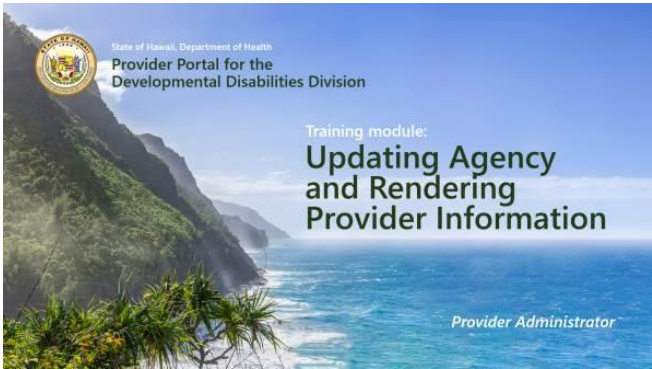State of Hawaii, Department of Health
Provider Portal for the
Developmental Disabilities Division

Training module:
Updating Agency and Rendering Provider Information

Provider Administrator

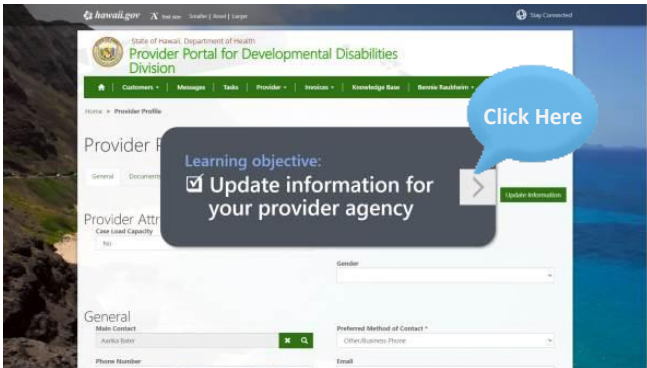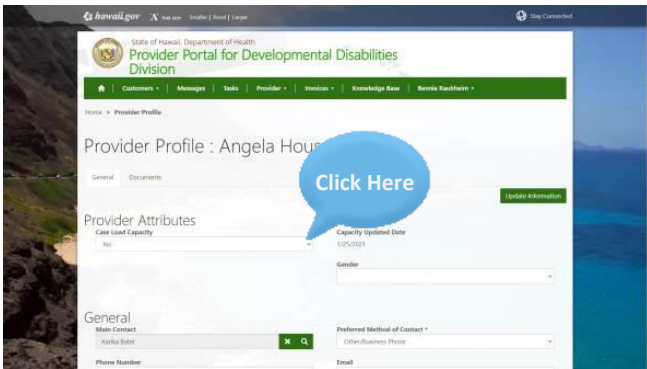| Welcome	Click Instructions	Talking Points
	1.	Aloha! Welcome to this Provider Portal training for the Developmental Disabilities Division at the State of Hawaii Department of Health. This training module covers *updating agency and rendering provider information* from the perspective of a provider administrator. For the purposes of this training, 'rendering provider' refers to either employees or independent contractors of the agency.
	2.	The learning objectives for this module are to teach you how to perform the following tasks: Update information for your provider agency, Update a rendering provider's information, and Deactivate a rendering provider's login.
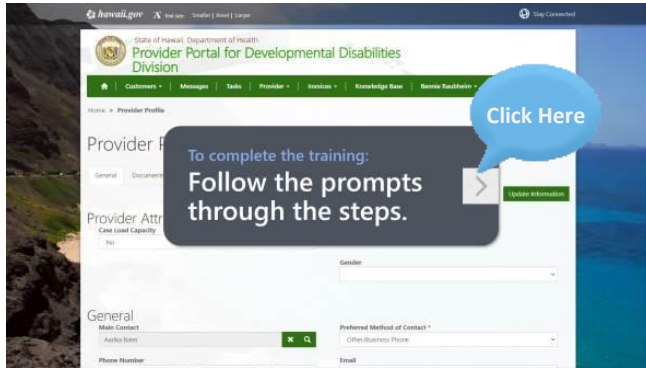
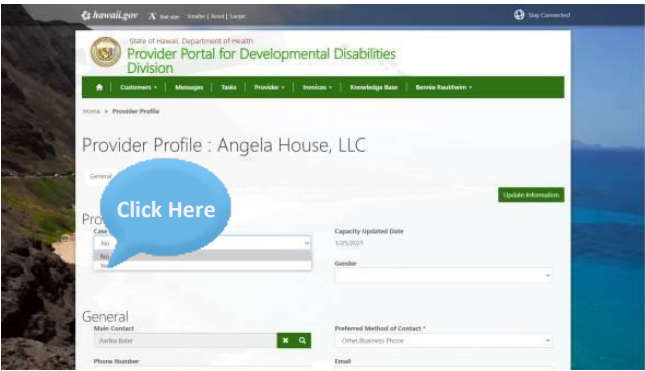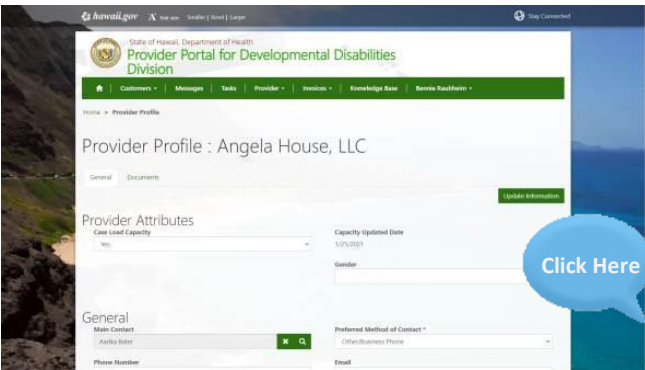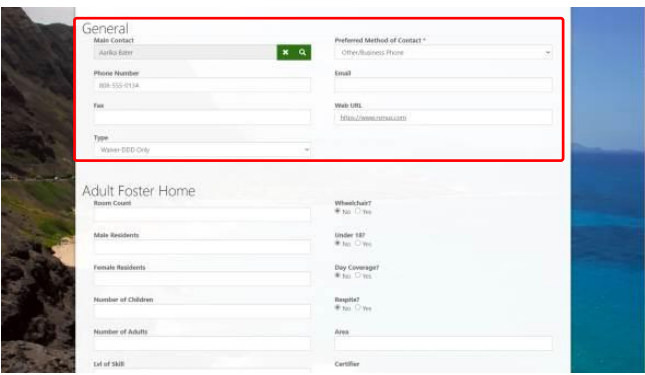| Navigation	Click Instructions	Talking Points
	1. Click to continue.	To complete the training, follow the prompts on the screen as they guide you through the steps of the process. Let's get started.

