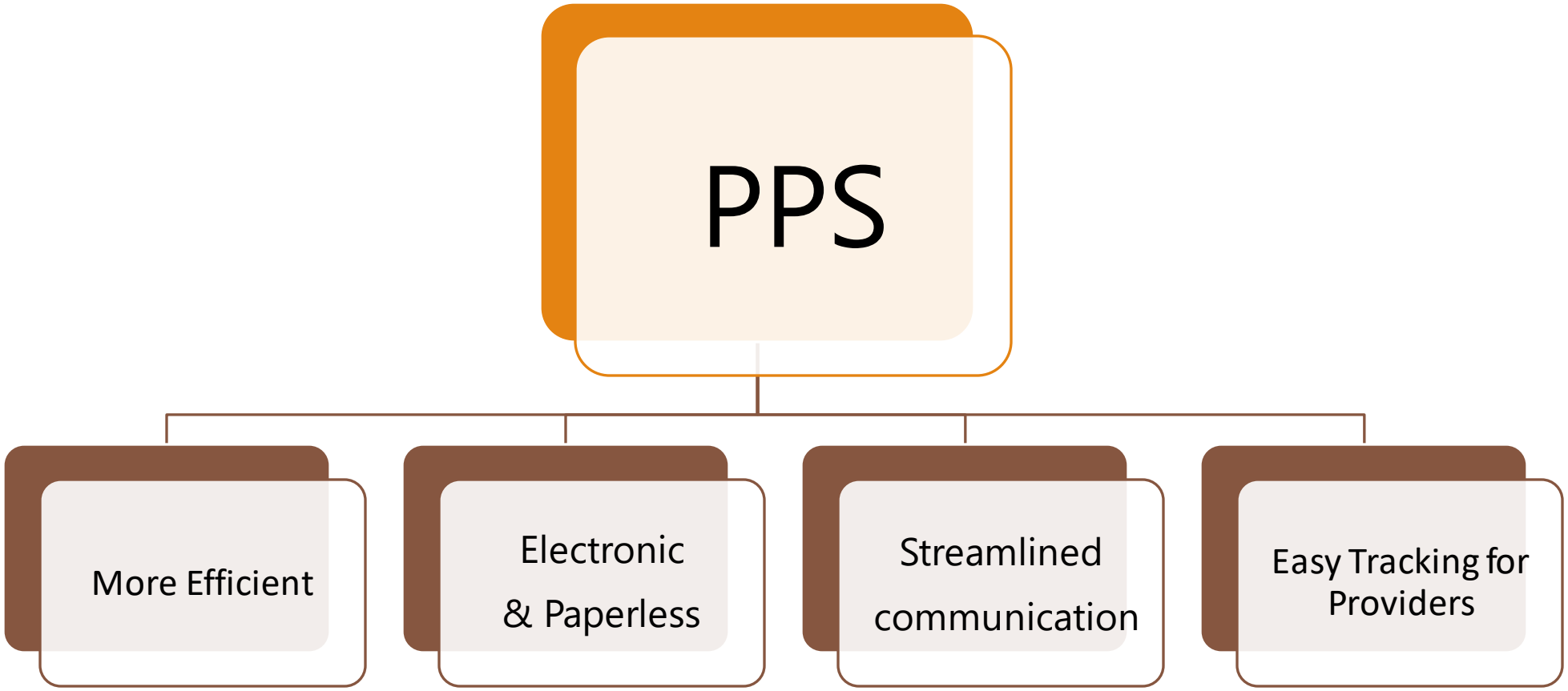
Provider Portal System (PPS)

NORTH Dakota Behavioral Health HUMAN SERVICES

MANAGING THE SUBSTANCE USE DISORDER (SUD) VOUCHER PROGRAM


PPS
More Efficient
Electronic & Paperless
Streamlined communication
Easy Tracking for Providers

Training on the PPS Processes

1. Accessing the Portal
2. Provider Account
3. Individual Application Process
4. Release of Information Process
5. Prior Authorization Process
6. Eligibility Reviews
7. Outcome Measures
8. Invoice Process
9. Training & Technical Assistance

Accessing the PPS
Obtain a ND Login Account

- Each program must have a ND Login Account to access the PPS.
- Your program should already have a ND Login account if you are registered with the North Dakota Secretary of State (SOS). You may use SOS account or create a unique login to access the PPS.
- Each User can register for a ND Login account to access the PPS.

Accessing the PPS

There can only be one ND Login Account per Program

Use Existing ND Login Account

https://portalapps.nd.gov/sud-voucher/provider-portal/

Create Unique ND Login Account

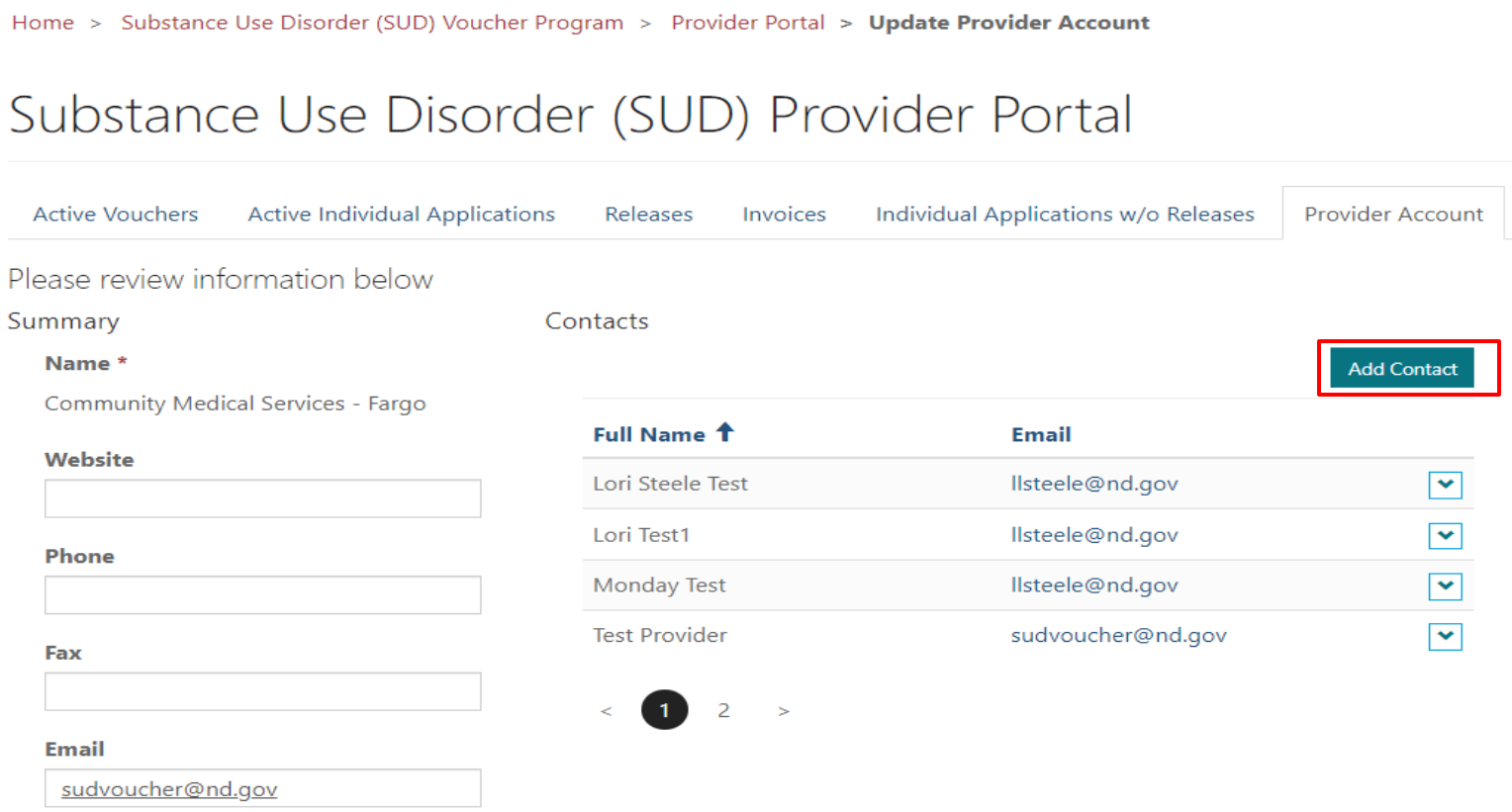
https://apps.nd.gov/itd/ldap/registration.htm

USING THE PPS

Provider Account

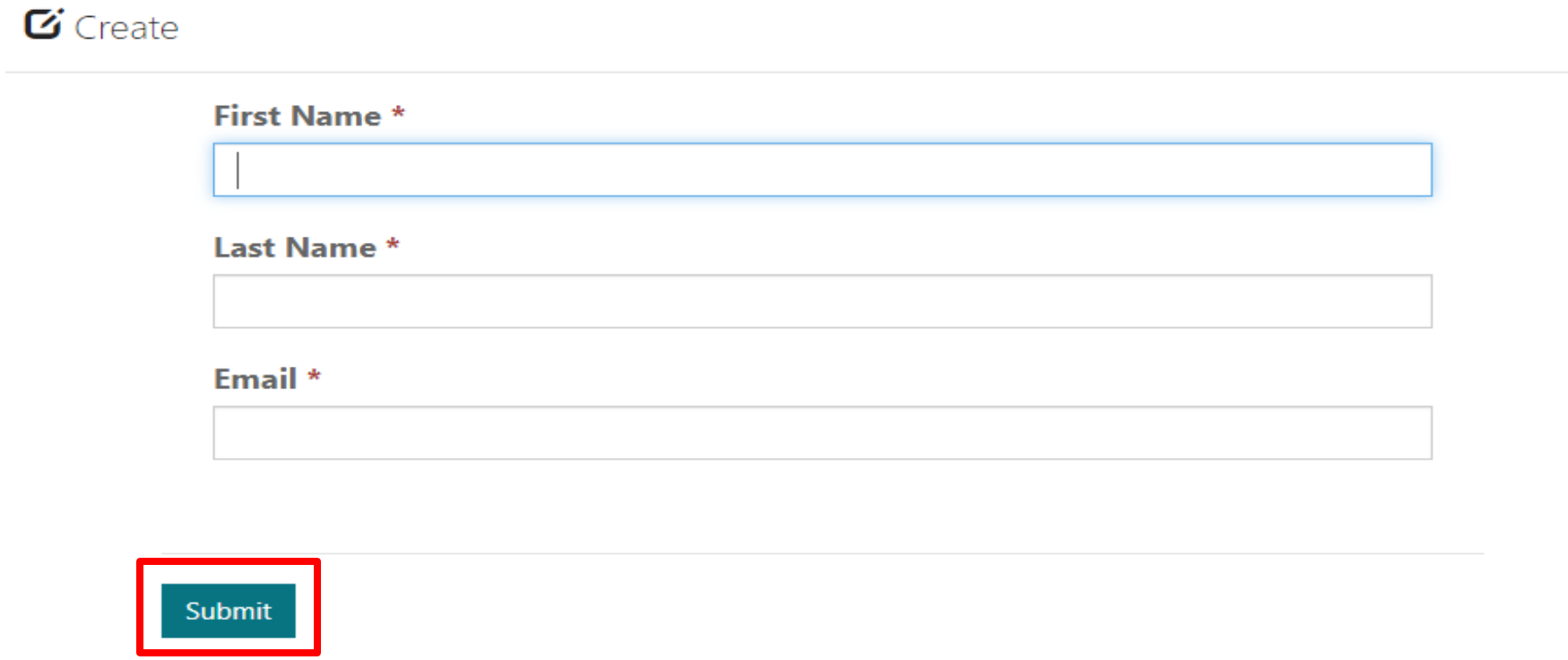
Provider Account: Adding New Contact

Under 'Provider Account' tab click the Add Contact button to add staff who will be working within the SUD Voucher Program. It is recommended that programs delegate one person who is responsible for adding or removing contacts.



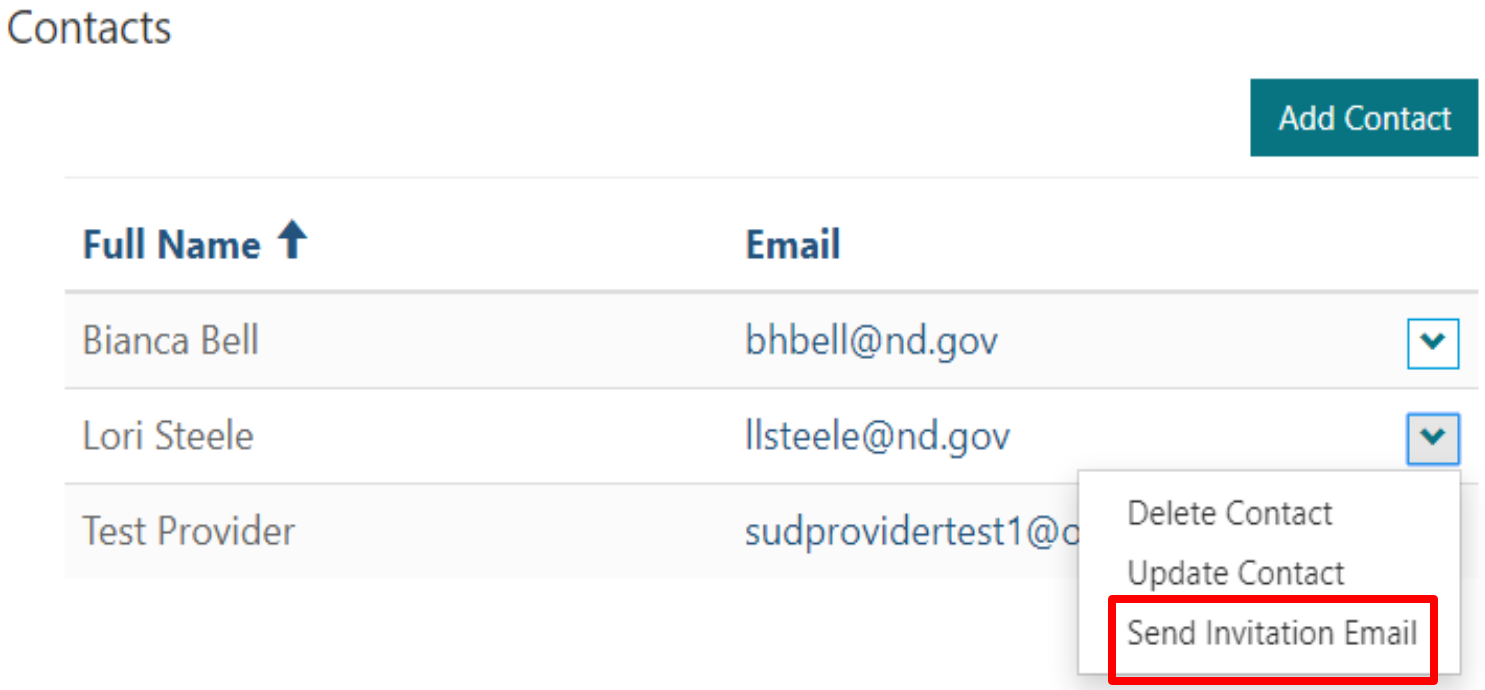
Provider Account: Adding New Contact

Enter First Name, Last Name, Email Address and click Submit



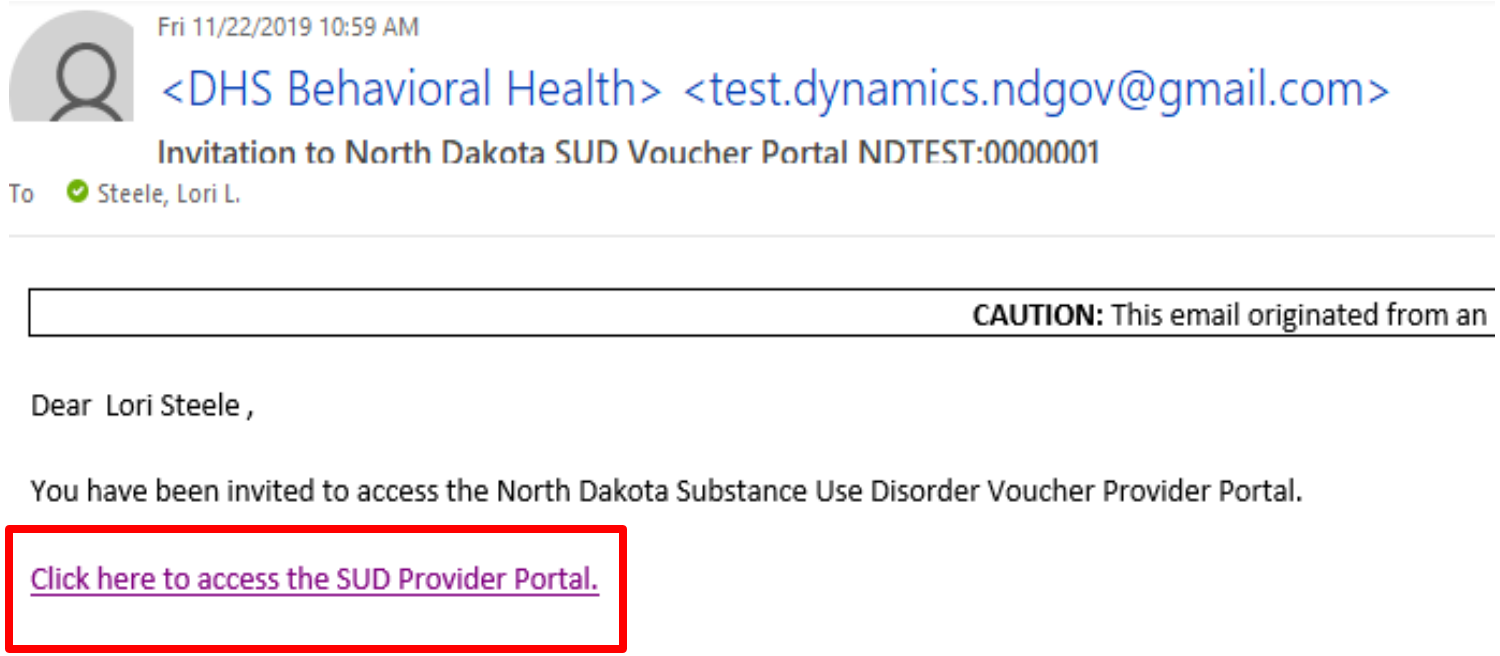
Provider Account: Inviting New Contact

Under Provider Account, select from the drop-down list and click Send Invitation Email



Provider Account: New Invite Received

New contact will click the link in the email



Fri 11/22/2019 10:59 AM

<DHS Behavioral Health> <test.dynamics.ndgov@gmail.com>

Invitation to North Dakota SUD Voucher Portal NDTEST:0000001

To Steele, Lori L.

CAUTION: This email originated from an

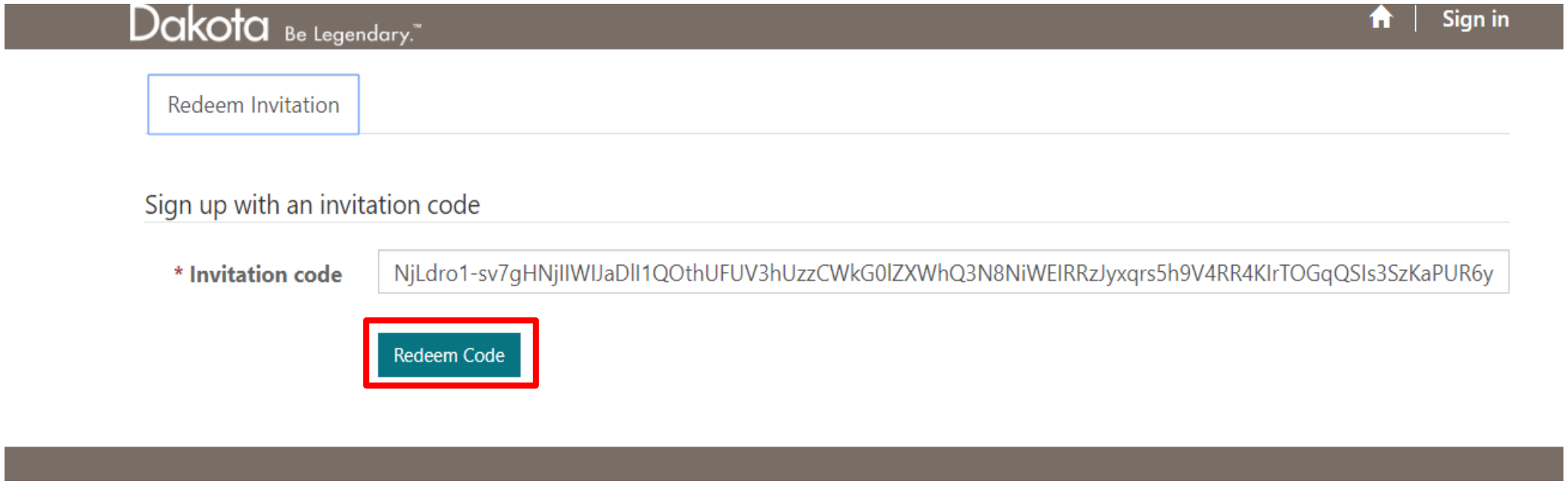
Dear Lori Steele ,

You have been invited to access the North Dakota Substance Use Disorder Voucher Provider Portal.

Click here to access the SUD Provider Portal.

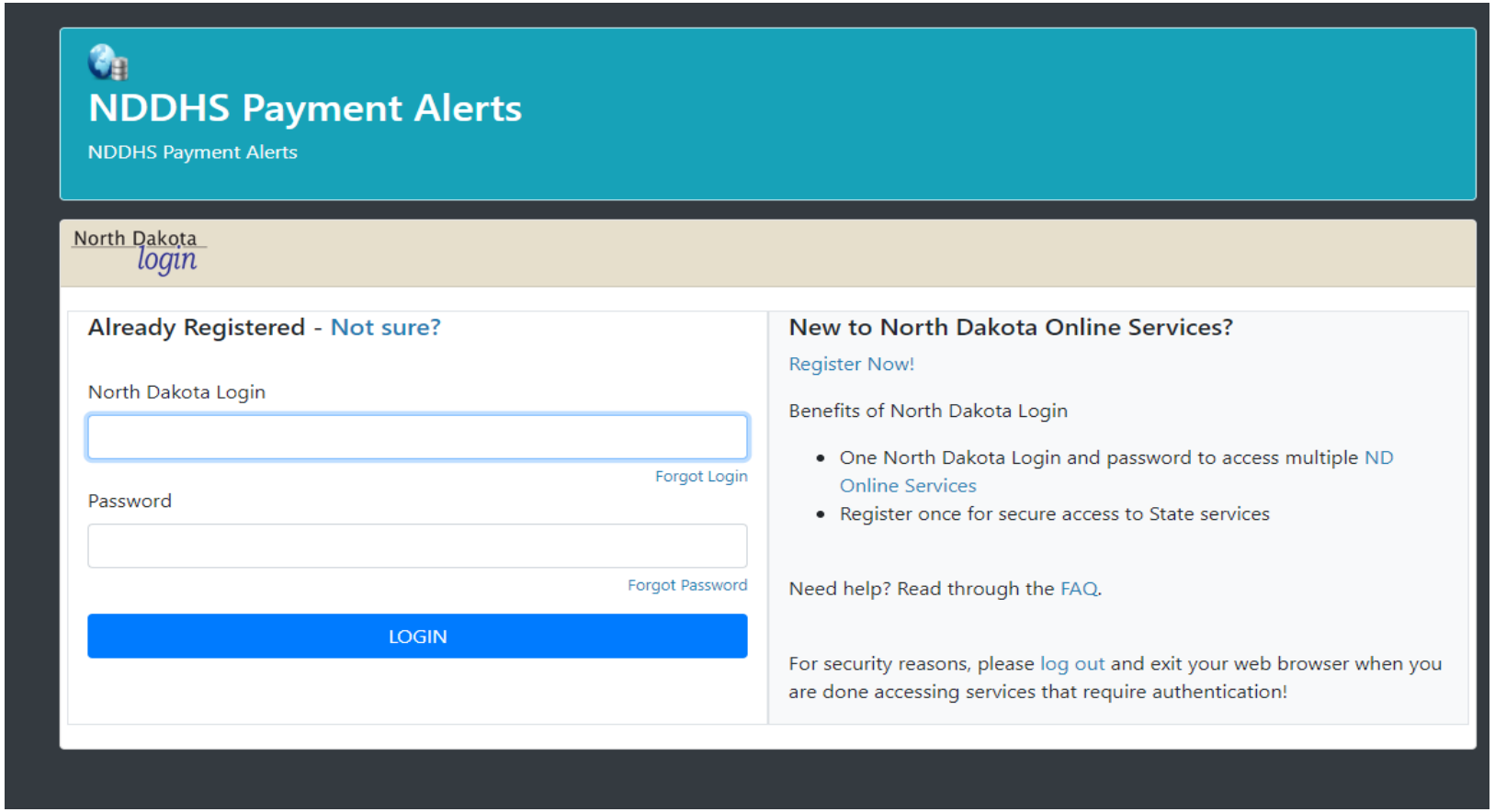
Provider Account: Redeem New Invite

Click on 'Redeem Code' within 24 hours of receiving. If code is not redeemed within 24 hours, it will expire, and invitation would need to be resent.



