



Client Care Web (CCW) MCO User Guide

Go to the Client Care Website. <https://www.clientcareweb.com/login.asp>

1. If you need access to CCW please contact Rapid Resource for Families. (www.ncrapidresource.org) or Nicole Smithers: nsmithers@ncrapidresource.org or Trudy Willis twillis@ncrapidresource.org
2. Once given log-on instructions: Enter your username (email address) and password. Click Login
3. If this is your first time logging into CCW, it will prompt you to change your password. Please change it and keep it safe.

A screenshot of a web browser displaying the login page for Client Care Web. The browser's address bar shows "clientcareweb.com/login.asp". The page has a "Login" section with a "Username:" field containing "RRFF-MCO" and a "Password:" field with masked characters. A "Login" button and a "Forgotten password?" link are visible. Below the login form, there is a message: "If you have any problems logging in, please work with your system administrator. Attention Easter Seals / UCP: You will be redirected to an internal location. Please click OK if prompted. You will also be required to login again." To the right of this message is a small image of four people in a meeting. At the bottom of the page, there are two promotional banners: "Automated nightly backups eliminate the hassles of local backups" and "2009 Best of Huntersville Online Service Providers Category". The browser's taskbar at the bottom shows the Windows search bar, taskbar icons for Office and other apps, and system tray information including "52°F Cloudy" and "6:12 PM 1/6/2022".

Welcome

Once in CCW, you see the Welcome/Announcement Page. There is a prompt that states, "In order to move forward into Client Care Web you must read, acknowledge, and agree to the statements listed in the box below." As a MCO representative, you do not have to click on "agree" it's only for the RRFF Network Provider that utilizes CCW.

Welcome to Client Care Web

Today is 4/14/2023. Have a great day!

In order to move forward into Client Care Web you must read, acknowledge and agree to the statements listed in box below.

Agree?

Rapid Resource for Families (RRFF) is currently engaged in a research study to learn more about the effectiveness of the Intensive Alternative Family Treatment (IAFT) program on outcomes for youth. RRFF is partnering with researchers at UNC Chapel Hill to design and carry out this study. The strongest research design for determining if something works is called a randomized controlled trial (RCT). In this RCT we will compare the effects of IAFT to standard therapeutic foster care (TFC). The key to RCTs is that participants are randomly assigned to one group or another, like how a lottery works. We want to study IAFT under "real-world" conditions, so the research team will not contact or interact with families or providers at all. The study protocol was reviewed and approved by the Institutional Review Board at the UNC Office of Human Research Ethics.

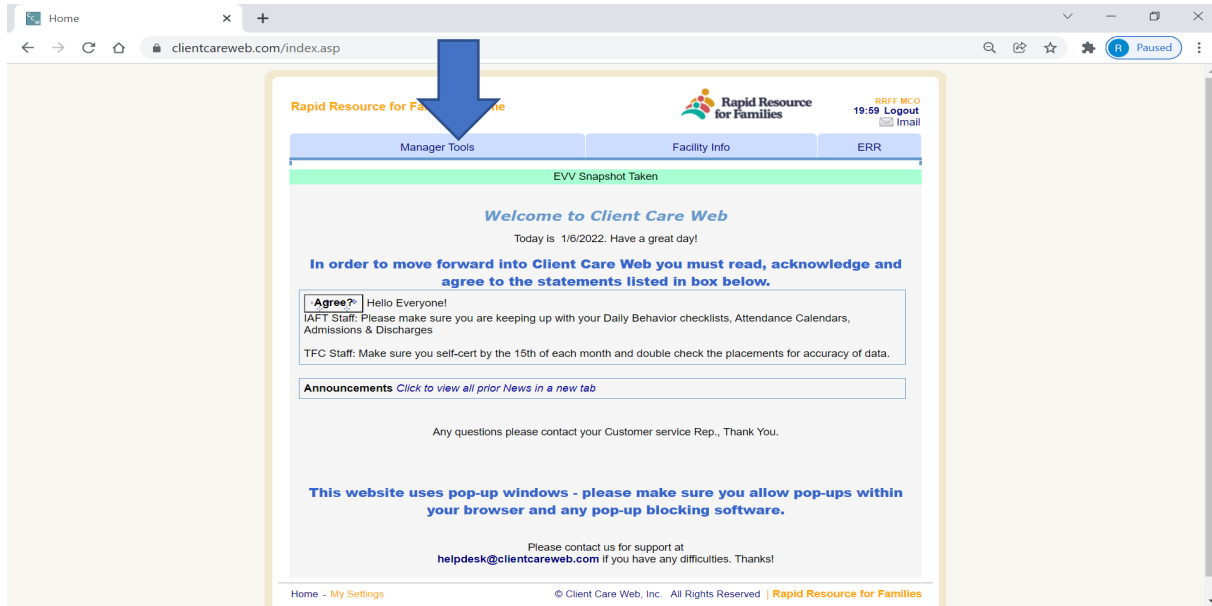
Only youth who are referred to TFC are eligible for this study. Some youth are referred for placement to either TFC or IAFT, and they would also be eligible for the study. Youth referred to IAFT only are not eligible for this study. Eligible participants will be randomly assigned to either IAFT or TFC. The usual referral and placement process will operate the same otherwise. Check out our website for more information : www.ncrapidresource.org

