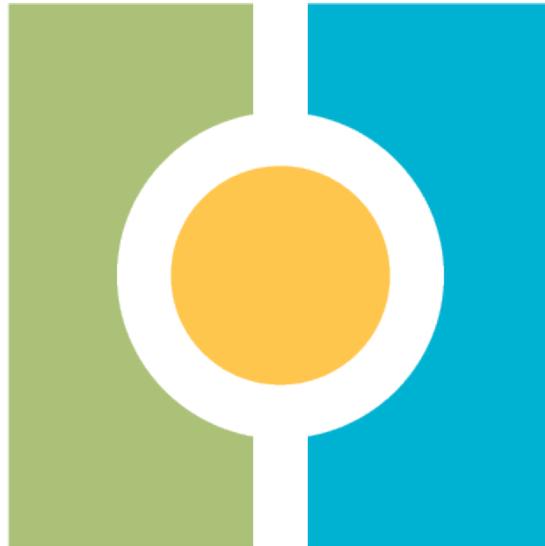


MHPD User Manual
New York State Office of Mental Health



August 2013

New York State – Office of Mental Health

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Introduction

Application Overview

Mental Health Provider Data Exchange (MHPD) is a web based application for use by Providers, County Mental Health departments and OMH Field Office and Central Office staff for viewing and requesting updates to information stored in the Office of Mental Health Provider Database (CONCERTS). This document will serve as a guide for providers, county local government unit (LGU) and OMH field office users of the MHPD application. The guide identifies and describes web page content and assists in page navigation through the application.

The MHPD application provides for:

- Viewing and updating descriptive, contact and other program and administrative information for Facilities, Programs and Sites
- Requesting minor changes to licensed programs via Administrative Actions
- Creating new unlicensed mental health programs
- Closing unlicensed mental health programs
- Completing surveys that collect program-level information

The MHPD application is available through the internet via Salute which provides secured access to OMH applications. The log in process is explained in detail in the section “Logging into MHPD.” If information is needed, regarding usernames, passwords, or to report a problem with MHPD, **contact the OMH Help Center.**

Help Center

You can contact the OMH Help Center, Sunday thru Saturday, 7 a.m. to 8 p.m. at (518) 474-5554 or (800) 435-7697 or send an email message to: [OMH Help Center](#) for information regarding usernames, passwords, entering pin #'s or to report a problem with the MHPD application.

♪ **Note:** BEFORE contacting the OMH Help Center, please refer to the instructions provided in this guide.

Field Office Contacts

A [List of Office of Mental Health field offices](#) can be found on the OMH website.

System Requirements

MHPD can only be accessed using Internet Explorer 5.5 and above.

♪ **Note:** Pop-Up Blockers must be turned off or uninstalled for the MHPD application to function properly. Examples of pop-up blockers may be found in the Yahoo Toolbar, the Google Toolbar and the MSN Toolbar. For help turning off pop-up blockers for Internet Explorer, please contact the OMH Help Desk or refer to the Appendix of this manual.

Gaining Access to MHPD and Updating Your User Info

The external MHPD Self Registration application has been removed, in favor of having the Security Manager at your facility assigning access to MHPD. In order to access MHPD, a user must be assigned to one of the security groups listed below, and must have a user ID and password. Both of these requirements can be met by having the Security Manager at your facility enter your information into the Security Management System. When this change took effect on January 19, 2011, existing MHPD Users were migrated into one of the new Security Group roles. If you find that you are in the wrong group and need different access, please speak to your Security Manager.

Additionally, users will no longer be able to update their own Name, Title, Email, and Phone Number in MHPD. This function will also be completed by the Security Manager at your facility. If you need assistance locating your Security Manager, check with your Facility Director, or call the OMH Help Desk at 1-800-HELP-NYS.

Security Groups

Provider User: A User at an individual Facility who can access all the information currently available for that Facility in MHPD. A User with Provider access can submit Change Requests, Administrative Actions and EZPARs to add, update or close programs.

Provider Admin: A User at an individual Facility who has all the Provider User functionality and can edit the facility information as well. Additionally, a User with a Provider Admin role can edit the facility maintenance page and assign persons to receive facility notifications sent out by OMH via email.

County User: A County or New York City Mental Health Department User can search, view and request updates to Facilities, Programs and Sites located in the county. They can view change requests and can request the opening or closing of existing unlicensed programs. They can view but cannot submit Administrative Actions and EZ PARs.

County Admin: A User at a local government unit who has the same access as a County User, and can edit the facility maintenance page for the County Department of Mental Health.

Central Office User: Can search and view Facilities, Programs and Sites throughout New York State and, if permitted, can request the creation of new unlicensed mental health programs. Has the option to view all requests.

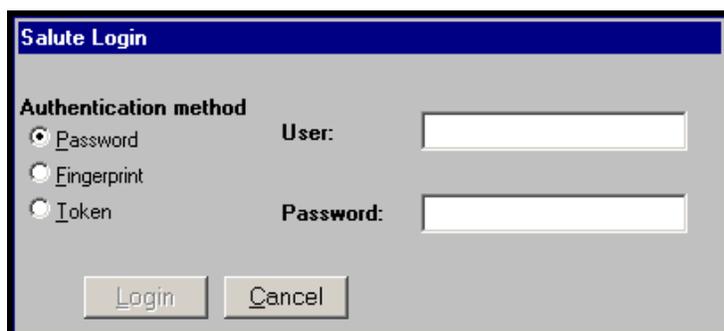
Central Office Admin: Can search and view Facilities, Programs and Sites statewide. Depending on level of access, an Administrator can view all Facility and/or Program Change Requests statewide, however, the primary role is to review update requests that are assigned to the Administrator and either approve or deny those requests.

Field Office User: The primary function is to review user requests for changes to Facilities, Programs and Sites located in their region and enter information in the Field Office comments box to assist the Program Administrator in the approval process. Additionally, can search, view and request updates for Facilities, Programs and Sites. Has the option to view all requests statewide. May view and support Administrative Actions.

Field Office Admin: A User at the Field Office who has all the Field Office User functionality and can edit the Field Office maintenance page to indicate whether all change requests are shown, by default.

Logging into MHPD

MHPD is a web based application that is accessed via Salute using the web address (URL): <https://mhprovider.omh.state.ny.us/websalute> MHPD can only be accessed using Internet Explorer 5.5 and above. On entering the Salute web address into the web browser's **Address** field and pressing the **Enter** key you will be presented with the Statement of Access and Confidentiality web page. Click Agree to accept, then you will be directed to the **Salute Login** web page.



Logging into MHPD Using a Password

Select the **Password Option** and type in your **User ID** and then press the **Tab** key on the keyboard. Enter your **Password** and click on the **Login** button or press **Enter** on the keyboard. Please note that passwords are case sensitive. “**Authenticating...Please wait**” appears. Upon successful validation, the MHPD application bar is displayed.

Logging in for the First Time Using a Token

Select the **Token Option** and type in your **User ID** in the box marked **User**. Type the 6-digit number located on the token in the box marked **Token**, then click on the **Login** button.

You will be prompted to enter a 4-digit **PIN**. This must be a 4-digit number. Do not use letters. Type a new **PIN** for your **Token login** at the **Please enter new PIN** prompt. This number will be required each time you login to the MHPD application.

Click **OK**. The **Salute Login** dialog box appears. You will need to sign in again with the **User** name, **PIN** and a **Token** identification.

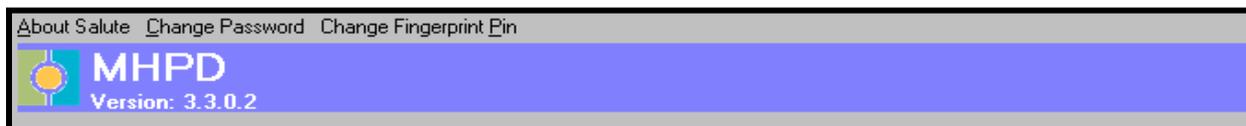
♪ **Note:** Sometimes trying to login in too quickly after setting your **PIN** results in an error message. It is best to wait a few minutes for the token number to change and the main server to record your new **PIN**. If a problem logging in continues, contact the OMH Helpdesk for further assistance.

Logging in After the First Time Using a Token

Select **Token** as the **Authentication method**. Position your cursor in the **User** prompt and type the **User ID** assigned to you by OMH.