Provider Account: Enter ND Login Info

New contact enters ND Login and password. Each contact can register for their own unique ND Login account or use program's account. It is recommended each contact has their own ND login account for submission identification in the PPS.



Individual Application Process

Individual submits application online

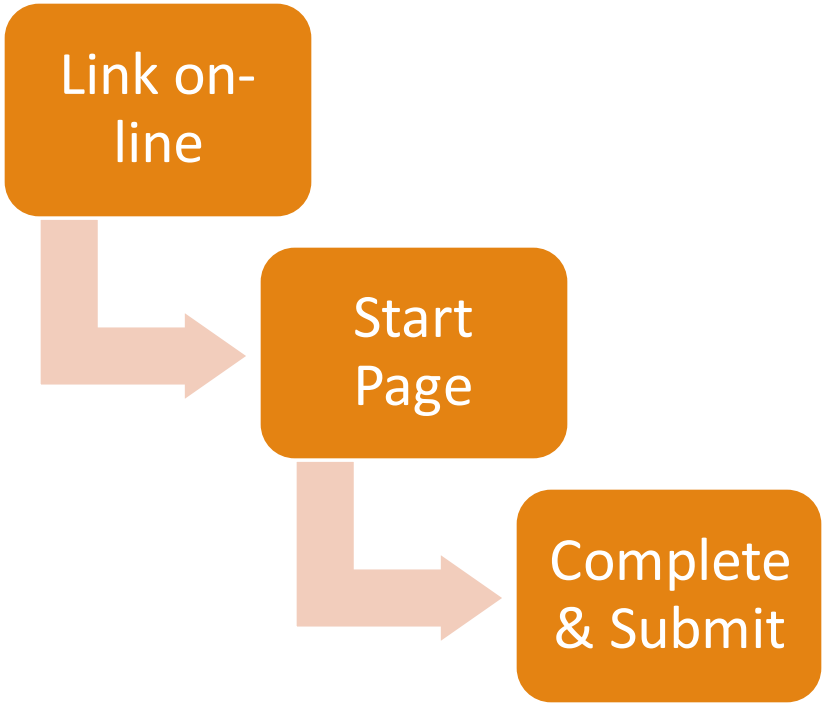
https://portalapps.nd.gov/sud-voucher/individual-application/

Providers assist individual and submits application through the PPS

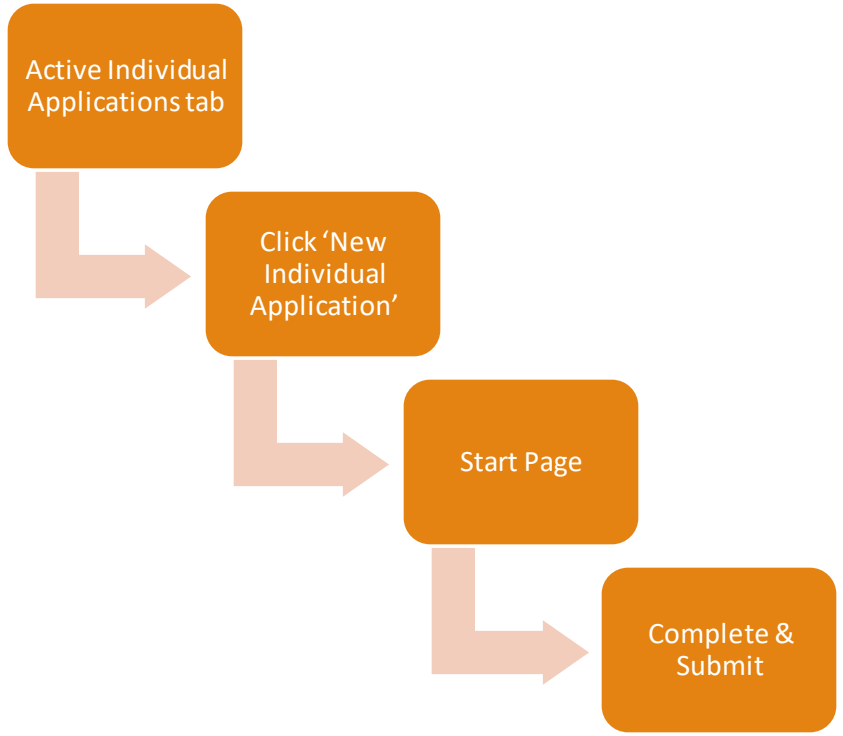
https://portalapps.nd.gov/sud-voucher/provider-portal/

Individual Application Process

INDIVIDUAL ON-LINE



PROVIDER IN PORTAL



Individual Application Process:

- Once submitted – application is saved in the PPS
- BHD is notified a new application has been submitted
- BHD reviews and determines eligibility
- Once ROI is submitted and approved by BHD – Provider receives email notification of approval and application is linked in the PPS

Individual Application Process: Prep

Information/Documents Needed

ACTIVE MEDICAID

The following is needed in order to complete the application:

1. Social Security Number;
2. Medicaid Number; and
3. Any other secondary health insurance information

NO ACTIVE MEDICAID

The following is needed in order to complete the application:

1. Social Security Number;
2. Any insurance information
3. Monthly income information (wages, self-employment wages, child support, social security benefits, and other retirement benefits)
4. Proof of monthly income (pay stubs, tax return from previous year for self-employed, etc.)

Individual Application Process: Provider Portal

In 'Active Individual Applications' Tab click on New Individual Application

Home > Substance Use Disorder (SUD) Voucher Program > Provider Portal > **Active Individual Applications**

Substance Use Disorder (SUD) Provider Portal

Active Vouchers | Active Individual Applications | Releases | Invoices | Individual Applications w/o Releases | Provider Account

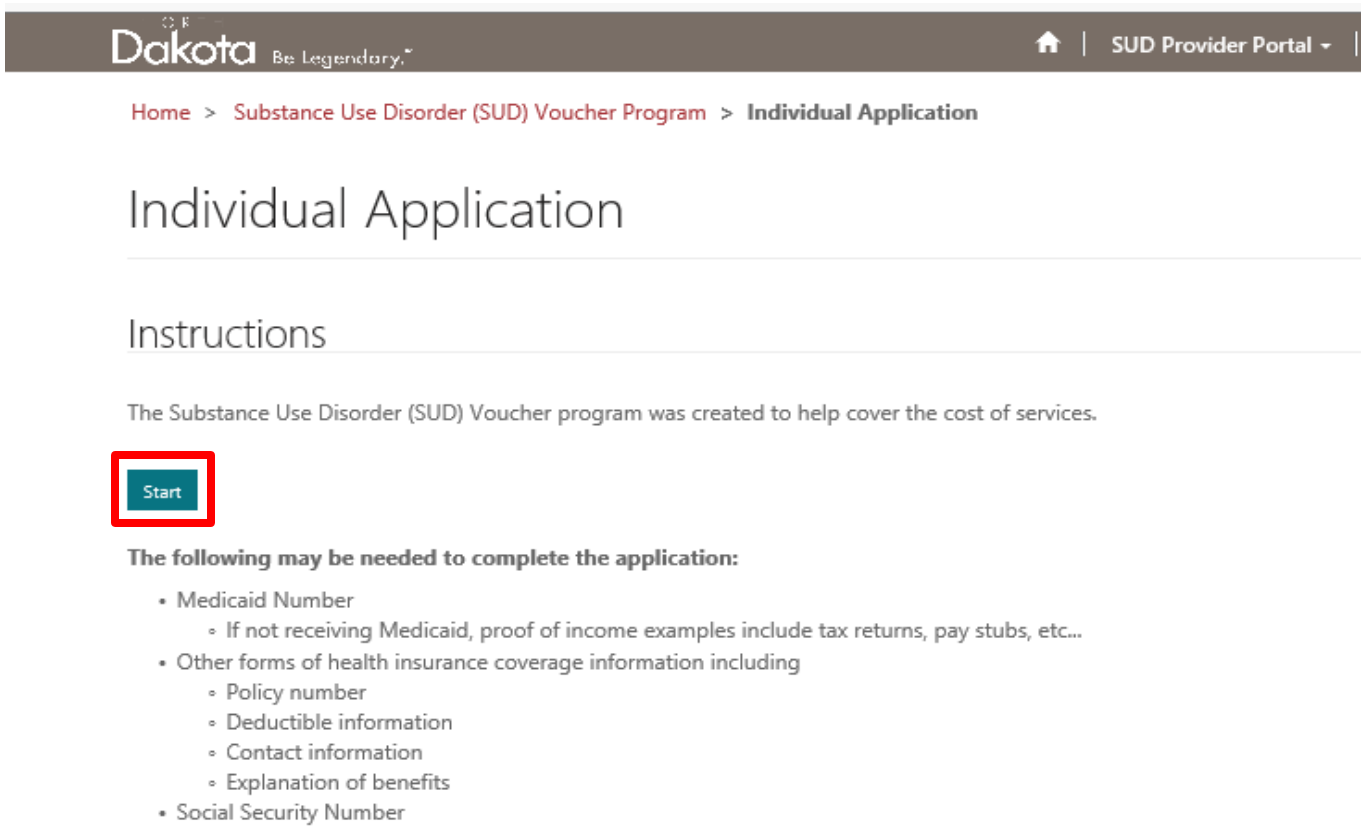
Active, approved applications with verified Releases of Information are listed below. Click on a record to review and submit Prior Authorizations, Invoices, Outcome Measures, and Releases of Information. As a reminder, an individual may have more than one active, approved application on file. In such instances, it is important a provider select the applicable application line to avoid delays in processing.

Search | New Individual Application

Record	Applicant Name	Voucher ID	Submitted On	Processed On	Status
IA1135	Thursday Testing	V1036	12/19/2019 9:07 AM	1/7/2020 4:03 PM	Approved
IA1140	Jane Doe	V1034	1/7/2020 3:03 PM	1/7/2020 3:40 PM	Approved
IA1142	Lori Test2	V1035	1/7/2020 4:01 PM		Approved

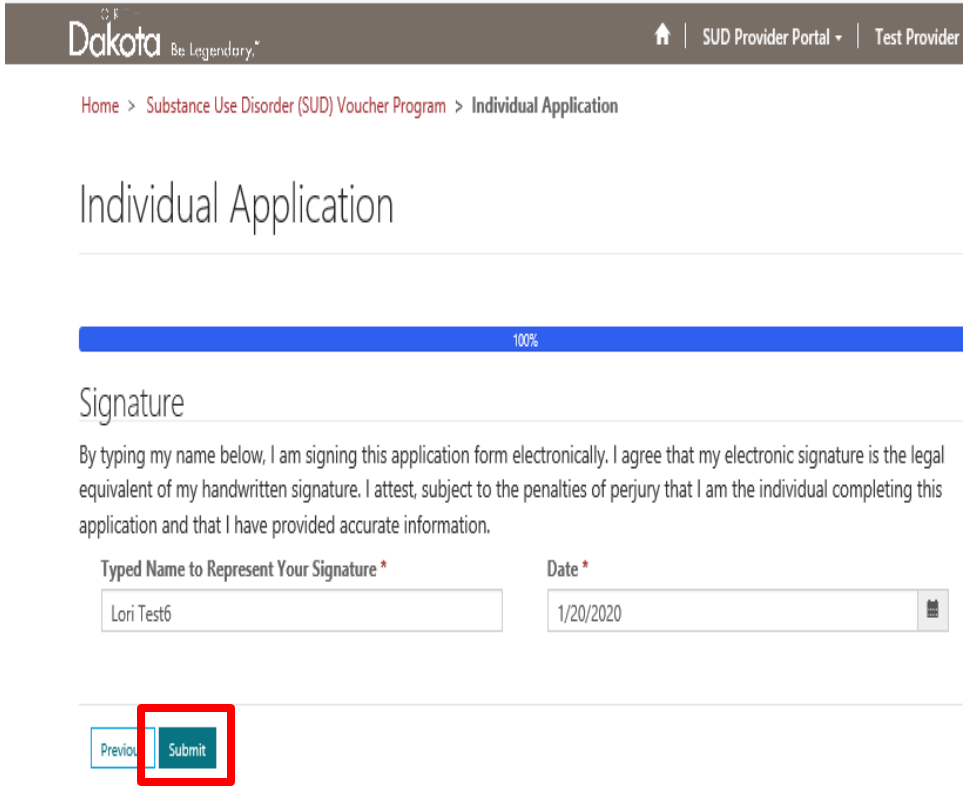
Individual Application Process: Start Page

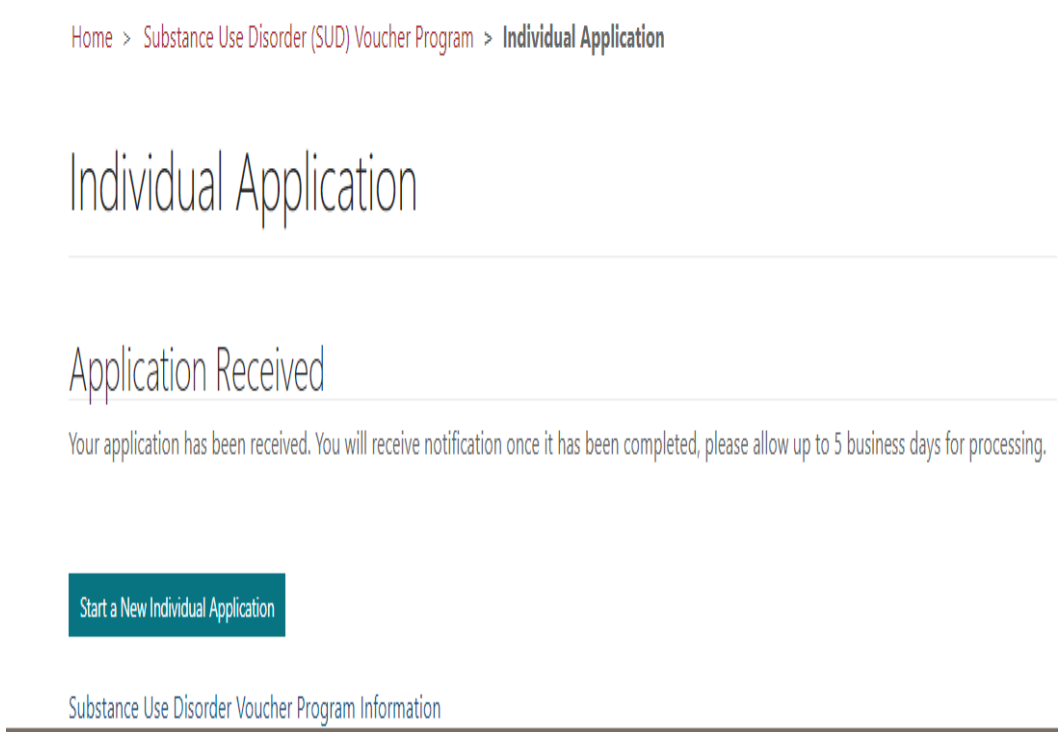
Click the 'Start' button and answer all the questions



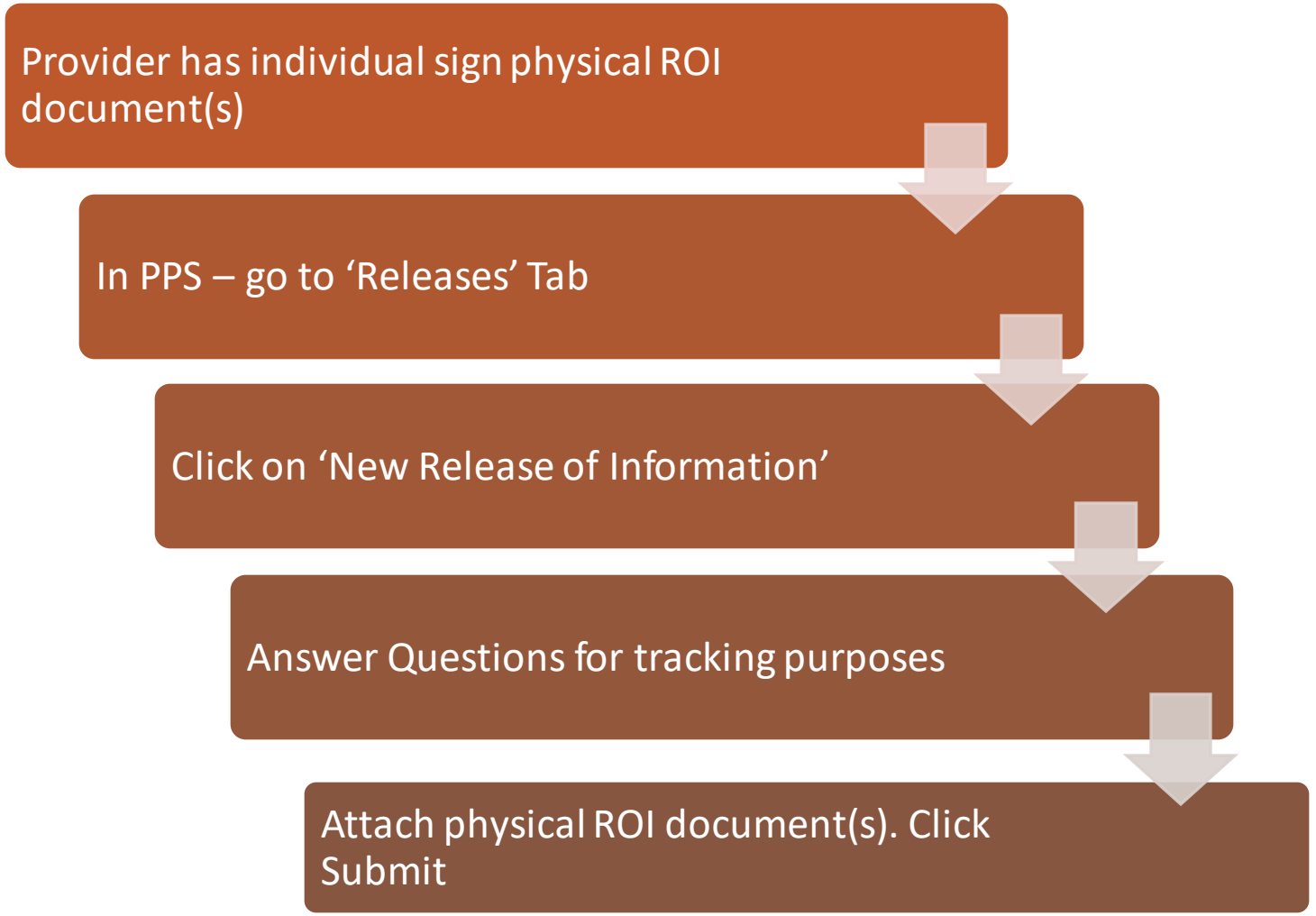
Individual Application Process: Submit

After answering all questions, type in signature, add date, and click 'Submit'
Message will appear your application has been received, allow 5 business days for processing





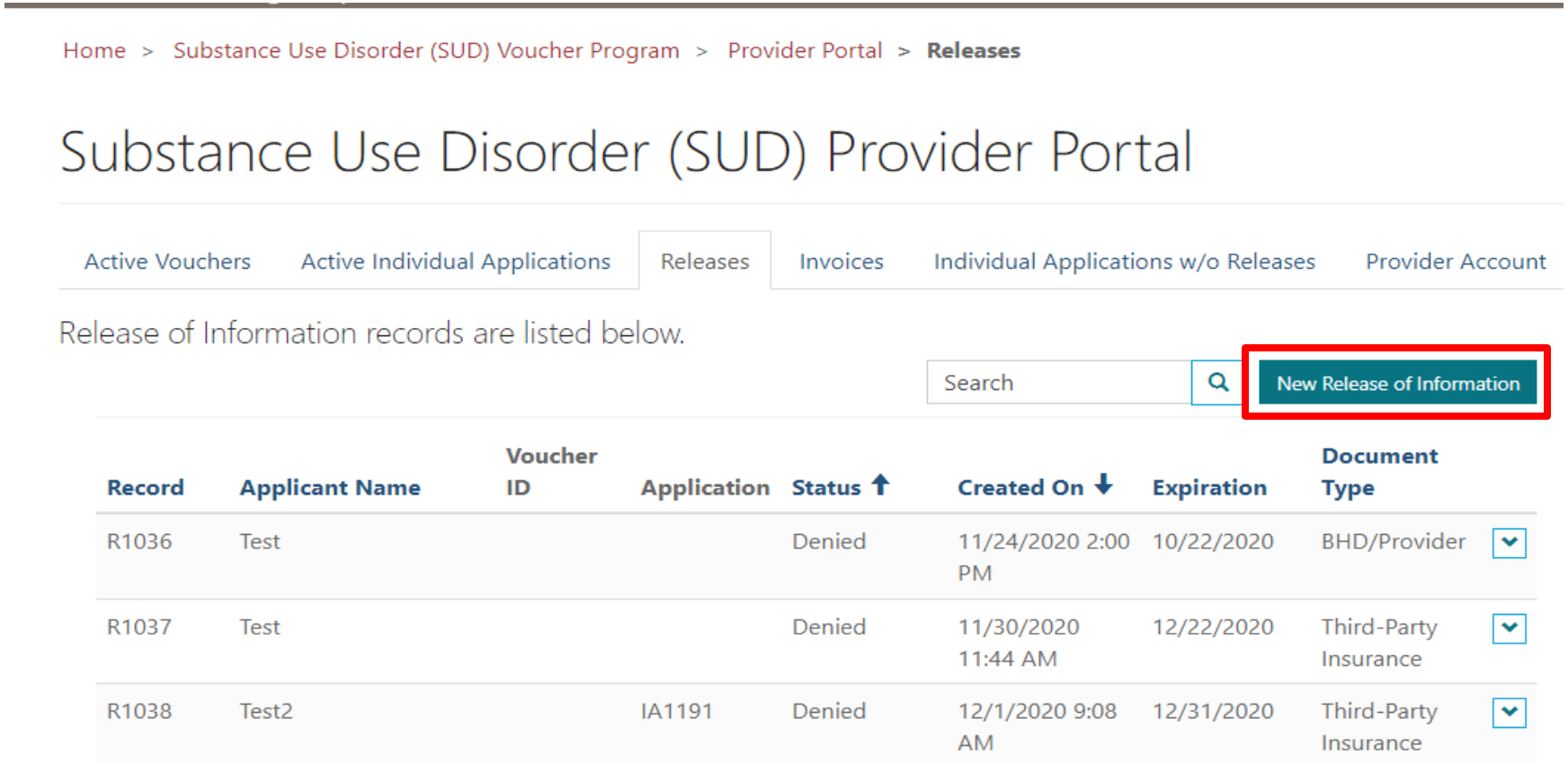
Release of Information Process



Release of Information Process:

