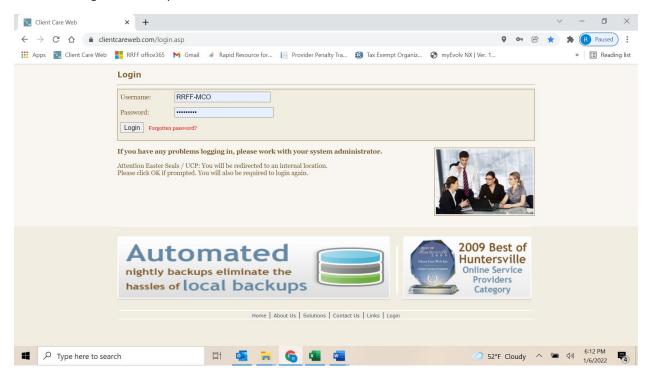


#### Client Care Web (CCW) MCO User Guide

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

- If you need access to CCW please contact Rapid Resource for Families. (www.ncrapidresource.org) or Nicole Smithers: <u>nsmithers@ncrapidresource.org</u> or Trudy Willis <u>twillis@ncrapidresource.org</u>
- 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.



#### 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.



**Rapid Resource for Families - Home** 



**RRFF** Compliance 19:48 Logout 🖂 Imail

Manager Tools



Facility Info

## 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.

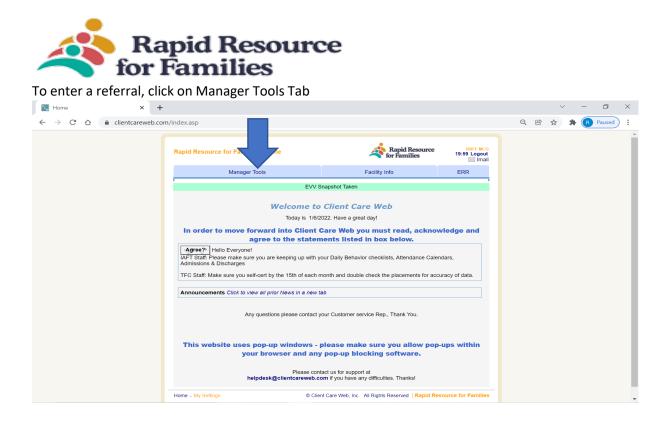
Agree? Rapid Resource for Families (RRFF) is currently engaged in a research study to learn more about the effectiveness of the Intensive Alternative Family Treatment (IAFT) program on outcomes for youth. RRFF is partnering with researchers at UNC Chapel Hill to design and carry out this study.

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** 



#### Then Click on New Referral Tab

J	°¢w	Mar	nager	Tools			×		+																	/	-	٥	$\times$
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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



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.

	Rapid Resource for Families	RRFF Compliance 19:49 Logout Imail										
Manager Tools	Facility Info											
∘ New Referral ∘ MCO Search ∘ I	ICO Placement Report											
Referral Routin	ıg											
Placement-												
<ul> <li>Yes, this agency will be, or has already, placed this youth in one of our homes.</li> <li>No, this referral needs to be released to the provider network for placement outside of our agency.</li> </ul>												
For this referral are you willing to accept a TFC or IAFT placement?         O Yes. (If Yes, please select TFC and the RRFF staff will clone the referral for IAFT.)         O No. (If No, just choose the specific LOC you are seeking.)												
Referral Type												
O TFC (Therapeutic Foster Care)												
O IAFT (Intensive Alternative Family Treatment)												
OBFFC (Basic Family Foster Care)												
O Crisis Stabilization and Transitional Program												
OTTEC												
○ Vaya Respite												
Submit												

Proceed with completing the Referral Intake Page

•		
	Rapid Res	ource
	for Familie	S

	Manager Tools	Facility Info
	New Referral     O     MCO Searc	h • MCO Placement Report
<u>{NEW ENTR</u>	<u>Y}</u>	
Referral Source	e ∘Universal ∘Attendance Calendar ∘ ∘Matching Criteria ∘Mat	●Placement ●Discharge ●Move ●Clone to new referral tching Results ●Upload
Back to Referral List		
	Referral In	formation
Entry Date		
Date of Referral	4/14/2023	
Referral Type	<ul> <li>TFC (Therapeutic Foster C</li> <li>IAFT (Intensive Alternative</li> <li>BFFC (Basic Family Foster</li> <li>Res II</li> <li>Res III</li> <li>Res IV</li> <li>Crisis Stabilization and Tra</li> <li>TTFC</li> <li>Respite</li> </ul>	Family Treatment) r Care) Urgency of Need Select a Urgency ~
Placement Needed By	<b>E</b> C	
Reason for Placement Re	equest Select a Reason	~
	IAFT Treatment Information	(Complete after Admission)
IAFT Coordinator	Select a Coordinator 🗸 🗸	
TAEL UNICE LOCATION	Select a Location ✓ If you need an additional office location	added, please contact Rapid Resource for Families)
	Referral	Source

