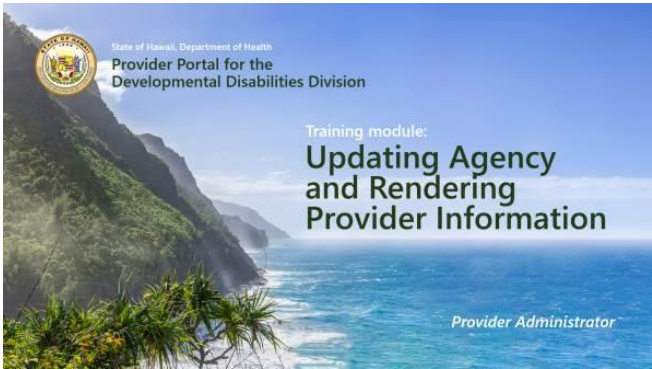





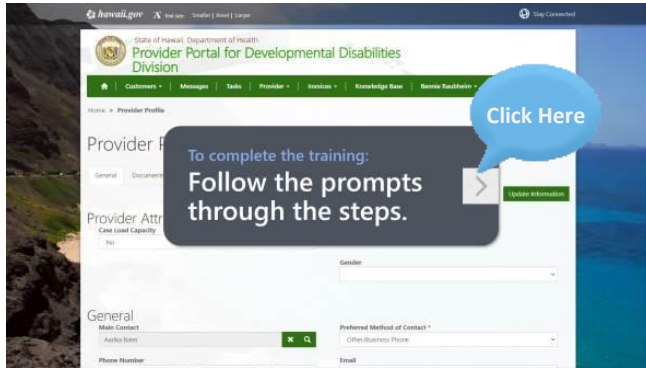
State of Hawaii, Department of Health  
**Provider Portal for the  
Developmental Disabilities Division**

Training module:  
**Updating Agency  
and Rendering  
Provider Information**

*Provider Administrator*

Welcome	Click Instructions	Talking Points
 <p>State of Hawaii, Department of Health  <b>Provider Portal for the                  Developmental Disabilities Division</b></p> <p>Training module:  <b>Updating Agency                  and Rendering                  Provider Information</b></p> <p><i>Provider Administrator</i></p>	<p>1.</p>	<p>Aloha!</p> <p>Welcome to this Provider Portal training for the Developmental Disabilities Division at the State of Hawaii Department of Health.</p> <p>This training module covers <i>updating agency and rendering provider information</i> 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.</p>
 <p>State of Hawaii, Department of Health  <b>Provider Portal for the                  Developmental Disabilities Division</b></p> <p>Learning objectives:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Update information for your provider agency</li> <li><input type="checkbox"/> Update a rendering provider's information</li> <li><input type="checkbox"/> Deactivate a rendering provider's login</li> </ul> <p><i>Provider Administrator</i></p>	<p>2.</p>	<p>The learning objectives for this module are to teach you how to perform the following tasks:</p> <p>Update information for your provider agency,</p> <p>Update a rendering provider’s information, and</p> <p>Deactivate a rendering provider’s login.</p>

Navigation



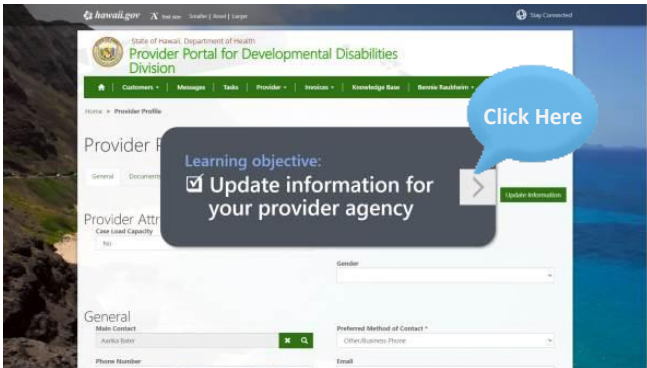
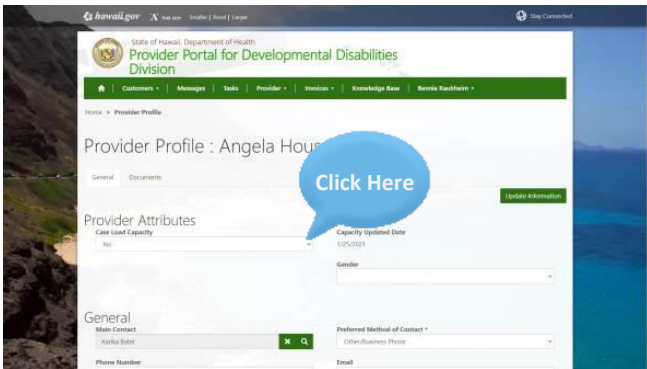
Click Instructions

1. Click to continue.

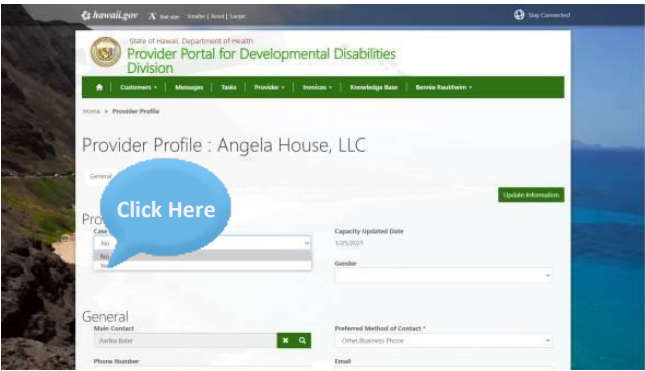
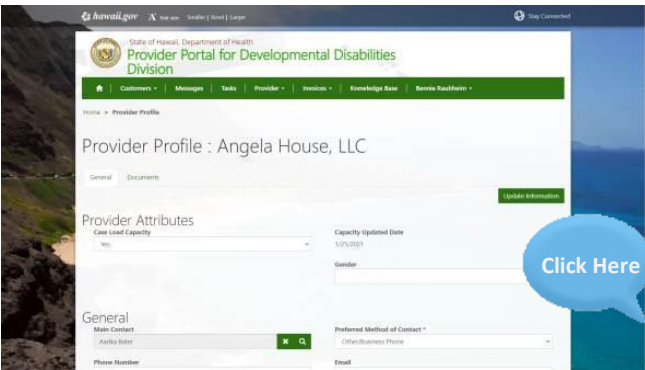
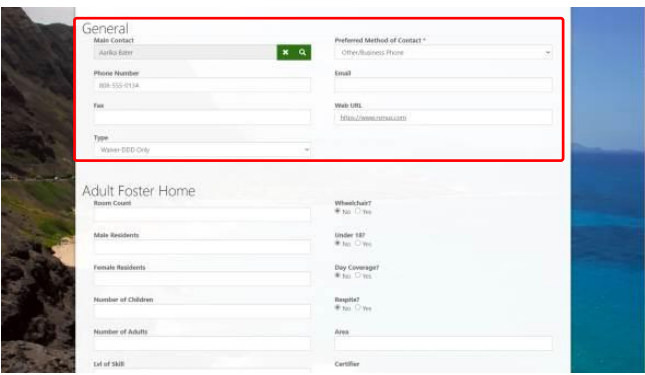
Talking Points

To complete the training, follow the prompts on the screen as they guide you through the steps of the process.

