field with a visibility icon on the right.
- Confirm New Password:** A text input field with a visibility icon on the right.

At the bottom of the form are two buttons: **Update** and **Cancel**.

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 their ID number.

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

Contact Us

Please send your question via email. Please remember that it is a HIPAA Violation to send client names through email.

If your question does not contain a client's name, please click [here](#) to use your default email program, or copy the following address in to your email program of choice: support@bhsdstar.org.

If your question is about a client and you do not know the individual's Id number, click on the Find tab above, enter their name or part of their name and click search. Use the Id number when communicating a question about a client.

2.5 To Logout:

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

3. Reports

From the Home screen:

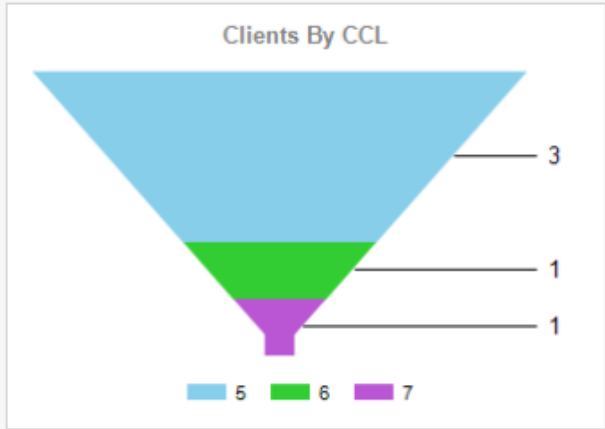
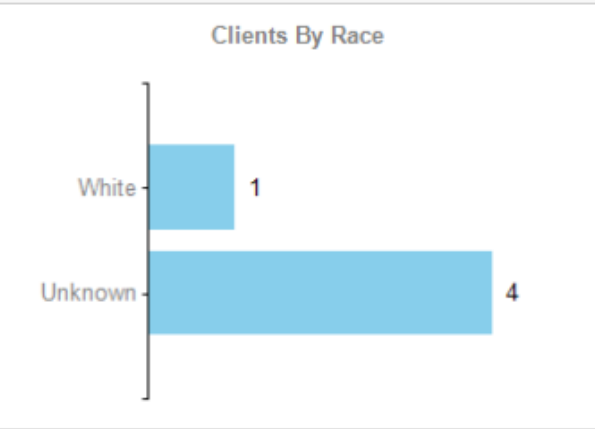
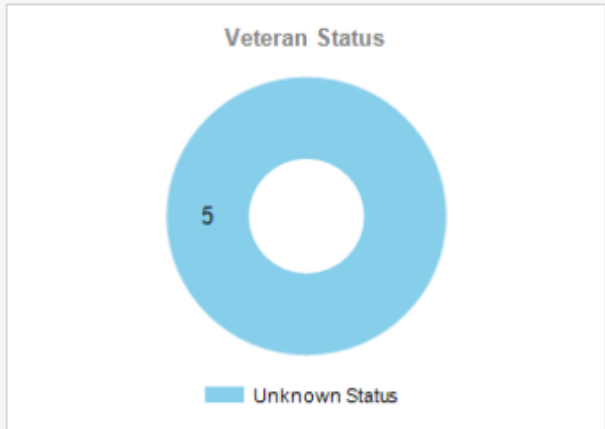
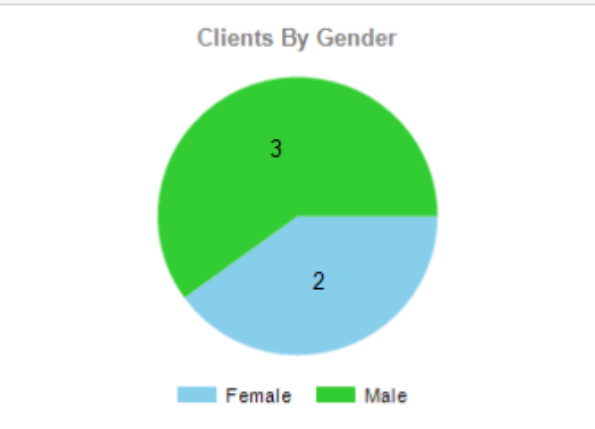
1. Click Reports drop-down and click report.
2. Click Provider Site drop-down and click site or click calendar and click dates.
3. Click Run Report.
4. Report details are displayed.

CareLink Demographics

Provider Site: Location 1 - This is a really long name for a p...	OptIn Status: Referred	Run Report
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1 of 1 100% Find | Next

Demographics for Location 1 - This is a really long name for a provider with a current status of Referred



CareLink Current Opt Status

Provider Site:

Location 1 - This is a really long name for a p

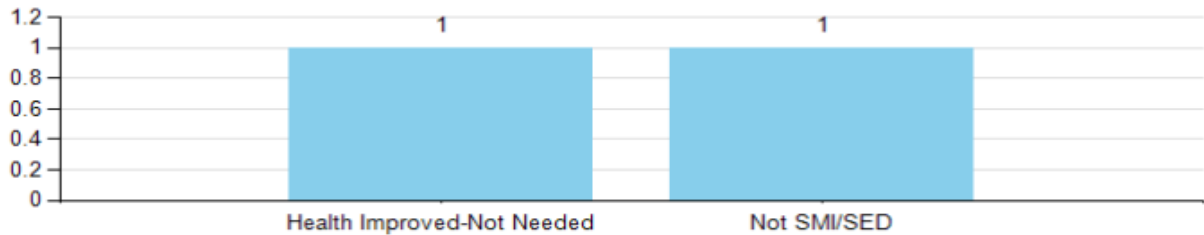
Run Report

1 of 1 100% Find | Next

Opt-in report for Location 1 - This is a really long name for a provider

MCO	Clients Referred	Opt-Ins	Opt-Outs	Opt-Out %
Blue Cross Blue Shield	10	3	2	20.00 %
Total	10	3	2	20.00 %

Opt-out Reasons



CareLink Service Statistics

Date From:

4/1/2016



Date To:

4/7/2016



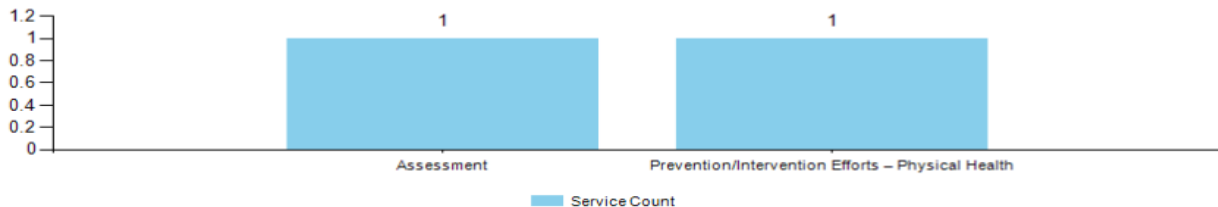
Run Report

1 of 1 100% Find | Next

CareLink services from 4/1/2016 to 4/7/2016

Provider Site	Clients	Service Count	Services Per Client
Location 1 - This is a really long name for a provider	4	2	0.50
Total	4	2	0.50

Service Type By Provider Site



Tip: To see actual clients receiving the service, click the Service Count.

Tip: To change the search criteria re-click the search criteria fields and re-click run report.

4. Questions

For any questions email support@bhsdstar.org.