s://www.clientcareweb.com/F	<ul> <li>hit submit, once you complete the x</li> <li>+</li> </ul>		v - i
C 🛆 🔒 clientcar	eweb.com/RRFFReferral.asp		🖻 🛧 🗯 🖪 Pau
	□ Wilkes □ Wilson □ Yadkin □ Yan	cey	
	Placement	t Criteria	
	Spiritual or religious preferences:	Select One V	
	Preference for race of foster parent(s):	Select One	
	Preference for ethnicity of foster parent(s):	Select One	
	Preference for Parent Make-up:	Select One	
	If Single Parent, Gender Preference:	Select One	
	Preference relating to gender of the kids in the home:	Select One V	
	Preference relating to age of kids in the home:	Select One	
	Youth requires private room or is the youth able to share based on clinical need:	Select One	
	Safety Needs:	⊖ Yes ● No If Yes, please explain	
	Concern for pets in the home:	Select One	
	Legal Guardian requesting to meet the identified family in advance:	○ Yes ○ No	
	Additional training required for Foster Parent to meet and/or support youth's needs?	○ Yes ● No If Yes, please explain	
	Other Special Considerations to Determine the Most appropriate Match:	O Yes ● No If Yes, please explain	

#### 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.

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

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Forms	Responses	Referral Date	Last Name	First Name	Referral Type	IQ	Referral ID	Youth ID	Placed	Facility	Agency	Discharged	MCO Reviewed	MCO Active	M Pri
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Forms		4/5/2023 12:09:07 PM	Test	Tammy	TFC	0	44140	R01	4/5/2023	daffy duck	Rashel's Place				0
	I Status Forms filter	I Status: All Forms Responses filter filter	I Status: All $\checkmark$ ? Forms Responses Referral Date filter filter filter filter Forms Responses 12:09:07	me First Na tam I Status: All $\checkmark$ $$	Forms Responses Referral Last First Name  Forms Responses Referral Name Name  Filter filter filter filter filter  Forms Responses 14/5/2023 Forms Responses 14/5/2023 Forms Responses 12/209/07 Test Tammy	Forms Responses Referral Date Name Type filter filt	rme First Name tam I Status: All ♥ ⑦ Forms Responses Referral Last First Referral IQ Date Name Name Type filter filter filter filter filter filter Forms Responses 12.09.07 Test Tammy TFC 0	me First Name tam I Status: All Forms Responses Referral Last First Referral IQ Referral ID filter filter filter filter filter filter filter filter Forms Responses 12:09:07 Test Tammy TFC 0 44140	me First Name Referra tam Istatus: All I I I I I I I I I I I I I I I I I I	me First Name Referral ID tam I Status: All Forms Responses Referral Last First Date Name Name Type ID Filter filter	me First Name Referral ID tam I Status: All ♥ ⑦ Referral Type: All Forms Responses Referral Last First Referral IQ Referral Youth Placed Facility filter filter filter filter filter filter filter filter filter filter filter Forms Responses Referral Last Tammy TFC 0 44140 R01 4/5/2023 dark	me First Name Referral ID tam I Status: All ♥ ⑦ Referral Type: All ♥ Forms Responses Referral Last First Referral IQ Referral Youth Placed Facility Agency Date Name Name Type ID ID ID ID ID Forms Responses Referral Last First Referral IQ Referral Youth Placed Facility Agency filter filter filte	me     First Name     Referral ID     Youth ID       Iam     Image: Search     Search     Clear Search       I Status: All     Image: Search     Clear Search       Forms     Responses     Referral ID     Name       Titler     Titler     Titler     Titler       Forms     Responses     Referral ID     Name       Referral     IQ     Referral ID     Placed       Forms     Responses     Referral IIC     Referral ID       Forms     Responses     Referral IIC     Referral ID       Forms     Responses     Referral IIC     Referral ID	me First Name First Name Referral ID Youth ID tam Youth ID I Status: All ♥ ⑦ Referral Type: All ♥ Search Clear Search Forms Responses Referral Last First Referral IQ Referral ID	me First Name First Name Referral ID Youth ID tam I Status: All ♥ ⑦ Referral Type: All ♥ Search Clear Search Forms Responses Referral Last First Referral IQ Referral Youth Placed Facility Agency Discharged MCO Reviewed Active filter