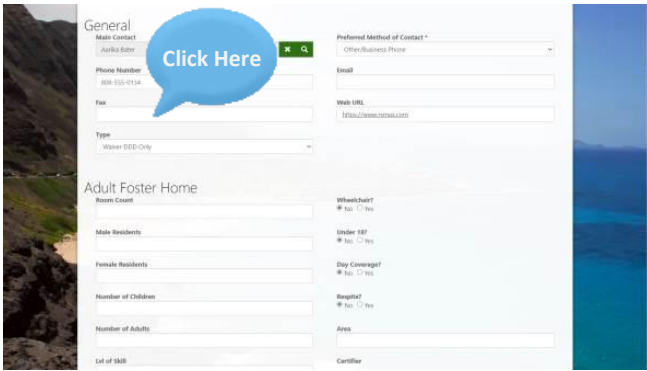
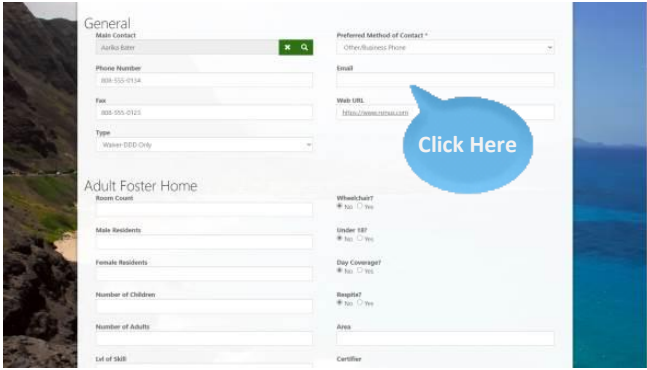
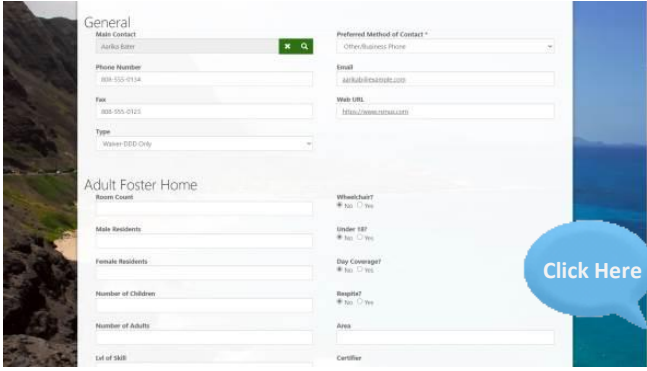
Let's get started.

Update information for your provider agency	Click Instructions	Talking Points
	<ol style="list-style-type: none"> <li>1. Click to continue.</li> </ol>	<p>First, let's see how to update information for your provider agency.</p>
	<ol style="list-style-type: none"> <li>2. Click the field labeled <b>Case Load Capacity</b>.</li> </ol>	<p>This is the Provider Profile page, where you can update your agency's information to keep it current.</p> <p>To get started, click the field labeled <b>Case Load Capacity</b>.</p>

State of Hawaii - DOH - DDD - Training Module - Updating Agency and Rendering Provider Information

	<p>3. Click <b>Yes</b>.</p>	<p>Here, you can indicate whether your provider agency has capacity for new cases. For the purposes of this training, we'll select <b>Yes</b>.</p>
	<p>4. Click to scroll.</p>	<p>Scroll down to see more of this page.</p>
	<p>5.</p>	<p>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.</p>

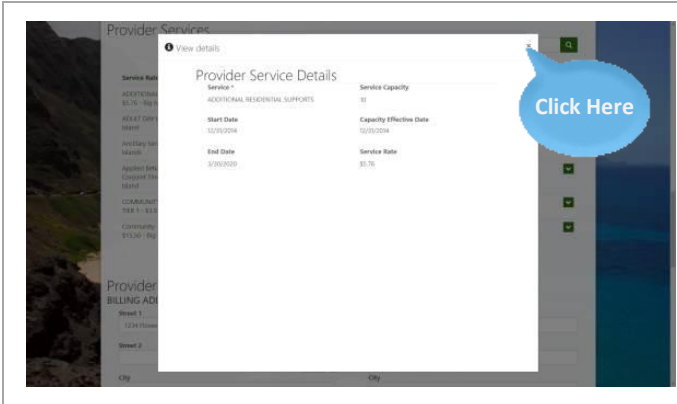
State of Hawaii - DOH - DDD - Training Module - Updating Agency and Rendering Provider Information

 <p>The screenshot shows a web form with two main sections: 'General' and 'Adult Foster Home'. In the 'General' section, the 'Fax' field is highlighted with a blue callout bubble containing the text 'Click Here'. Other fields include 'Phone Number', 'Email', 'Web URL', and 'Preferred Method of Contact'. The 'Adult Foster Home' section includes fields for 'Room Count', 'Male Residents', 'Female Residents', 'Number of Children', 'Number of Adults', and 'Lot of SWS'.</p>	<p>6. Click the field labeled <b>Fax</b>.</p>	
 <p>The screenshot shows the same web form as above. A blue callout bubble with the text 'Click Here' is now pointing to the 'Email' field in the 'General' section.</p>	<p>7. Click the field labeled <b>Email</b>.</p>	
 <p>The screenshot shows the same web form. A blue callout bubble with the text 'Click Here' is pointing to the bottom of the page, indicating a scroll action.</p>	<p>8. Click to scroll.</p>	<p>Scroll down to continue.</p>

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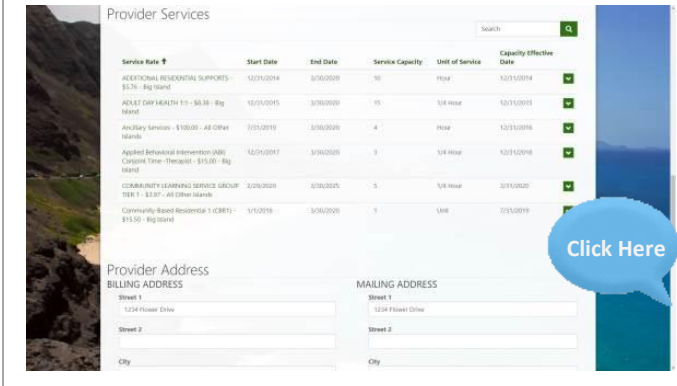
	<p>9.</p> <p>To see more information about a service, click the drop-down arrow next to it.</p>
	<p>10. Click the drop-down arrow.</p> <p>To see more information about a service, click the drop-down arrow next to it.</p>
	<p>11. Click <b>View details</b>.</p> <p>You can choose to view the details or edit the information.</p>

