

**Information Services and
FY-0910-IS-003**

To: PBH Community of Network Providers
From: Dennis Murphy, IS Department CIO
Date: April 27, 2010
RE: Change on Provider Direct login pages

Effective Thursday, May 6, 2010 you will notice a few changes when logging into Provider Direct. These are all visual changes and should not affect the functions of the system.

After you enter your username/password you will be taken directly to the "Client Gateway". The menu options at the top which required you to select Modules>Members>Client Gateway have gone away.

With this change, there are a few new options on the Client Gateway including Client Search, File Download and File Upload. Previously these options were reached by using the menu options at the top and going to *Modules>Providers>File Up/Download* and *Modules>Members>Member Search*.

This screen will be going away.

The screenshot shows the Provider Direct login interface. At the top left is the pbH logo. The main header is a blue bar with "Provider Direct" in white. To the right of the header is a grey navigation bar with "Modules" and "Logout" links. Below "Modules" is a dropdown menu with "Members" (highlighted in yellow) and "Provider" (with a right-pointing arrow). To the right of the dropdown menu are three links: "Client Gateway (Enroll/Update)" with a person icon, "Member Search", and "TAR Search". The main content area is white and contains the following text:

Welcome **Train, user1**

You have successfully logged in to Provider Direct, representing **Test Z**

Please note that all dates entered in this system should include 4 digits for year **MM/DD/YYYY** format. Example 1/1/2005 or 01/01/2005. Please don't use 1/1/04 or 01-01-2005

When logging in, you will immediately be directed to this screen. Please notice the three new options on the Client Gateway noted in red below.

Provider Direct

Treatment Authorization Request Options Claim Options

- Create New TAR
- Copy TAR / Request Re-Authorization
- Treatment Auth. Request Status for Providers
- Unsubmitted Requests (Editable)
- Requests Returned for Corrections
- Print Authorizations

Claim Options

- Create New Claim
- Search for a Claim

PBH Enrollment Options

- New Enrollment Request
- Registry of Unmet Needs

PBH Client Information Update Options

- Select and Update Client
- View / Add Client Crisis Plan

Client Search Options

- Client Search

PBH File Transfer Options

- Download File
- Upload File

Exit Client Gateway

As always, if you have any concerns or questions, please do not hesitate to give us a call at 704-784-8411 Option#1 or send an email to helpdesk@pbhsolutions.org .