Announcements [Click to view all prior News in a new tab](#)

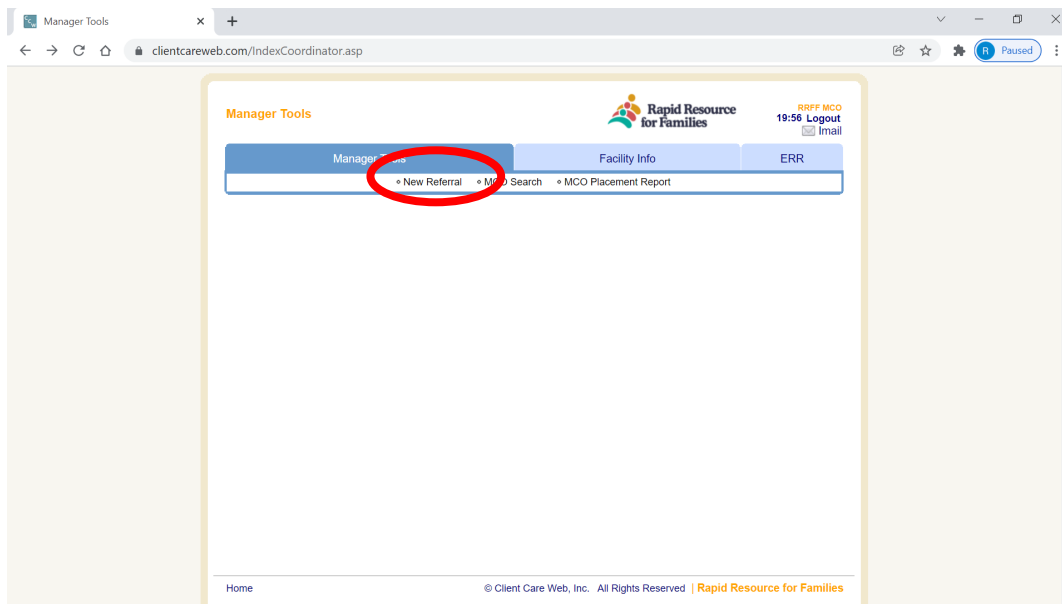
Entering a Referral



To enter a referral, click on Manager Tools Tab



Then Click on New Referral Tab



A Pop-up Box appears, for the first question click on “No” so that the referral you are about to enter and submit will go out to the Rapid Resource for Families (RRFF) Network Agencies.

On the second question- if you feel the youth could be equally served under TFC or IAFT please select “yes”- the system will submit a TFC referral and RRFF Staff will clone and release an IAFT referral within

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a few hours of your submission. If you want only a “specific” level of care then click- “No” and then select the LOC you are seeking.



RRFF Compliance
19:49 Logout
✉ Email

Manager Tools	Facility Info
◦ New Referral ◦ MCO Search ◦ MCO Placement Report	

Referral Routing

Placement—

Yes, this agency will be, or has already, placed this youth in one of our homes.