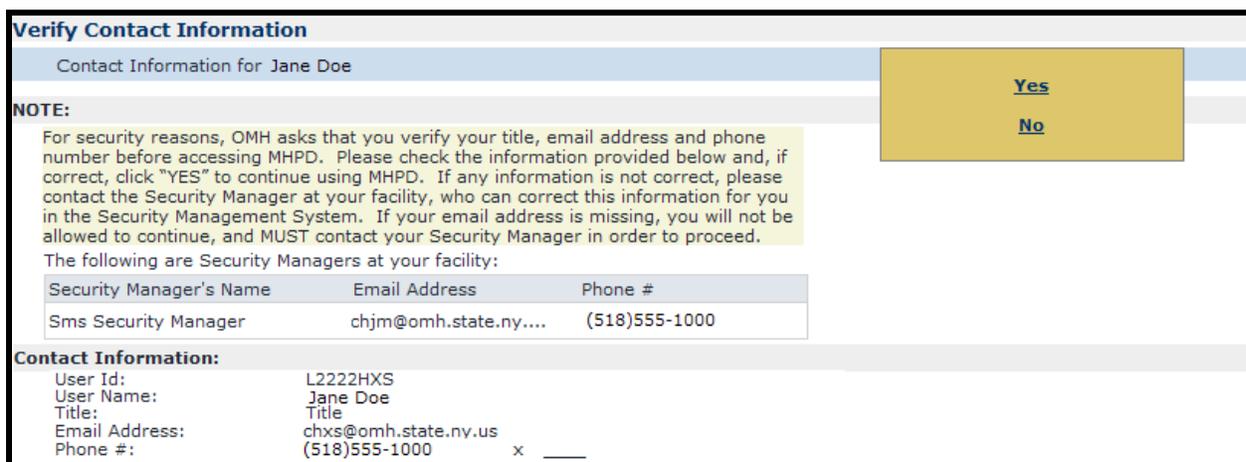
Position your cursor in the **Token** prompt, type in your **Pin** (4-digits established during the first time login). Directly after the **Pin** number, type the **Token** 6-digit number from the **Secure ID** token device. The **Token** prompt will display asterisks (*) for both the combined **Pin** and **Token ID**. Then Click on “Login”.

♪ **Note:** The 6-digit number in the **Secure ID** token will change every minute. A time bar on the left side of the token displays indicating the time before the next number will appear. If you have not typed the token number and clicked **Login** before the number changes, you will be out of synch with the server and will receive an error message.



♪ **Note:** If you click on the MHPD bar and nothing appears to happen, the Java script that loads the application may be blocked. You must turn off all Pop-up Blockers. Examples of pop-up blockers can be found on the Yahoo toolbar, the Google toolbar and the MSN toolbar. Directions differ by Pop-up application. For assistance, please contact the OMH Helpdesk. For instructions on turning off the Pop-up Blocker in Internet Explorer please refer to the Appendix.

If you are authorized to access other OMH applications, there will be more than one bar displayed. Click on the MHPD bar to access the MHPD application. When you click on the bar, the message: “Launching application... please wait” appears, and then the MHPD “Verify Contact Information” page is displayed.



Verify Contact Information

Please verify your contact information, and, if necessary, contact your Security Manager to update. If your email address is missing, you will not be allowed to continue, and the gold menu box will prompt you to exit the application until your Security Manager has entered your email in the Security Management System.

General Information after Logging In

Page Banner

Every MHPD web page displays a standard banner section displaying the application name “Mental Health Provider Data Exchange (MHPD)”, the current date and the User/Name of the person logged into the application. The example below displays the banner, the date and User: **MHPD STATEWIDE**.



Tab Key

Press the tab Key to move to the next field.

List of Values

If a value must be selected from a set of predefined values, press the left mouse button on the arrow pointing down. The up / down arrow keys can also be used to view the set of pre-defined values.

Address Fields

Street address 1: Enter the physical street address such as house or building number (111 Main St, Bldg 3), rural route box number (RR 4 State Highway 19) or the 911 assigned numbers (1142 State Highway 19).

Street address 2: Enter all other address information not entered on line 1, for example, P O Box 205.

Asterisk (*)

The asterisk is used to indicate mandatory fields. When the page is submitted, all information in these fields is validated. A message will appear if any mandatory fields have not been filled, and you will be required to fill them before continuing, which can be done by following the prompts.

Expand (+)

Click on the plus (+) sign to display additional information.

Collapse (-)

Click on the minus (-) sign to reduce additional information.

Ellipses (...)

When information in a list cannot be displayed in its entirety, ellipses are appended at the end of the text, indicating there is more text. This entire text is displayed in a tool tip, when you place the mouse pointer over the ellipses.

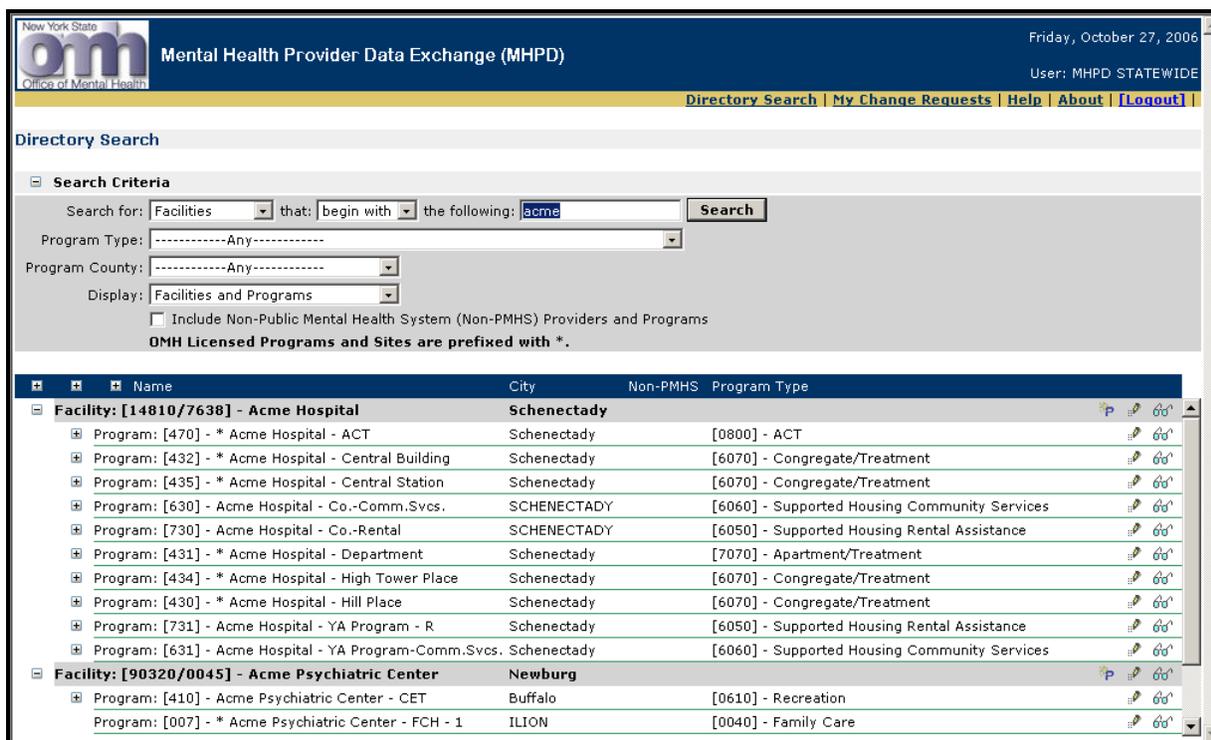
Information Balloon

Please click this icon  to obtain item definitions or specific directions.

Searching for Facilities, Programs and Sites

Introduction

The Directory Search page allows you to search for specific Facilities, Programs and Sites without having to scroll through an extensive list. By entering the search parameters in the **Search Criteria** section of the page, you're able to locate Facilities, Programs and Sites. For example, the "Directory Search" page below, displays all facilities whose names begin with "Acme."



Search Criteria

Search for: **Facilities** that: **begin with** the following: **acme** **Search**

Program Type: -----Any-----

Program County: -----Any-----

Display: **Facilities and Programs**

Include Non-Public Mental Health System (Non-PMHS) Providers and Programs

OMH Licensed Programs and Sites are prefixed with *.

Name	City	Non-PMHS	Program Type
Facility: [14810/7638] - Acme Hospital	Schenectady		
Program: [470] - * Acme Hospital - ACT	Schenectady	[0800]	- ACT
Program: [432] - * Acme Hospital - Central Building	Schenectady	[6070]	- Congregate/Treatment
Program: [435] - * Acme Hospital - Central Station	Schenectady	[6070]	- Congregate/Treatment
Program: [630] - Acme Hospital - Co.-Comm.Svcs.	SCHENECTADY	[6060]	- Supported Housing Community Services
Program: [730] - Acme Hospital - Co.-Rental	SCHENECTADY	[6050]	- Supported Housing Rental Assistance
Program: [431] - * Acme Hospital - Department	Schenectady	[7070]	- Apartment/Treatment
Program: [434] - * Acme Hospital - High Tower Place	Schenectady	[6070]	- Congregate/Treatment
Program: [430] - * Acme Hospital - Hill Place	Schenectady	[6070]	- Congregate/Treatment
Program: [731] - Acme Hospital - YA Program - R	Schenectady	[6050]	- Supported Housing Rental Assistance
Program: [631] - Acme Hospital - YA Program-Comm.Svcs.	Schenectady	[6060]	- Supported Housing Community Services
Facility: [90320/0045] - Acme Psychiatric Center	Newburg		
Program: [410] - Acme Psychiatric Center - CET	Buffalo	[0610]	- Recreation
Program: [007] - * Acme Psychiatric Center - FCH - 1	ILION	[0040]	- Family Care

Directory Search page

The search results displays Facilities, Programs and Sites that match the search criteria. The search result displays the name and city of the Facility, Program and Site followed by the Program Type for the Program. The Facility records have a light grey background with the text bolded to help visually identify a Facility record when scrolling. The records are displayed in a "tree-style" format. Clicking the Expand (+) icon to the left edge of the Facility record will display all Programs for the Facility. Likewise, clicking the Collapse (-) icon for the Facility record will hide all Programs for the facility.