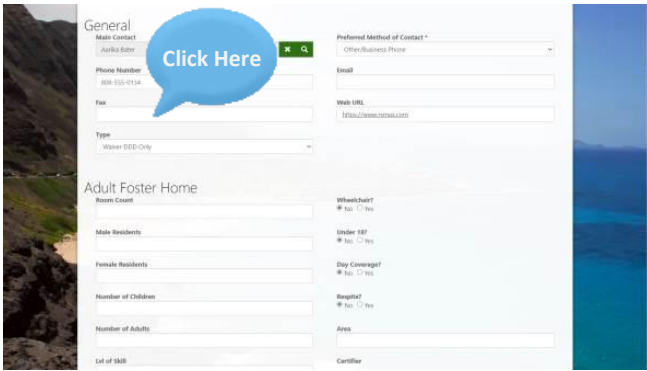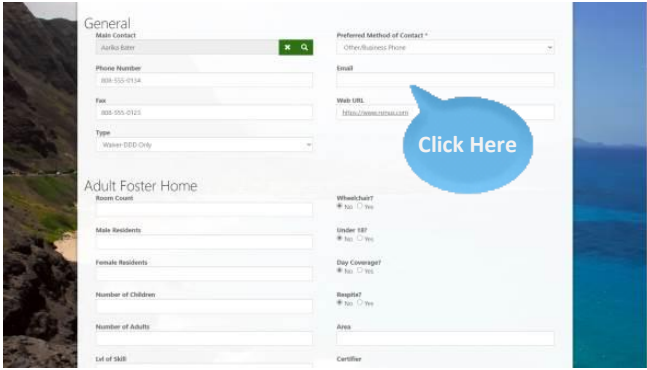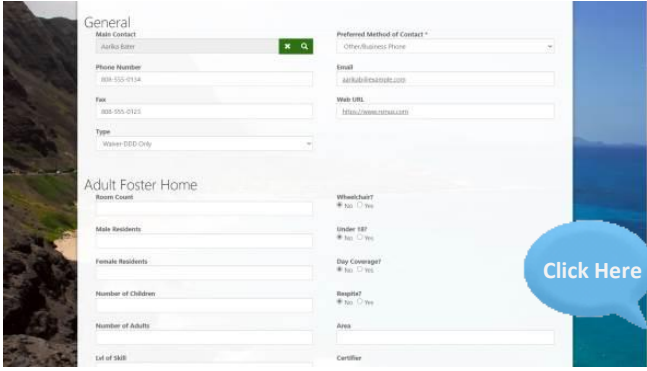| Update information for your provider agency	Click Instructions	Talking Points
	1. Click to continue.	First, let's see how to update information for your provider agency.
	2. Click the field labeled **Case Load Capacity**.	This is the Provider Profile page, where you can update your agency's information to keep it current. To get started, click the field labeled **Case Load Capacity**.

|		
	3. Click **Yes**.	Here, you can indicate whether your provider agency has capacity for new cases. For the purposes of this training, we'll select **Yes**.
	4. Click to scroll.	Scroll down to see more of this page.
	5.	You can also update general information, such as phone numbers and email addresses. Please note that if you make an update to the email address for the provider's main contact, you must notify the Community Resources Branch Secretary of the change.

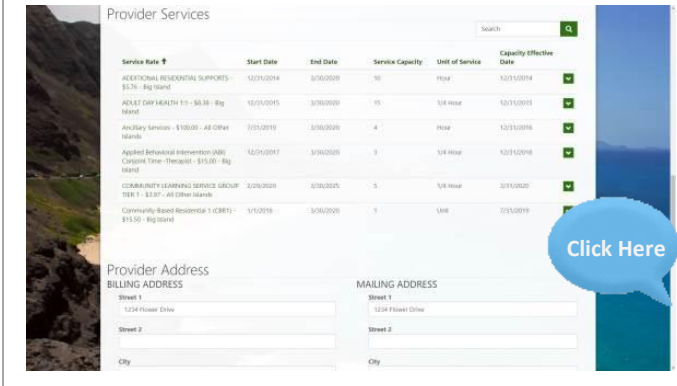|		
	6. Click the field labeled **Fax**.	
	7. Click the field labeled **Email**.	
	8. Click to scroll.	Scroll down to continue.