No, this referral needs to be released to the provider network for placement outside of our agency.

For this referral are you willing to accept a TFC or IAFT placement?—

Yes. *(If Yes, please select TFC and the RRFF staff will clone the referral for IAFT.)*

No. *(If No, just choose the specific LOC you are seeking.)*

Referral Type—

TFC (Therapeutic Foster Care)

IAFT (Intensive Alternative Family Treatment)

BFFC (Basic Family Foster Care)

Res II

Res III

Res IV

Crisis Stabilization and Transitional Program

TTFC

Vaya Respite

Submit

Proceed with completing the Referral Intake Page



Manager Tools | Facility Info

◦ New Referral ◦ MCO Search ◦ MCO Placement Report

{NEW ENTRY}

▶ **Referral Source** ◦ Universal ◦ Attendance Calendar ◦ Placement ◦ Discharge ◦ Move ◦ Clone to new referral
◦ Matching Criteria ◦ Matching Results ◦ Upload

[Back to Referral List](#)

Referral Information

Entry Date

Date of Referral

Referral Type

- TFC (Therapeutic Foster Care)
- IAFT (Intensive Alternative Family Treatment)
- BFFC (Basic Family Foster Care)
- Res II
- Res III
- Res IV
- Crisis Stabilization and Transitional Program
- TTFC
- Respite

Urgency of Need

Placement Needed By

Reason for Placement Request

IAFT Treatment Information (Complete after Admission)

IAFT Coordinator

IAFT Office Location
(If you need an additional office location added, please contact Rapid Resource for Families)

Referral Source



****Do not forget to hit submit, once you complete the Referral Intake Form****

Clone to new referral:

At times you may want to clone an existing referral to go back into the network as another level of care. For instance, if you originally made a Level II referral but feel clinically a TFC referral would be appropriate there is no need to retype a referral.

1. Open the youth's file (Manager tools, MCO search, type in the youth's name, locate on the list, click "intake").

MCO Search

RRFF Compliance
19:55 Logout
Email

Manager Tools
Facility Info

◦ New Referral
◦ **MCO Search**
◦ MCO Placement Report

Referral Search

Referral:

Last Name: First Name: Referral ID: Youth ID:

Filter:

Referral Status: Referral Type:

Intake	Forms	Responses	Referral Date	Last Name	First Name	Referral Type	IQ	Referral ID	Youth ID	Placed	Facility	Agency	Discharged	MCO Reviewed	MCO Active	MCO Priority
filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter
Intake	Forms	Responses	4/5/2023 12:09:07 PM	Test	Tammy	TFC	0	44140	R01	4/5/2023	daffy duck	Rashel's Place		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2. Navigate to the “clone to new referral”

Manager Tools Rapid Resource for Families RRFF Compliance 19:48 Logout Imai

Manager Tools Facility Info

◦ New Referral ◦ MCO Search ◦ MCO Placement Report

Test, Tammy

Intake ◦ Universal ◦ Matching Criteria ◦ Matching Results ◦ Placement ◦ Attendance Calendar ◦ Discharge
 Move ◦ Clone to new referral ◦ ACE Questionnaire ◦ Behavior Checklist ◦ CGas Score ◦ Upload Forms

[Back to Referral List](#)

Referral Information

3. Click on “make new referral without discharge”

Imai

Manager Tools Facility Info

◦ New Referral ◦ MCO Search ◦ MCO Placement Report

Test, Tammy

Intake ◦ Universal ◦ Matching Criteria ◦ Matching Results ◦ Placement ◦ Attendance Calendar ◦ Discharge ◦ Move
 Clone to new referral ◦ ACE Questionnaire ◦ Behavior Checklist ◦ CGas Score ◦ Upload Forms

4. Choose the additional level of care you wish to be sent to the network; update any referral information needed. Then scroll to the bottom and click submit.