Note: Records displayed are internally filtered based on your security group. If you have statewide access, you are able to see all Facilities, Programs and Sites. If your security group is County, you will be able to view all Facilities and Programs for your county, as well as Facilities located in other counties that have a program in your county. A Provider can only see his or her Facility and its Programs and Sites.

The Directory Search page provides a means to view and update facilities, programs and sites. You can also add new unlicensed programs. These functions are achieved by clicking the various icons to the right of the search list.

Filtering by Entering the Search Text

You can filter the search results by entering search text in the “the following:” field. The number of characters entered in the search text depends on the type of search. **Begins with** requires a minimum of one character to be entered and **Contains** requires a minimum of three characters be entered for the search text or an error message will be displayed. The entered search text is not case sensitive, for example, search text “albany” will display records containing “Albany” or “ALBANY.”

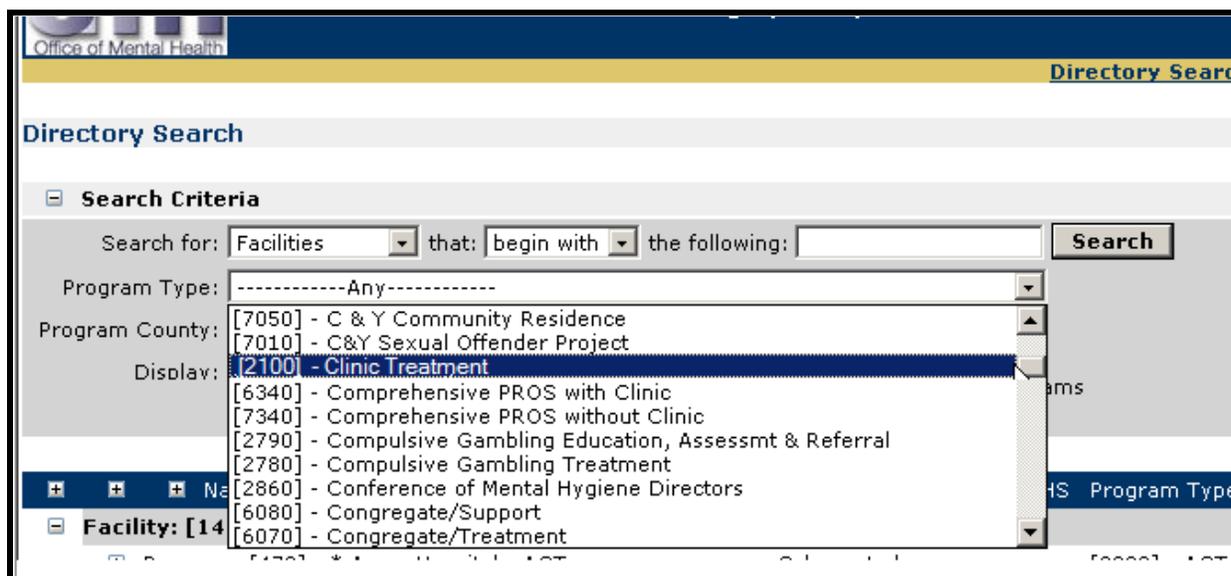
The search fields are listed below:

Fields	Description
Search for:	You can select Facilities, Programs, Agency Code or Facility Code from this list. When you select Facilities and click the Search button, all Facility names matching the criteria entered for the search text will be listed. The same applies when selecting Programs . Selecting Agency Code or Facility code selects the Agency or Facility that matches the code entered.
that:	You can select either begins with or contains from this list. When you select begins with and click the Search button, all Facility or Program names beginning with the entered search text are listed. When you select contains and press the Search button, all Facility or Program names containing the entered search text are listed. You <u>must</u> enter at least 3 characters when selecting contains .
the following:	Enter text values here for Facility or Program searches and numerical values for Agency and Facility Code searches.
Program Type:	When you select a Program Type , the list includes only those programs that match the selected program type.
Program County	When you select a Program County , the list includes only those programs that match the selected program county.
Display:	You can select Facilities Only, Facilities and Programs or Facilities, Programs and Sites . This field controls how records are displayed after clicking the Search button.

Fields	Description
Includes Non-Public ...	When you select the “Include Non-Public Mental Health System (Non-PMHS) Providers and Programs” check box, the list will include non-OMH Providers and Programs.
Search	Click the Search button to perform the search.

Filtering by Program Type

You can filter the search results by selecting a program type from the Program Type list.

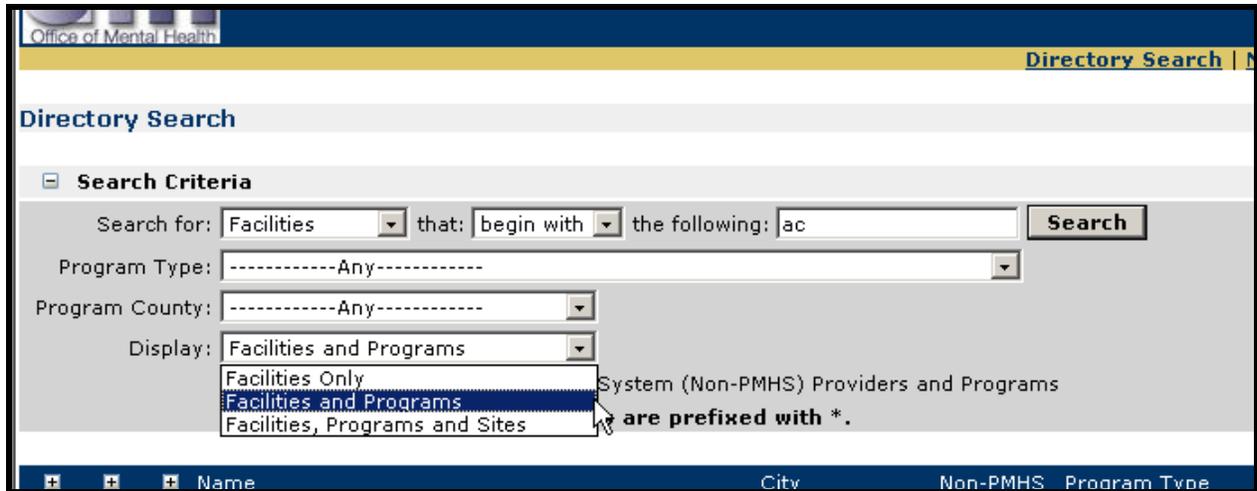


Program Type List

In the above example “Clinic Treatment” was selected from the list. Once you click the “Search” button the list will display only “Clinic Treatment” programs.

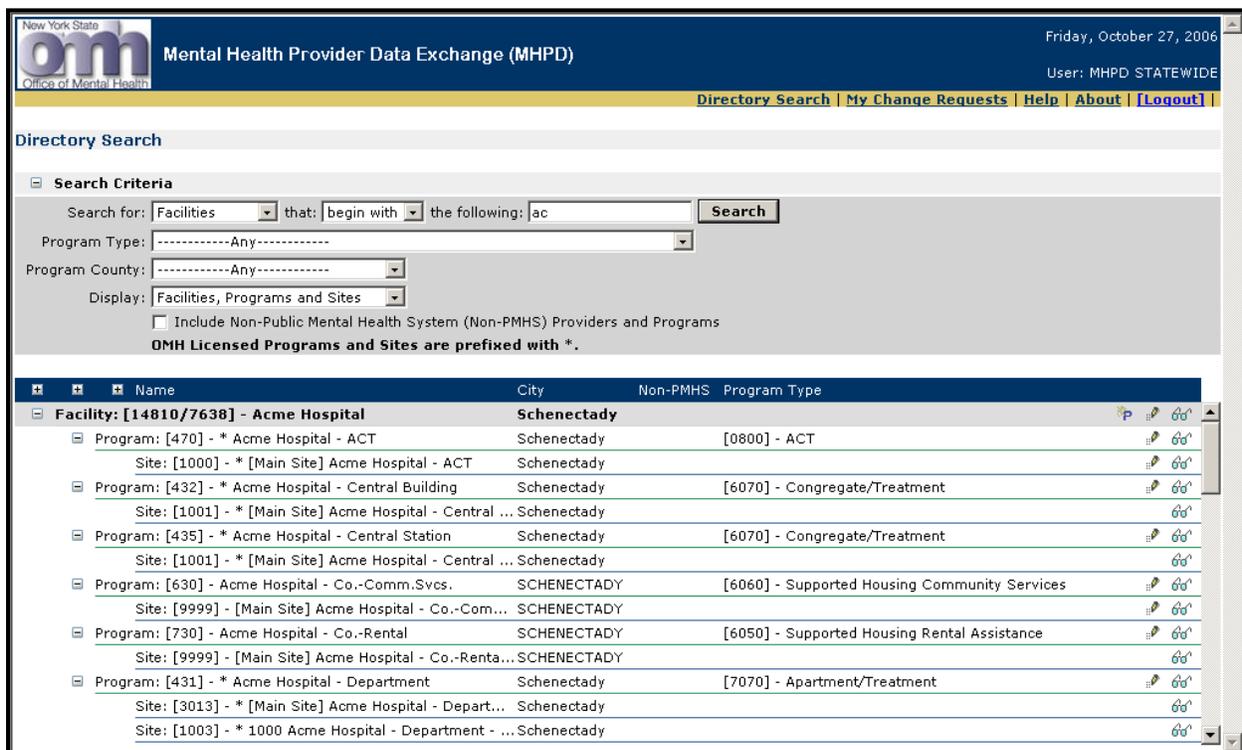
Displaying Facilities, Programs, and Sites

The search criteria field **Display** controls how records are displayed. You can choose to view either “**Facilities Only**,” “**Facilities and Programs**” or “**Facilities, Programs and Sites**.”