	9.	To see more information about a service, click the drop-down arrow next to it.
	10. Click the drop-down arrow.	To see more information about a service, click the drop-down arrow next to it.
	11. Click **View details**.	You can choose to view the details or edit the information.
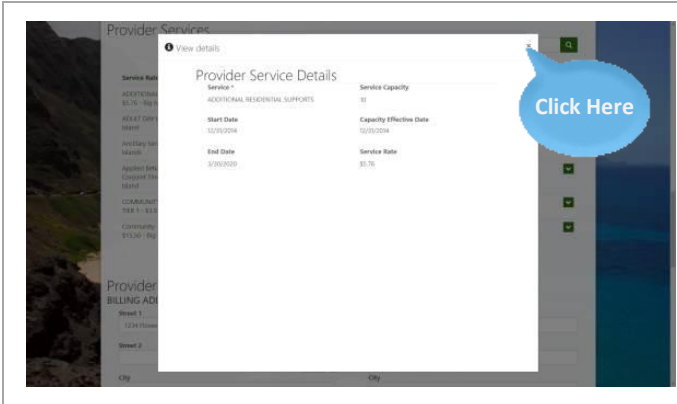
	12. Click the **close** button.	Let's close the window and continue down the Provider Profile page.
	13. Click to scroll.	
	14. Click to scroll.	You can also update your provider address and review rendering provider details.
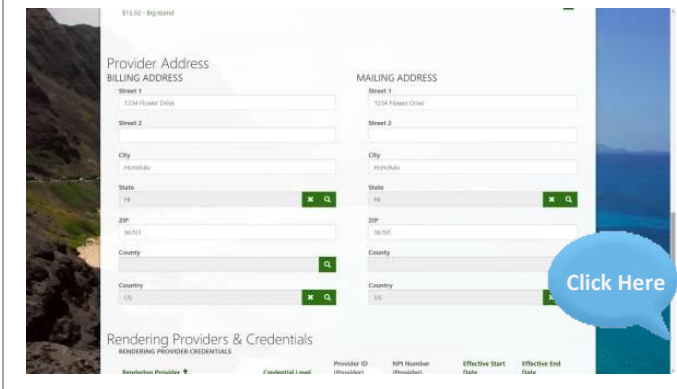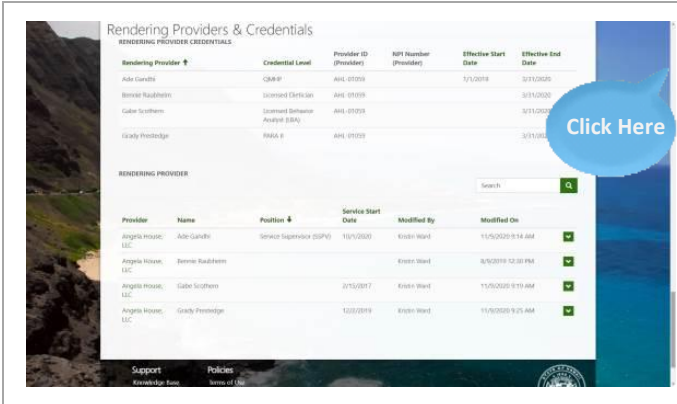
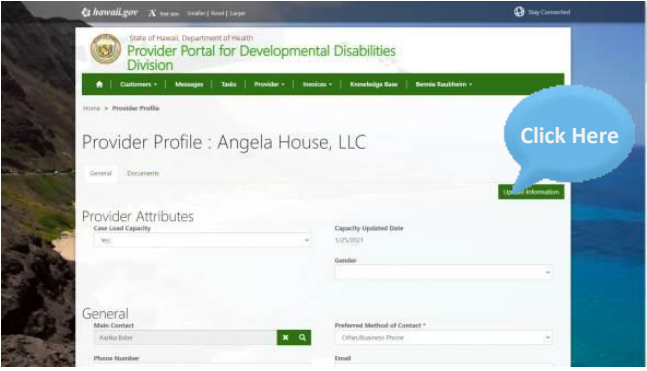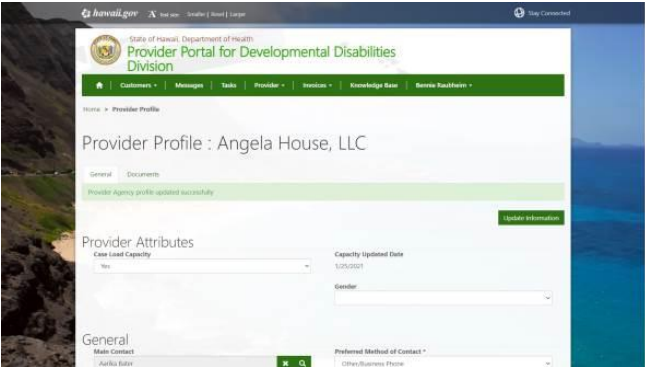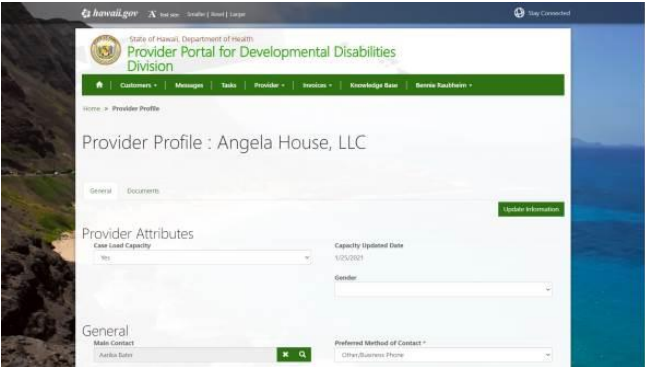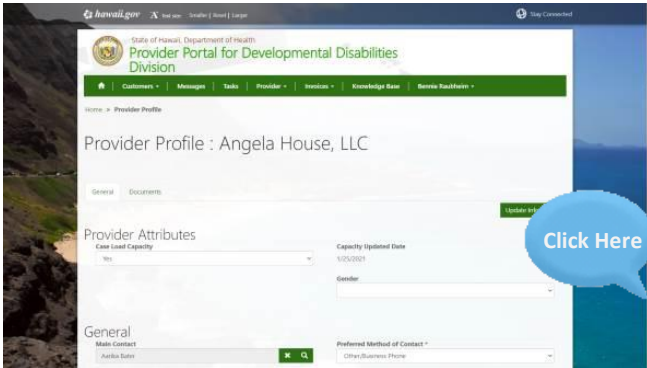|	15. Click to scroll.	Scroll up to the Adult Foster Homes section.