Test, Tammy

Intake ◦ Universal ◦ Matching Criteria ◦ Matching Results ◦ Placement ◦ Move
 Clone to new referral ◦ ACE Questionnaire ◦ Behavior Checklist

[Back to Referral List](#)

Referral Information

Entry Date	4/14/2023 8:19:09 AM
Date of Referral	<input type="text" value="04/01/2023"/>
Referral Type	<input checked="" type="radio"/> TFC (Therapeutic Foster Care) <input type="radio"/> IAFT (Intensive Alternative Family Treatment) <input type="radio"/> BFFC (Basic Family Foster Care) <input type="radio"/> Res II <input type="radio"/> Res III <input type="radio"/> Res IV <input type="radio"/> Crisis Stabilization and Transitional Program <input type="radio"/> TTFC <input type="radio"/> Respite
Placement Needed By	<input type="text" value="04/05/2023"/>
Reason for Placement Request	<input type="text" value="Court ordered"/>

IAFT Treatment Information (Complete after Adm



Referrals

To view Referrals for the MCO in CCW,


1. Click on Manager Tools
2. Click on MCO Search
3. You can utilize the filters to find specific referrals by name (first, last, or both), by referral id number, referral status, and/or by referral type: you can change the Referral type (level of care) to shorten the list pulled by the system * (*note: IAFT® is automatically defaulted in this filter)

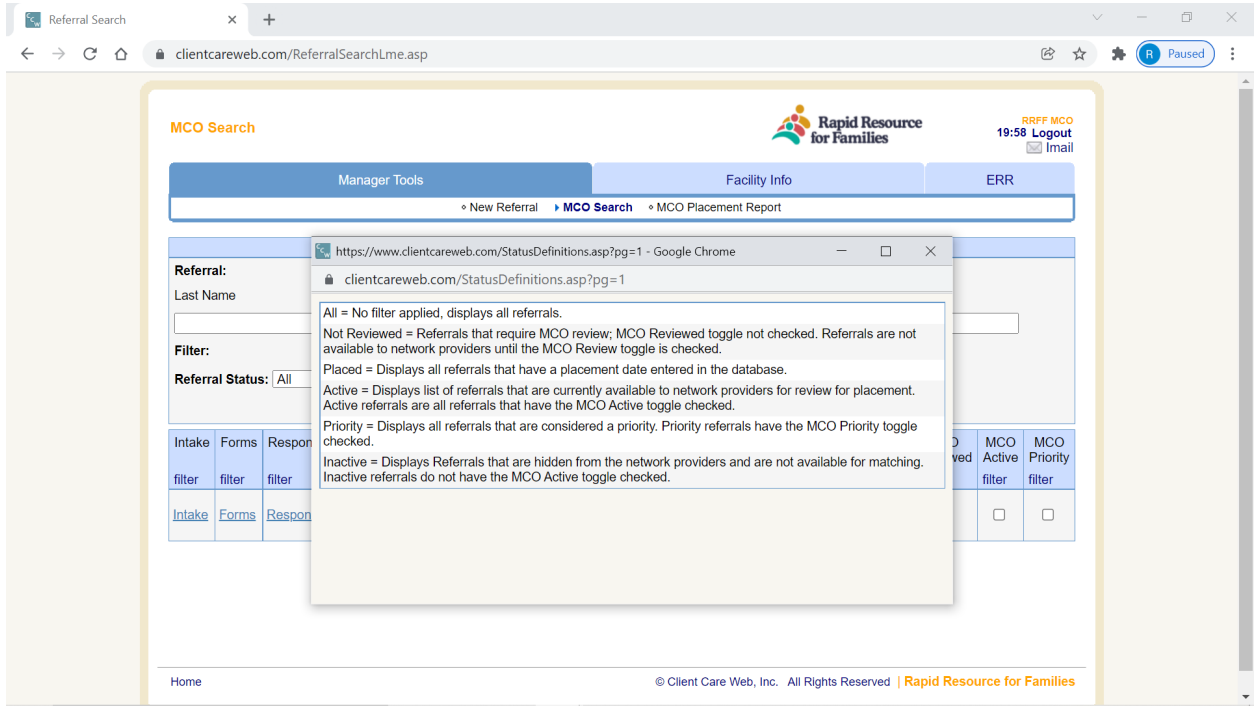
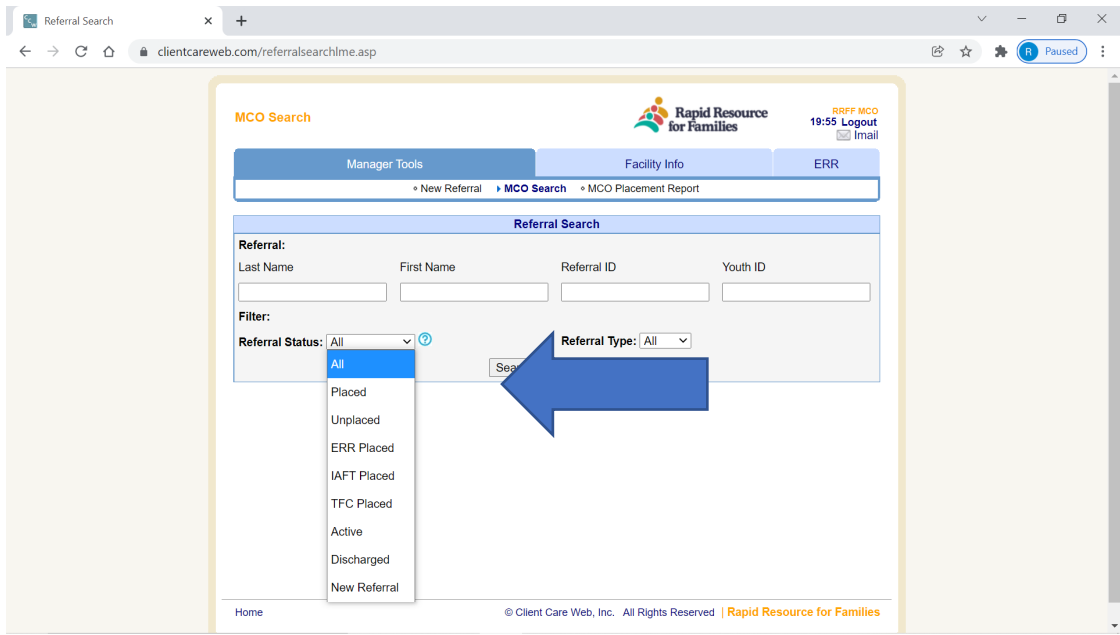
To view **ALL** referrals, make sure you select **ALL** in the drop-down box in the referral type*