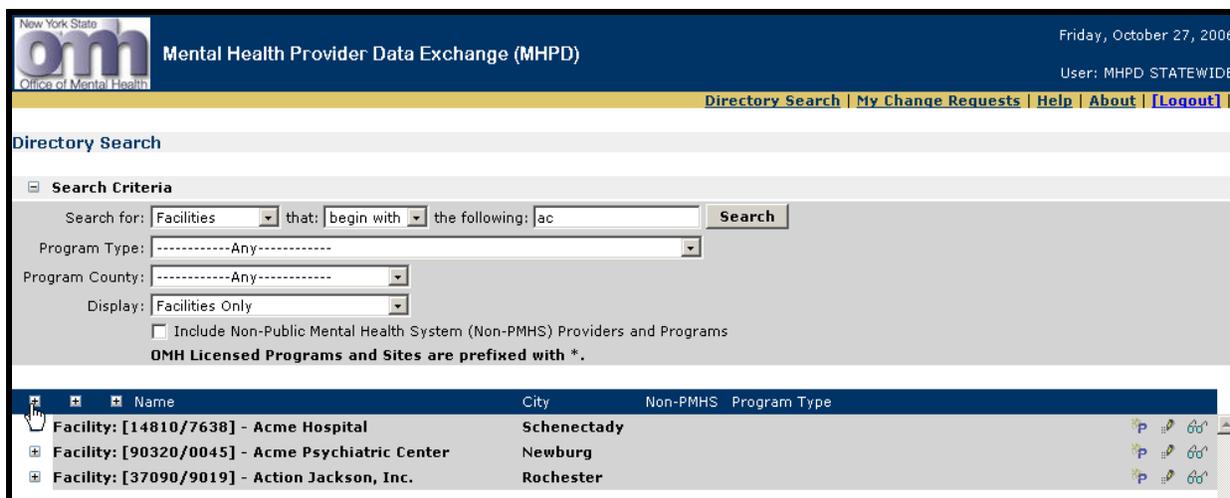
Display list

The example below shows a list of search results when “Facilities, Programs and Sites” is selected.



Viewing search results when “Facilities, Program and Sites” is selected

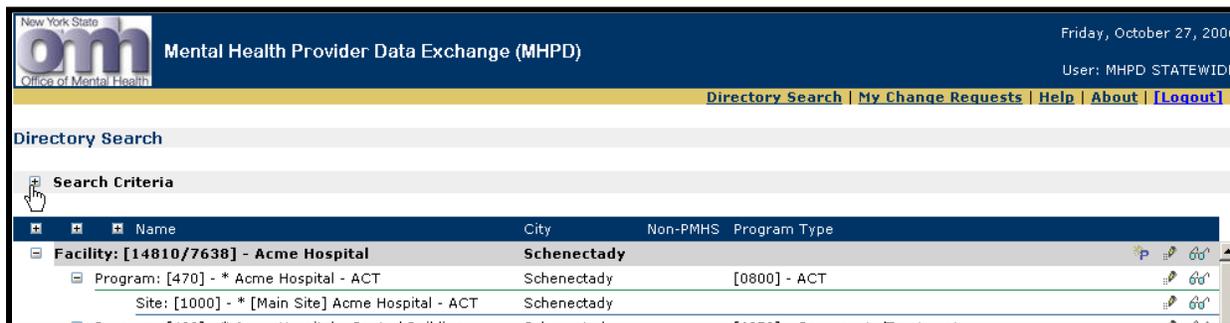
You can also use the **Expand (+)** and **Collapse (-)** icons to limit information or display more information on a list that includes “**Facilities, Programs and Sites**”. For instance, clicking on the first **Expand (+)** icon in the blue bar above the list will collapse lists to display “**Facilities Only**”.



Click the first Expand (+) icon on the search result header bar

Likewise, the second Expand (+) icon will display “Facilities and Programs” and the third icon will display “Facilities, Programs and Sites.”

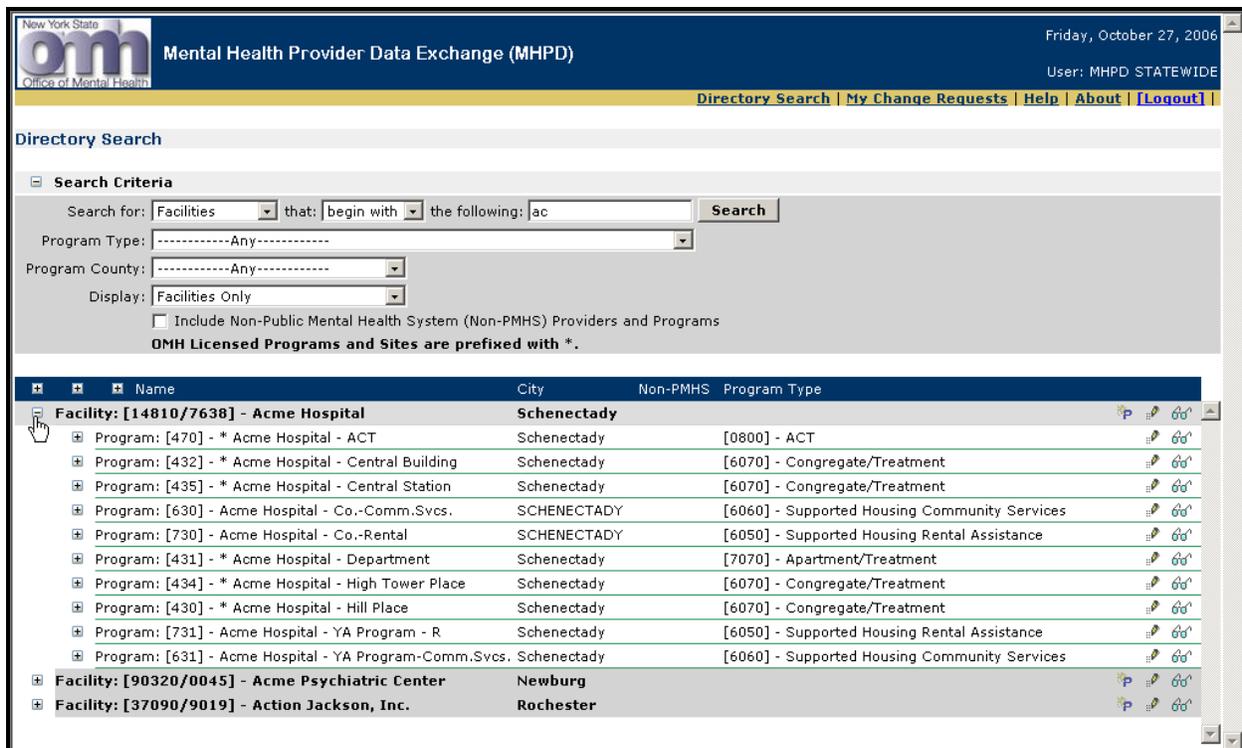
Note: Click the minus sign to the left of “Search Criteria” to hide the search criteria section, which in-turn displays more items of the search result list. (See example below)



Search criteria fields are hidden

Selectively displaying Programs and Sites

You can selectively choose to view Programs and Site records in the search results section. If the search results currently displays “Facilities only,” clicking the Expand (+) icon for the first facility in the search results list, will expand the display to list Programs for that Facility.



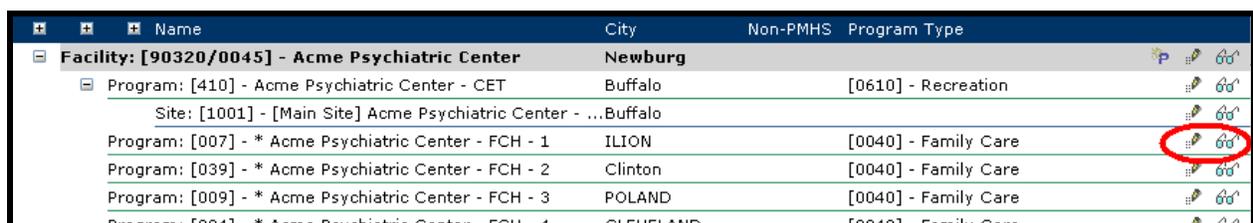
Display Programs for the selected Facility

Likewise, you can hide the Programs displayed for the Facility by clicking the Collapse (-) icon. This functionality also applies when displaying Sites for Programs.