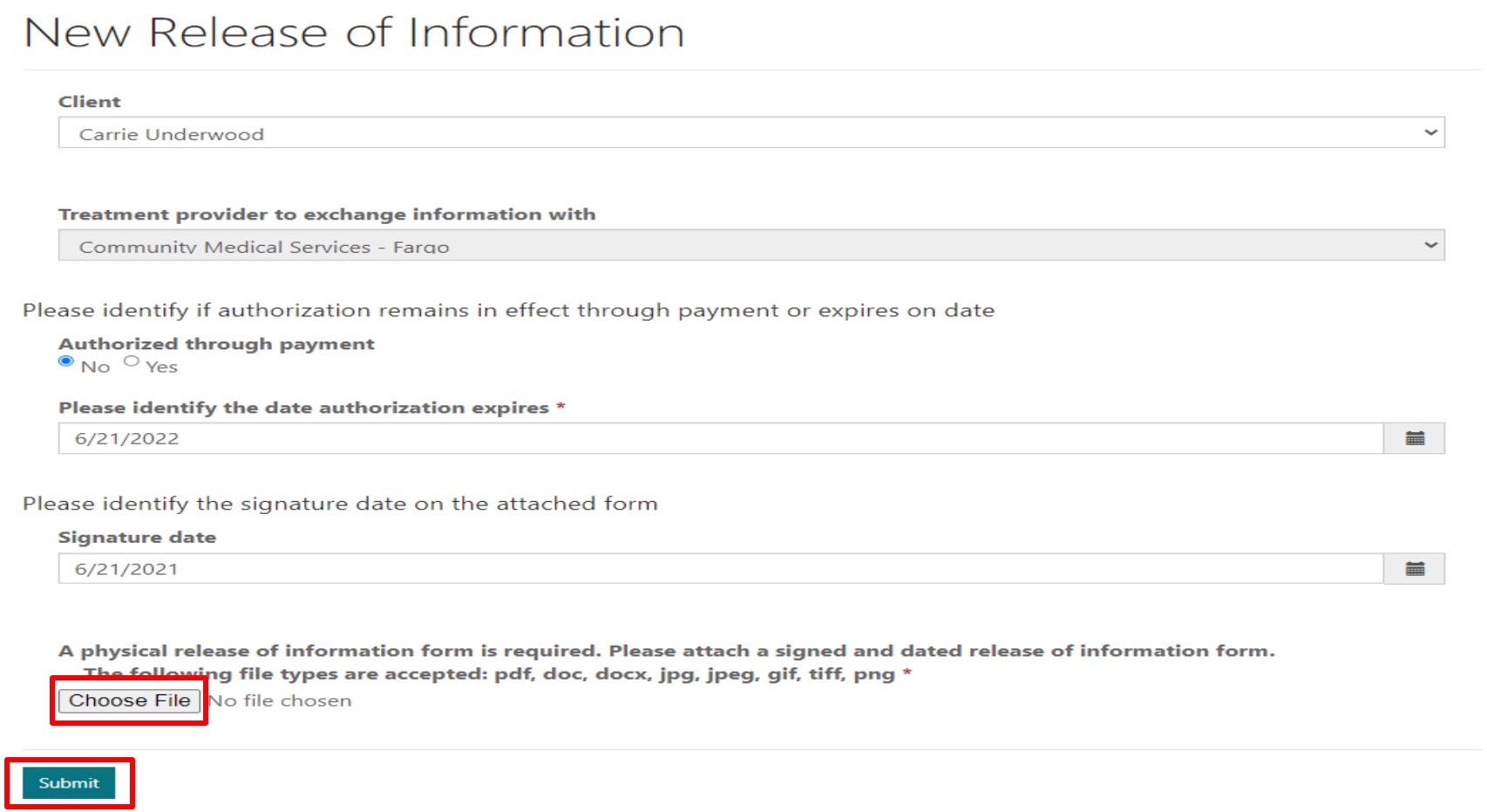
Release of Information Process: Step 1 Create

In Releases Tab, click on 'New Release of Information' button to create a new ROI



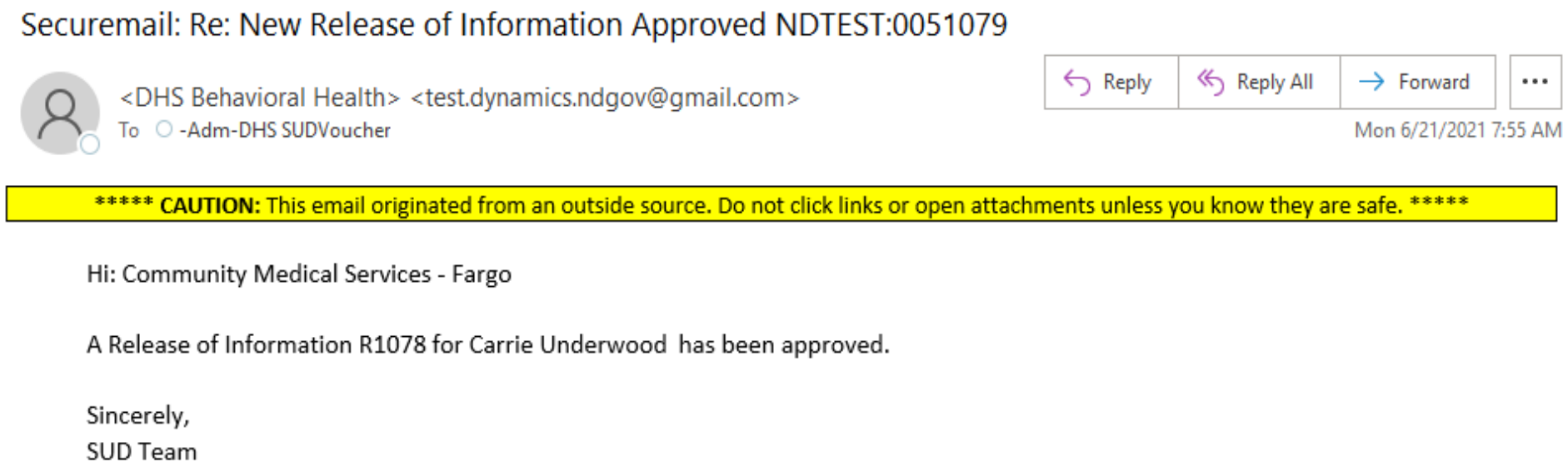
Release of Information Process: Step 2 Attach document

Enter Client Name, click Yes if authorization is 'through payment' or enter an expiration date. Enter signature date of Release. Click on Choose File and upload ROI document from your computer. Click 'Submit'



Release of Information Process: Step 3 Notification

Provider will receive autogenerated email once ROI has been reviewed.



Securemail: Re: New Release of Information Approved NDTEST:0051079

<DHS Behavioral Health> <test.dynamics.ndgov@gmail.com>

To -Adm-DHS SUDVoucher

Reply | Reply All | Forward | ...

Mon 6/21/2021 7:55 AM

***** **CAUTION:** This email originated from an outside source. Do not click links or open attachments unless you know they are safe. *****

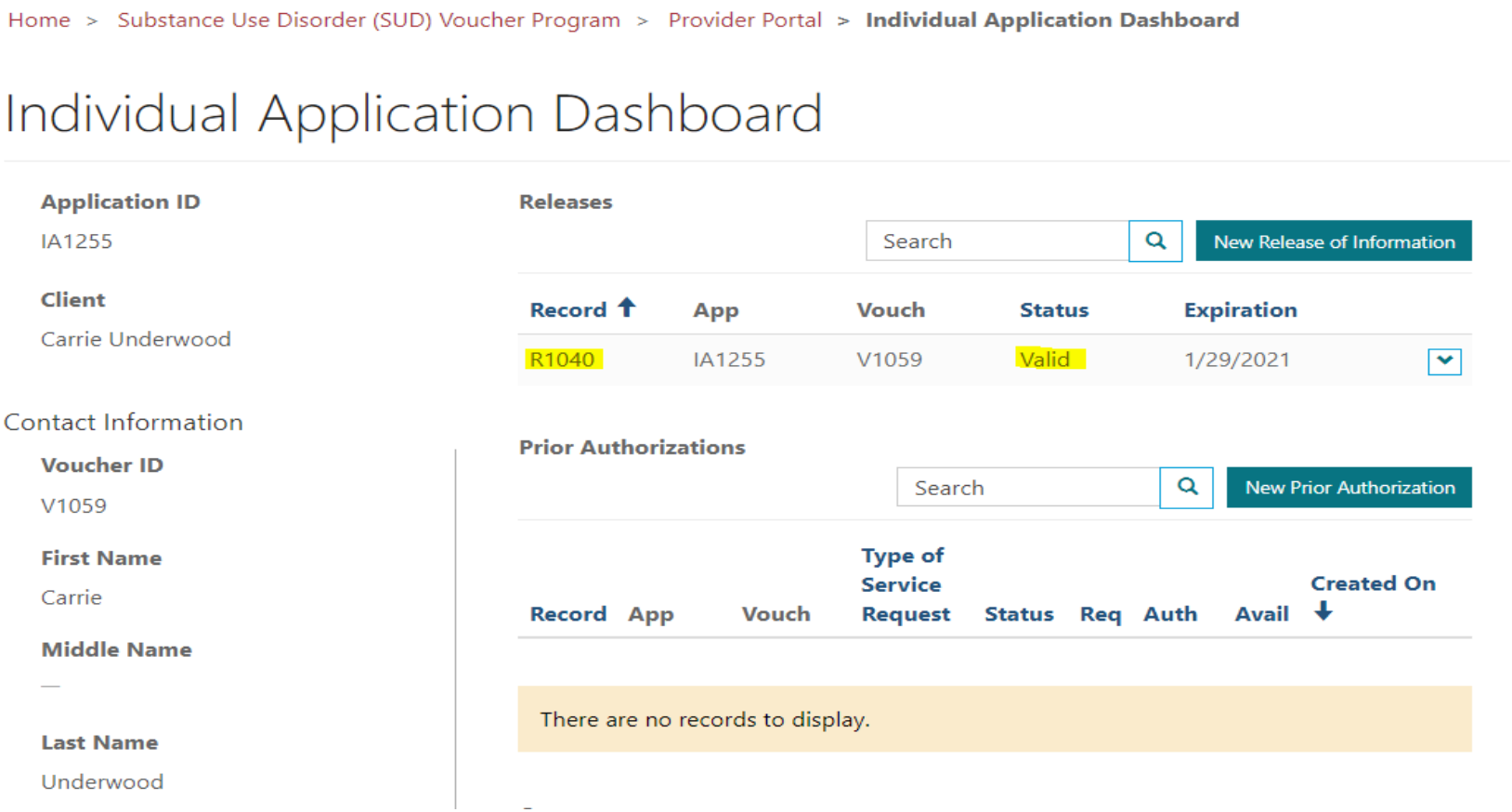
Hi: Community Medical Services - Fargo

A Release of Information R1078 for Carrie Underwood has been approved.

Sincerely,
SUD Team

Release of Information Process: Step 4 Status

Provider can check the status of ROI under Active Individual Applications tab



Using the PPS

Using the PPS: Active Vouchers Tab

Click on an applicant name to review Prior Authorizations, Invoices, Outcome Measures, and Releases of Information for all active applications. Applicants will appear here when there is a verified Release of Information under that voucher. Click on IA Record to review and print approved Individual Application. All submissions for the individual will be listed under Client Dashboard.

Home > Substance Use Disorder (SUD) Voucher Program > **Provider Portal**

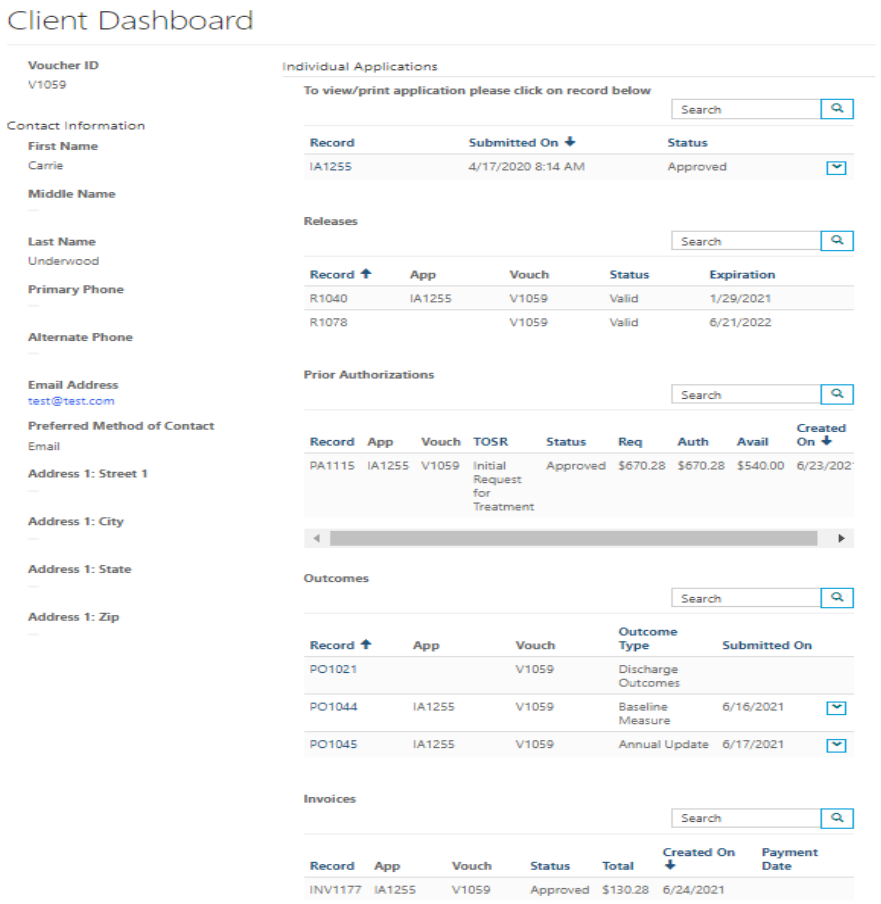
Substance Use Disorder (SUD) Provider Portal

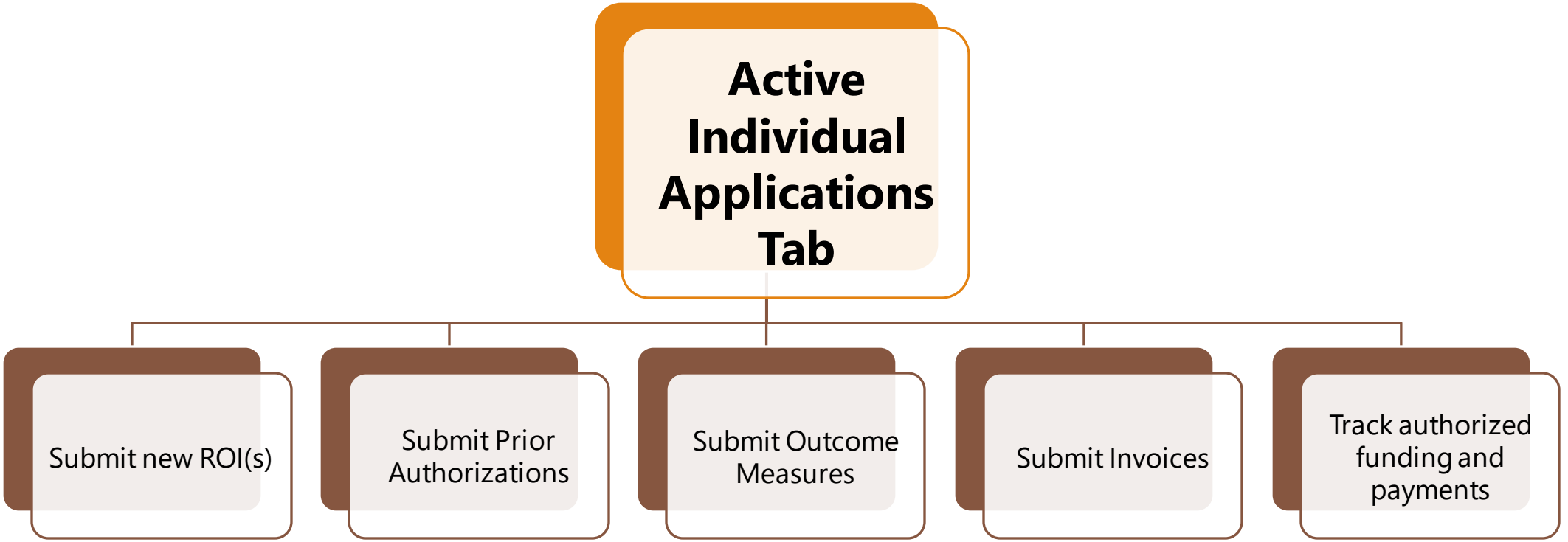
Active Vouchers | Active Individual Applications | Releases | Invoices | Individual Applications w/o Releases | Provider Account

Active vouchers with verified Releases of Information are listed below. Click on a record to review Prior Authorizations, Invoices, Outcome Measures, and Releases of Information for all active applications with a verified Release of Information under that voucher. See Active Individual Applications for Invoice, Prior Authorization, Outcome Measure, and Release of Information submission.

Search

Applicant Name	Voucher ID
Mary Poppins	V1031
ABC DEF	V1102
Seaside Trio	V1057
Betty Birney	V1054
George Strait	V1053
Carrie Underwood	V1059




Active Individual Applications Tab
Submit new ROI(s)
Submit Prior Authorizations
Submit Outcome Measures
Submit Invoices
Track authorized funding and payments

Using the PPS: Active Individual Applications tab

Applicants will appear here when there is a verified Release of Information under that voucher. Click on a record to submit Individual Applications, Releases, Prior Authorizations, Outcome Measures, and Invoices for all active applications.

Home > Substance Use Disorder (SUD) Voucher Program > Provider Portal > **Active Individual Applications**

Substance Use Disorder (SUD) Provider Portal

Active Vouchers | Active Individual Applications | Releases | Invoices | Individual Applications w/o Releases | Provider Account

Active, approved applications with verified Releases of Information are listed below. Click on a record to review and submit Prior Authorizations, Invoices, Outcome Measures, and Releases of Information. As a reminder, an individual may have more than one active, approved application on file. In such instances, it is important a provider select the applicable application line to avoid delays in processing.

Search | New Individual Application

Record	Applicant Name	Voucher ID	Submitted On	Processed On	Status
IA1131	Mary Poppins	V1031	12/10/2019 4:12 PM	12/13/2019 10:08 AM	Approved
IA1224	George Strait	V1053	4/8/2020 11:54 AM	4/8/2020 12:05 PM	Approved
IA1226	Betty Birney	V1054	4/9/2020 9:45 AM	4/9/2020 10:00 AM	Approved
IA1233	Seaside Trio	V1057	4/13/2020 2:37 PM	4/13/2020 2:39 PM	Approved
IA1255	Carrie Underwood	V1059	4/17/2020 8:14 AM	12/11/2020 7:50 AM	Approved
IA1372	TESTING TESTING	V1074	9/30/2020 10:15 AM	9/30/2020 10:18 AM	Approved
IA1408	FirstTest1214835 LastTest1214835	V1081	12/14/2020 8:42 AM	12/14/2020 8:56 AM	Approved
IA1409	Test1214946First Test1214946Last	V1082	12/14/2020 9:47 AM	12/14/2020 9:49 AM	Approved

Individual Application Dashboard

Application ID
IA1255

Client
Carrie Underwood

Contact Information

Voucher ID
V1059

First Name
Carrie

Middle Name
–

Last Name
Underwood

Primary Phone
–

Alternate Phone
–

Email Address
test@test.com

Preferred Method of Contact
Email

Address 1: Street 1
–

Address 1: City
–

Address 1: State
–

Releases

Search | New Release of Information

Record	App	Vouch	Status	Expiration
R1040	IA1255	V1059	Valid	1/29/2021

Prior Authorizations

Search | New Prior Authorization

Record	App	Vouch	TOSR	Status	Req	Auth	Avail	Created On
PA1115	IA1255	V1059	Initial Request for Treatment	Approved	$670.28	$670.28	$540.00	6/23/202

Outcomes

Search | New Provider Outcome

Record	App	Vouch	Outcome Type	Submitted On
PO1044	IA1255	V1059	Baseline Measure	6/16/2021
PO1045	IA1255	V1059	Annual Update	6/17/2021

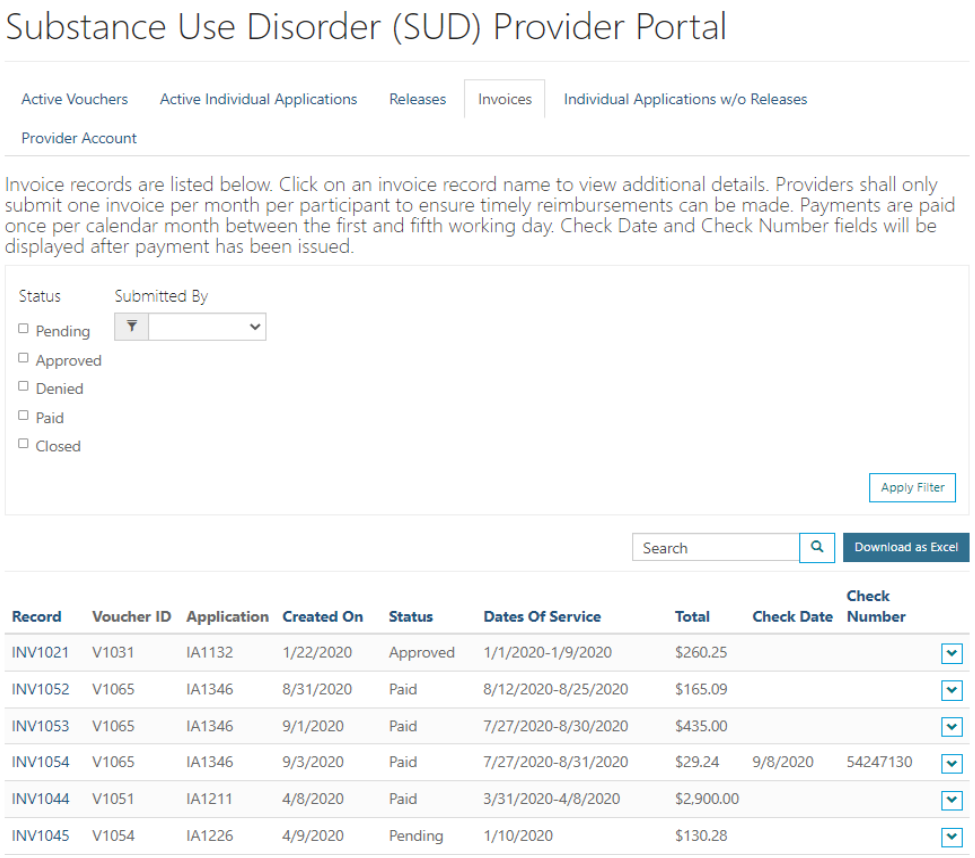
Invoices

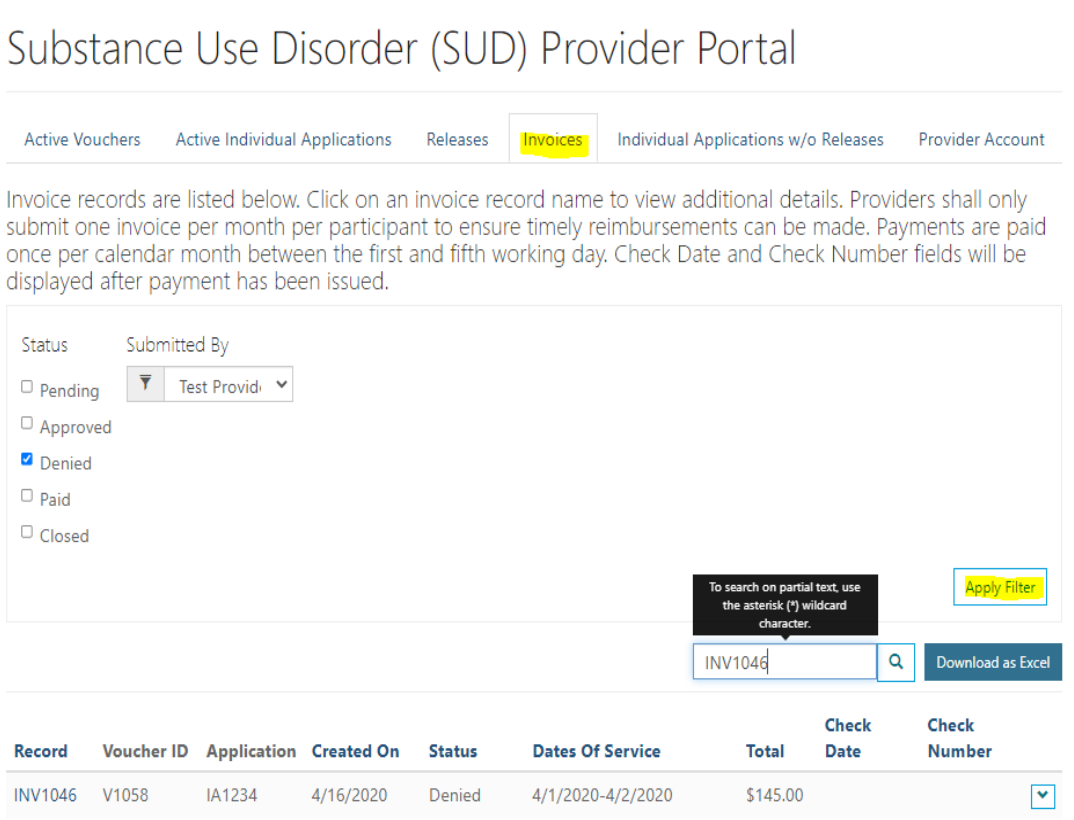
Search | New Invoice

Record	App	Vouch	Status	Total	Created On	Payment Date
INV1177	IA1255	V1059	Approved	$130.28	6/24/2021	

