

New Care Coordinator Onboarding Checklist

Welcome aboard!

Clear Form

The following checklist has been designed for use with new care coordinators. It is the responsibility of the agency to ensure the orientation steps are completed and to arrange the necessary resources and meetings. The Behavioral Health Administrator will be available to support the new care coordinator with completing the checklist and answer any questions. **The care coordinator cannot begin providing services until after they have met with the assigned BHD administrator.**

Care Coordinator's Name:

Email:

Phone:

Region: Region 8

Providing Agency:

Providing Agency

Each providing agency must review the below requirements with the Care Coordinator:

- Review Community Connect website: <https://www.hhs.nd.gov/behavioral-health/community-connect>
- Complete mandated reporting training: <https://mandatedreporter.pcand.org/>
- Complete Care Plan training video: <https://www.youtube.com/watch?v=2F3dSQgDpH0&feature=youtu.be>
- Complete Case Note training video: <https://vimeo.com/793042763>
- Complete Levels training video: <https://www.youtube.com/watch?v=HHYTc1DrhpK>
- Complete Gap Funding training video: <https://www.youtube.com/watch?v=6TtlxmfmJAY>
- Review and become familiar with Community Connect Guidance: <https://www.hhs.nd.gov/sites/www/files/documents/BH/CommunityConnectGuidance.pdf>
- Complete background check as required per agency policy
- Community Connect Provider Portal Training Resources/videos: <https://www.hhs.nd.gov/behavioral-health/community-connect/training-resources>

After completion of above list, please have your supervisor fill out and submit the application for Care Coordination Training.

Behavioral Health Division

After completing the training registration, a Behavioral Health Administrator will send the Care Coordinator the onboarding meeting invite that was chosen on the registration form. During the meeting the BHD Administrator will review:

- Application for eligibility
- Referral information and timelines
- Confidentiality and Authorization to Disclose Information
- Roles within Community Connect team
- Community Connect Provider Portal Access Request and Confidentiality Agreement

After completion of the onboarding meeting with the Behavioral Health Administrator, the Care Coordinator will be approved to begin providing services in Community Connect.