The Add, Edit and View icons

Unlicensed programs may be set up through MHPD by clicking the **add** icon  on the Facility display line. Further information about **Adding Programs** may be found on page 28 of this manual.

Information can be changed by clicking the **edit** icon  to the right of the Agency/Facility, Program, or Site name on the Directory Search page. Similarly, information in those records may be viewed by clicking the **view** icon .



The Add, Edit and View icons

Note: Add and edit icons are not displayed in certain cases. For instance, licensed **site** information (for certain programs) **cannot** be changed using MHPD and hence the edit icon is not visible. Licensed programs may be edited for address corrections only; relocations require the submission of an Administrative Action. For details, see [Frequently Asked Questions](#).

Viewing Agency/Facility Information

Introduction

This feature allows you to view limited information for Agencies/Facilities.

To view Agency/Facility information, click on the **view** icon  located at the right end of the Facility record display line on the “Directory Search” page

Name	City	Non-PMHS	Program Type	
Facility: [90320/0045] - Acme Psychiatric Center	Newburg			  
Program: [410] - Acme Psychiatric Center - CET	Buffalo		[0610] - Recreation	 
Site: [1001] - [Main Site] Acme Psychiatric Center - ...Buffalo				
Program: [007] - * Acme Psychiatric Center - FCH - 1	ILION		[0040] - Family Care	 
Program: [039] - * Acme Psychiatric Center - FCH - 2	Clinton		[0040] - Family Care	 
Program: [009] - * Acme Psychiatric Center - FCH - 3	POLAND		[0040] - Family Care	 
Program: [004] - * Acme Psychiatric Center - FCH - 4	CLEVELAND		[0040] - Family Care	 

Using the view icon to view the “View Agency/Facility” page The “View Agency/Facility” Page



Mental Health Provider Data Exchange (MHPD)

Thursday, August 05, 2010

User: SYSTEM AUDITOR

[Help](#) | [About](#)

View Agency/Facility

Agency: [20202] - Test Facility (for user manual) [Close](#)

Agency Information:

Web Site: www.mhpd.testing.com

Chairperson of the Board:

Name:	Title:	First Name:	Last Name:	Degree:
Position:		Susan	Brown	M.D.
Address:	Board Chair			
	123 Main Street			
City, State Zip:	Albany	NY	12209-1010	
Phone:	(123) 555-1000	x	_____	

Facility: [2222] - Test Facility (for user manual)  

Facility Information:

Address: 123 Main Street

P. O. Box:

City, State Zip: Albany NY 12209-_____

County: Albany

Phone: (123) 555-1000 x _____

Fax: (123) 555-1001

Last Updated: 8/3/2010 1:40:47 PM

Director:

Name:	Title:	First Name:	Last Name:	Degree:
Position:		John	Doe	
Phone:	Acting Executive Director			
	(123) 555-1000 x _____			
Email:	john@email.com			
Information Email:	TestFacility@email.com			

Information displayed on the View Agency/Facility web page is read only. After you finish viewing, click on “Close”, to return to the “Directory Search” page.

The information displayed on the View Agency/Facility page is as follows:

Agency Header

Contains the Agency Code and Agency Name

Agency Information

Displays the Agency’s website

Chairperson of the Board

Displays the name, address and phone number of the Chairperson of the Board for the Agency.

Facility Header

Displays the Facility Code and Name. It also carries add and edit icons, if the user is authorized to add programs or edit information for this facility.

Facility Information

This section displays the Facility address and contact information

Director

Displays the Director’s contact information.

Information Email

Appears under the Facility Director email. This is the email address, designated by the facility, where general information or OMH announcements will be sent to the facility. The email address may be a person or general address such as “TestFacility@email.com”.

Hide and Display Sections of the Page

You can also hide or display certain portions of the page by clicking the Collapse (-) or Expand (+) icons present at the start of each header. The example below displays how Agency information is hidden. This feature can be very helpful when printing and sharing printed documents.

The screenshot shows the MHPD web application interface. At the top, it displays the New York State logo and the text "Mental Health Provider Data Exchange (MHPD)". The date is Thursday, August 05, 2010, and the user is SYSTEM AUDITOR. There are links for "Help" and "About".

The main section is titled "View Agency/Facility". It shows two dropdown menus: "Agency: [20202] - Test Facility (for user manual)" and "Facility: [2222] - Test Facility (for user manual)". A yellow "Close" button is visible to the right.

Below this is the "Facility Information:" section, which is collapsed. The visible text includes:

- Address: 123 Main Street
- P. O. Box:
- City, State Zip: Albany NY 12209-____
- County: Albany
- Phone: (123) 555-1000 x ____
- Fax: (123) 555-1001
- Last Updated: 8/3/2010 1:40:47 PM

The "Director:" section is also collapsed. The visible text includes:

- Name: Mr. John Doe
- Title: Acting Executive Director
- Phone: (123) 555-1000 x ____
- Email: john@email.com
- Information Email:

Agency information has been collapsed

Viewing Program Information

Introduction

This feature allows you to view limited Program information. To view Program information click on the **view** icon  located to the right of a Program record on the "Directory Search" page.

Name	City	Non-PMHS	Program Type	
Facility: [90320/0045] - Acme Psychiatric Center	Newburg			 
Program: [410] - Acme Psychiatric Center - CET	Buffalo	[0610] - Recreation		 
Site: [1001] - [Main Site] Acme Psychiatric Center - ...Buffalo				 
Program: [007] - * Acme Psychiatric Center - FCH - 1	ILION		[0040] - Family Care	 
Program: [039] - * Acme Psychiatric Center - FCH - 2	Clinton		[0040] - Family Care	 
Program: [009] - * Acme Psychiatric Center - FCH - 3	POLAND		[0040] - Family Care	 
Program: [004] - * Acme Psychiatric Center - FCH - 4	CLEVELAND		[0040] - Family Care	 

Using the view icon to display the “View Program” page

Information displayed on the View Program page is read **only**. You can also hide and display Agency and Facility details on this page. After you finish viewing, click on “**Close**”, to return to the “Directory Search” page.

“View Program” Page

The screenshot shows the 'View Program' page with the following information:

Agency: [20202] - Test Facility (for user manual)

Facility: [2222] - Test Facility (for user manual)

Program: [002] - Test Facility - HCBS Waiver

CFR Site ID #: [2222002]

Program Information:

Address: 123 Main Street

P. O. Box:

City, State Zip: Albany NY 12209-____

County: Albany

Phone: (123) 555-1000 x ____

Fax: (123) 555-1001

OMH Licensed: No

Program Type: [2300] - Home and Community Based Services (HCBS) Waiver

Program Status: Open

Open Date: 07/01/2010

Last Updated: 8/3/2010 1:58:49 PM

Program Manager:

Name:	Title:	First Name:	Last Name:	Degree:
Dr.	Director	Tom	Smith	Ph.D.

Phone: (123) 555-1000 x ____

Email: tom@email.com

The information displayed on the “View Program” page is as follows:

Agency Header

Contains the Agency Code and Name. You can click the Expand (+) icon to the left of the Agency header to display Agency Information.

Facility Header

Contains the Facility Code and Name. You can click the Expand (+) icon to the left of the Facility header to display Facility Information. It also carries add and edit icons, the user is authorized to add programs or edit information for this facility.

Program Header

Contains the Program Code and Name. Licensed programs are prefixed with an asterisk (*.) It also carries the edit icons, the user is authorized to add programs or edit information for this facility.

Program Information

This section displays the Program address and contact information.

Program Manager

This section displays the Program Manager’s contact information.

Capacity

This section displays various Capacity related information specific to the Family Care programs. A sample View Program page for Family Care programs is displayed below. Capacity details for other types of programs are located at the Site level.

Position:	Academy Director
Phone:	(315) 213-5689 x _____
Capacity:	
Beds:	3
Viable Beds:	3
Personal Care Beds:	0

The “View Program” page for Family Care programs showing Capacity

Viewing Site Information

Introduction

This feature allows you to view limited Site information. To view Site information click on the **view** icon  located to the right of the Site record on the “Directory Search” page.

Name	City	Non-PMHS	Program Type	
Facility: [90320/0045] - Acme Psychiatric Center	Newburg			
Program: [410] - Acme Psychiatric Center - CET	Buffalo		[0610] - Recreation	
Site: [1001] - [Main Site] Acme Psychiatric Center - ...Buffalo				
Program: [007] - * Acme Psychiatric Center - FCH - 1	ILION		[0040] - Family Care	
Program: [039] - * Acme Psychiatric Center - FCH - 2	Clinton		[0040] - Family Care	
Program: [009] - * Acme Psychiatric Center - FCH - 3	POLAND		[0040] - Family Care	
Program: [004] - * Acme Psychiatric Center - FCH - 4	CLEVELAND		[0040] - Family Care	

Using the view icon to display the “View Site” page

Information displayed on the View Site page is read **only**. You can also display and hide Agency, Facility and Program details on this page. After you finish viewing, click on “**Close**”, to return to the “Directory Search” page.