Using the PPS: Invoices tab

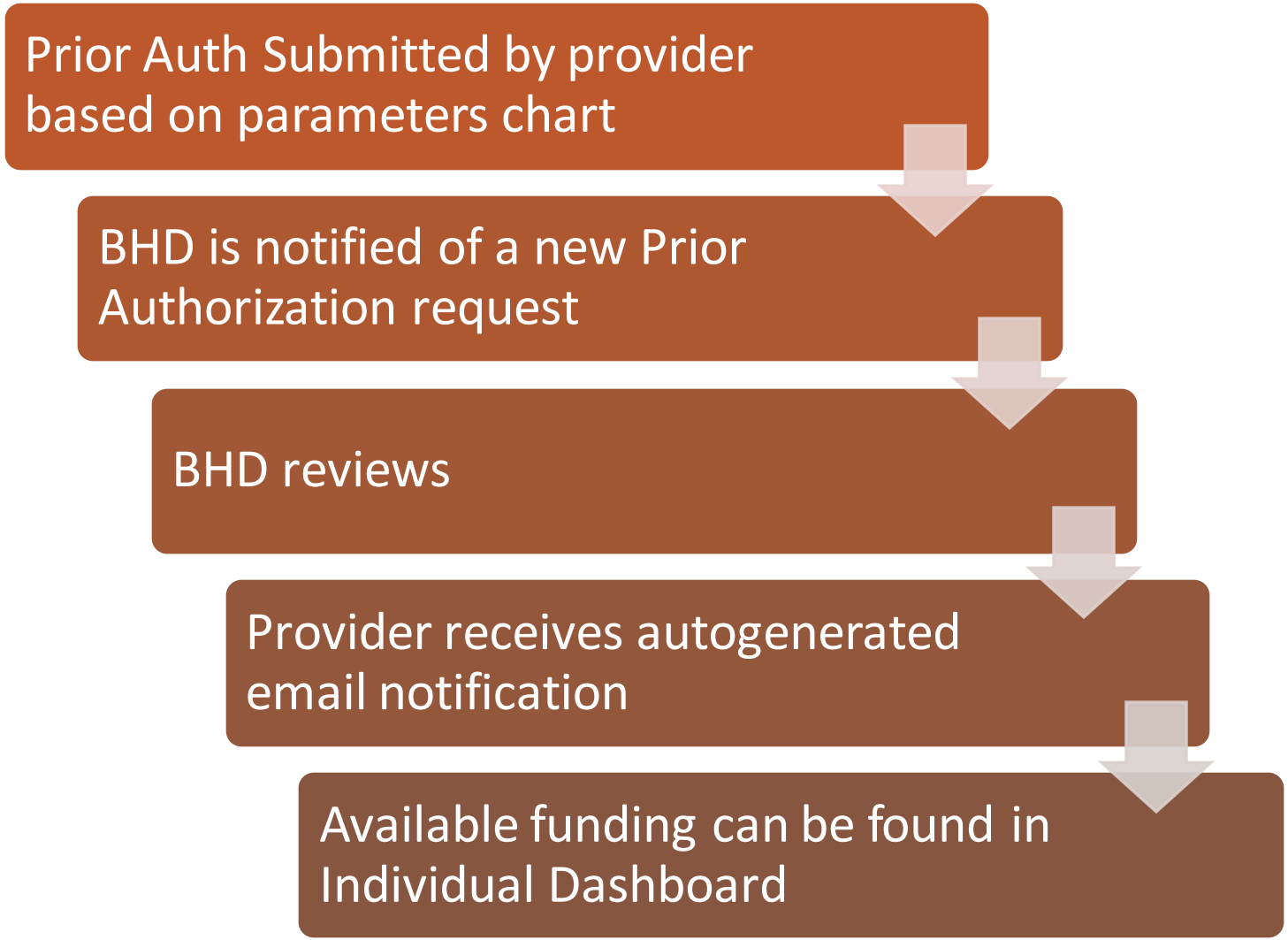
All invoice records are listed in this view. Check the status of pending, approved, denied, paid or closed and apply filter. Reports can be downloaded as Excel documents. Use the search field to look for a specific invoice number.





USING THE PPS

Prior Authorization Process



Prior Auth Process:

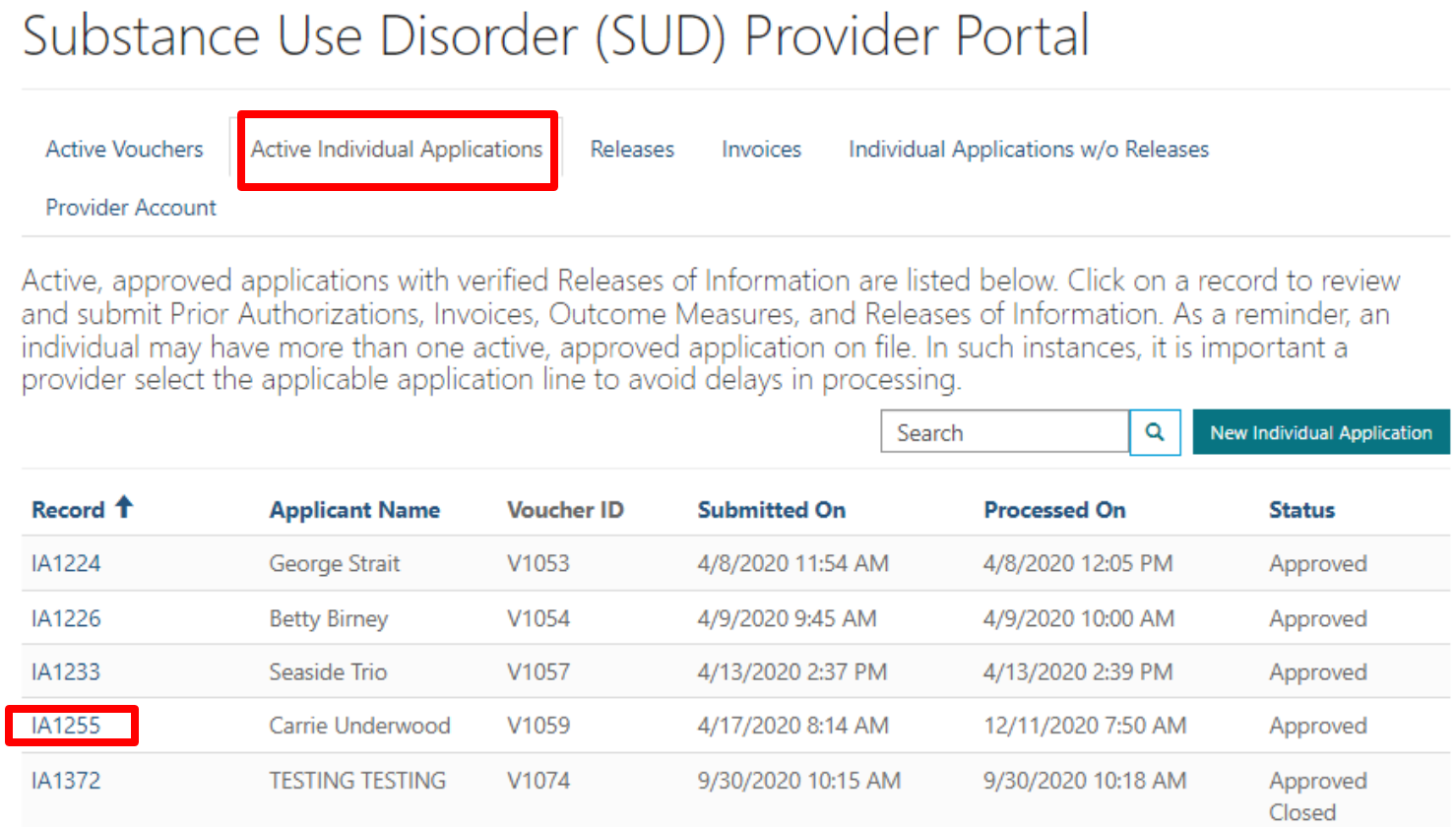
Prior Authorization: Step 1 Review Parameters Chart

Review the Prior Authorization parameters chart located in Program Guidance prior to submitting a request. Enter what is medically necessary for the individual. The maximums were set based on flexibility for individual need. Requests submitted outside of parameters will be partially approved.

Level of Care	Initial & Change of Care Requests			Continuation of Care Requests			Comments
	Max Units	Max Days	Total Auth Limit	Max Units	Max Days	Total Auth Limit	
ASAM 1.0	120	120	$1,740	120	120	$1,740	SUD Voucher Admins may approve up to 2 continuation of care requests without LAC staffing.
ASAM 2.1	50	120	$10,8775	12	30	$2,610	SUD Voucher Admins may approve 1 continuation of care requests without LAC staffing.
ASAM 2.1 W R&B	50	120	$13,949	12	30	$3,348	SUD Voucher Admins may approve 1 continuation of care requests without LAC staffing.
Adult ASAM 2.5	30	45	$9,353	30	45	$9,353	SUD Voucher Admins may approve 1 continuation of care requests without LAC staffing.
Adolescent ASAM 2.5	30	45	$11,411	30	45	$11,411	SUD Voucher Admins may approve 1 continuation of care requests without LAC staffing.
Adult ASAM 2.5 w R&B	30	45	$11,1975	30	45	$11,197	SUD Voucher Admins may approve 1 continuation of care requests without LAC staffing.
Adolescent ASAM 2.5 w R&B	30	45	$13,660	30	45	$13,660	SUD Voucher Admins may approve 1 continuation of care requests without LAC staffing.
Adult ASAM 3.5	30	30	$9,353	30	30	$9,353	All requests for continuation of care must be staffed with an LAC.
Adolescent ASAM 3.5	30	30	$11,411	30	30	$11,411	All requests for continuation of care must be staffed with an LAC.
Adult R&B	30	30	$1,844	30	30	$1,844	SUD Voucher Admins may approve 1 continuation of care requests without LAC staffing.
Adolescent R&B	30	30	$2,249	30	30	$2,249	SUD Voucher Admins may approve 1 continuation of care requests without LAC staffing.
Transport	Per google map	180	Per google map	Per google map	180	Per google map	SUD Voucher Admins may approve 1 continuation of care requests without Utilization review
MAT Daily	365	365	$3,256	365	365	$3,256	MAT authorization requests and approvals encompass daily, weekly, and take-home needs. All MAT requests have a total maximum authorization limit of $3,256
MAT Weekly	104	365	$2,024	104	365	$2,024	
MAT Take Home	353	365	$353	353	365	$353	

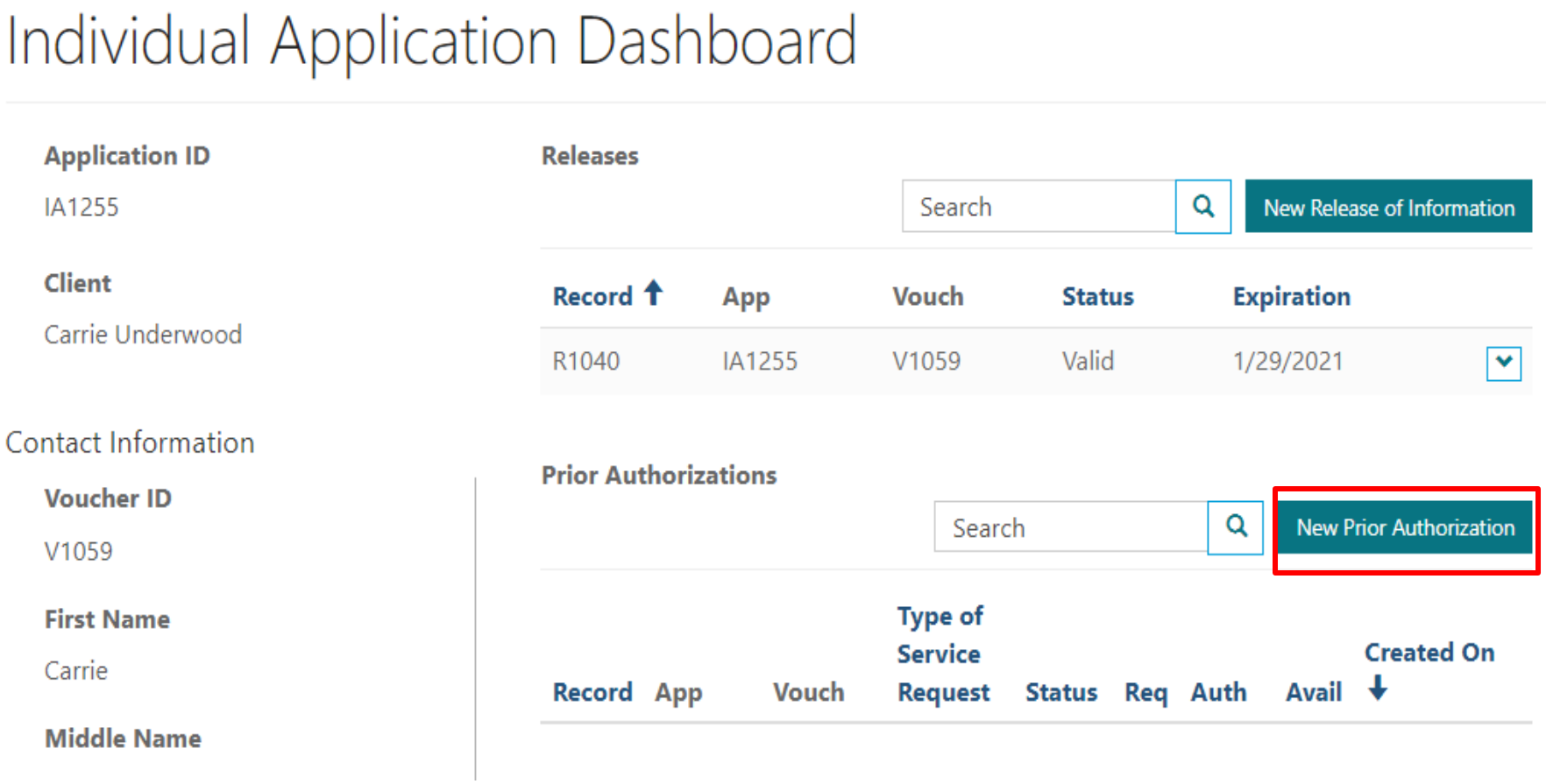
Prior Authorization: Step 2 Locate Applicant

Under Active Individual Applications tab, search for the applicant's name and Individual Application (IA) and click on the Record



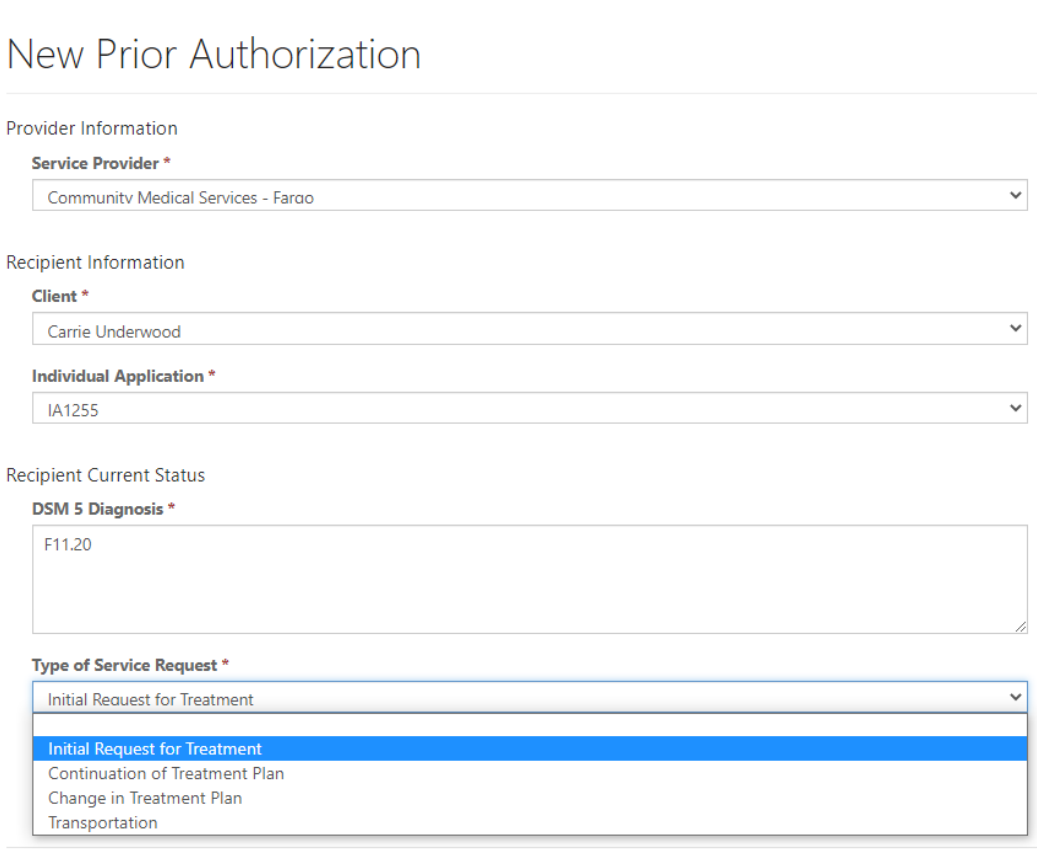
Prior Authorization: Step 3 Create

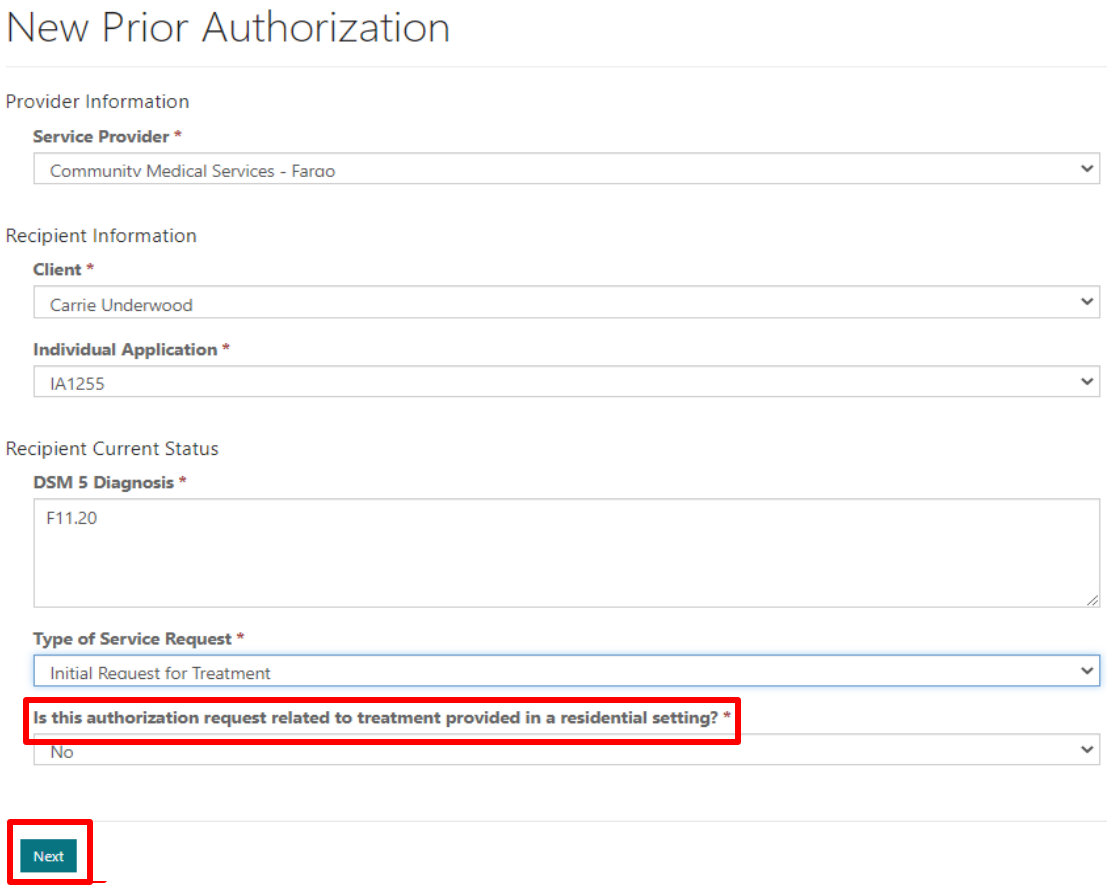
Click on New Prior Authorization tab in Individual Application Dashboard