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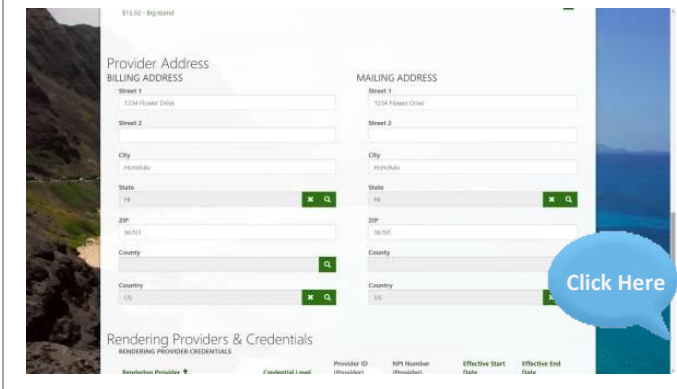


12. Click the **close** button.

Let's close the window and continue down the Provider Profile page.



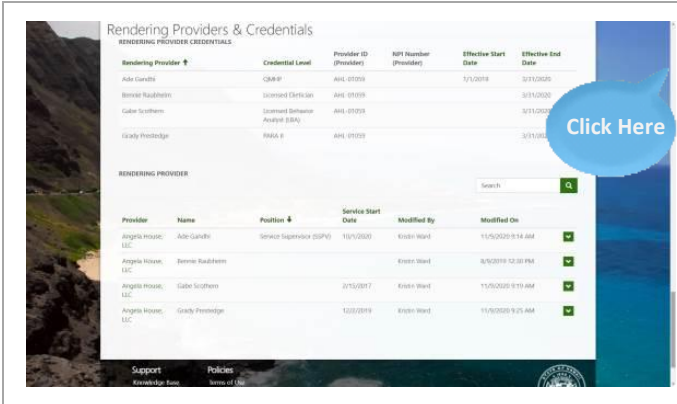
13. Click to scroll.



14. Click to scroll.

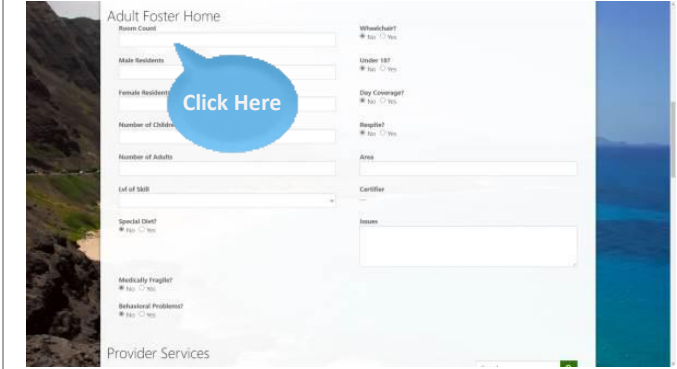
You can also update your provider address and review rendering provider details.





15. Click to scroll.

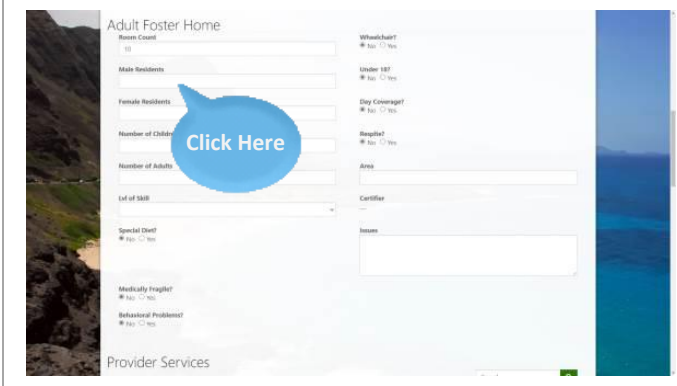
Scroll up to the Adult Foster Homes section.



16. Click the field labeled **Room Count**.



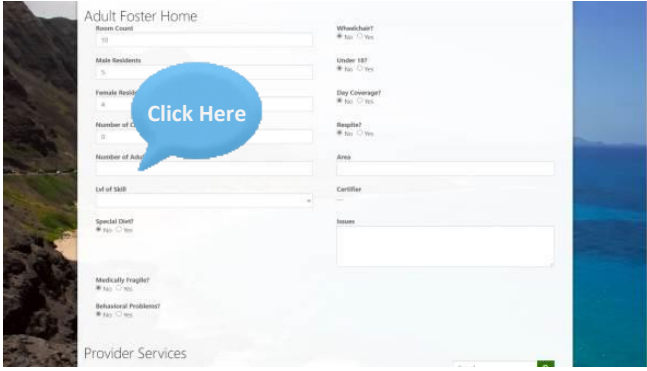
If the adult foster home information is applicable to your provider agency, you can update it here.


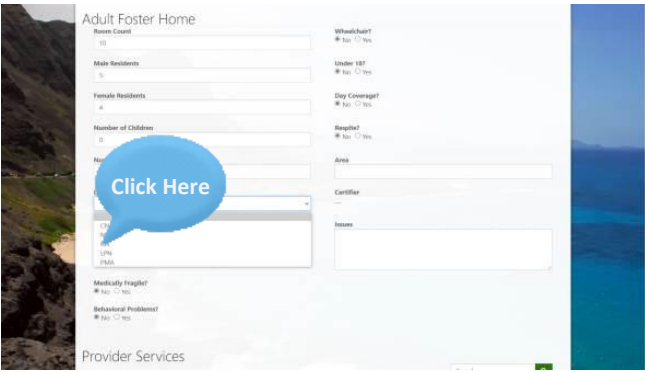
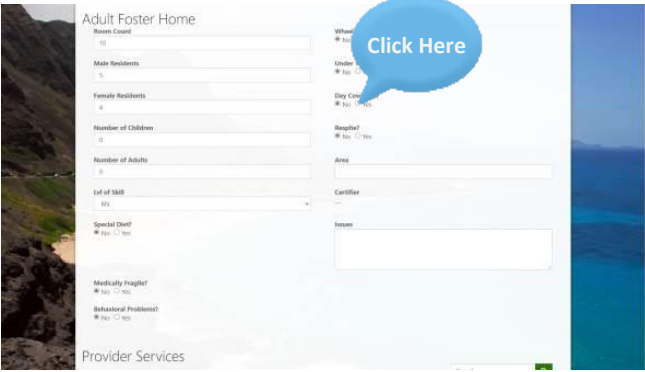
First, enter the foster home's room count.