The “View Site” Page

View Site

Agency: [20202] - Test Facility (for user manual) [Close](#)

Facility: [2222] - Test Facility (for user manual)

Program: [004] - Transportation Program

Site: [1000] - [Main Site] Transportation Program

Site Information:

Address: 123 Main Street
 City, State Zip: Anytown NY 12345-____
 County: Albany
 Main Site: Yes
 Program Type: [0670] - Transportation
 Last Updated: 8/10/2010 9:50:54 AM

Population Served:

Adolescents: Yes
 Adults: Yes
 Children: Yes

Capacity:

Service Capacity: 100 # of persons expected to be served pursuant to program model
 Caseload: 30 Average # of persons served in a month

Days/Hours of Operation:

Day	Primary Start Time	Primary End Time	Secondary Start Time	Secondary End Time	Comment
Monday	10:00 AM	07:00 PM			
Tuesday	10:00 AM	07:00 PM			
Wednesday	10:00 AM	07:00 PM			
Thursday	10:00 AM	07:00 PM			
Friday	10:00 AM	07:00 PM			
Saturday					
Sunday					
Holiday					
Other					

“View Site” page

The information displayed on the “View Site” page is as follows:

Agency Header

Contains the Agency Code and Name. You can click the Expand (+) icon to the left of the Agency header to display Agency Information.

Facility Header

Contains the Facility Code and Name. You can click the Expand (+) icon to the left of the Facility header to display Facility Information. It also carries add and edit icons, if the user is authorized to add programs or edit information for this facility.

Program Header

Contains the Program Code and Name. Licensed programs are prefixed by an asterisk (*.) You can click the Expand (+) icon to the left of the Program header to display Program Information. It also carries the edit icons, if the user is authorized to add programs or edit information for this facility.

Site Header

Contains the Site Code and Name. If the site belongs to a licensed program, the Site name is prefixed with an asterisk (*.) If the site is the Main Site of the Program, the Site name is prefixed with the text [Main Site.] It also carries the edit icon, if the user is authorized to edit information for this facility.

Site Information

This section displays the Site Address and other pertinent information.

Population Served

(Program Type Specific)

This section allows the user to view the numbers of individuals served by the Site according to age group.

Capacity

For certain program types this section displays the Service Capacity description for the Site.

Case Management Information

(Program Type Specific)

This section displays staff to client ratios and number of case managers for Blended Case Management (BCM), Integrated Case Management (ICM) and Supportive Case Management (SCM) sites.

Additional Services

(Program Type Specific)

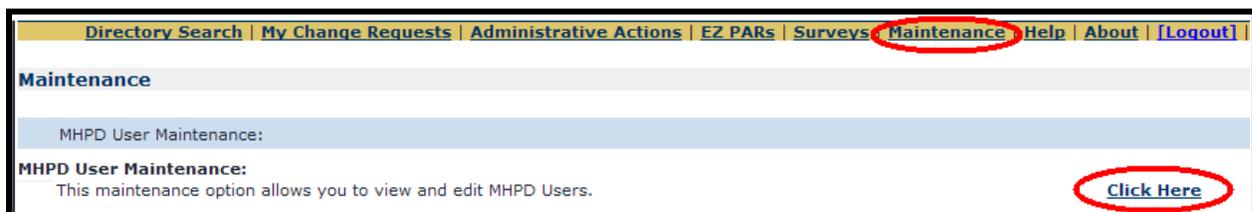
This section shows additional services, such as activity therapy or family treatment, provided by licensed outpatient programs.

Days/Hours of Operation

This section displays the Primary and Secondary Days/Hours of Operation for Sites of Outpatient and Some Unlicensed Support Service Programs.

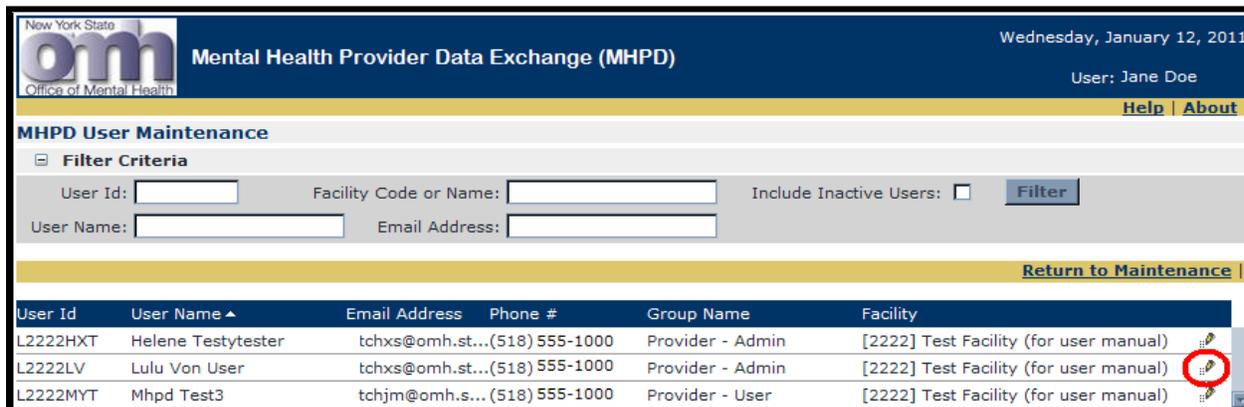
User Maintenance

The Maintenance Section allows a Provider Admin or County Admin to indicate who can submit facility or program and site change requests, who should receive email notifications of change requests and who can review rate changes. Selecting "Maintenance" in the menu bar will take you to the Maintenance page, where you can select MHPD User Maintenance by clicking where indicated.

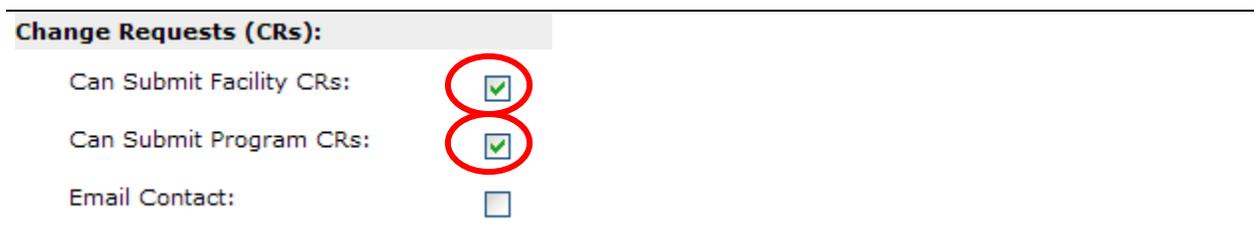


MHPD User Maintenance List of Users

The User Maintenance screen offers the option of a filter to assist you in finding the correct user from the list of users you will see below. To edit the user, select the pencil icon to the far right of the user's name.



This will bring up the “Edit MHPD User” screen.



Can Submit Facility CRs

In order to have the ability to submit Facility level change requests, you must be a user with Provider Admin, County Admin or Field Office Admin access. If you need Admin status, contact the Security Manager at your facility, who can update your access in the Security Management System. Once the Security Manager grants Admin access, you will have the ability to submit facility level CRs such as updating the name and contact information for a new Executive Director. Having Admin access will also enable you to submit program level CRs.

Can Submit Program CRs

A User with Provider User or Provider Admin access has the ability to submit program level change requests.

Note: Even though you have Provider User or Provider Admin access, you have to make sure the above boxes are checked in MHPD User Maintenance. Granting access in SMS to a new user doesn't automatically default to these boxes being checked. However, the boxes will be checked after a new user logs in for the first time. If a user is having access issues after being granted access, a Provider Admin can go into MHPD User Maintenance and make sure the above boxes are checked at the appropriate level.

Email Contact

On this screen, by clicking the box next to Email Contact, you can designate this user to receive all notifications that are sent by MHPD. To change the primary Email Contact, simply select the correct user from the MHPD User Maintenance List of Users and click the Email Contact on their Edit screen. Selecting a new primary contact will automatically remove the old one. When finished, click “Update” to save the change. When a User leaves your employ, make sure to uncheck Email Contact and designate another person or persons for notifications.

Edit MHPD User

MHPD User: [MHPD_PA] - Provider Administrator

User Information:

User Id: MHPD_PA
 User Name: Provider Administrator
 Title: Provider Administrator
 Email Address: mhp_d_pa@omh.state.ny.us
 Phone #: (123) 456-7890 x ____
 Group Name: Provider - Admin
 Facility: [7531] - Allegany Rehabilitation Associates, Inc.

Change Requests (CRs):

Can Submit Facility CRs:
 Can Submit Program CRs:
 Email Contact:

Rate Change Review:

Rate Change Reviewer:

Update
Return

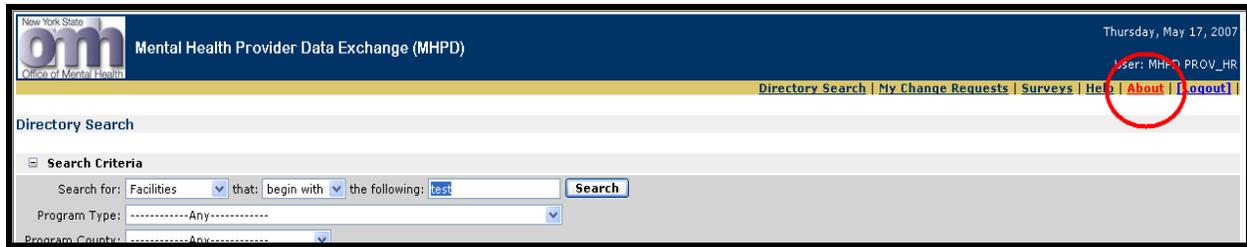
Rate Change Reviewer

By clicking the box next to Rate Change Reviewer, you can designate this user to access the Rate Change Review Screen located on the Surveys Menu. Its purpose is to present, for a specific agency, all of the applicable Medicaid rate changes for Clinic, CDT, Day Treatment, Partial Hospitalization and IPRT programs that have been transmitted by the Office of Mental Health (OMH) to the Department of Health (DOH), and to record the reviewing of the Rate Report for each such rate change transmittal by the designated Medicaid Rate Reviewer(s) at each agency.