Prior Authorization: Step 4 Type of Service Request

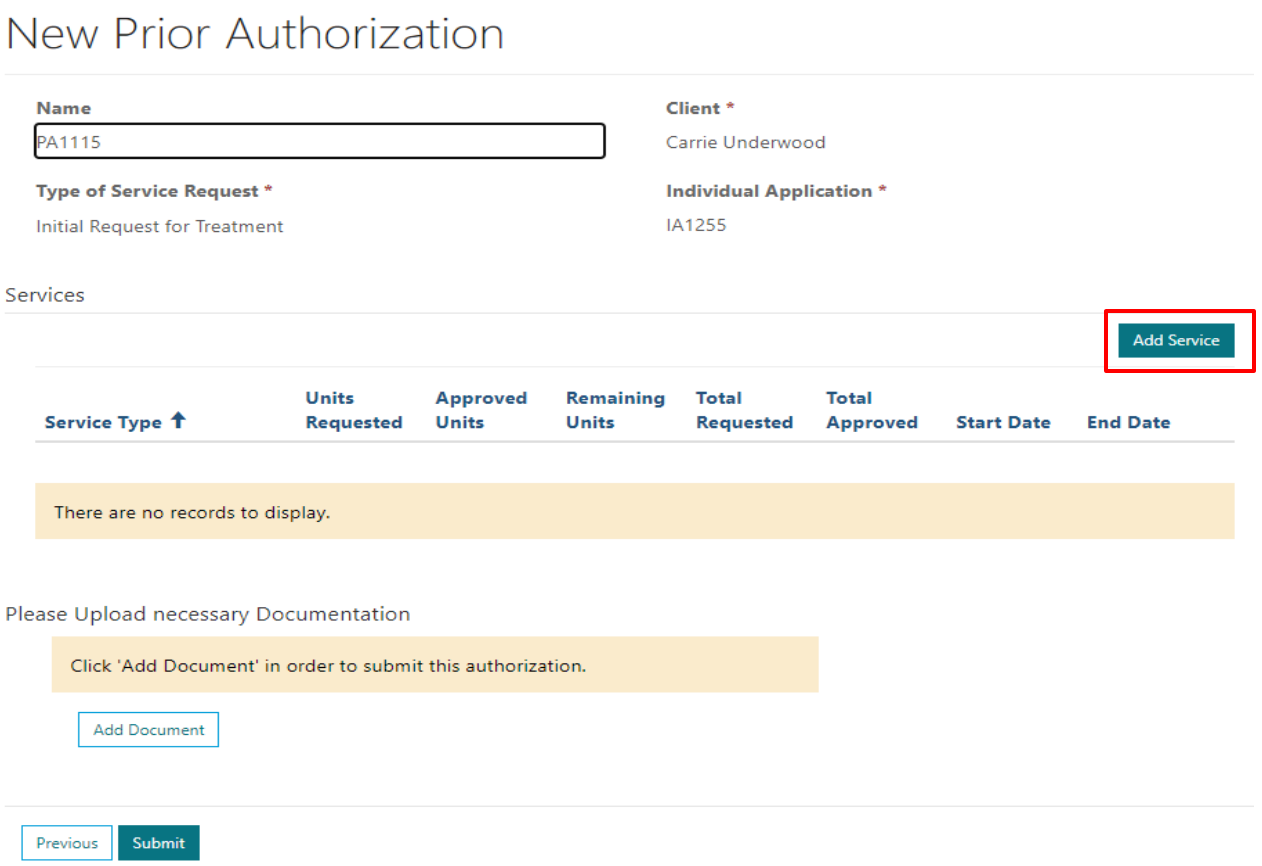
Enter DSM 5 Diagnosis, select from drop-down: Initial Request for Treatment, Continuation of Treatment Plan, Change in Treatment Plan or Transportation. Answer next question if this request is related to treatment in residential setting. Click 'Next'





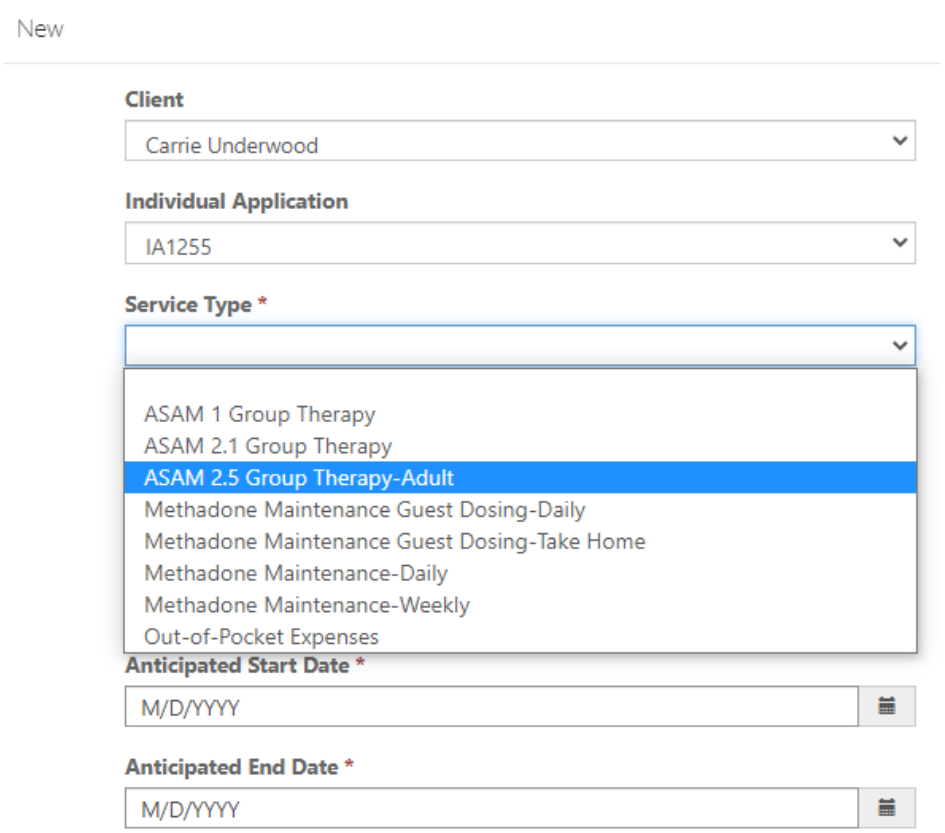
Prior Authorization Process: Step 5 Add Service Type

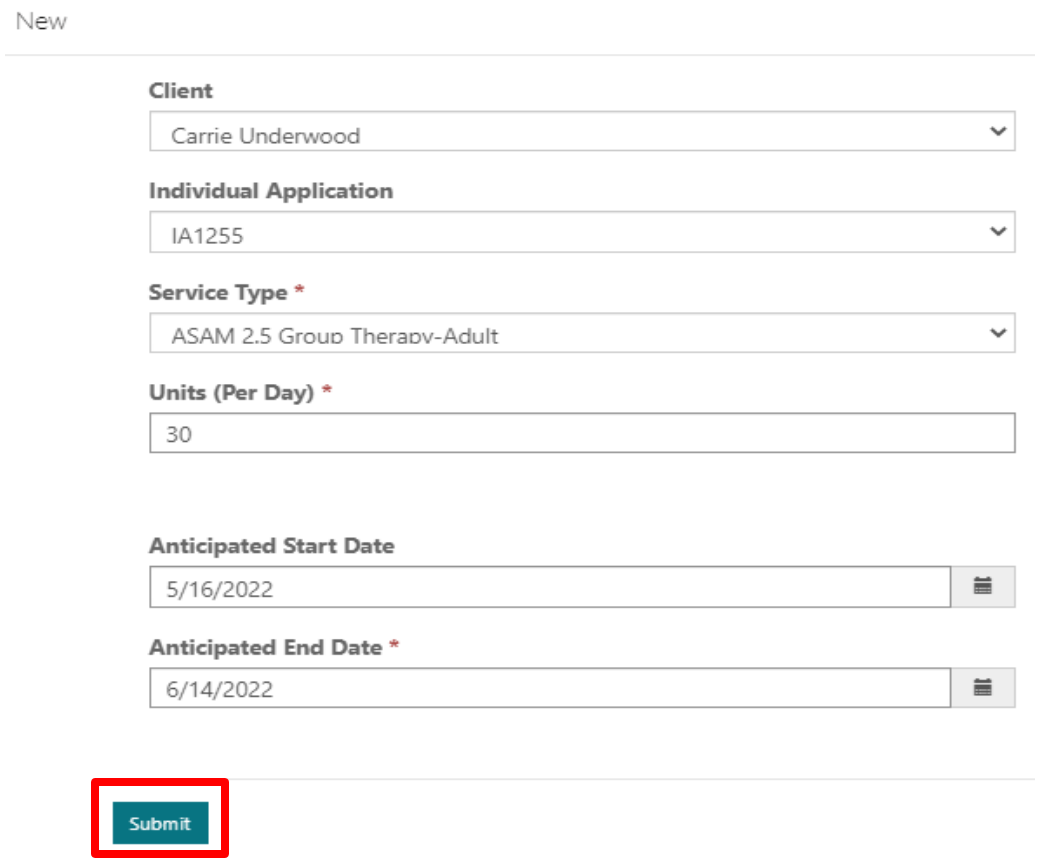
Initial Request for treatment can only be selected once per application. Click on Add Service button



Prior Authorization Process: Step 6 Enter Units & Dates

Select from drop-down to select a service type. Only the services that require prior authorizations will appear in the drop-down. Depending on which service is selected, total units may be required. Enter Anticipated start and end date from date picker. End date cannot precede start date, Start date cannot exceed end date. Click Submit.



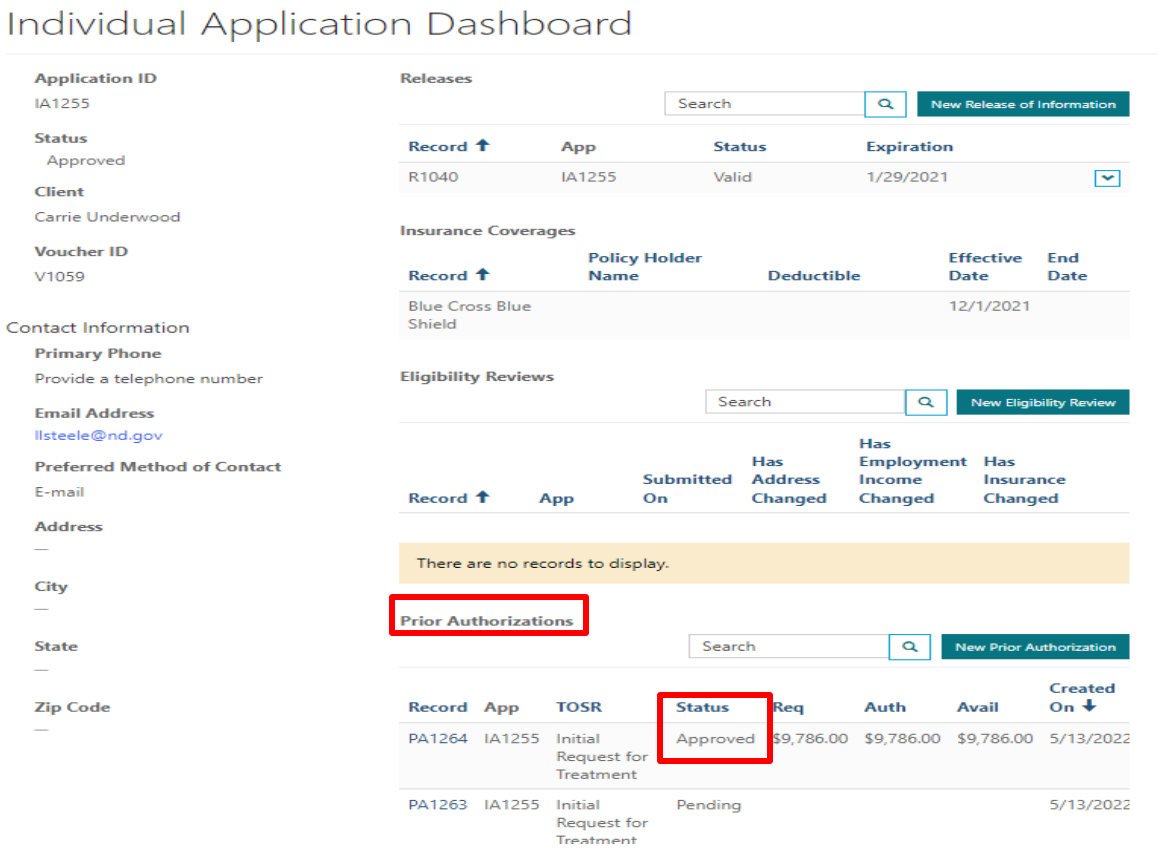


Prior Auth Process: Step 7 Adding Additional Services

Repeat previous steps to add additional services. Click Submit

Prior Auth Process: Step 8 Review Dashboard

Review submission under Individual Application Dashboard. The Status will be 'pending' until reviewed by BHD. The person who submitted the prior authorization will receive automated email notice.



Individual Application Dashboard

Application ID
IA1255

Status
Approved

Client
Carrie Underwood

Voucher ID
V1059

Contact Information

Primary Phone
Provide a telephone number

Email Address
llsteele@nd.gov

Preferred Method of Contact
E-mail

Address
—

City
—

State
—

Zip Code
—

Releases

Search | New Release of Information

Record	App	Status	Expiration
R1040	IA1255	Valid	1/29/2021

Insurance Coverages

Record	Policy Holder Name	Deductible	Effective Date	End Date
Blue Cross Blue Shield			12/1/2021	

Eligibility Reviews

Search | New Eligibility Review

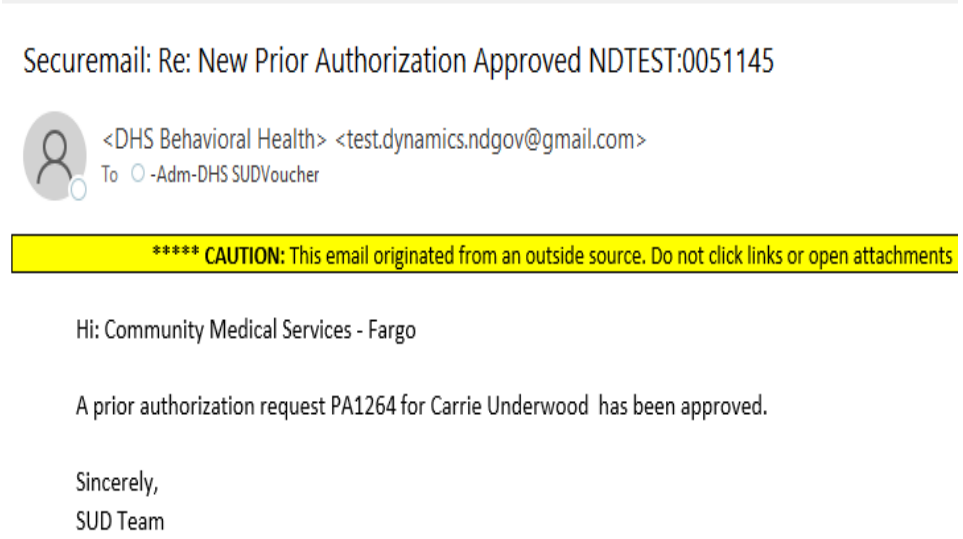
Record	App	Submitted On	Has Address Changed	Has Employment Income Changed	Has Insurance Changed

There are no records to display.

Prior Authorizations

Search | New Prior Authorization

Record	App	TOSR	Status	Req	Auth	Avail	Created On
PA1264	IA1255	Initial Request for Treatment	Approved	$9,786.00	$9,786.00	$9,786.00	5/13/2022
PA1263	IA1255	Initial Request for Treatment	Pending				5/13/2022



Securemail: Re: New Prior Authorization Approved NDTEST:0051145

<DHS Behavioral Health> <test.dynamics.ndgov@gmail.com>
To -Adm-DHS SUDVoucher

***** **CAUTION:** This email originated from an outside source. Do not click links or open attachments

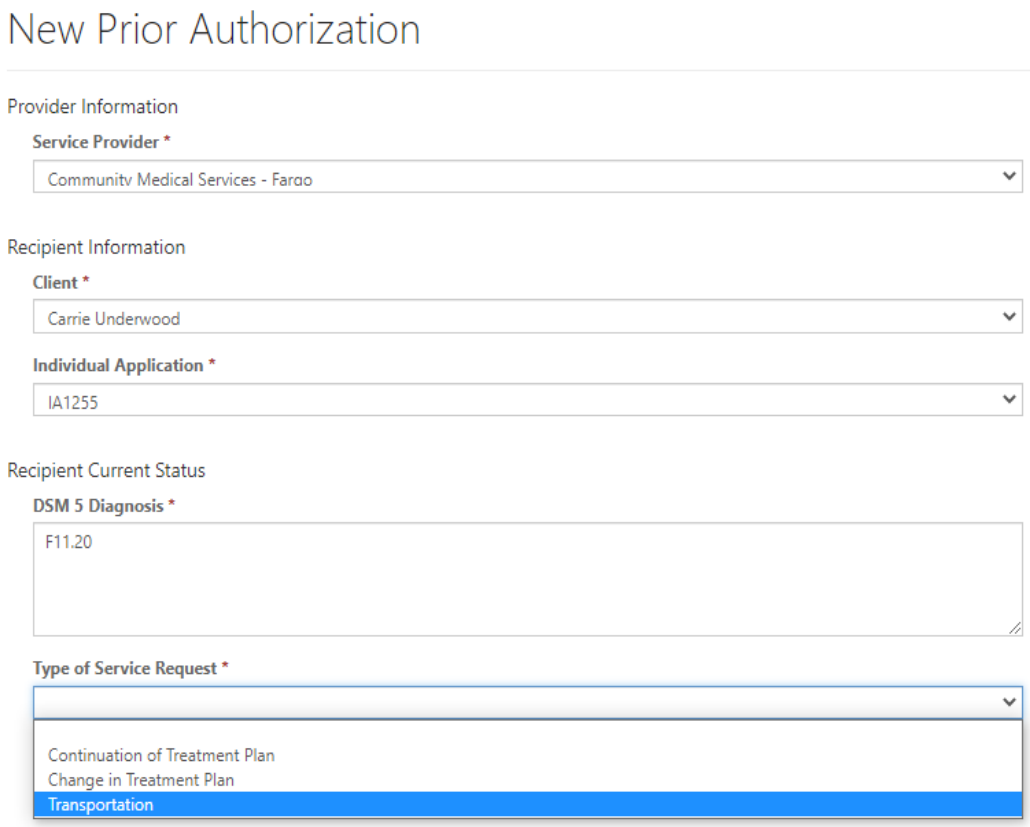
Hi: Community Medical Services - Fargo

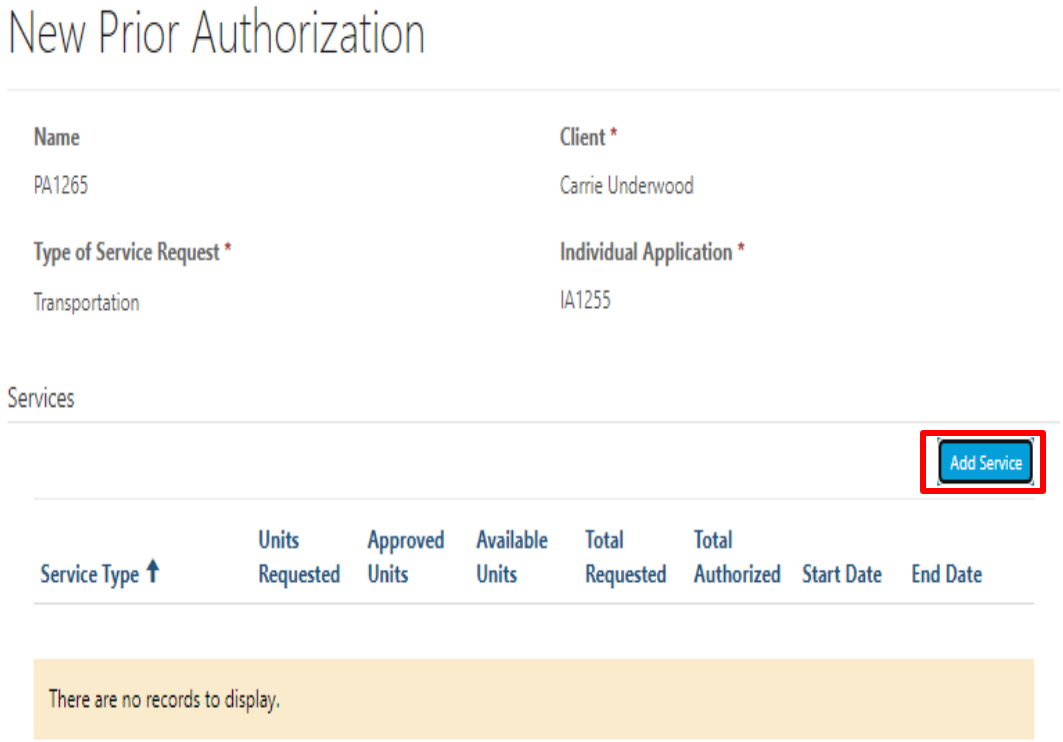
A prior authorization request PA1264 for Carrie Underwood has been approved.

Sincerely,
SUD Team

Prior Auth Process: Step 9 Transportation Request

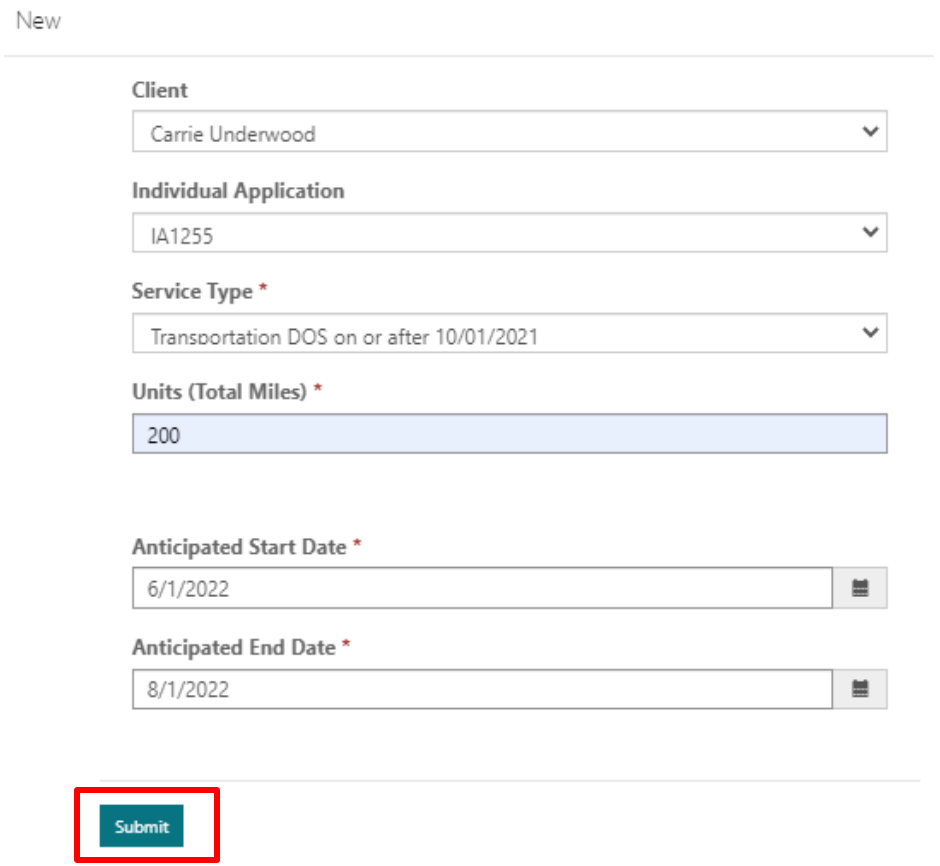
Select Transportation from drop-down for type of service request. Click 'Add Service'