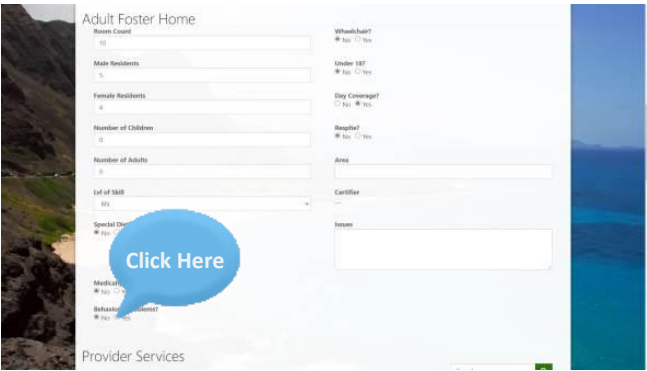
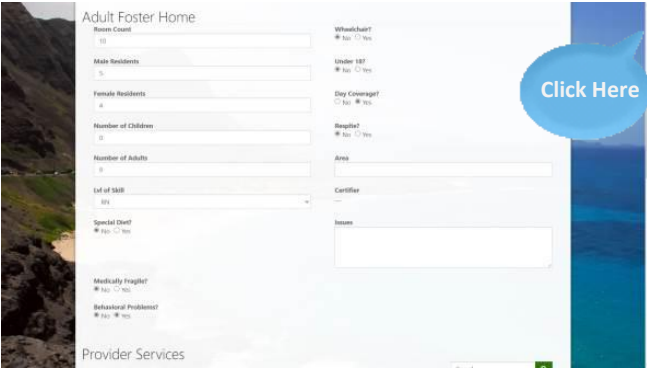
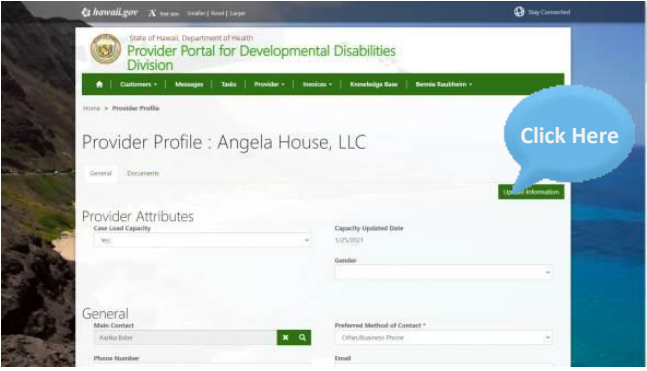


17. Click the field labeled **Male Residents**.

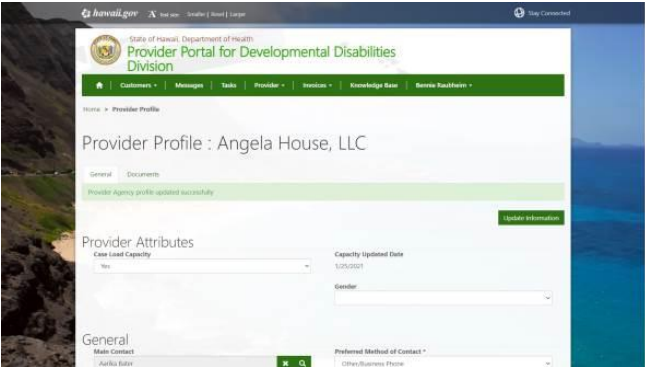
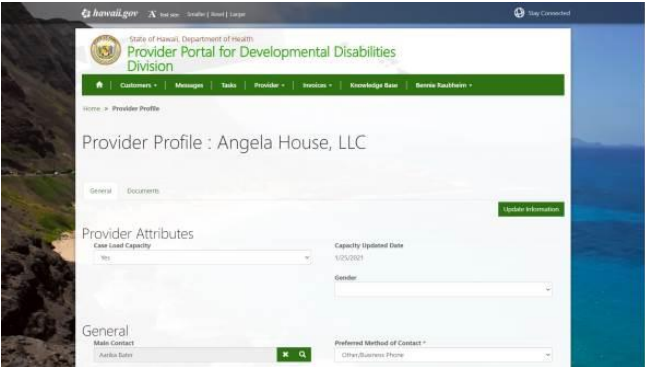
Next, enter the number of male and female residents.

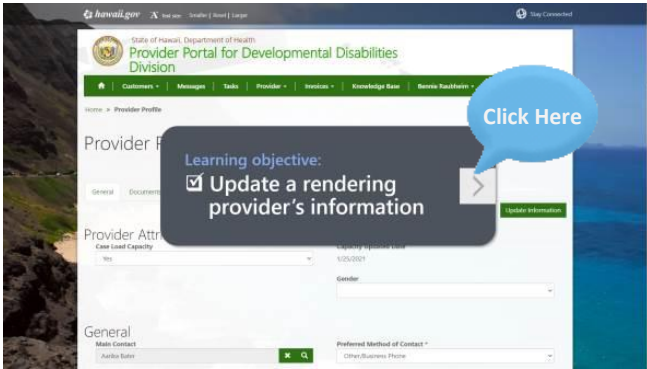
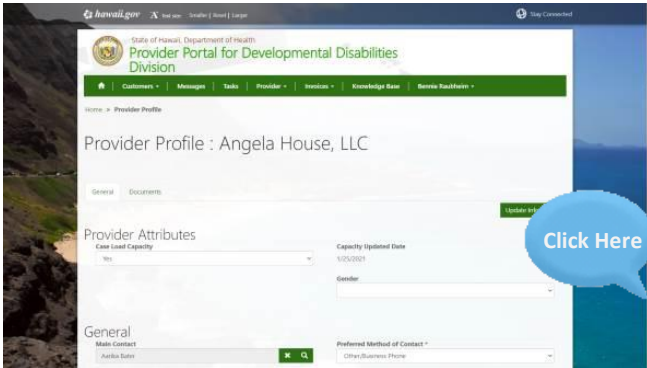
 <p>Adult Foster Home</p> <p>Rooms Count <input type="text" value="10"/></p> <p>Male Residents <input type="text" value="5"/></p> <p>Female Residents <input type="text" value="5"/></p> <p>Number of Children <input type="text" value=""/></p> <p>Number of Adults <input type="text" value=""/></p> <p>Lot of SBR <input type="text" value=""/></p> <p>Special Diet? <input type="checkbox"/></p> <p>Medically Fragile? <input type="checkbox"/></p> <p>Behavioral Problems? <input type="checkbox"/></p> <p>Wholesale? <input type="checkbox"/></p> <p>Under 18? <input type="checkbox"/></p> <p>Day Coverage? <input type="checkbox"/></p> <p>Hospital? <input type="checkbox"/></p> <p>Area <input type="text" value=""/></p> <p>Center <input type="text" value=""/></p> <p>Issues <input type="text" value=""/></p> <p>Provider Services</p>	<p>18. Click the field labeled <b>Female Residents</b>.</p>	
 <p>Adult Foster Home</p> <p>Rooms Count <input type="text" value="10"/></p> <p>Male Residents <input type="text" value="5"/></p> <p>Female Residents <input type="text" value="5"/></p> <p>Number of Children <input type="text" value=""/></p> <p>Number of Adults <input type="text" value=""/></p> <p>Lot of SBR <input type="text" value=""/></p> <p>Special Diet? <input type="checkbox"/></p> <p>Medically Fragile? <input type="checkbox"/></p> <p>Behavioral Problems? <input type="checkbox"/></p> <p>Wholesale? <input type="checkbox"/></p> <p>Under 18? <input type="checkbox"/></p> <p>Day Coverage? <input type="checkbox"/></p> <p>Hospital? <input type="checkbox"/></p> <p>Area <input type="text" value=""/></p> <p>Center <input type="text" value=""/></p> <p>Issues <input type="text" value=""/></p> <p>Provider Services</p>	<p>19. Click the field labeled <b>Number of Children</b>.</p>	<p>Next, enter the number of children and adults.</p>
 <p>Adult Foster Home</p> <p>Rooms Count <input type="text" value="10"/></p> <p>Male Residents <input type="text" value="5"/></p> <p>Female Residents <input type="text" value="5"/></p> <p>Number of Children <input type="text" value=""/></p> <p>Number of Adults <input type="text" value=""/></p> <p>Lot of SBR <input type="text" value=""/></p> <p>Special Diet? <input type="checkbox"/></p> <p>Medically Fragile? <input type="checkbox"/></p> <p>Behavioral Problems? <input type="checkbox"/></p> <p>Wholesale? <input type="checkbox"/></p> <p>Under 18? <input type="checkbox"/></p> <p>Day Coverage? <input type="checkbox"/></p> <p>Hospital? <input type="checkbox"/></p> <p>Area <input type="text" value=""/></p> <p>Center <input type="text" value=""/></p> <p>Issues <input type="text" value=""/></p> <p>Provider Services</p>	<p>20. Click the field labeled <b>Number of Adults</b>.</p>	