Click Search

The screenshot displays the 'Referral Search' page in a web browser. At the top, there's a navigation bar with 'Manager Tools', 'Facility Info', and 'ERR'. Below this is a breadcrumb trail: 'New Referral' > 'MCO Search' > 'MCO Placement Report'. The 'MCO Search' link is circled in red. A red arrow points to this link. Below the breadcrumb is the 'Referral Search' form. It has four input fields: 'Last Name', 'First Name', 'Referral ID', and 'Youth ID'. Below these are two filter dropdowns: 'Referral Status' (set to 'All') and 'Referral Type' (set to 'All'). A blue arrow points to the 'Search' button. The 'Referral Type' dropdown is open, showing a list of options: 'All', 'TFC', 'IAFT', 'BFFC', and 'ERR'. At the bottom of the page, there's a footer with '© Client Care Web, Inc. All Rights Reserved | Rapid Resource for Families'.

Referral Status

For Referral Status Definitions click on the 
A pop-up appears with the definitions.



Based on what you selected, once you click “search”, the referral(s) will display on your screen



Referral Search

clientcareweb.com/ReferralSearchLme.asp

MCO Search

Manager Tools Facility Info ERR

New Referral MCO Search MCO Placement Report

Referral Search

Referral: Last Name First Name Referral ID Youth ID

Filter: Referral Status: All Referral Type: IAFT

Search Clear Search

Intake	Forms	Responses	Referral Date	Last Name	First Name	Referral Type	IQ	Referral ID	Youth ID	Placed	Facility	Agency	Discharged	MCO Reviewed	MCO Active	MCO Priority
filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter
Intake	Forms	Responses	12/23/2020 2:05:00 PM	Rubble	Bamm Bamm	IAFT	0	36952						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Intake/Forms/Responses

To view the Referral, update and/or make changes

1. Click on the Intake Tab
2. If you update and/or make changes on the Referral Intake Form make sure you hit submit when completed.