	16. Click the field labeled **Room Count**.	If the adult foster home information is applicable to your provider agency, you can update it here. First, enter the foster home's room count.
	17. Click the field labeled **Male Residents**.	Next, enter the number of male and female residents.
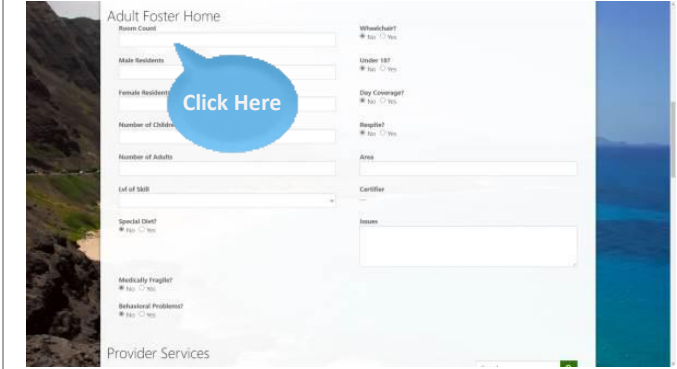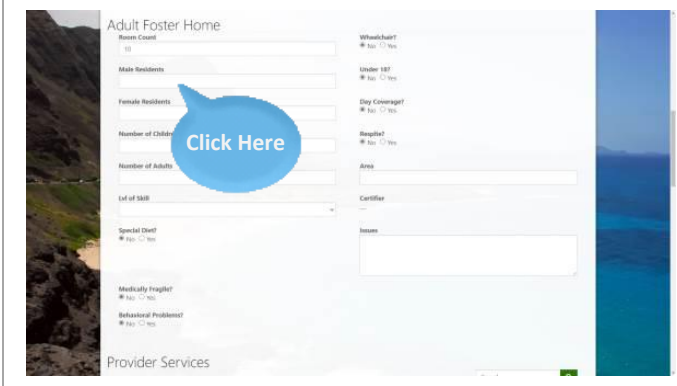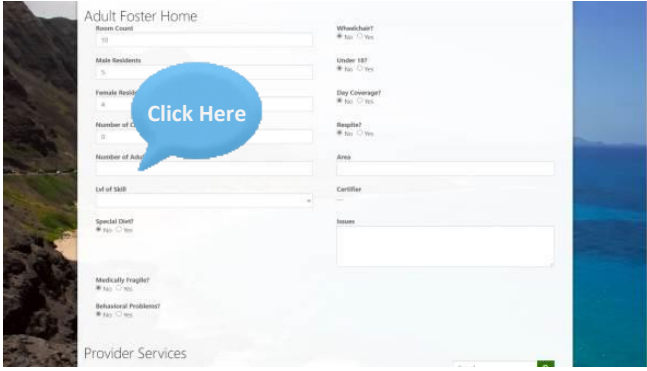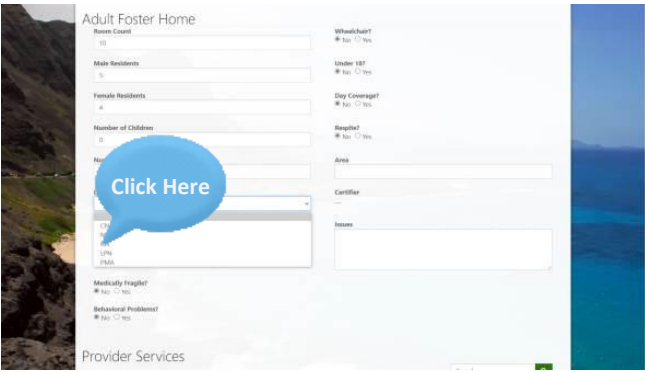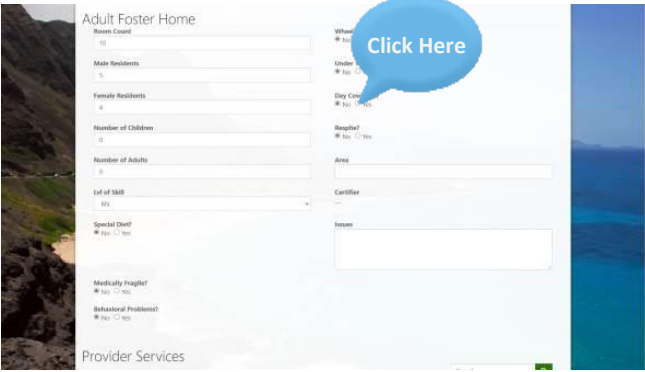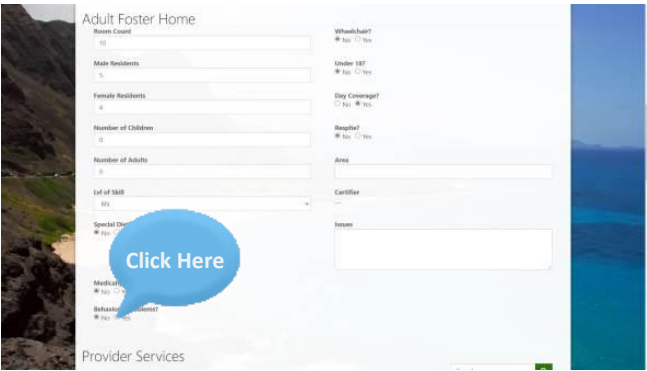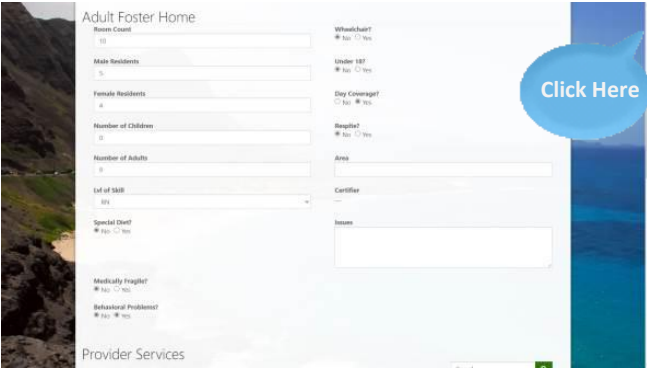
	18. Click the field labeled **Female Residents**.	
	19. Click the field labeled **Number of Children**.	Next, enter the number of children and adults.
	20. Click the field labeled **Number of Adults**.	