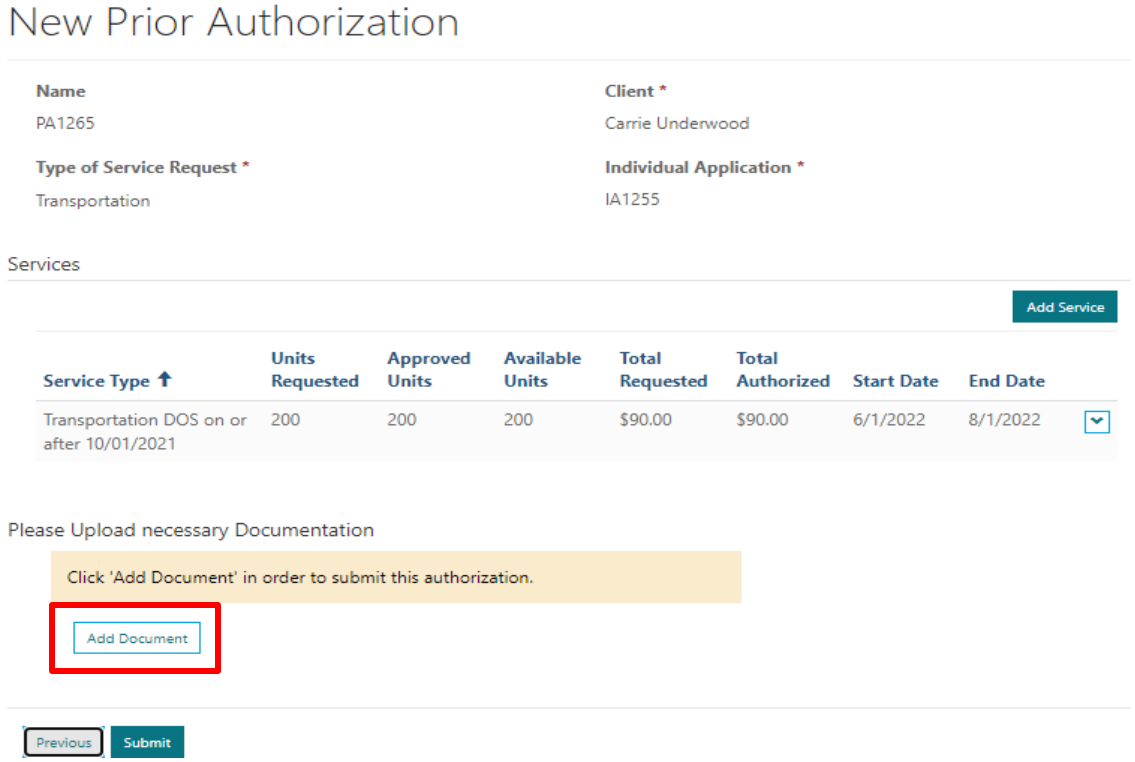




Prior Auth Process: Step 9 Transportation Request

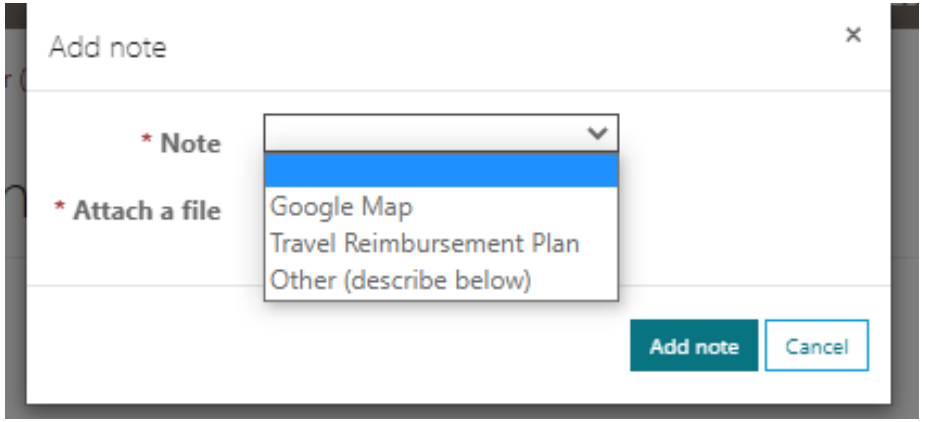
Click on Service Type and select 'Transportation DOS on or after 10/1/2021' and enter total miles. Enter anticipated start and end date from date picker. **End date cannot precede start date, start date cannot exceed end date. Click Submit.** Supporting documentation is required for Transportation request. Click 'Add Document'

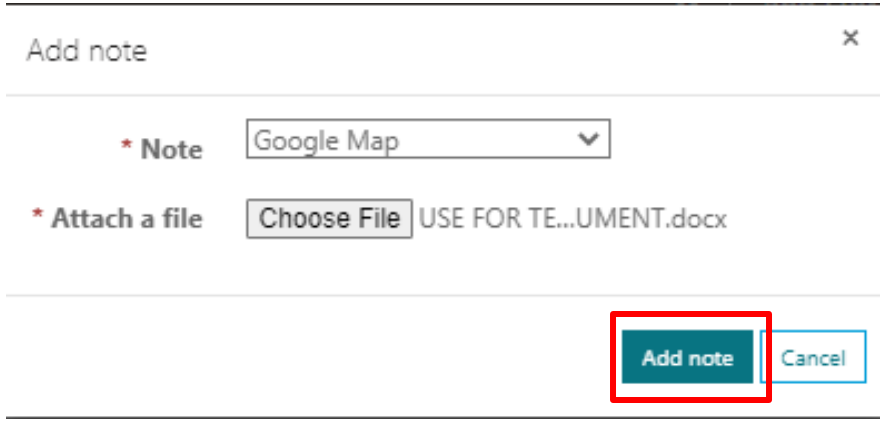


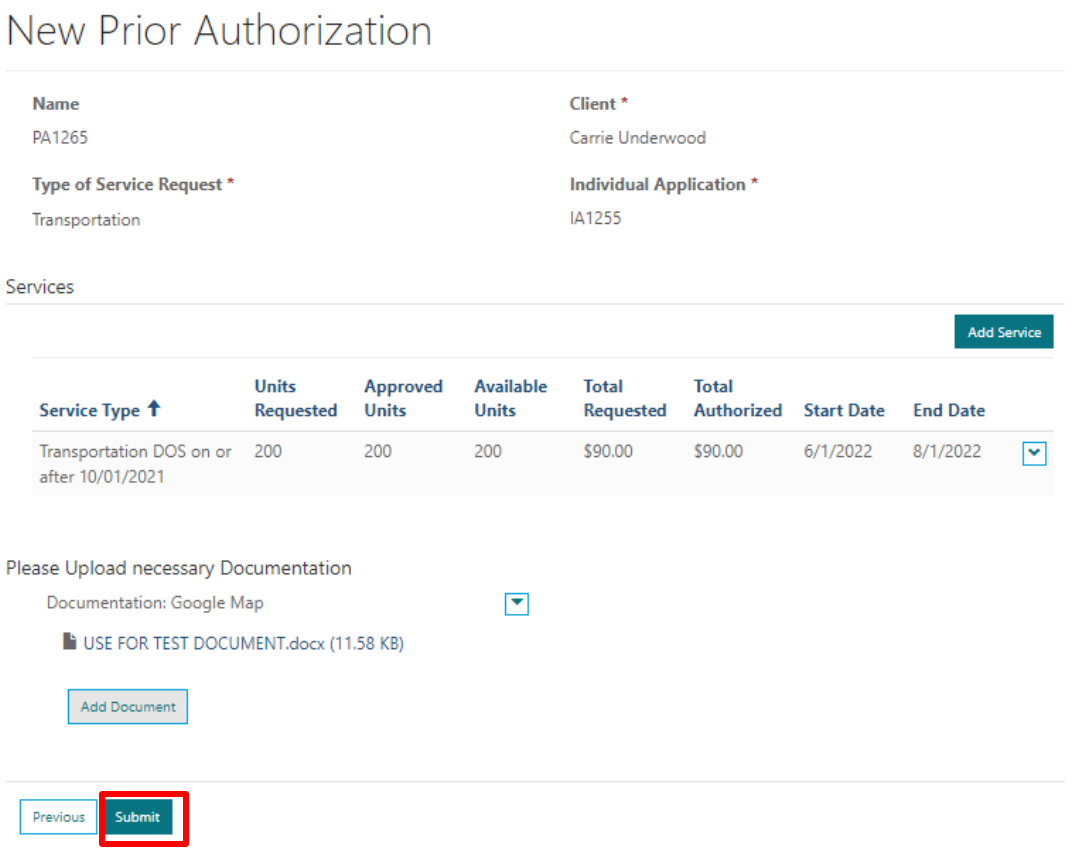


Prior Auth Process: Step 9 Transportation Documentation

Select from drop-down list; google map, travel reimbursement plan or other. Click Choose File and upload document from computer then click 'Add Note' Document will display on screen. Click 'Submit'

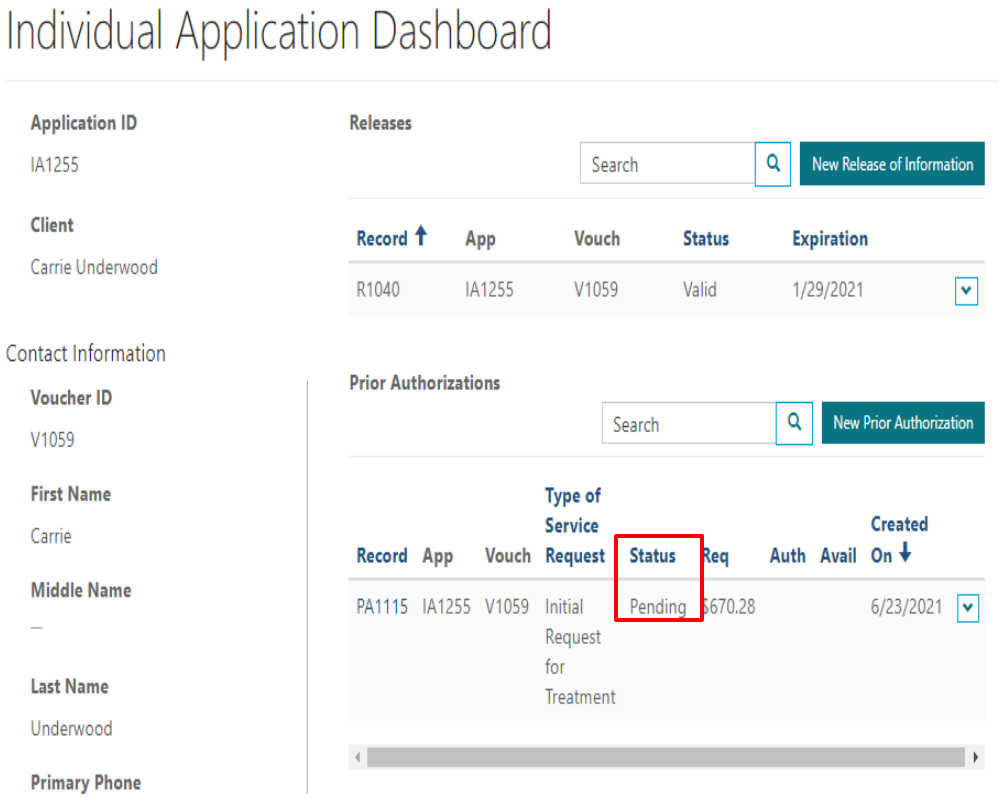


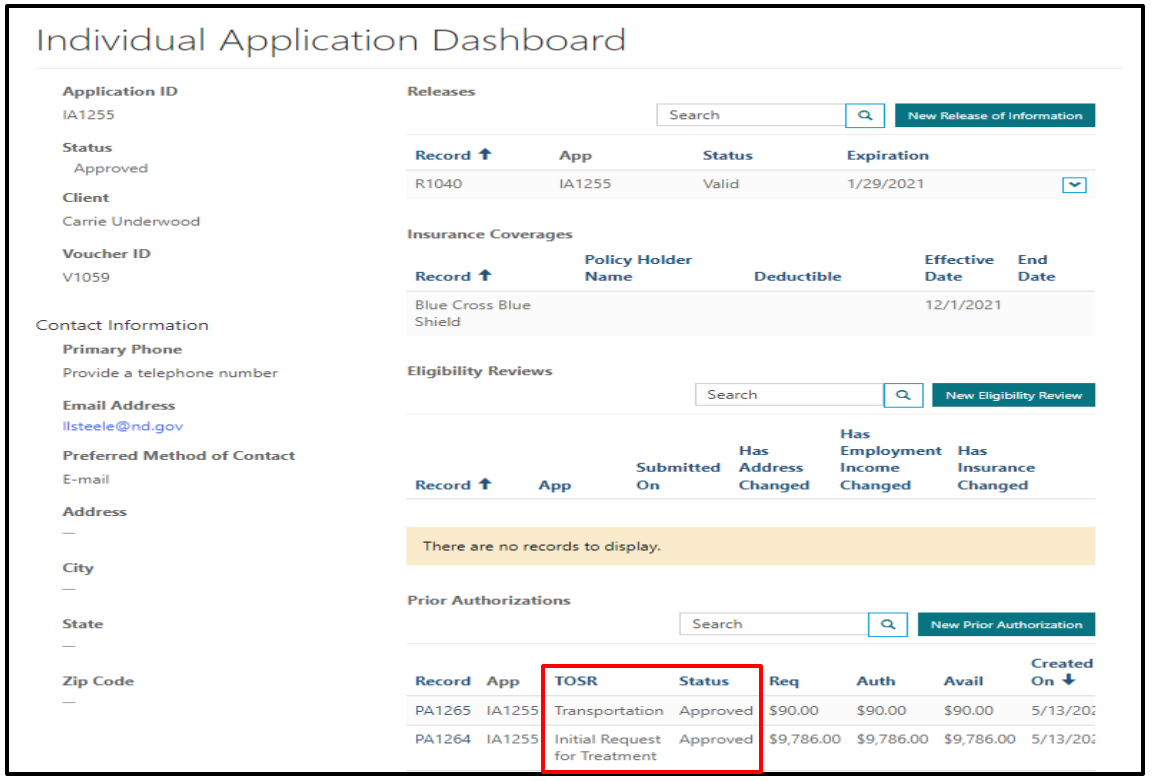




Prior Auth Process: Step 10 Status

All submissions will appear in Individual Dashboard as pending with requested amount. Once reviewed and approved by BHD, status will update and display authorized and available amount.



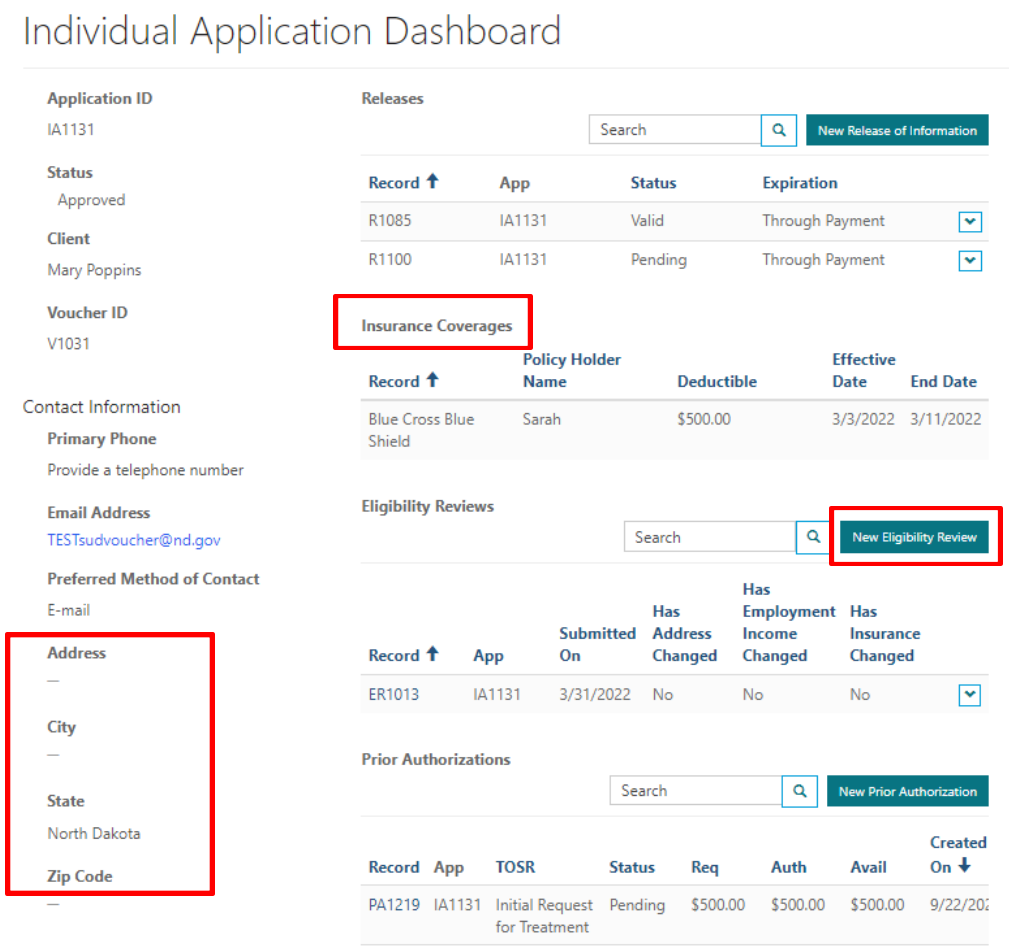


USING THE PPS

Eligibility Reviews

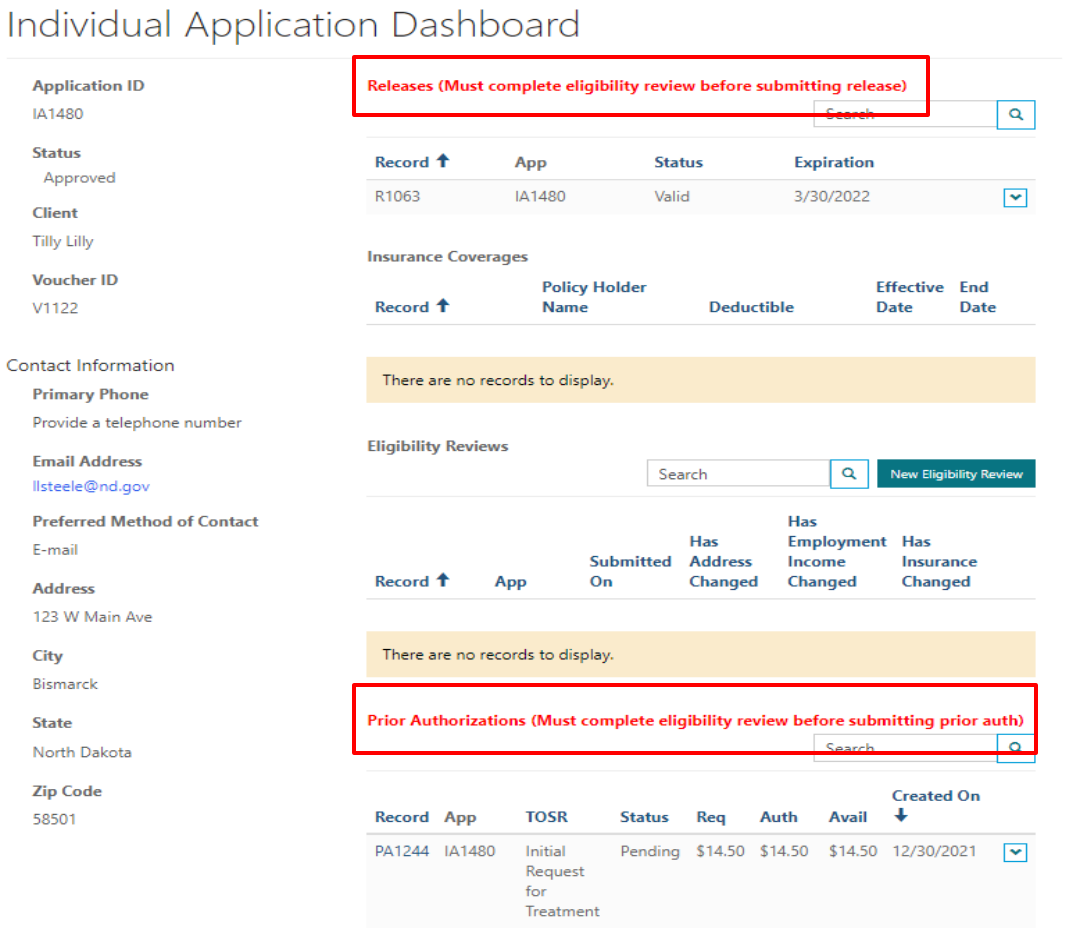
Eligibility Reviews:

Allows a provider to notify the Voucher of changes to an individual's address, income, and/or insurance. Best practice is that providers are submitting these proactively as they are made aware of these changes. The Eligibility Review form is located under the Individual Application Dashboard. Insurance Coverages section will display all insurance information the individual has on file. The individual's address is displayed in the left-hand informational section.



Eligibility Reviews:

Providers will be prompted to review for eligibility changes and submit Eligibility Review form at intervals of every 90 days. Providers will not receive email for these prompts, the prompt will appear under the Individual Application Dashboard. Initial Eligibility Review prompt will occur 90 days following the application approval date. Subsequent prompts will occur 90 days following the most recent Eligibility Review submit date.



Eligibility Status Report Questions

Address changes, employment/income and/or any changes in insurance coverage

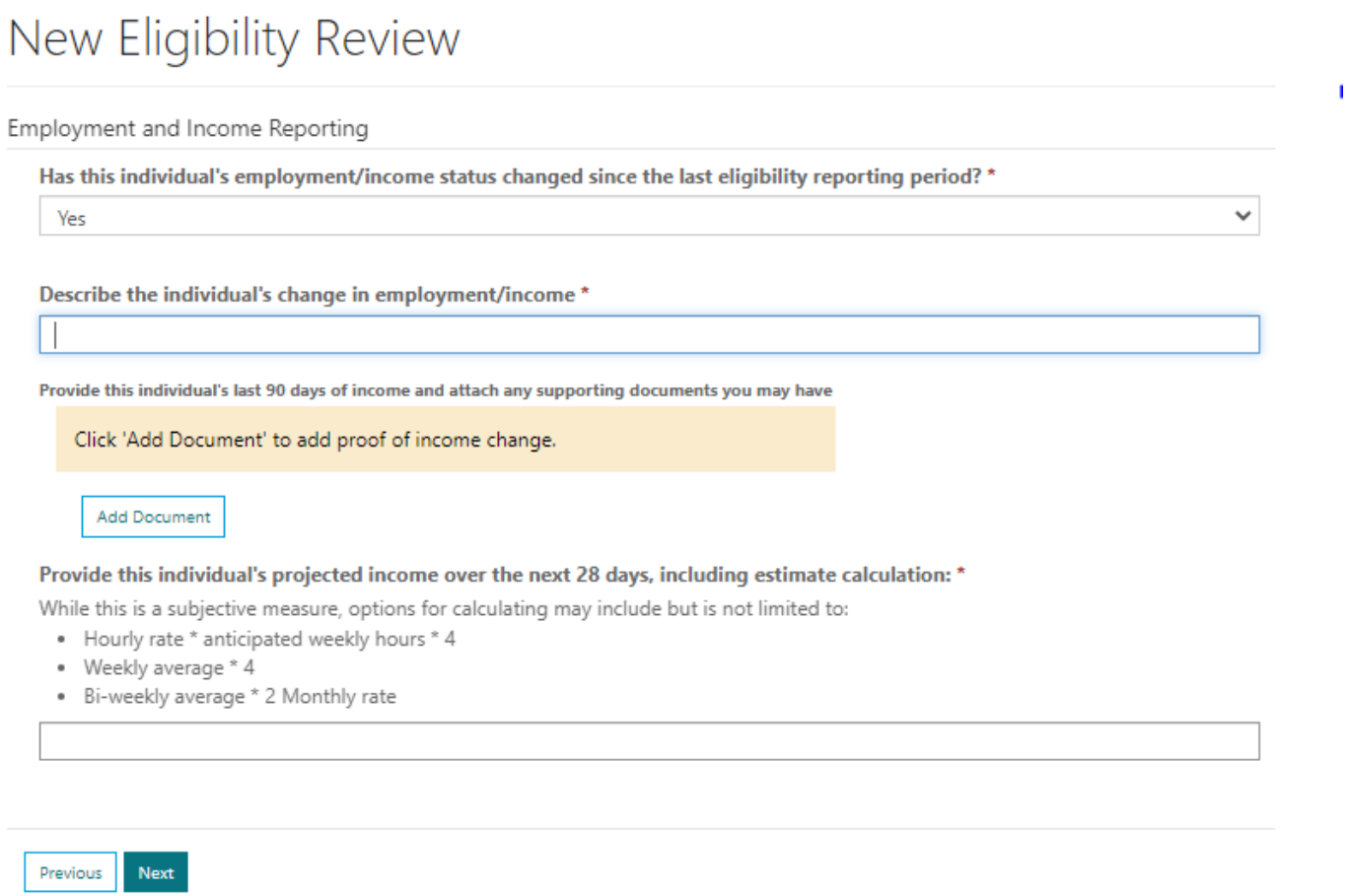
1. Has this individual's address changed since the last eligibility reporting period?
    a. Yes
        i. Provide this individual's most current address
    b. No

1. Has this individual's employment/income status changed since the last eligibility reporting period?
    a. Yes
        i. Describe the change in this individual's employment/income
        ii. What is this individual's income in the past 90 days?
        iii. What is this individual's projected income in the next 28 days?
    b. No