Forms Tab

1. MCOs can upload documentation in CCW: files need to be in PDF form with no symbols or spaces in the file name. These documents will be available to the referral agency.
2. Once you have submitted the referral go back to the Search field- find the youth- then navigate to the "forms" link- find the "Upload a file" link and follow the prompts.

Intake	Forms	Responses	Referral Date	Last Name	First Name	Referral Type	IQ	Referral ID	Youth ID	Placed	Facility	Agency	Discharged	MCO Reviewed	MCO Active	MCO Priority
filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter
Intake	Forms	Responses	12/5/2016 3:52:04 PM	test	Zoe	IAFT	110	32092	M01532472	4/1/2022	Zoe RRRF	Test Agency1	06/01/2022	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

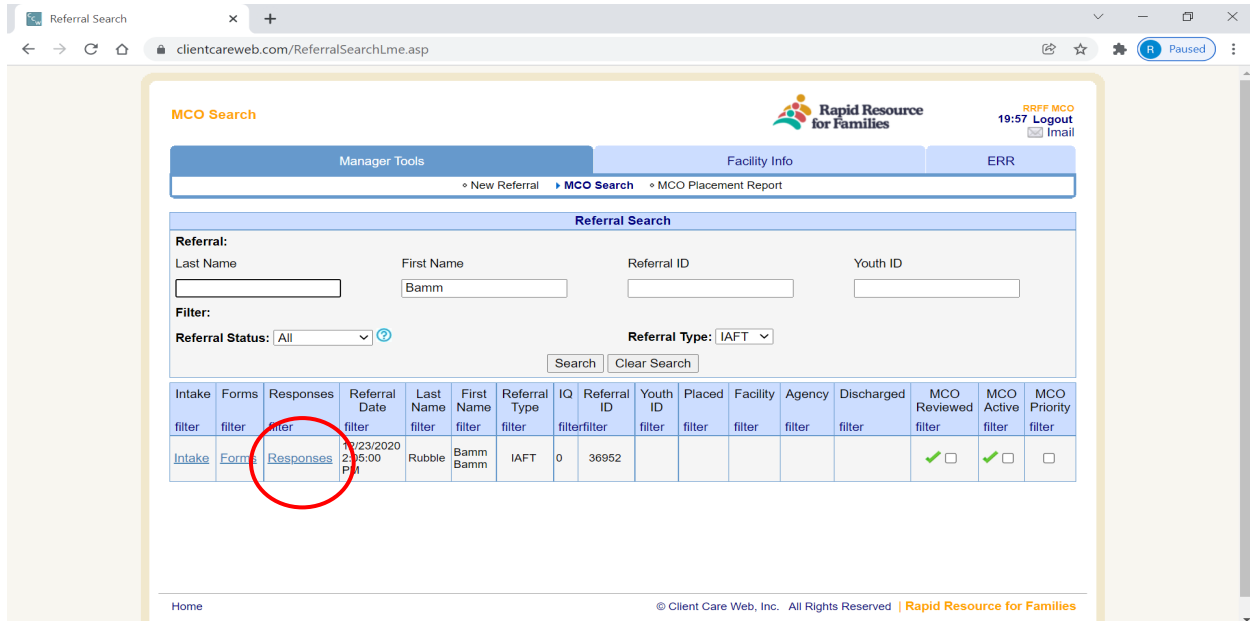
Manager Tools	Facility Info	ERR
New Referral MCO Search MCO Placement Report		
<input type="button" value="Upload a file"/>		
<input type="button" value="Upload"/>		

There are no files uploaded.