	21. Click the field labeled **Lvl of Skill**.	Next, indicate the foster home's level of skill.
	22. Click **RN**.	For the purposes of this training, we'll select **RN**.
	23. Click **Yes**.	Next, update the special services that the adult foster home provides.

	24. Click **Yes**.	
	25. Click to scroll.	Return to the top of the page.
	26. Click **Update Information**.	When you are finished making updates, click **Update Information** to save your changes.

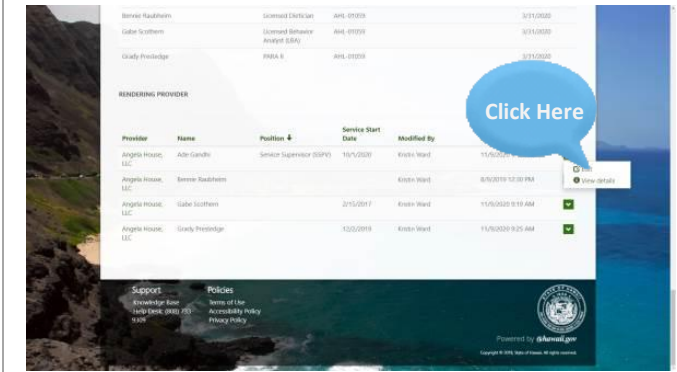|		
	27.	The Provider Agency profile updated successfully.
	28.	