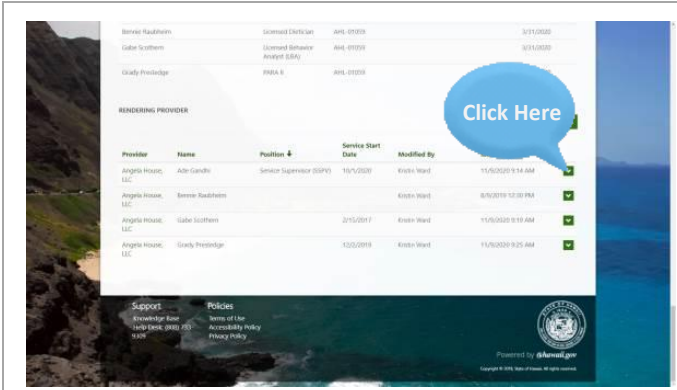
 <p>Adult Foster Home</p> <p>Rooms Count: 10</p> <p>Male Residents: 5</p> <p>Female Residents: 4</p> <p>Number of Children: 0</p> <p>Number of Adults: 0</p> <p>Lvl of Skill: <b>Click Here</b></p> <p>Special Diet? No</p> <p>Medically Fragile? No</p> <p>Behavioral Problems? No</p> <p>Provider Services</p>	<p>21. Click the field labeled <b>Lvl of Skill</b>.</p>	<p>Next, indicate the foster home's level of skill.</p>
 <p>Adult Foster Home</p> <p>Rooms Count: 10</p> <p>Male Residents: 5</p> <p>Female Residents: 4</p> <p>Number of Children: 0</p> <p>Number of Adults: 0</p> <p>Lvl of Skill: <b>Click Here</b></p> <p>Special Diet? No</p> <p>Medically Fragile? No</p> <p>Behavioral Problems? No</p> <p>Provider Services</p>	<p>22. Click <b>RN</b>.</p>	<p>For the purposes of this training, we'll select <b>RN</b>.</p>
 <p>Adult Foster Home</p> <p>Rooms Count: 10</p> <p>Male Residents: 5</p> <p>Female Residents: 4</p> <p>Number of Children: 0</p> <p>Number of Adults: 0</p> <p>Lvl of Skill: RN</p> <p>Special Diet? <b>Click Here</b></p> <p>Medically Fragile? No</p> <p>Behavioral Problems? No</p> <p>Provider Services</p>	<p>23. Click <b>Yes</b>.</p>	<p>Next, update the special services that the adult foster home provides.</p>

 <p>Adult Foster Home</p> <p>Rooms Count: 03</p> <p>Male Residents: 0</p> <p>Female Residents: 4</p> <p>Number of Children: 0</p> <p>Number of Adults: 0</p> <p>Lot of SDR: 00</p> <p>Special Diet: No</p> <p>Medically Fragile? No</p> <p>Behavioral Problems? No</p> <p>Provider Services</p> <p>What's New? No</p> <p>Under 18? No</p> <p>Day Coverage? No</p> <p>Respite? No</p> <p>Area:</p> <p>Certifier:</p> <p>Issues:</p> <p>Click Here</p>	<p>24. Click <b>Yes</b>.</p>	
 <p>Adult Foster Home</p> <p>Rooms Count: 03</p> <p>Male Residents: 0</p> <p>Female Residents: 4</p> <p>Number of Children: 0</p> <p>Number of Adults: 0</p> <p>Lot of SDR: 00</p> <p>Special Diet: No</p> <p>Medically Fragile? No</p> <p>Behavioral Problems? No</p> <p>Provider Services</p> <p>What's New? No</p> <p>Under 18? No</p> <p>Day Coverage? No</p> <p>Respite? No</p> <p>Area:</p> <p>Certifier:</p> <p>Issues:</p> <p>Click Here</p>	<p>25. Click to scroll.</p>	<p>Return to the top of the page.</p>
 <p>hawaii.gov</p> <p>State of Hawaii, Department of Health Provider Portal for Developmental Disabilities Division</p> <p>Customers   Messages   Tools   Provider   Services   Knowledge Base   Service Requests</p> <p>Home &gt; Provider Profile</p> <p>Provider Profile : Angela House, LLC</p> <p>General Documents</p> <p>Provider Attributes</p> <p>Case Load Capacity: No</p> <p>Capacity Updated Date: 1/19/2021</p> <p>Gender:</p> <p>General</p> <p>Main Contact: Angela House</p> <p>Preferred Method of Contact: Check Business Hours</p> <p>Phone Number:</p> <p>Email:</p> <p>Click Here</p>	<p>26. Click <b>Update Information</b>.</p>	<p>When you are finished making updates, click <b>Update Information</b> to save your changes.</p>

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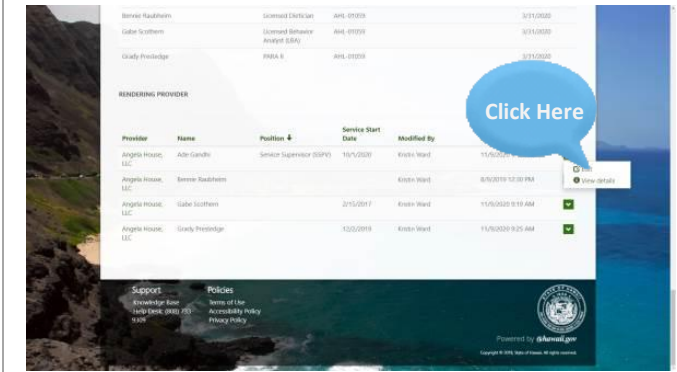
	27.	The Provider Agency profile updated successfully.
	28.	