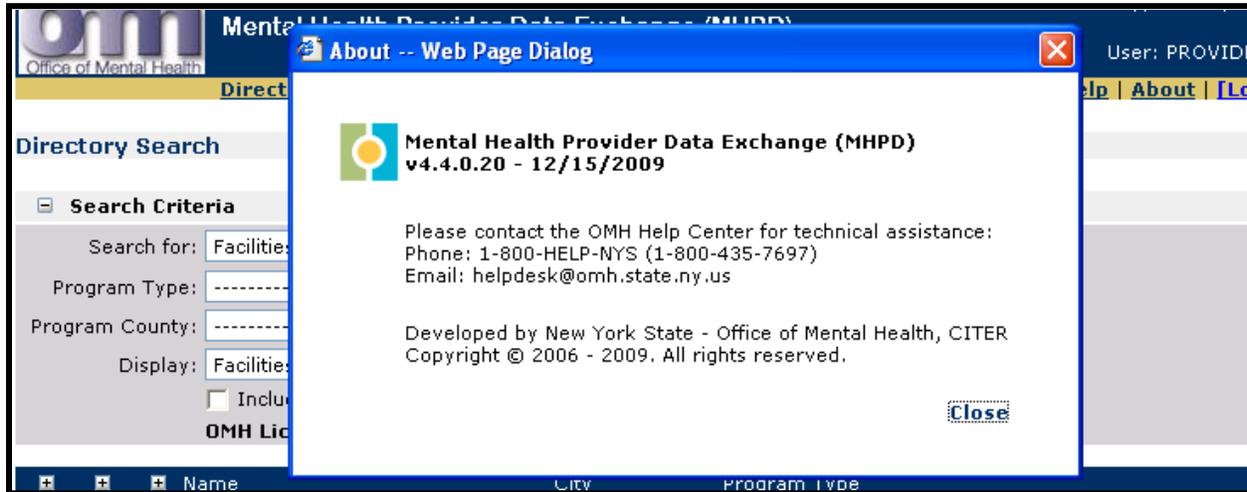
The About Screen

Introduction

The About page displays the version number of the MHPD application, the phone number and the email address for the Help Center.



Access the About Menu from the Directory Search screen

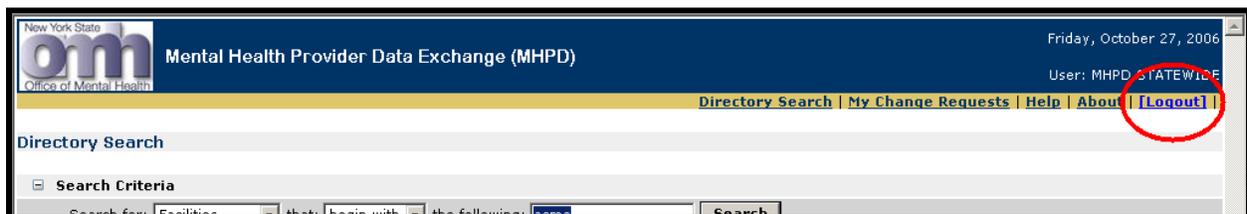


About screen information

Logging out of MHPD

Introduction

Clicking Logout from the Directory Search page allows you to exit the MHPD application. Click on the logout menu item, as illustrated below.



Access the Logout menu from the Directory Search screen

Click "OK" to logout of the MHPD application. You will be asked to confirm that you do wish to logout, then after clicking "OK" you will see a screen confirming that you are logged out.

Appendix

Email Notifications

Introduction

MHPD automatically generates email notifications in the following cases:

- When a request is **submitted** by a requestor
- When a request is **approved** by an MHPD Central Office Admin
- When a request is **denied** by an MHPD Central Office Admin
- When a **Central Office Admin adds** or **modifies** the field “Administrator’s Comments” of a Change Request and **updates** the record.
- When a **Field Office** person **adds** or **modifies** the field “Field Office Comments” of a Change Request and **updates** the record.
- When a **County** person **adds** or **modifies** the field “County Comments” of a Change Request and **updates** the record.

The Email Notification

Email notifications are generated automatically. The email is sent automatically from the mailbox of a pre-assigned MHPD Administrator to the following:

- The pre-assigned MHPD Administrator
- The person submitting the change request

The following are copied:

- The Field Office Notification Contact 1
- The Field Office Notification Contact 2 (optional)
- The County Notification Contact 1
- The County Notification Contact 2 (optional)
- The person at the Facility designated as Primary Facility Contact

The subject line of the email provides some basic information pertaining to the request:

- Type of Request (Add Program, Update Program, etc.)
- CONCERTS Table IDs (Sponsor, Agency, Facility, Program/Unit)
- CR# (Change Request Number)
- Status of Request (This is blank when a request is submitted. It displays either APPROVED or DENIED when the change request is approved or denied by the MHPD Administrator).

The body of the email provides details regarding the change request: type of request, code and name of the Facility, Program and/or Site, CONCERTS ID, requestor’s notes. The email also provides a link to the change request and how to use the link. If a change request is denied, the body of the email contains the reason for denial.

Administrators, persons in the Field Office role and persons in the County role can view each other’s comments.

♪ **Note:** Forwarding an email link to another person: If the email link is forwarded to another MHPD user, he/she can only view the request if they have the appropriate access. For example: A Field Office user can view the request only if the change request belongs under his or her region.

♪ **Note:** If the requestor's email is invalid, the Administrator will receive a delivery status notification failure email.

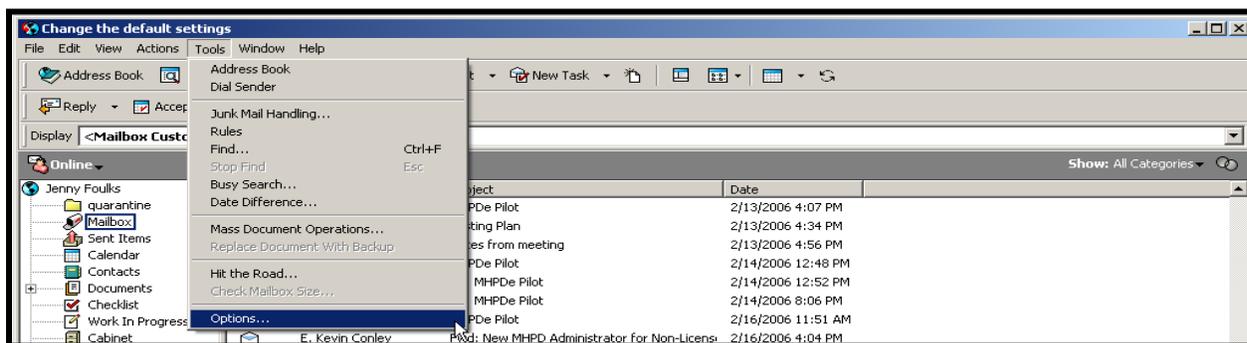
Configuring Your Email Program

If the email link in the Change Request notification you receive does not open the CR in the application, your email program may need to be configured to use the existing window to open a hypertext link. Please consult your system administrator. For OMH users, the section below describes how to configure Groupwise:

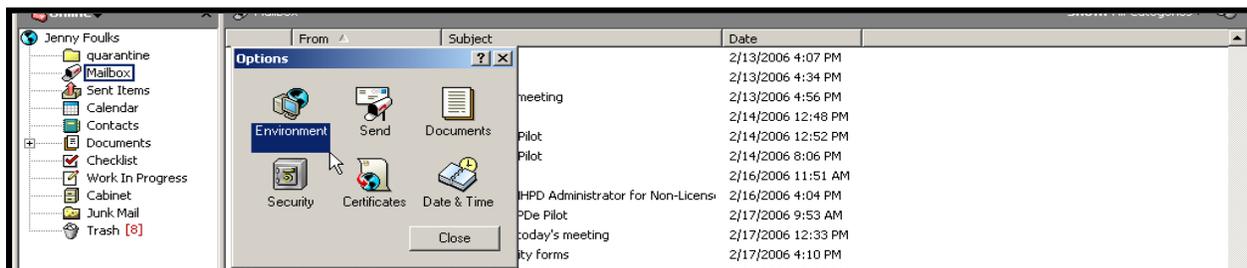
Configuring GroupWise

When logged into MHPD, the MHPD links present in the emails should direct you to the change request. If you are having difficulty accessing the MHPD link present in the email messages, please make sure GroupWise is configured correctly as described below.