Responses

To view Agency Responses

1. Click on the Responses Tab/link
2. You will see the agencies responses along with the reason for “no” and a contact email address if needed.
3. If you had previously entered a referral into the database and you received an email from Client Care Web with either a “yes/no/maybe” response from an agency look within the text of the email to find the REF#- utilize that key and enter it into the Referral ID filter box to pull up for easier access. Then proceed with the steps below to see which agency might have a placement match.



The screenshot shows the 'MCO Search' page with the 'Referral Search' section. The 'Responses' tab in the table below is circled in red.

Intake	Forms	Responses	Referral Date	Last Name	First Name	Referral Type	IQ	Referral ID	Youth ID	Placed	Facility	Agency	Discharged	MCO Reviewed	MCO Active	MCO Priority
filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter	filter
Intake	Forms	Responses	09/23/2020 2:35:00 PM	Rubble	Bamm Bamm	IAFT	0	36952						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Responses

MCO Search

Manager Tools		Facility Info			
◦ New Referral ◦ MCO Search ◦ MCO Placement Report					
Agency	Response	Note	Date of Response	User	Email
Omni Visions	No - Childs needs are too high	No beds available for this client	4/5/2023 6:41:46 PM	Tia Gentry	tge[redacted]com
Precious Haven	No - Childs needs are too high	PHI does not offer specialized treatment to consumers in need of (IAFT) services	4/6/2023 1:05:45 PM	Josette Garcia	ge[redacted]oo.com
ACI Support Specialists	No - Family skill set not adequate for youth's needs	No placement	4/7/2023 8:40:43 AM	Erica Jiles	ej[redacted]n.com
ESUCP Greenville	No - Family skill set not adequate for youth's needs	No homes with needed skillset	4/6/2023 10:33:03 AM	Amanda Leggett	ar[redacted]ersealsucp.com
Community Support Service	Maybe	Need more information	4/10/2023 11:00:12 PM	Ursula Dikes	ursul[redacted]ce.com
Alberta Professional Services	No - Childs needs are too high	Childs needs are too high	4/10/2023 3:04:41 PM	Racquel Bethea	R[redacted]rtaps.com
Thompson Child and Family Focus	No - Family skill set not adequate for youth's needs	No appropriate options.	4/10/2023 1:02:36 PM	Danielle Hoerter	dh[redacted]g

**Sample email from Client Care Web or response from your CCW referral:

Thank you for your referral to Rapid Resource for Families (RRFF). At this time, an appropriate match to your referral has not been identified by one of our RRFF member agencies. The referral will remain active until placement is found or otherwise informed to make the referral inactive by the referral source, guardian and/or by RRFFs policies. No action will be needed in response to this email unless changes need to be made to this referral.

*Any changes and/or updates needed for this referral including any extensions of the geographic preferences or if you need to make this referral inactive, please email Trudy Willis, twillis@ncrapidresource.org. Please include the 5-digit number found at the end of this message in your response. **Referral Number: 42770***



Or when there is a possible match to your referral:

*Pinnacle agency has a match for your referral and will be contacting you shortly. . Please include the 5-digit number found at the end of this message in your response. **Referral Number: 42770***

This is a post-only mailing. Replies to this message are not monitored or answered. Warning: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed.

Forms:

MCO Staff have the capability to upload documents to a current referral.

1. Click on forms: then the upload tab- CCW only allows PDF documents to be uploaded. There cannot be any (.) in the file name as well as no spaces in the file name.
2. Choose the type of document being uploaded or choose "other" if an exact match is not present. After uploading click "upload" and the documents will populate on the screen.
3. Uploading forms can provide the Network Agencies with more information to make a better placement match and thus referral response.