1. Has this individual's insurance status changed since the last eligibility reporting period?
    a. Yes
        i. Type of Change
            1. New insurance obtained
                a. Health Plan Name
                b. Subscriber Name
                c. Member ID
                d. Effective Date
            2. Existing insurance coverage ended
                a. Health Plan Name
                b. Coverage End Date
    b. No

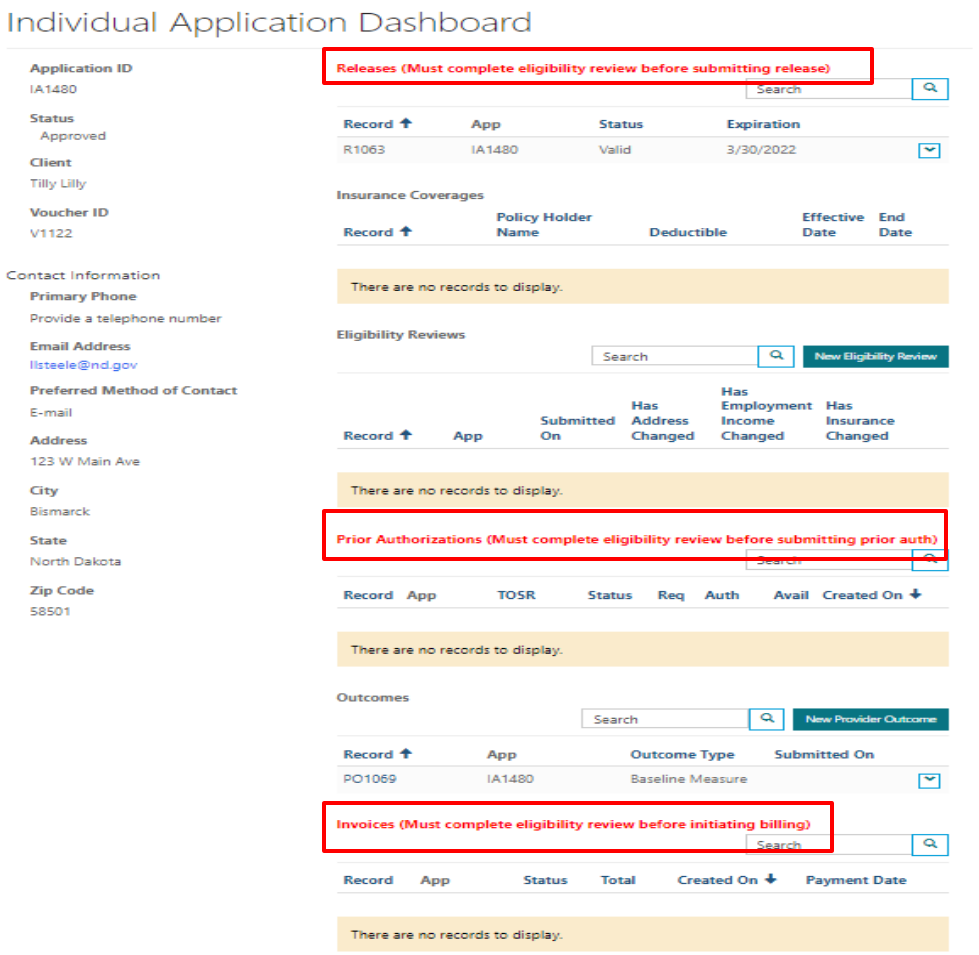
Eligibility Status Report Questions

Employment/Income changes require uploading supporting documentation and estimating projected income for the next 28 days. There are options listed for calculating projected income. Enter the projected amount for the next 28 days and how the amount was calculated.



Eligibility Reviews:

For applications that that have exceeded the 90-day eligibility review timeframe, the PPS will temporarily lock the Release of Information, Prior Authorization, and Invoice sections until an Eligibility Review form has been submitted.



Change in Eligibility: Advance Notice

If an individual is no longer eligible for the Voucher program, Advance Notice for discontinuation of eligibility will be 30 calendar days from the date the Eligibility Update is processed. Advance Notice will be sent to the individual and provider.

Date

Address

RE: Eligibility Review (ERxxxx)

RE: Individual Application (IAxxxx)

Dear

Due to a reported change in your income, the SUD Voucher Program has completed a review of your continued eligibility in the program. Based on this review, you are no longer eligible for program participation.

As a result, your SUD Voucher benefits will end on <<INSERT END DATE>>.

- The SUD Voucher will pay for approved services occurring on or before this date.
- You will be financially responsible for services received after this date.

Should a change in your eligibility circumstances occur, you may reapply for the voucher program. If you have any questions, please contact us at sudvoucher@nd.gov or 701-328-8920.

Sincerely,

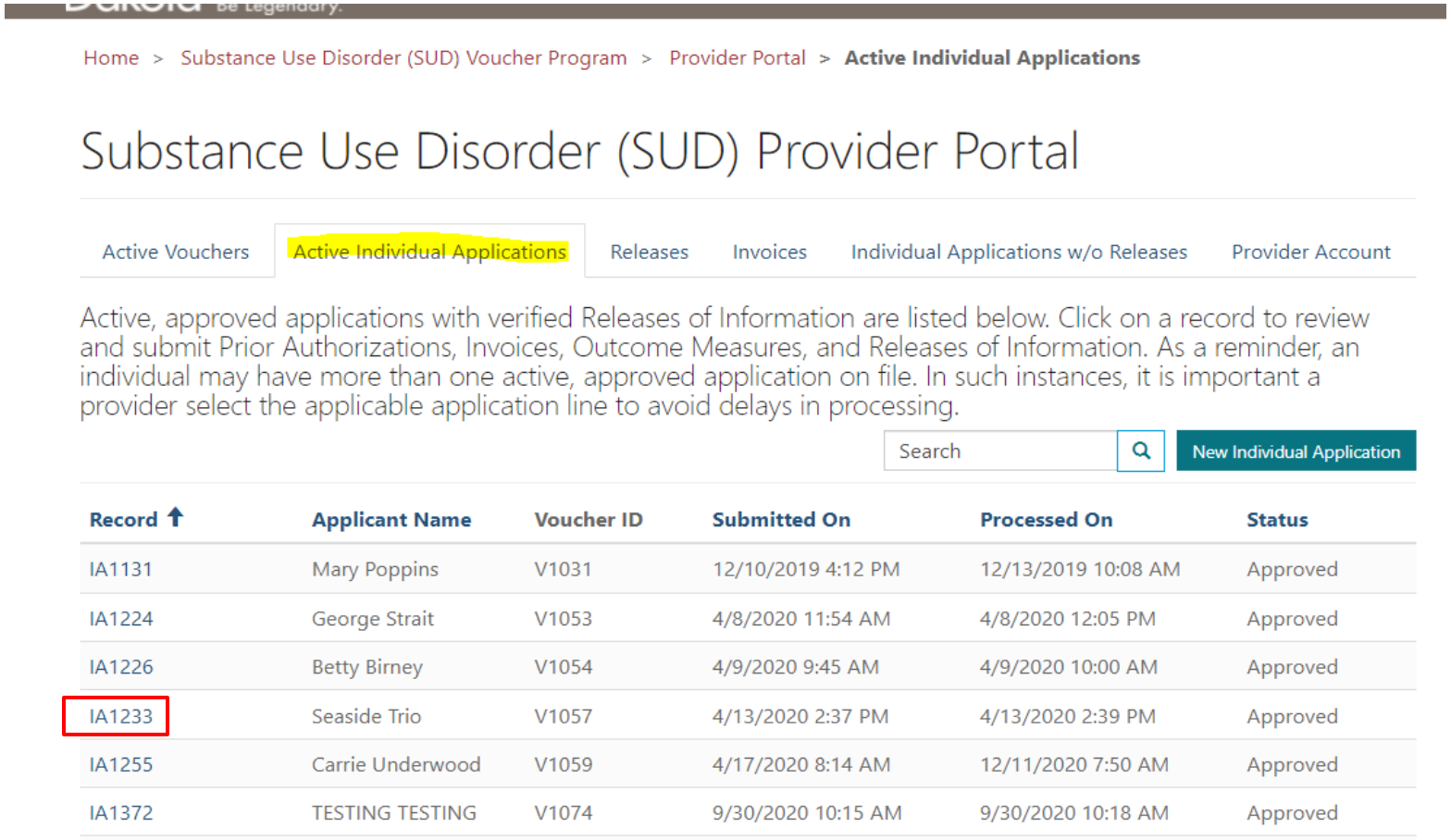
SUD Voucher Team

USING THE PPS

Outcome Measures

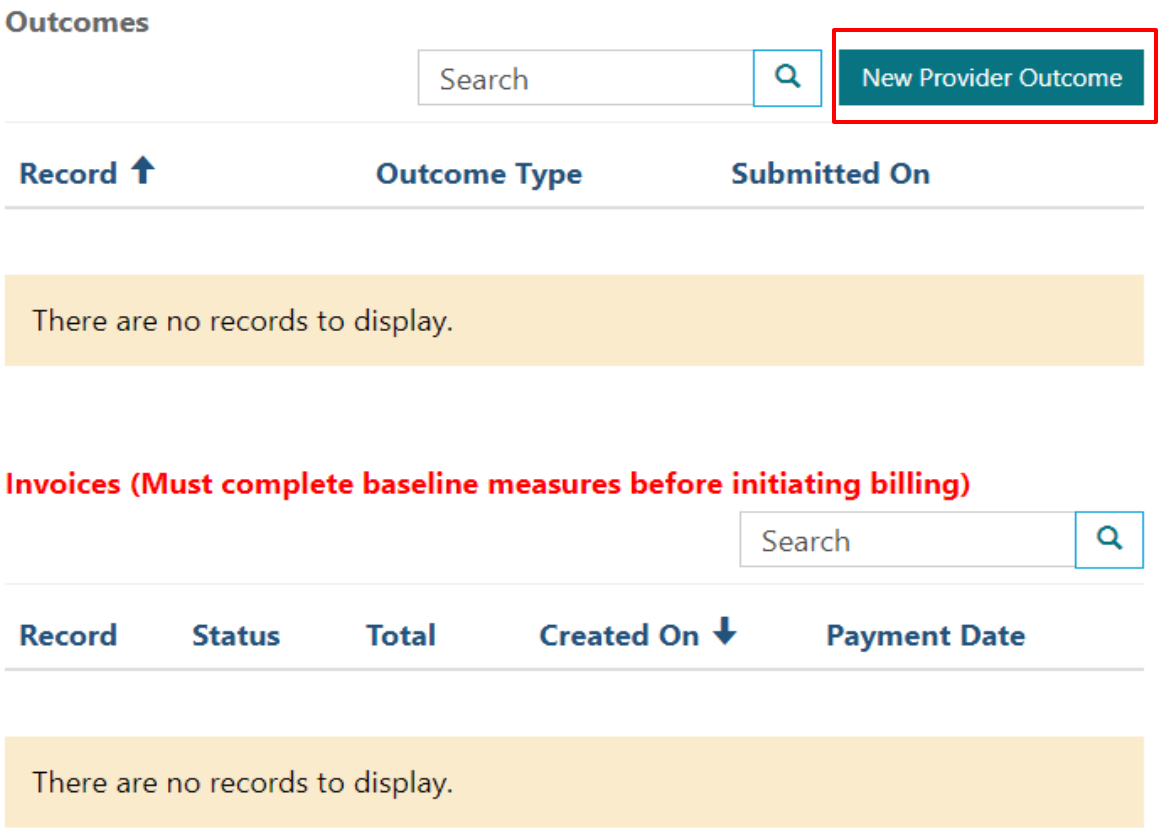
Outcome Measures: Step 1 Create Baseline Measure

Baseline measures must be submitted prior to initiating billing for every individual.
Under 'Active Individual Applications' search for applicant and select Individual Application Record.



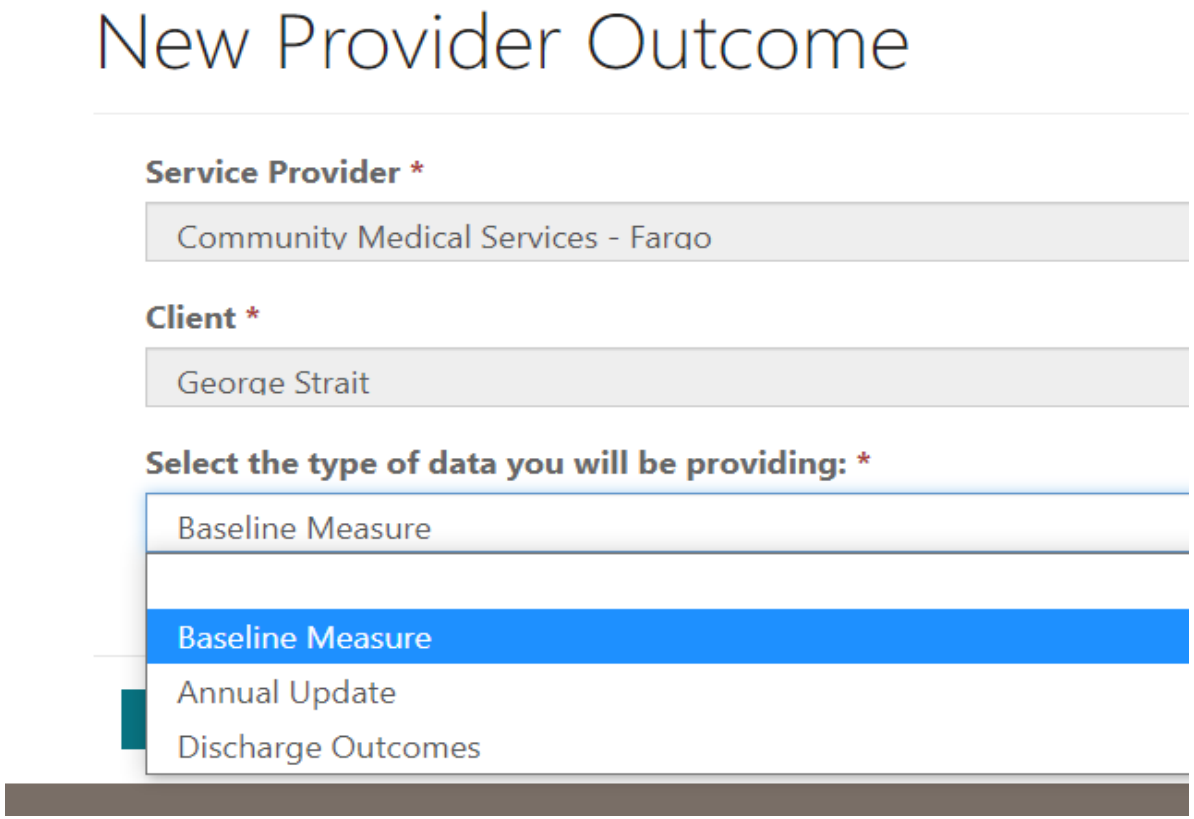
Outcome Measures: Step 2 Create Baseline Measure

Click on 'New Provider Outcome' tab



Outcome Measures: Step 3 Select Baseline Measure

Select Baseline Measure in drop-down and click 'Next'



Outcome Measures: Step 4 Submit Baseline Measure

Answer each question on each page and click 'Submit'

New Provider Outcome

Substance of Use

Treatment Beyond S&A *

Is this client scheduled to receive, or have they already received, treatment services beyond a screening and/or assessment from your organization under this voucher/episode of care?

(•) No ( ) Yes

Primary Substance of Use *

Identify the individual's primary substance of use:

Secondary Substance of Use *

Identify the individual's secondary substance of use:

Tertiary Substance of Use *

Identify the individual's tertiary substance of use:

Previous Next

Purpose

Satisfaction with Family Engagement *

Within the last 30 days, describe this individual's satisfaction with their family engagement:

Not at all satisfied

Employment Situation *

Describe this individual's employment situation:

Unemployed, seeking employment

Opportunity to be Active Level of Satisfaction *

Within the past 30 days, describe this individual's level of satisfaction with their opportunities to engage in healthy, recreational activities (e.g. exercise, hobbies):

Not at all satisfied

Self Esteem *

Within the past 30 days, this individual's self esteem has been:

Very poor

Expressed Exhibited Suicidal Homicidal Behavior *

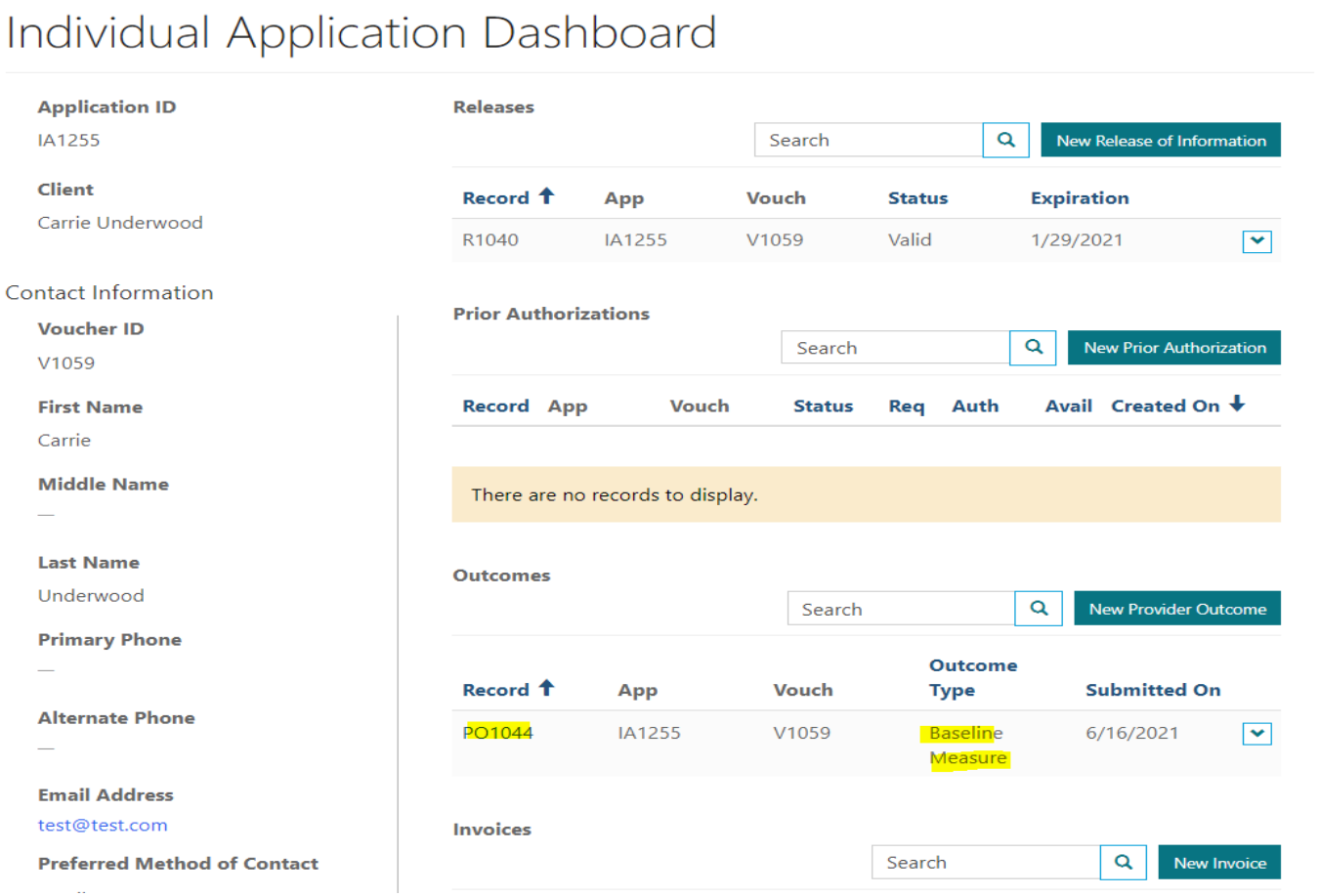
Within the past 30 days, this individual has expressed or exhibited suicidal or homicidal behaviors:

None of the time

Previous Submit

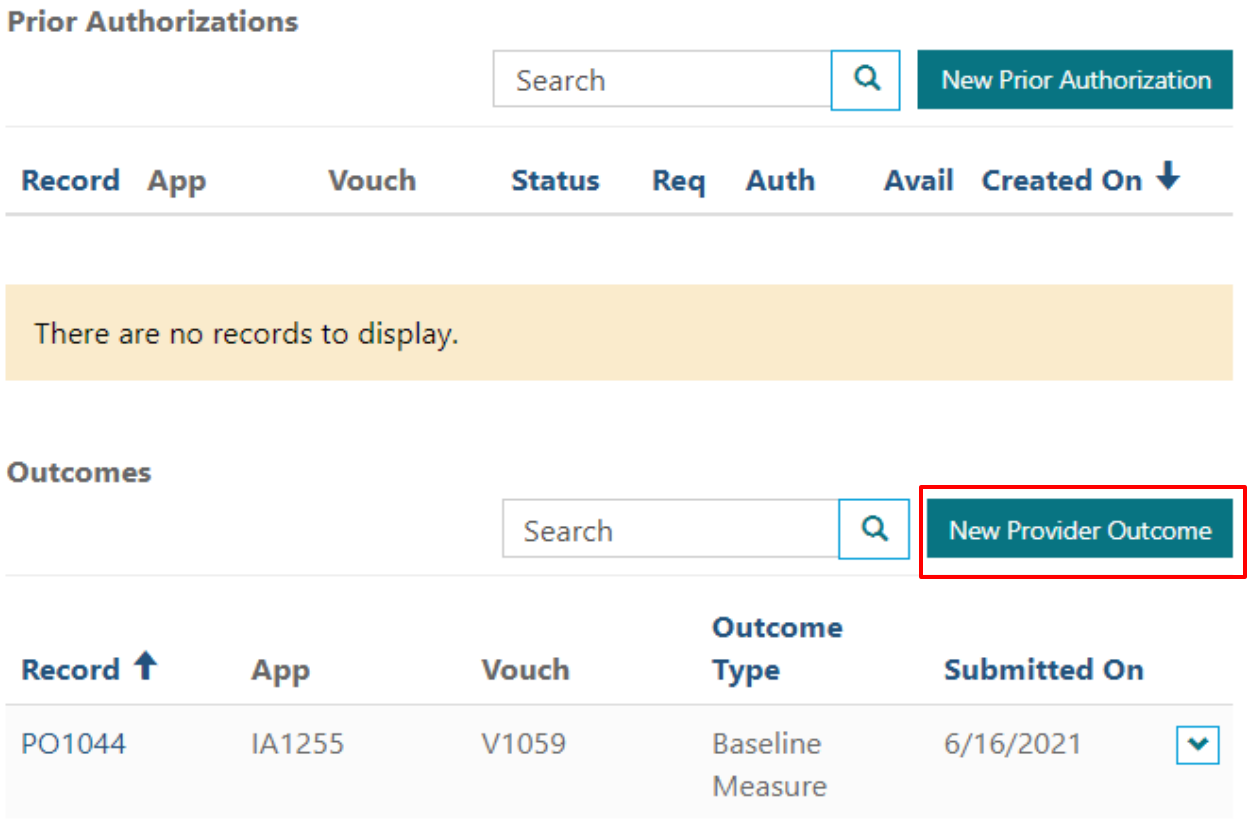
Outcome Measures: Step 5 Status

Baseline Measure will appear in Individual Application Dashboard. Billing can now be initiated. Click on 'New Invoice' tab to create invoice