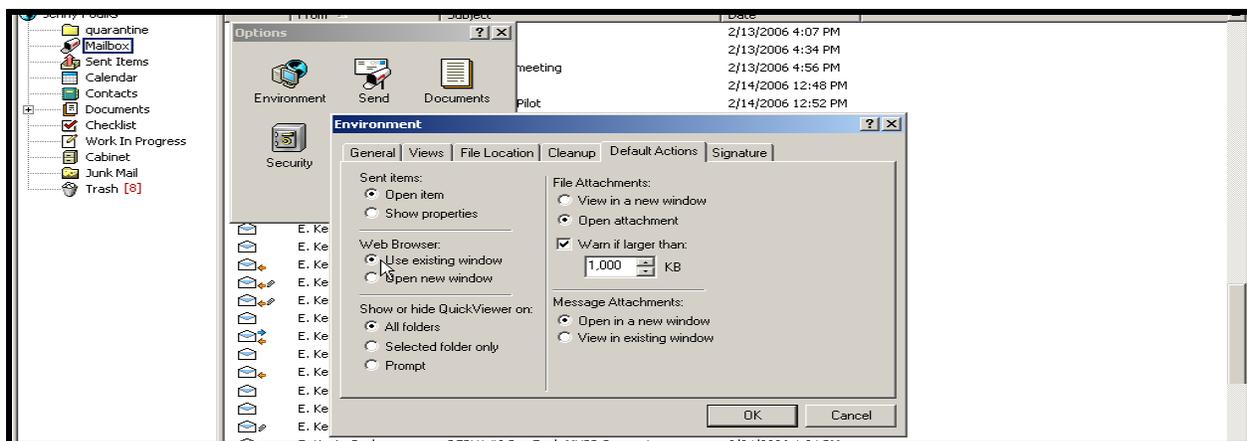
Select "Tools" from the menu, then select "Options" from the drop down menu.



Select "Environment" from the Options menu



In the Web Browser section under the "Default Actions" tab, please make sure the option "Use existing window" is selected.



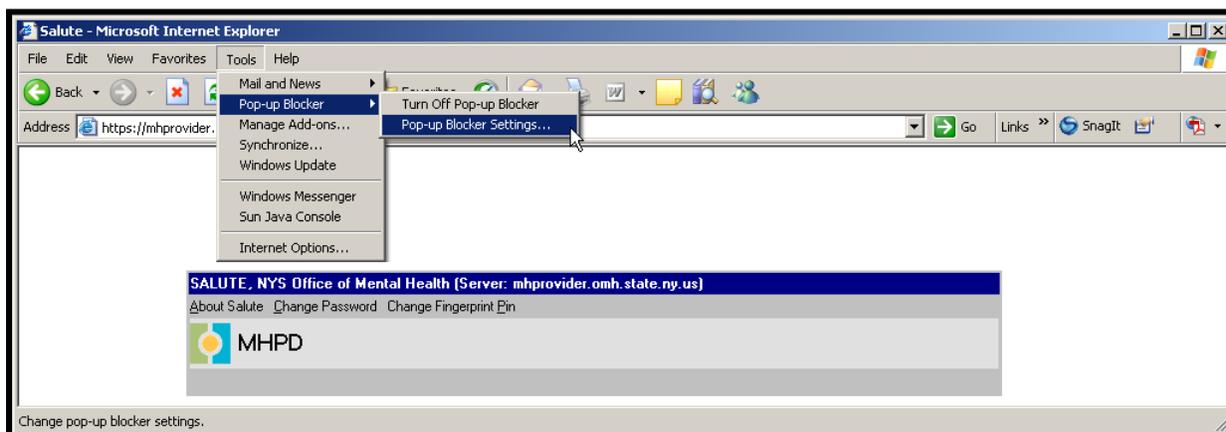
Turning Off Pop Up Blockers in Internet Explorer

If you are using Windows XP with Service Pack 2 (SP 2) installed, Internet Explorer will display a “Pop-up blocked” bar as shown below.



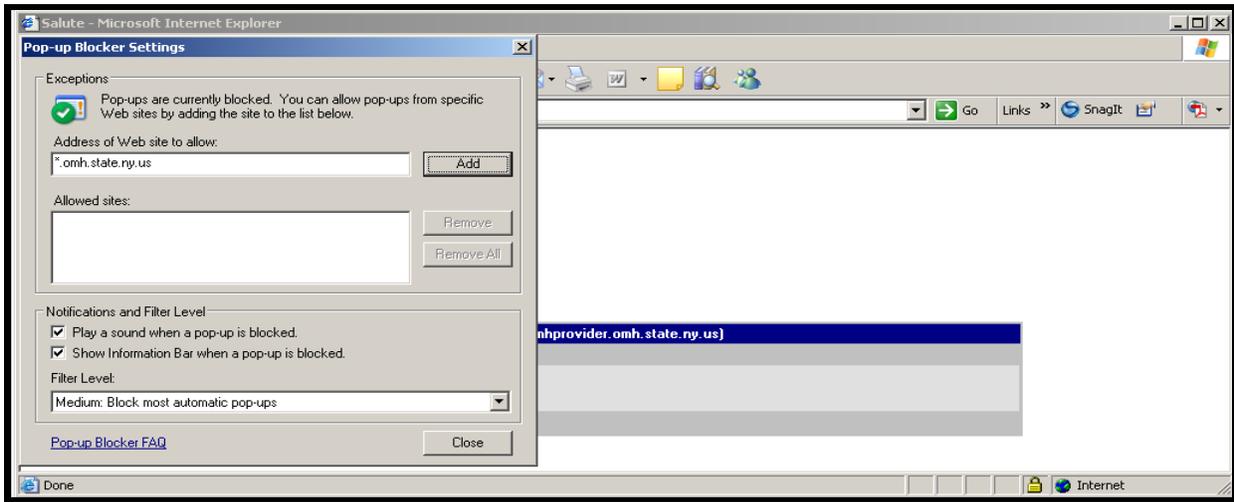
The “Pop-up blocked” bar

If you are using Windows XP with Service Pack 2 (SP 2) installed, you can configure Internet Explorer to allow pop-ups as described below. Select “Tools,” point to “Pop-up Blocker” and select “Pop-up Blocker Settings...”



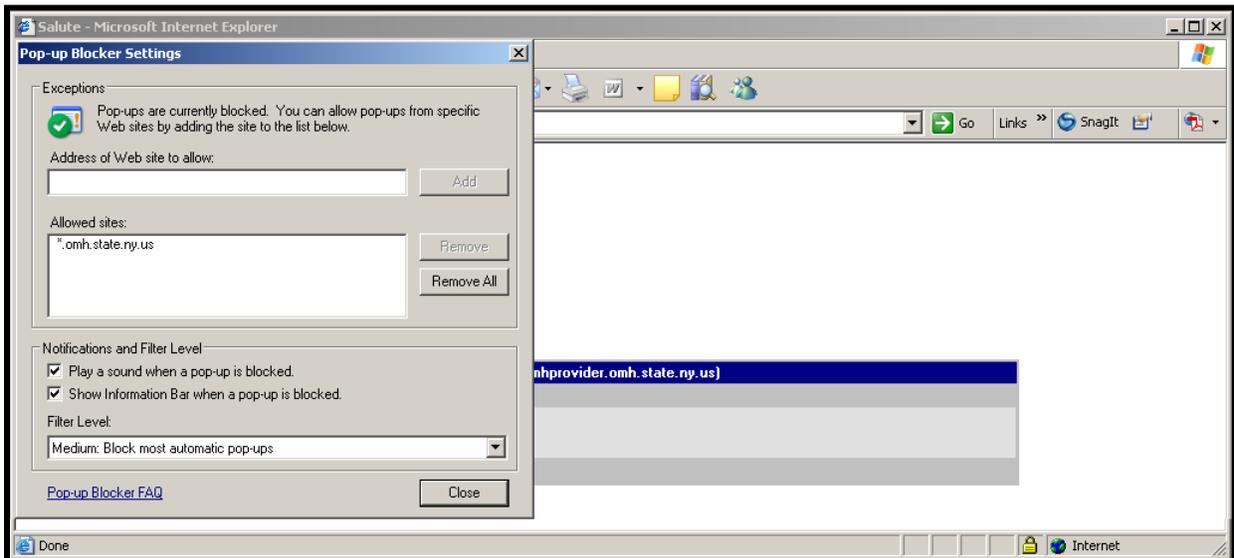
The “Pop-up Blocker” menu

Enter “*.omh.ny.gov” in the “Address of website to allow” field and click “Add”



Adding “*.omh.ny.gov” to the “Allowed sites” list

The entry will be added to the list of “Allowed sites.” Click “Close.”



When a User Leaves Your Employ

It is recommended that when a MHPD user leaves your employ, their MHPD access be removed or deactivated. Deactivating a user and removing access for a staff member is done by the Security Manager at each facility, and the task is completed in the Security Management System. It is recommended that each Security Manager regularly update the User List for their facility. This action can only be performed by the Security Manager at each facility. In addition, the MHPD Provider Administrator should uncheck Email Contact if it is currently checked and should designate a replacement to receive change request notifications.

[Return to MHPD Manual](#)