Client Care Web MCO User Guide 04/01/2023



2. Navigate to the "clone to new referral"

Manager Tools	for Families RRFF Com 19:48 L	
Manager Tools	Facility Info	
	MCO Placement Report	
<u>Test, Tammy</u>		
<ul> <li>Intake • Universal • Matching Sciteria • Matching Results</li> <li>• Move • Clone to new referral • ACE Questionaire • Beh</li> </ul>	Placement      Attendance Calendar      Discharge avior Checklist      CGas Score      Upload Forms	
Back to Referral List		
Referral Informa	tion	

3. Click on "make new referral without discharge"

 Manager Tools
 Facility Info

 • New Referral
 • MCO Search
 • MCO Placement Report

 Test, Tammy
 • Intake
 • Universal
 • Matching Criteria
 • Matching Results
 • Placement
 • Attendance Calendar
 • Discharge
 • Move

 • Intake
 • Universal
 • Matching Criteria
 • Matching Results
 • Placement
 • Attendance Calendar
 • Discharge
 • Move

 • Clone to new referral
 • ACE Questionaire
 • Behavior Checklist
 • CGas Score
 • Upload Forms

 Make new referral without Discharge
 • Make new referral without Discharge
 • Move

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.

<u>Test, Tammy</u>	
	Natching Criteria
Back to Referral List	
	Referral Information
Entry Date	4/14/2023 8:19:09 AM
Date of Referral	04/01/2023
Referral Type	<ul> <li>TFC (Therapeutic Foster Care)</li> <li>IAFT (Intensive Alternative Family Treatment)</li> <li>BFFC (Basic Family Foster Care)</li> <li>Res II</li> <li>Res III</li> <li>Res IV</li> <li>Crisis Stabilization and Transitional Program</li> <li>TTFC</li> <li>Respite</li> </ul>
Placement Needed By	04/05/2023
Reason for Placement Request	Court ordered
	IAFT Treatment Information (Complete after Adm



#### Referrals

**Click Search** 

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\*

#### Referral Search × + D $\times$ $\leftarrow$ $\rightarrow$ C $\triangle$ (a clientcareweb.com/referralsearchlme.asp🖻 🛧 🗯 🖪 Paused 🗄 Rapid Resource for Families 19:58 Logo MCO Search Ma Facility Info ERR cement Report MCO Search • MCO • New R erral Referral: Last Name First Name Referral ID Youth ID Filter: v 🕐 Referral Type: All Referral Status: All Search Clear Search TFC IAFT BFFC FRR © Client Care Web, Inc. All Rights Reserved | Rapid Resource for Families Home

#### **Referral Status**

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

MCO Search MCO Search Referral: Last Name Filter: Referral Status Home × +	Manager Tools       • New Reterral       First Name       • All	Referral Search • MCO Pi Referral Search Referral ID Referral Typ	Youth	D	- * ®		•	
Last Name Filter: Referral Status	New Referral	Referral Search • MCO Pi Referral Search Referral ID Referral Typ	Facility Info	D				
Last Name Filter: Referral Status	First Name	Referral Search Referral ID Referral Typ	Youth I				Ŧ	
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erral:	clientcareweb.com/Status	Definitions.asp?pg=1						
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er:	available to network providers u	until the MCO Review t	oggle is checked.					
erral Status: All	Active = Displays list of referrals	s that are currently ava	lable to network provide		ement.			
ke Forms Respon	Priority = Displays all referrals the			nave the MCO Priority		MCO MCO		
	Inactive = Displays Referrals that			are not available for ma	T	Active Priority		
ke Forms Respon								
	erral: Name er: erral Status: All ke Forms Respon filter filter	Annager Tools         • Newl         erral:         Name         All = No filter applied, displays all         Paral Status:         All         Brind         All = No filter applied, displays all referrals th Active = Displays all referrals th Active referrals are all referrals th Active referrals thactive referrals th Active referrals th Active referrals th Active referrals th Active referrals thactive ref	Manager Tools            • New Referral • MCO Search          erral:         Name         All = No filter applied, displays all referrals.         Not Reviewed = Referrals that require MCO review; Mavailable to network providers until the MCO Review; Mavailable to network providers until the MCO Review; Mavailable to referrals that have a placement of Active = Displays list of referrals that have a placement of Active = Displays all referrals that are considered a protecked.         Referral       filter         filter       filter	Manager Tools       Facilit	Manager Tools       Facility Info	Ke Forms Respon     filter     filter	Manager Tools       Facility Info       ERR         • New Referral       • MCO Search       • MCO Placement Report         • New Referral       • MCO Search       • MCO Placement Report	Search       19:58 Logout         Image:       19:58 Logout         Image:       Image:         Manager Tools       Facility Info         Email       • New Referral         • New Referral       • MCO Search         • Intps://www.clientcareweb.com/StatusDefinitions.asp?pg=1         • Clientcareweb.com/StatusDefinitions.asp?pg=1         Name       All = No filter applied, displays all referrals.         Not Reviewed = Referrals that require MCO review; MCO Reviewed toggle not checked. Referrals are not available to network providers until the MCO Review toggle is checked.         #rr       Placed = Displays all referrals.         Not Reviewed = Referrals that are currently available to network providers for review for placement.         Active = Displays all referrals that are currently available to network providers for review for placement.         Active = Displays all referrals that are considered a priority. Priority referrals have the MCO Priority toggle checked.         Priority = Displays Referrals that are onsidered a priority. Priority referrals have the MCO Priority toggle checked.         Inactive referrals do not have the MCO Active toggle checked.         Inactive referrals do not have the MCO Active toggle checked.