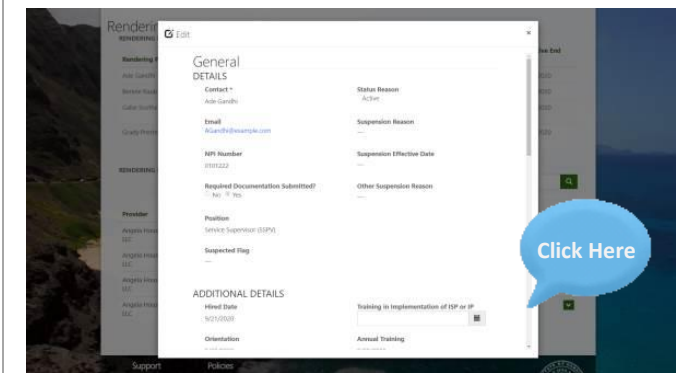| Update a rendering provider's information	Click Instructions	Talking Points
	1. Click to continue.	Next, let's see how to update a rendering provider's information.
	2. Click to scroll.	To update a rendering provider's information in the system, scroll down to the bottom of the page.
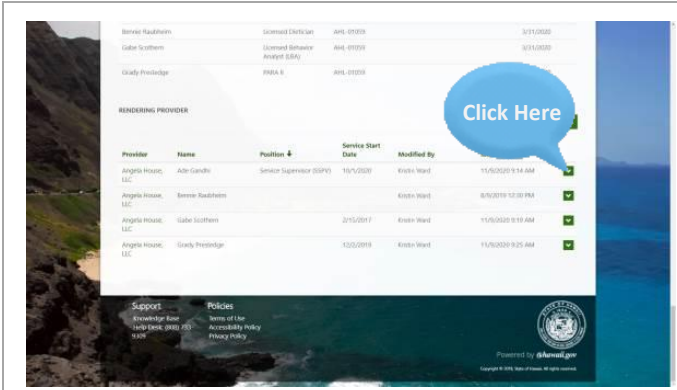
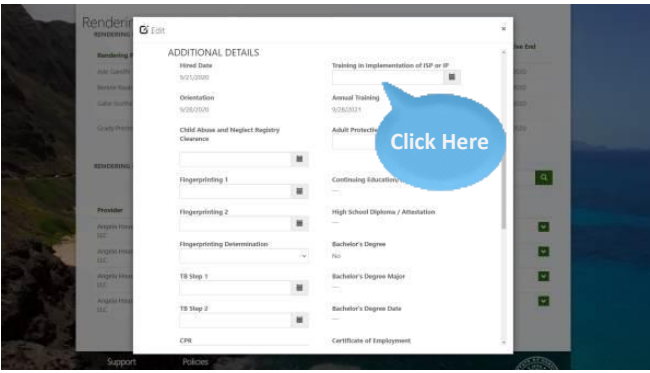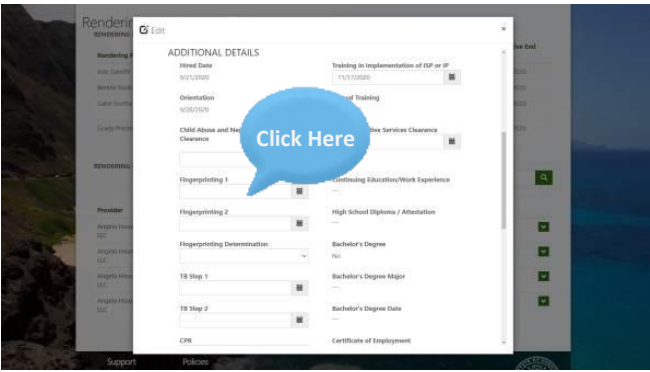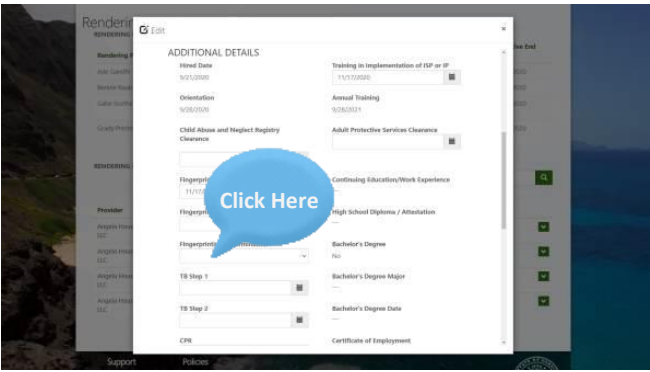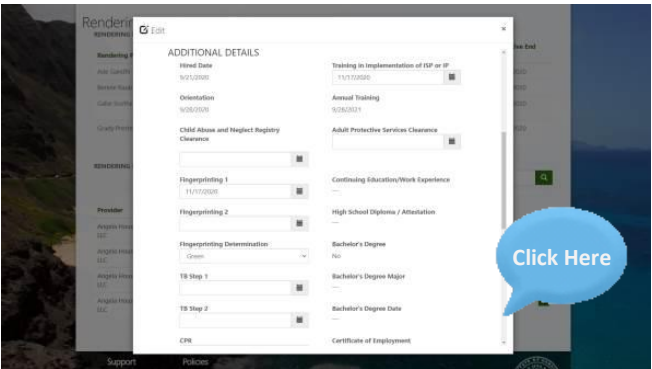