Update a rendering provider's information	Click Instructions	Talking Points
	<ol style="list-style-type: none"> <li>1. Click to continue.</li> </ol>	<p>Next, let's see how to update a rendering provider's information.</p>
	<ol style="list-style-type: none"> <li>2. Click to scroll.</li> </ol>	<p>To update a rendering provider's information in the system, scroll down to the bottom of the page.</p>

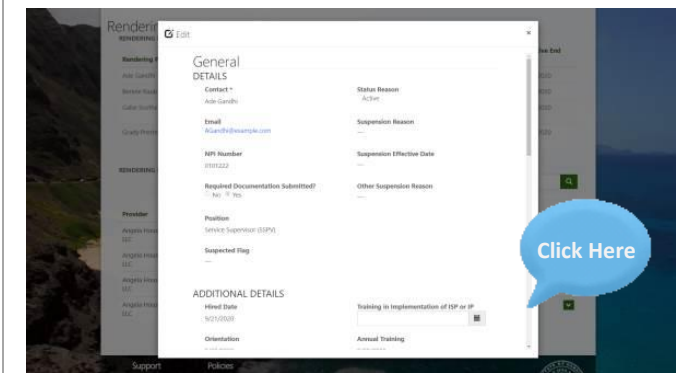


3. Click the drop-down arrow.

Next, click the drop-down arrow next to the rendering provider whose information you want to update and select **Edit**.



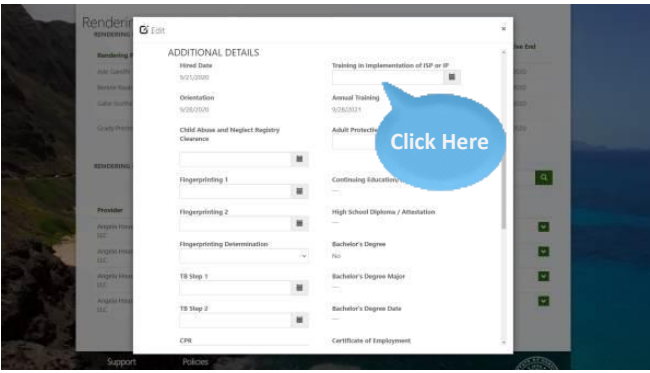
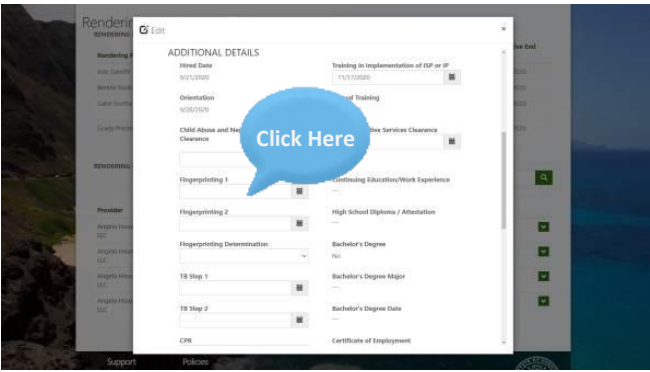
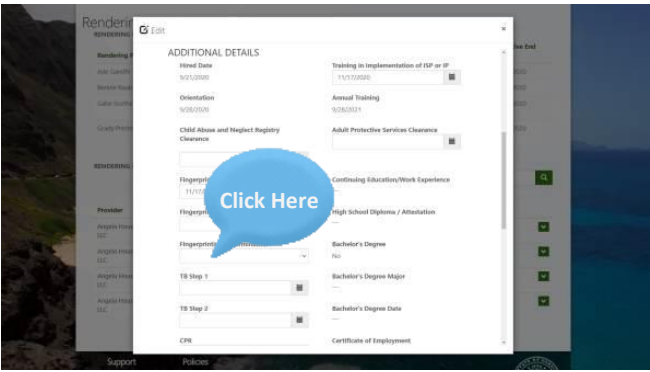
4. Click **Edit**.



5. Click to scroll.

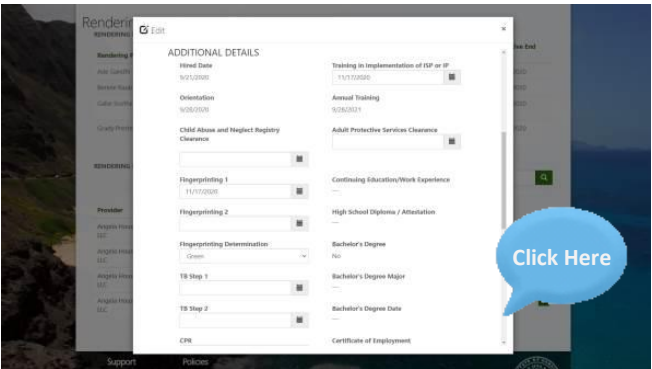
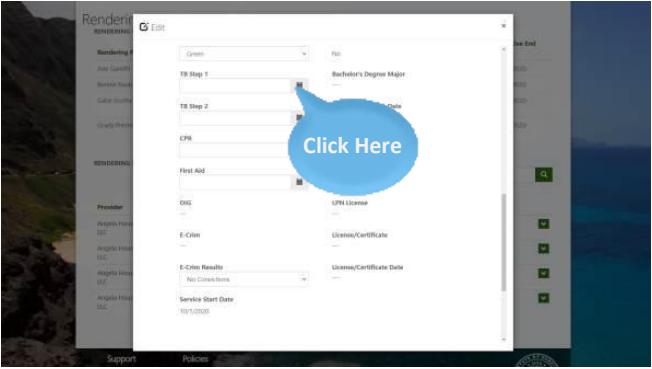
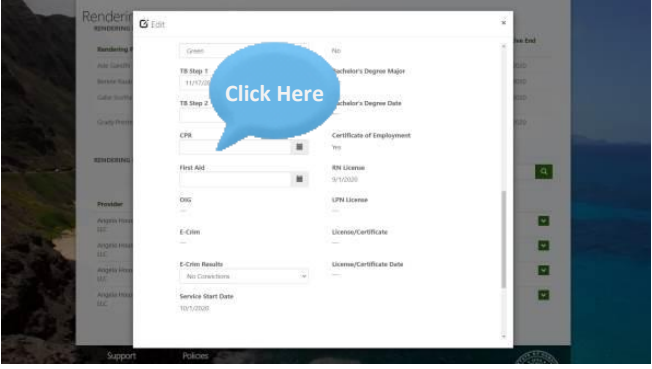
Here, you can edit the rendering provider's details, such as a recent training or licensure. Note that some fields are read-only and cannot be changed.