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

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мсоз	Search											🔥 Ra	apid Resour Families	ce	10-5	RRFF MCO 7 Logout	
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Intake	Forms	Responses	2:05:00 PM	Rubble	Bamm Bamm	IAFT	0	36952						<□	<□		

#### 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 Referal 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		Referral Type	IQ	Referral ID	Youth ID	Placed	Facility	Agency	Discharged		MCO Active	MCO Priority
filter	filter	filter	filter	filter	filter	filter	filte	rfilter	filter	filter	filter	filter	filter	filter	filter	filter
<u>Intake</u>	<u>Forms</u>	<u>Responses</u>	12/5/2016 3:52:04 PM	test	Zoe	IAFT	110	32092	M01532472	4/1/2022	Zoe RRFF	Test Agency1	06/01/2022	✓ 🗆	✓ 🗆	

Rapid Resou	irce	
lientFORM UPLOAD	Rapid Resource for Families	RRFF MCO 19:52 Logout Imail
Manager Tools	Facility Info	ERR
∘ New Referral      ∘ MCO	Search	
Upload a file	Upload	

#### 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.

🔍 Referral Search	× +			~ - @ ×
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			Referral Search	
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	Filter: Referral Status: All	<b>√</b> ②	Referral Type: IAFT V	
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#### Responses

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	Mana	ger Tools	Facility Info			
New Referral      MCO Search      MCO Placement Report						
<u>H</u>						
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 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	gε 00.co	m
ACI Support Specialists	No - Family skill set not adequate for youth's needs	No placement	4/7/2023 8:40:43 AM	Erica Jiles	eji 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 ersea	lsucp.com
Community Support Service	Maybe	Need more information	4/10/2023 11:00:12 PM	Ursula Dikes	ursuk	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 ərtaps.	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 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,

<u>twillis@ncrapidresource.org</u>. 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 5digit 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	Rapid Resource 19:49 Logout
Manager Tools	Facility Info
∘ New Referral ∘ MCO Search ∘	NCO Placement Report
Upload a file Upload Upload	

## 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

	apid Resource Families	e		
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$\leftarrow$ $\rightarrow$ C $\triangle$ $(a)$ clientcarew	veb.com/Referral_Placement_ReportLME.asp			🖻 🛧 🗯 🖪 Paused 🗄
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	Manager Tools	Facility Info	ERR	
	New Referral      NCO Se	arch MCO Placement Report		
	<ul> <li>□ TFC (Therapeutic Foster Care)</li> <li>□ IAFT MCO (Intensive Alternative Family Treatment)</li> <li>□ BFFC (Basic Family Foster Care)</li> <li>□ IAFT DMA (Intensive Alternative Family Treatment)</li> <li>□ PRTF to IAFT</li> <li>□ Emergency Rapid Response</li> <li>□ FTP (Full Time Parenting Pilot)</li> <li>□ HTP (Human Trafficking Pilot)</li> </ul>	Clear Search	source for Families	

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

Manager Tools	Facility Info	ERR
		1
Manager Tools	Facility Info	ERR
<ul> <li>Residential Bed Board</li> <li>TFC/IAFT Bed Board</li> </ul>	Transitional Crisis Program Bed Board	y Bed Board

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.

## Client Care Web MCO User Guide 04/01/2023

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Rapid Resource for Families
Filters:
Date: 11/22/2022
County: Choose an Item 🗸
Treatment Level: Choose an Item

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

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

Ма	nager Tools		Facility Info	ERR
Residential Bed Board		oard • Transitional Crisi	s Program Bed Board 🕠 Va	cancy Bed Board
Filters: Date: 11/22/2022 3 County: Cumberland Treatment Level: Therap	✓ peutic Foster Care	~		
City	County	Agency	Treatment Level	Vacancies
Fayetteville	Cumberland	Pinnacle	Therapeutic Foster Care	1
Fayetteveille	Cumberland	Precious Haven	Therapeutic Foster Care	1

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