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Utilization Management
FY-09-10-UM-06

To: PBH DD Community of Network Providers
From: Beth Monaco, DD Utilization Management Program Manager
Date: December 11, 2009
RE: Registry of Unmet Needs in Provider Direct

The Registry of Unmet Needs is now accessible to PBH Provider Agencies via the Provider Direct System. Trainings on this module were held June 2 -12, 2009. For those who attend one of these trainings you will find the system operates as it did in training, with some additional options as recommended by participants at the trainings.

By putting the Registry of Unmet Needs into Provider Direct, PBH is enabling DD providers to directly enter vacancies for DD residential placements and ADVP into the system. This eliminates the need for DD Providers to call PBH and report vacancies. Additionally, this allows DD providers to search the Registry of Unmet Needs for individuals to fill vacancies. DD providers will no longer need to contact PBH UM to request a list of individuals to fill vacancies.

You can find the Registry of Unmet Needs Instruction Manual at <http://www.pbhsolutions.org/providerdirect.asp>. This is the second item in the middle of the page.

PBH will continue to take calls from individuals, guardians, family members and providers to add individuals to the Registry of Unmet Needs. These calls should continue to be directed to PBH Access Department, 1-800-939-5911.

Technical questions about navigating the system that you are unable to answer after review of the manual, should be directed to Rita Goodwin at Rita.Goodwin@PBHSolutions.org, any other questions about the Registry of Unmet Needs can be directed to Jessica Moore at Jessica.Moore@PBHSolutions.org.