State of Hawaii - DOH - DDD - Training Module - Updating Agency and Rendering Provider Information

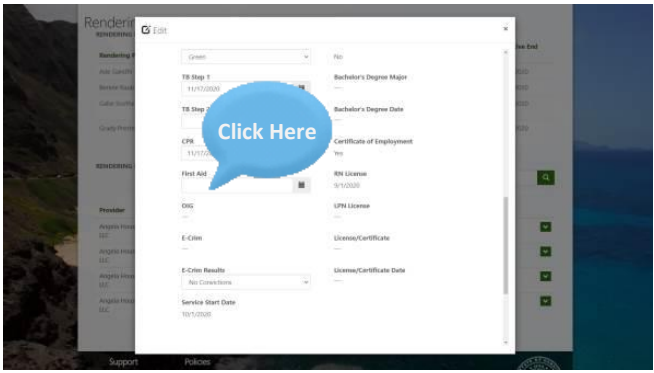
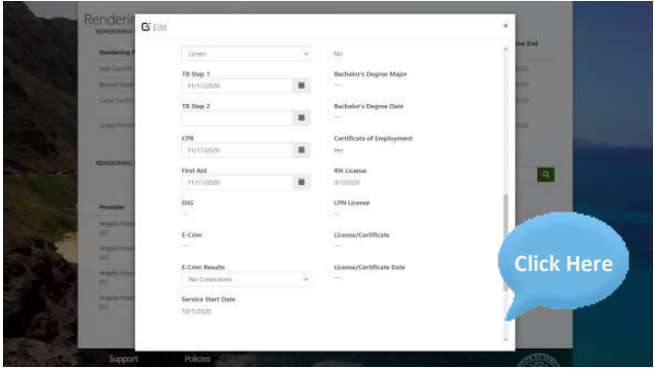
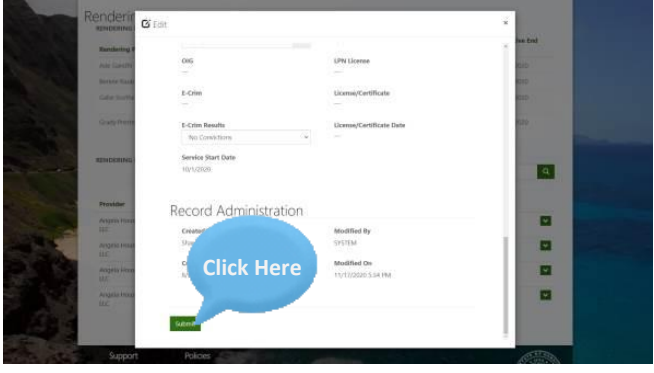
	<p>6. Click the field labeled <b>Training in Implementation ...</b></p>	<p>For the purposes of this training, we'll quickly fill in some representative information.</p>
	<p>7. Click the field labeled <b>Fingerprinting 1.</b></p>	
	<p>8. Click the field labeled <b>Fingerprinting Determination.</b></p>	



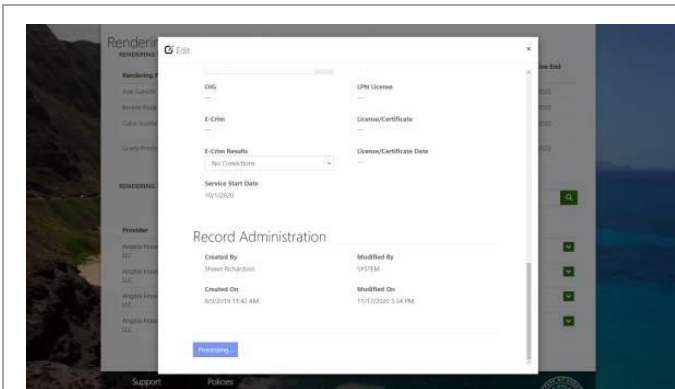
State of Hawaii - DOH - DDD - Training Module - Updating Agency and Rendering Provider Information

	<p>9. Click to scroll.</p>	
	<p>10. Click the field labeled <b>TB Step 1</b>.</p>	
	<p>11. Click the field labeled <b>CPR</b>.</p>	

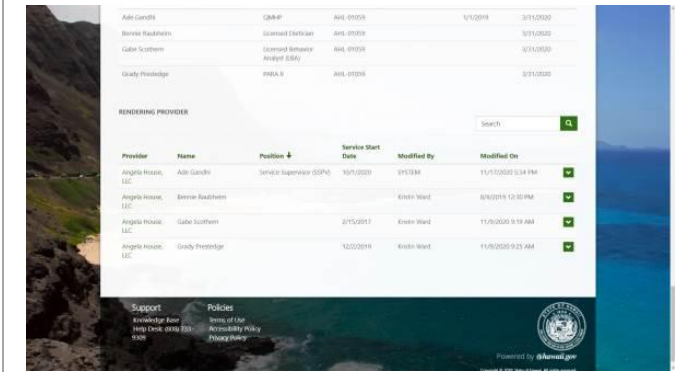
State of Hawaii - DOH - DDD - Training Module - Updating Agency and Rendering Provider Information

	<p>12. Click the field labeled <b>First Aid</b>.</p>	
	<p>13. Click to scroll.</p>	
	<p>14. Click <b>Submit</b>.</p>	<p>Submit the form to save your changes.</p>

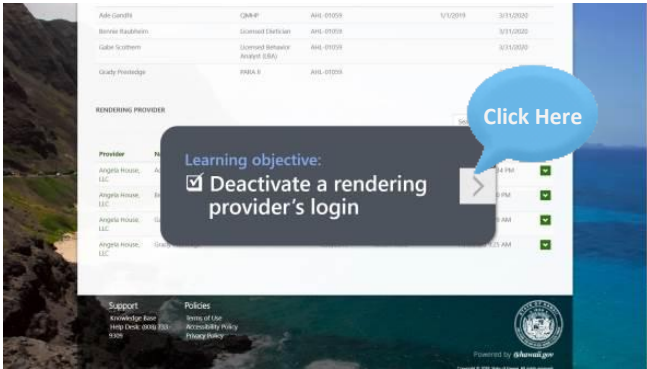
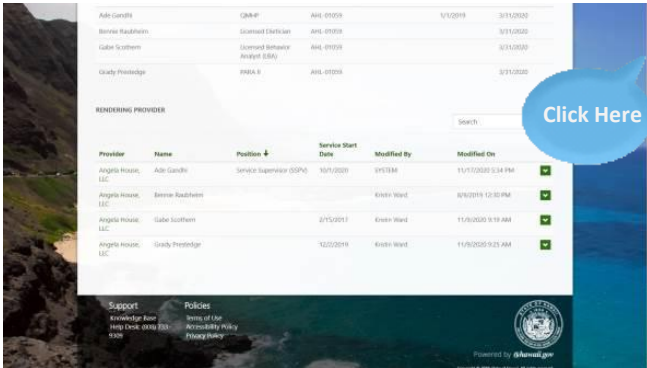
State of Hawaii - DOH - DDD - Training Module - Updating Agency and Rendering Provider Information