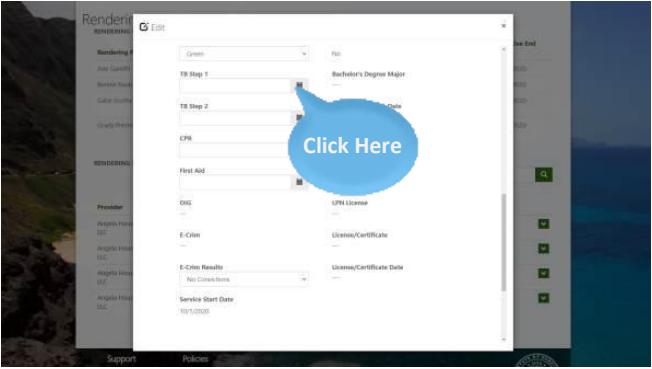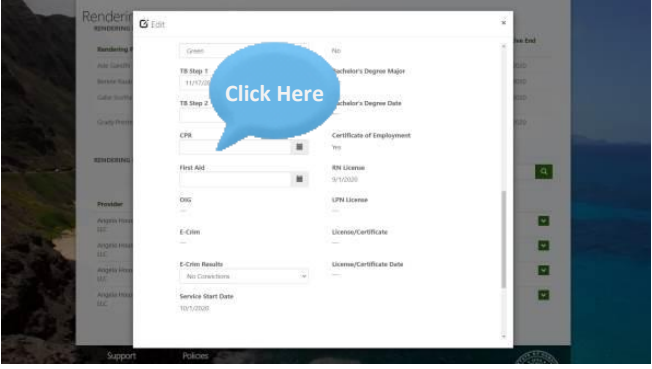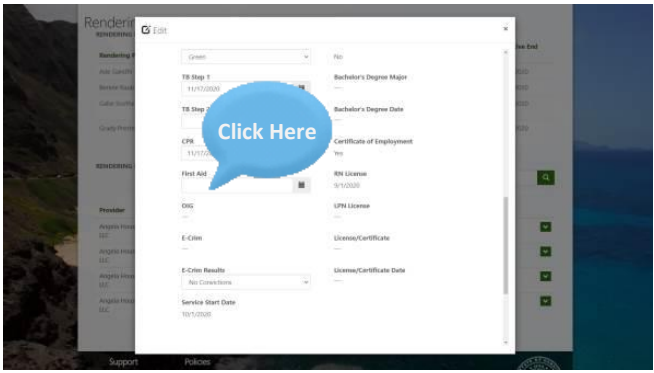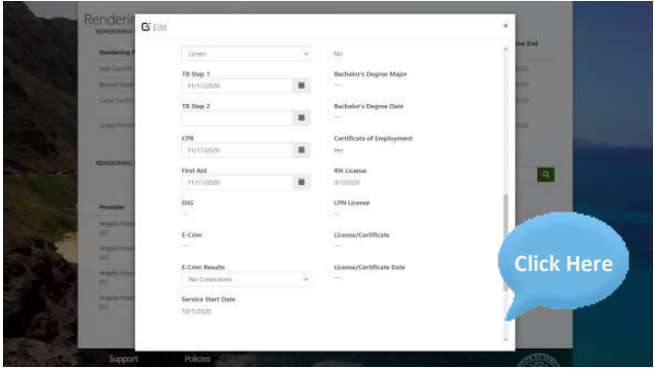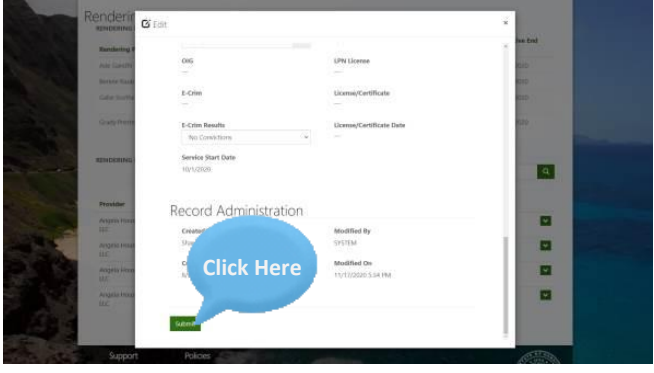|	3. Click the drop-down arrow.	Next, click the drop-down arrow next to the rendering provider whose information you want to update and select **Edit**.
	4. Click **Edit**.	
	5. Click to scroll.	Here, you can edit the rendering provider's details, such as a recent training or licensure. Note that some fields are read-only and cannot be changed.