ClientFORM UPLOAD



RRFF Compliance
19:49 Logout
I Mail

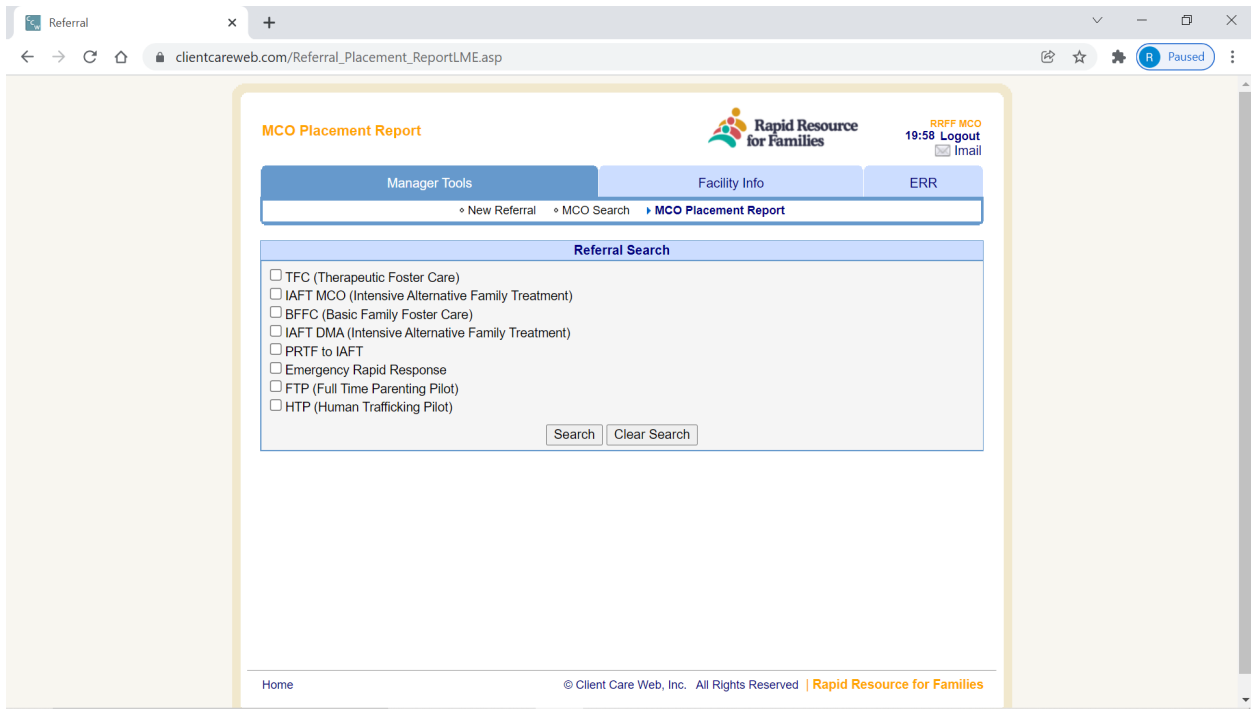
Manager Tools	Facility Info
◦ New Referral ◦ MCO Search ◦ MCO Placement Report	
<input type="button" value="Upload a file"/>	
<input type="button" value="Upload"/>	

There are no files uploaded.

MCO Placement Report (this option may not be open to all MCO's)

To run reports

1. Click on MCO Placement Report Tab
2. Select the type of report
3. Click Search
4. All referrals (active, discharged, placed, unplaced) will be listed
5. Export and/or cut and paste in Excel



Bed Board tracking and placement/capacity as well as vacancies for various levels of care are easily viewed under the Facility Info tab.



1. Each specific Bed Board: reflects current placements/locations/level of care based on filters chosen: no client PHI or ePHI is displayed. Choosing at least one filter will ensure faster loading speed of the Bed-board table.



Filters:

Date: 11/22/2022

County: Choose an Item

Treatment Level: Choose an Item

Please select a filter to load. Unfiltering all items will cause long loading times.

- Vacancy Bed Board: reflects current openings-select your chosen filters to help narrow down your search.

Manager Tools	Facility Info	ERR
◦ Residential Bed Board	◦ TFC/IAFT Bed Board	◦ Transitional Crisis Program Bed Board
		▶ Vacancy Bed Board

Filters:

Date: 11/22/2022

County: Cumberland

Treatment Level: Therapeutic Foster Care

City	County	Agency	Treatment Level	Vacancies
Fayetteville	Cumberland	Pinnacle	Therapeutic Foster Care	1
Fayetteville	Cumberland	Precious Haven	Therapeutic Foster Care	1