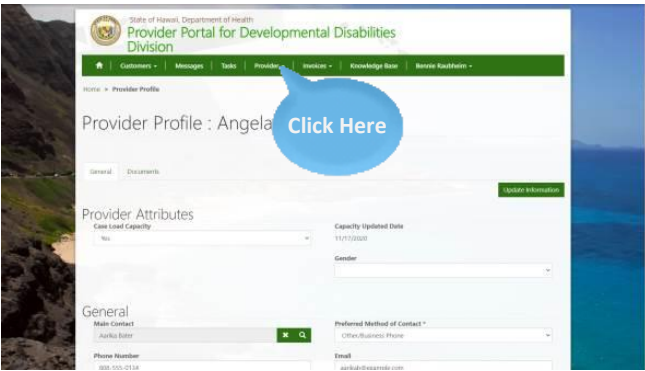
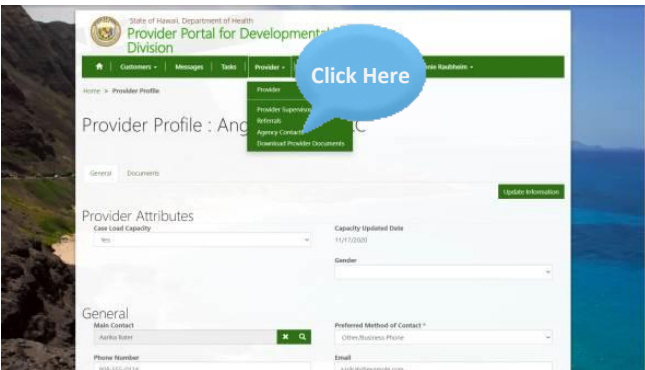
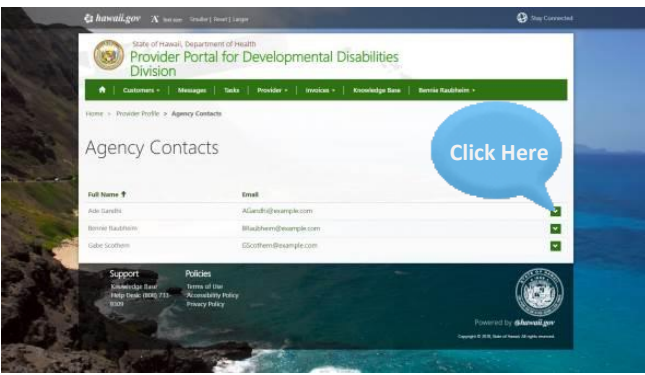
15.



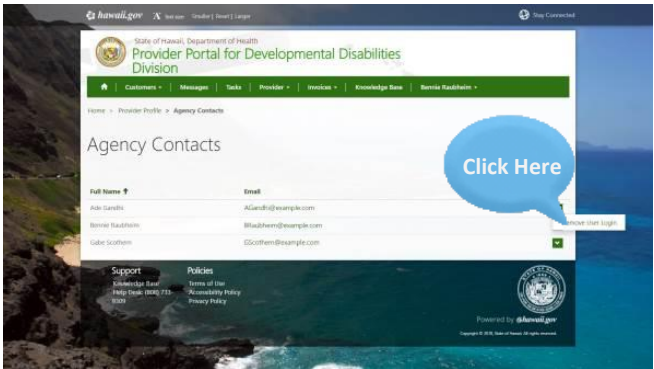
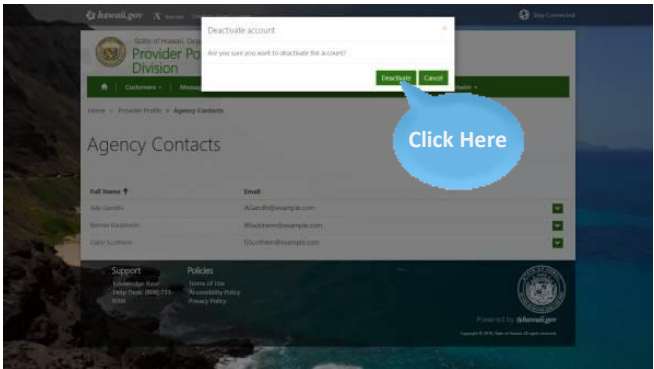
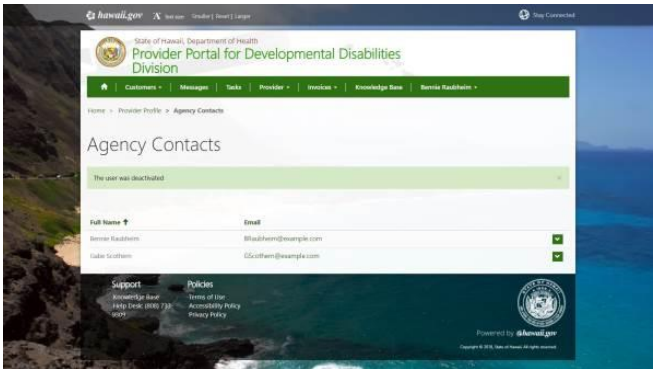
16.


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

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

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	<p>6. Click <b>Remove User Login</b>.</p>	
	<p>7. Click <b>Deactivate</b>.</p>	<p>Finally, confirm that you want to deactivate the account.</p>
	<p>8.</p>	

Conclusion	Click Instructions	Talking Points
 The image shows a title slide for a training module. It features a scenic background of a tropical coastline with a blue ocean and green hills. In the top left corner is the State of Hawaii seal. Text on the slide includes: "State of Hawaii, Department of Health", "Provider Portal for the Developmental Disabilities Division", "Training module:", "Updating Agency and Rendering Provider Information", and "Provider Administrator" in the bottom right corner. <p>State of Hawaii, Department of Health Provider Portal for the Developmental Disabilities Division</p> <p>Training module: <b>Updating Agency and Rendering Provider Information</b></p> <p><i>Provider Administrator</i></p>		<p>This training module is now complete.</p> <p>Thanks for watching.</p>