|		
	6. Click the field labeled **Training in Implementation ...**.	For the purposes of this training, we'll quickly fill in some representative information.
	7. Click the field labeled **Fingerprinting 1**.	
	8. Click the field labeled **Fingerprinting Determination**.	

	9. Click to scroll.
	10. Click the field labeled **TB Step 1**.
	11. Click the field labeled **CPR**.

	12. Click the field labeled **First Aid**.	
	13. Click to scroll.	
	14. Click **Submit**.	Submit the form to save your changes.
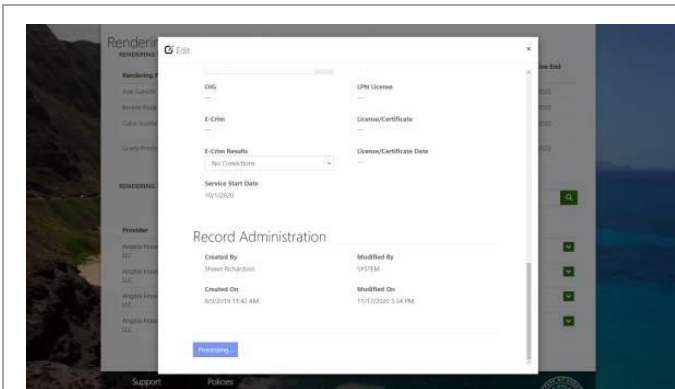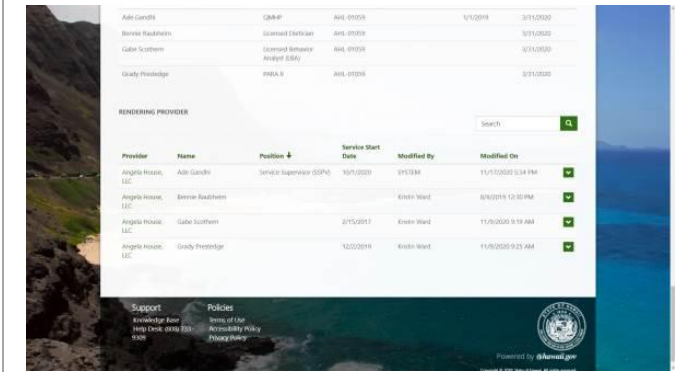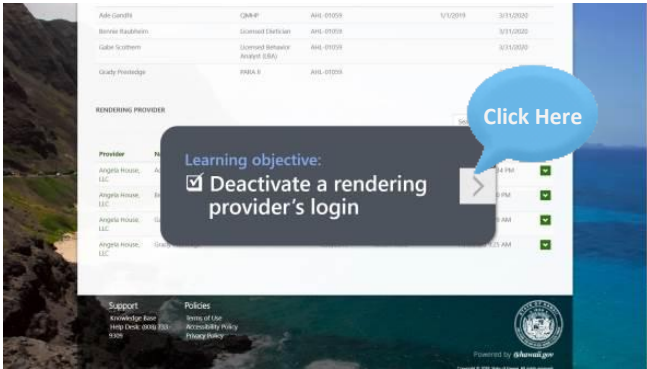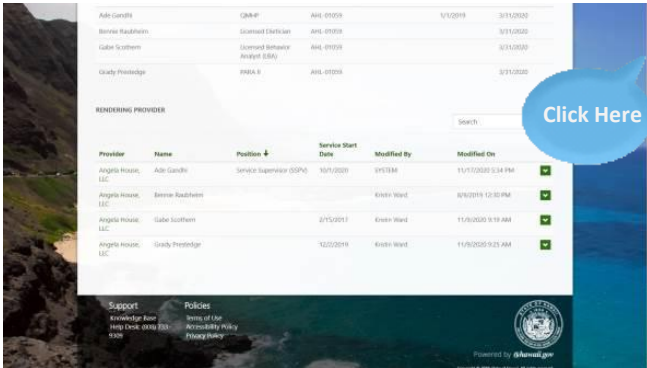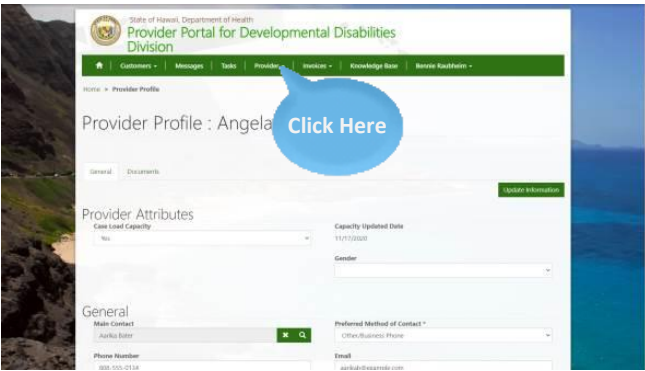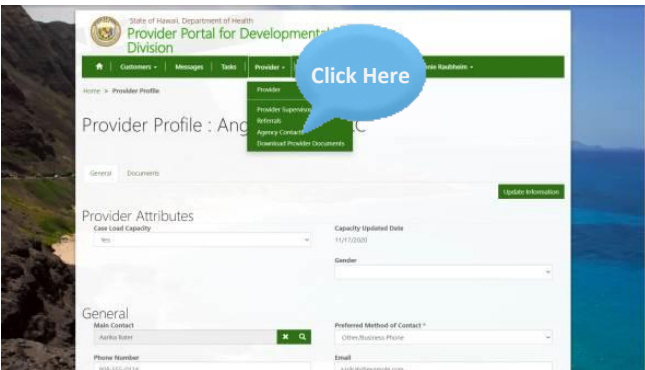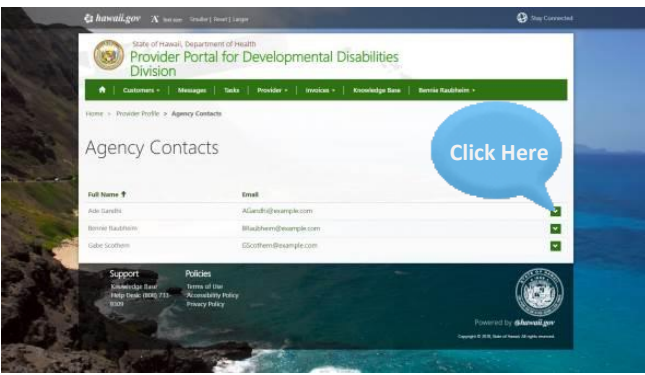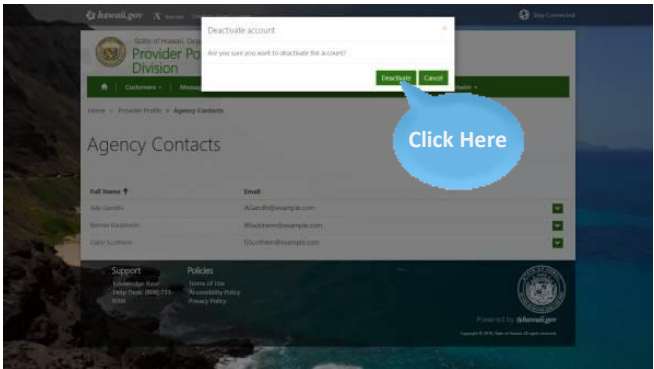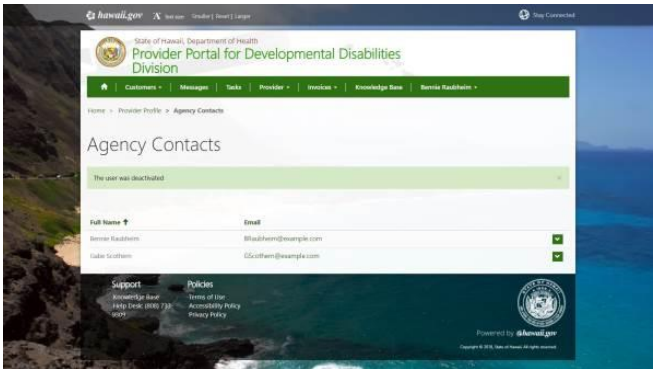
	15.	
	16.	

Deactivate a rendering provider's login	Click Instructions	Talking Points
	1. Click to continue.	Next, let's see how to deactivate a rendering provider's login.
	2. Click to scroll.	You can access rendering provider agency contacts from the top of the page.

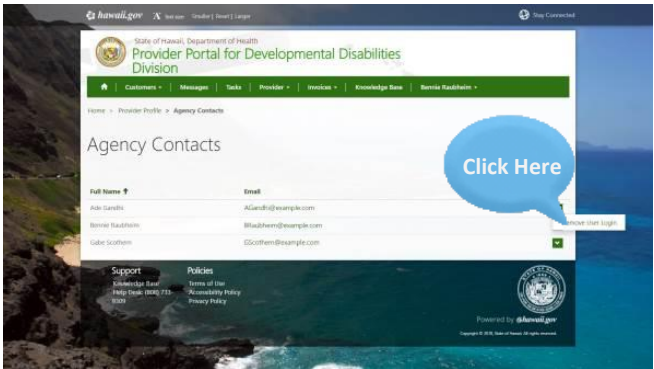|		
	3. Click the **Provider** drop-down.	From the Provider drop-down menu, select **Agency Contacts**.
	4. Click **Agency Contacts**.	
	5. Click the drop-down arrow.	This is a list of rendering providers who have access to the system. Refer to Terms of Use on timeline requirements for deactivating logins. To deactivate an individual's login, click the drop-down arrow and select **Remove User Login**.

	6. Click **Remove User Login**.	
	7. Click **Deactivate**.	Finally, confirm that you want to deactivate the account.
	8.	

Conclusion	Click Instructions	Talking Points
		This training module is now complete. Thanks for watching.