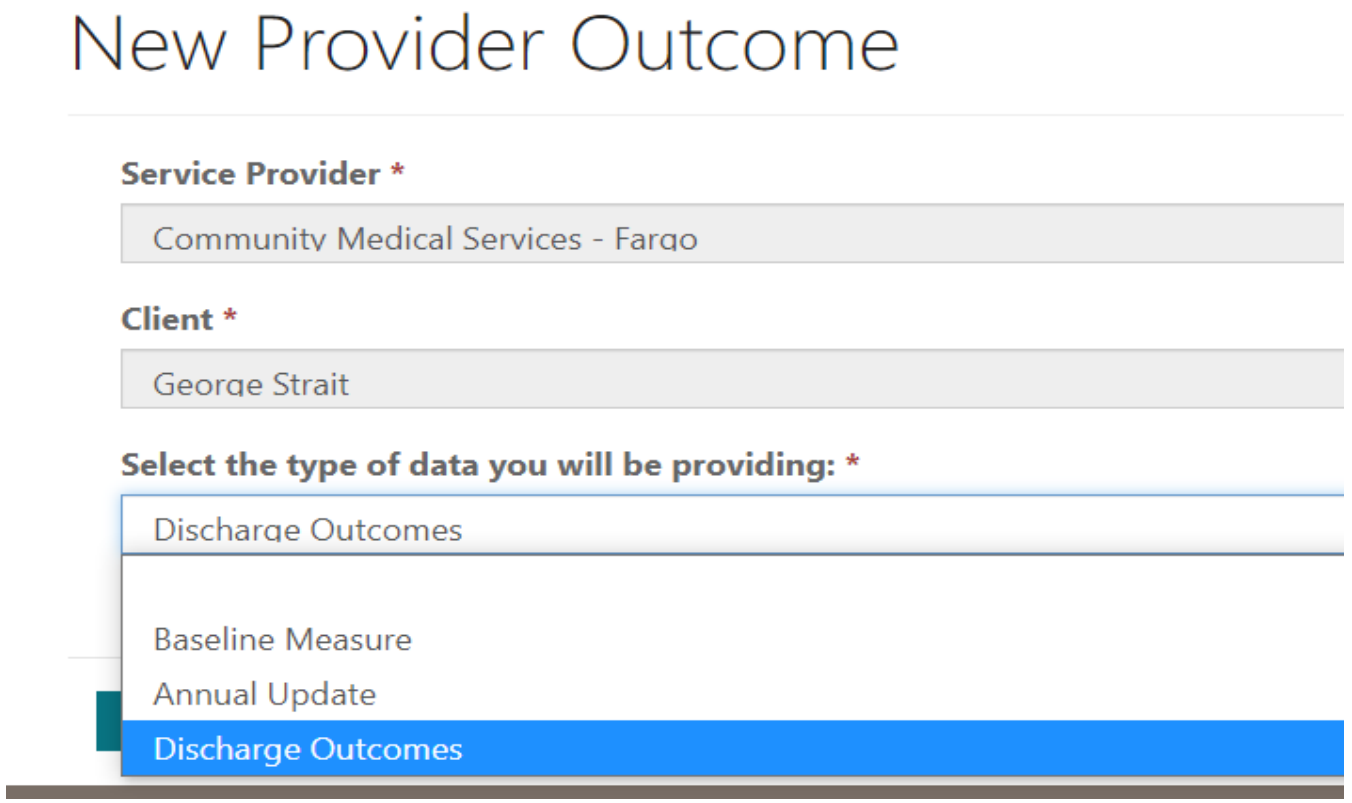
Outcome Measures: Step 1 Create Discharge Outcomes

Discharge outcomes are required within 30 days after an individual is discharged from a program.
Click on 'New Provider Outcome' tab in Individual Dashboard



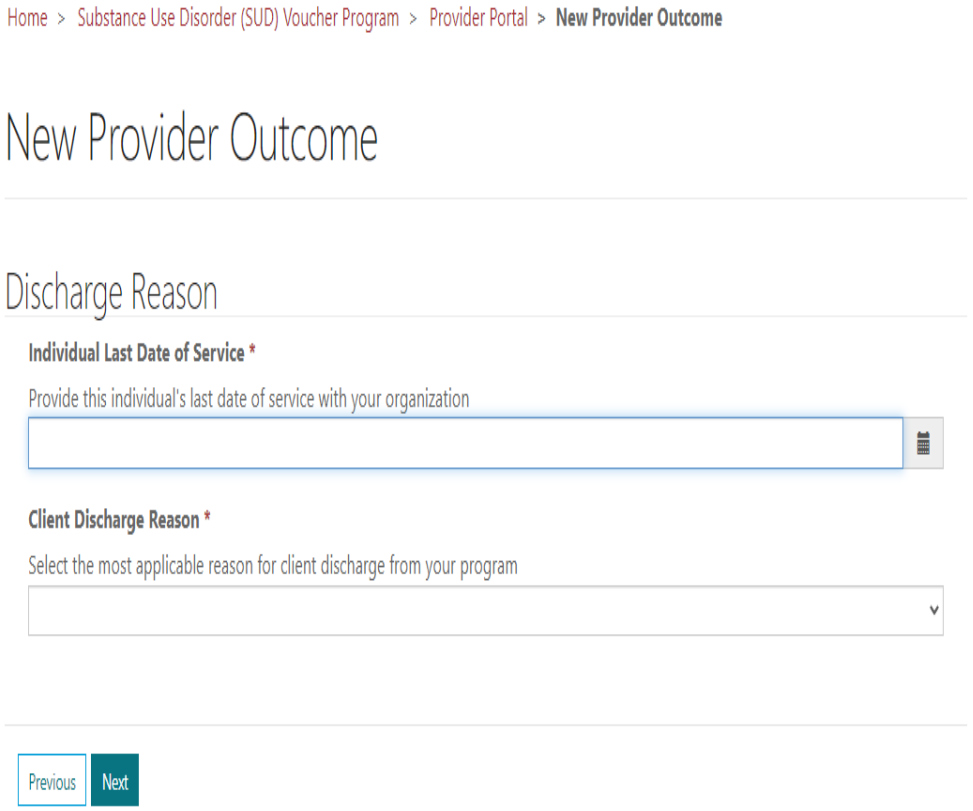
Outcome Measures: Step 2 Select Discharge Outcomes

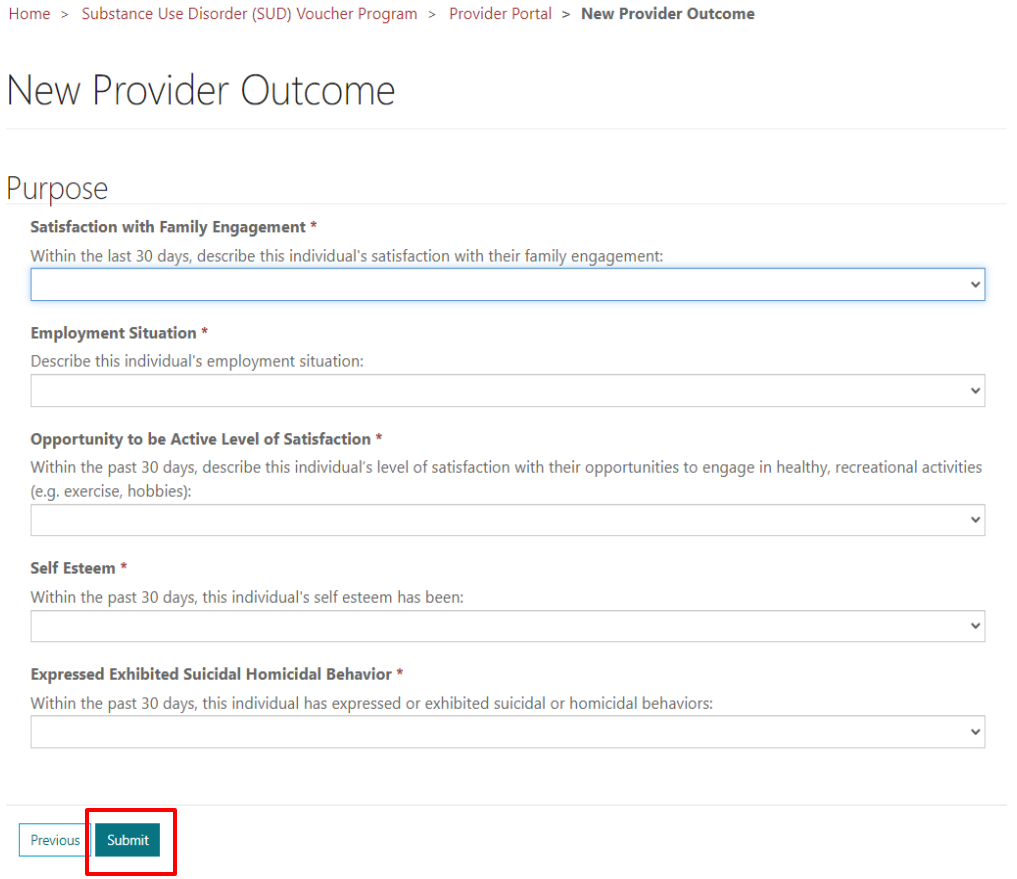
Select Discharge Outcomes in drop-down and click 'Next'



Outcome Measures: Step 3 Submit Discharge Outcomes

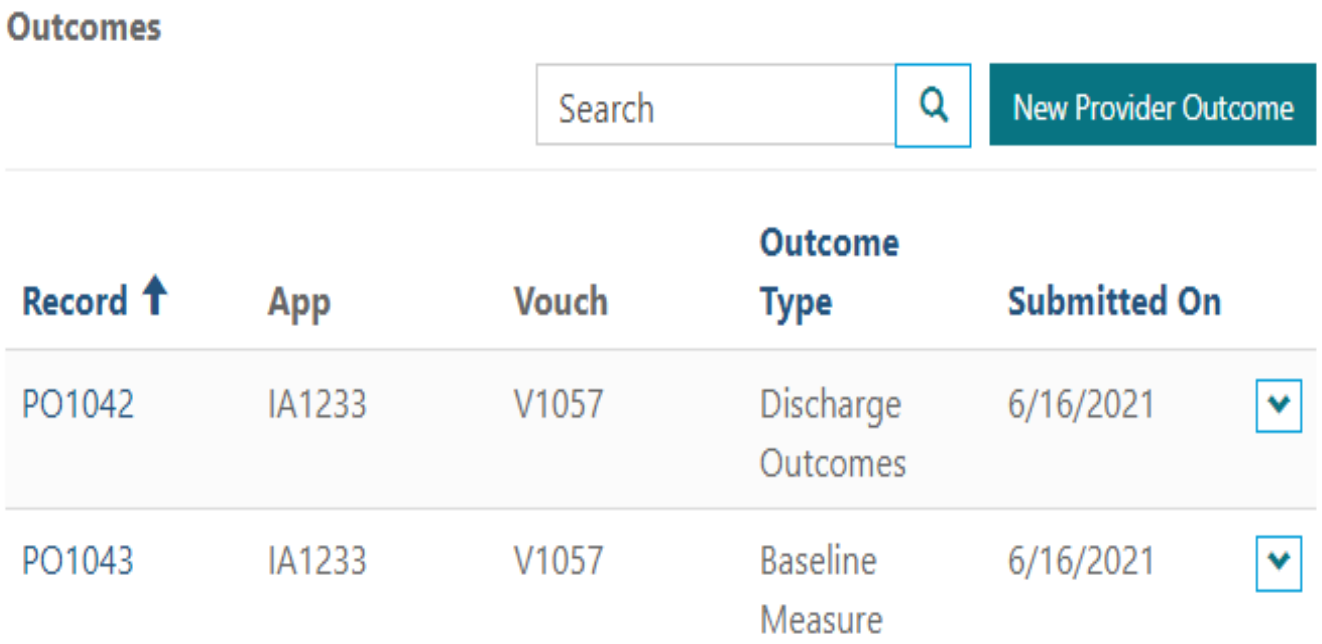
Answer each question on each page and click 'Submit'





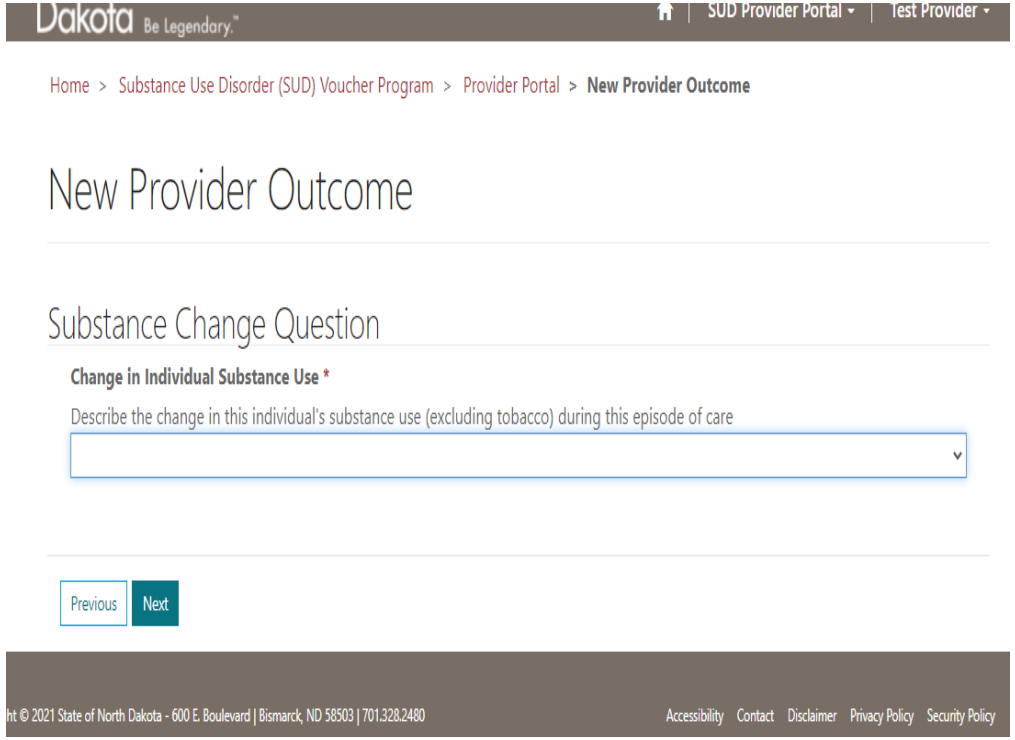
Outcome Measures: Step 4 Status

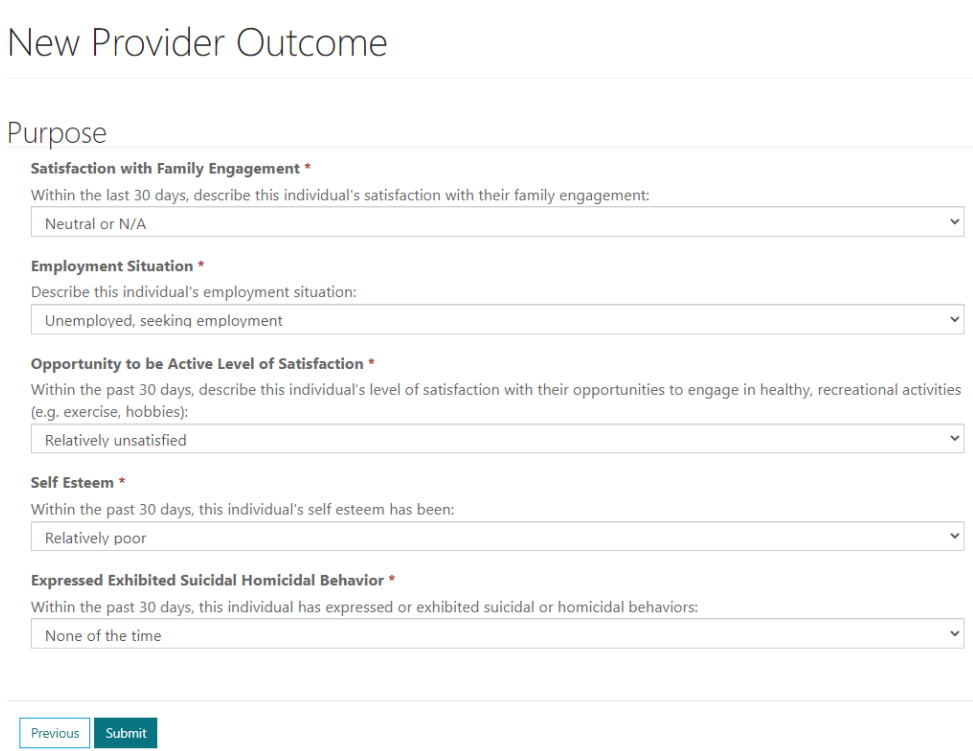
Discharge Outcomes will appear in Individual Dashboard



Outcome Measures: Create & Submit Annual Update

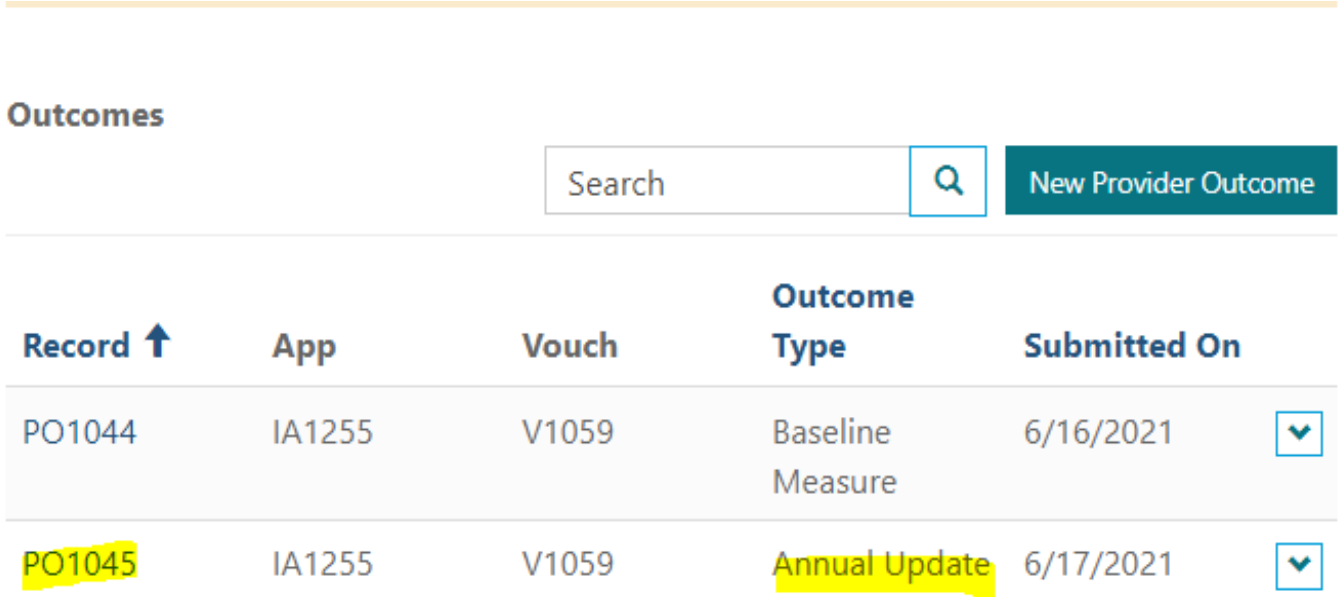
Annual update is required if no discharge outcomes have been submitted. Follow previous steps and select Annual Update. Answer all questions on each page and click 'Submit'





Outcome Measures: Annual Update Submitted

Annual update will appear in Individual Dashboard

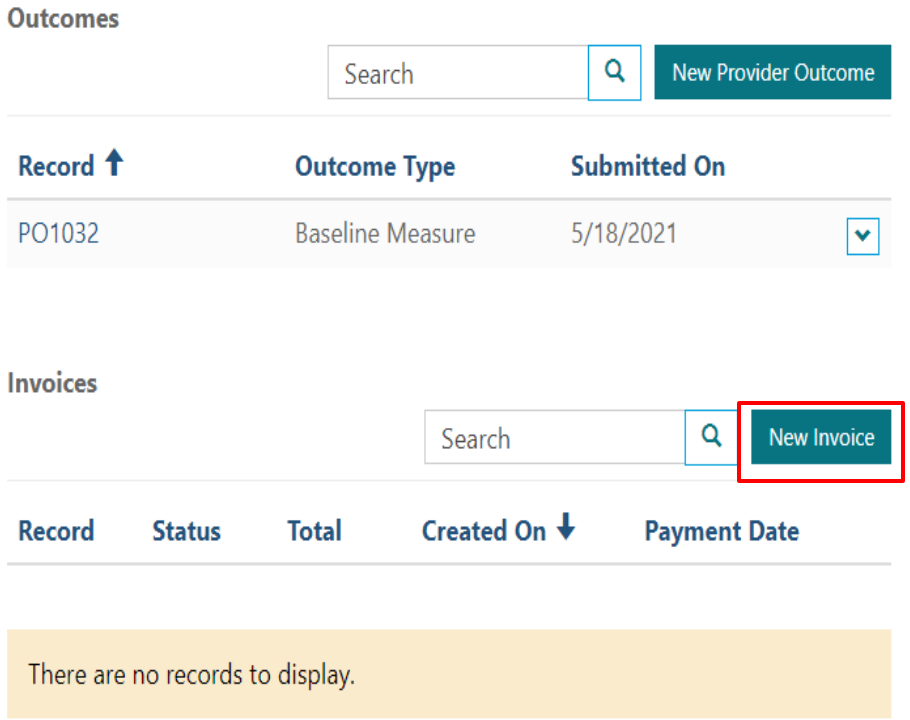


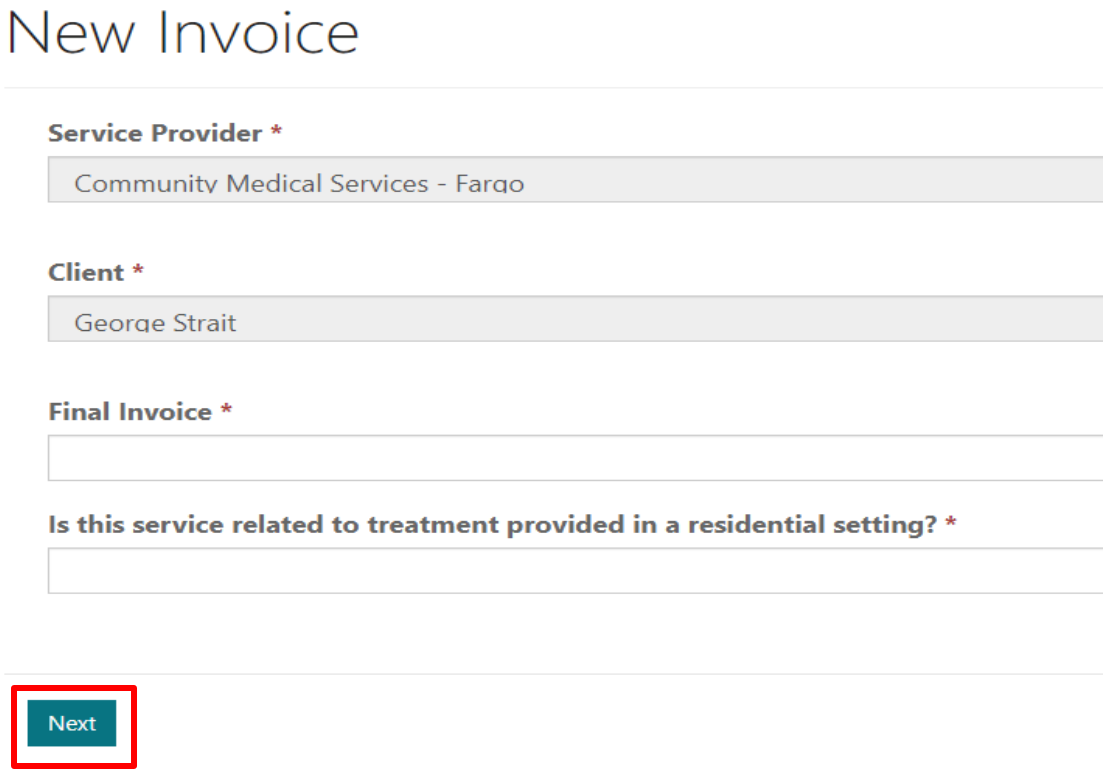
USING THE PPS

Invoice Process

Invoice Process: Step 1 Create

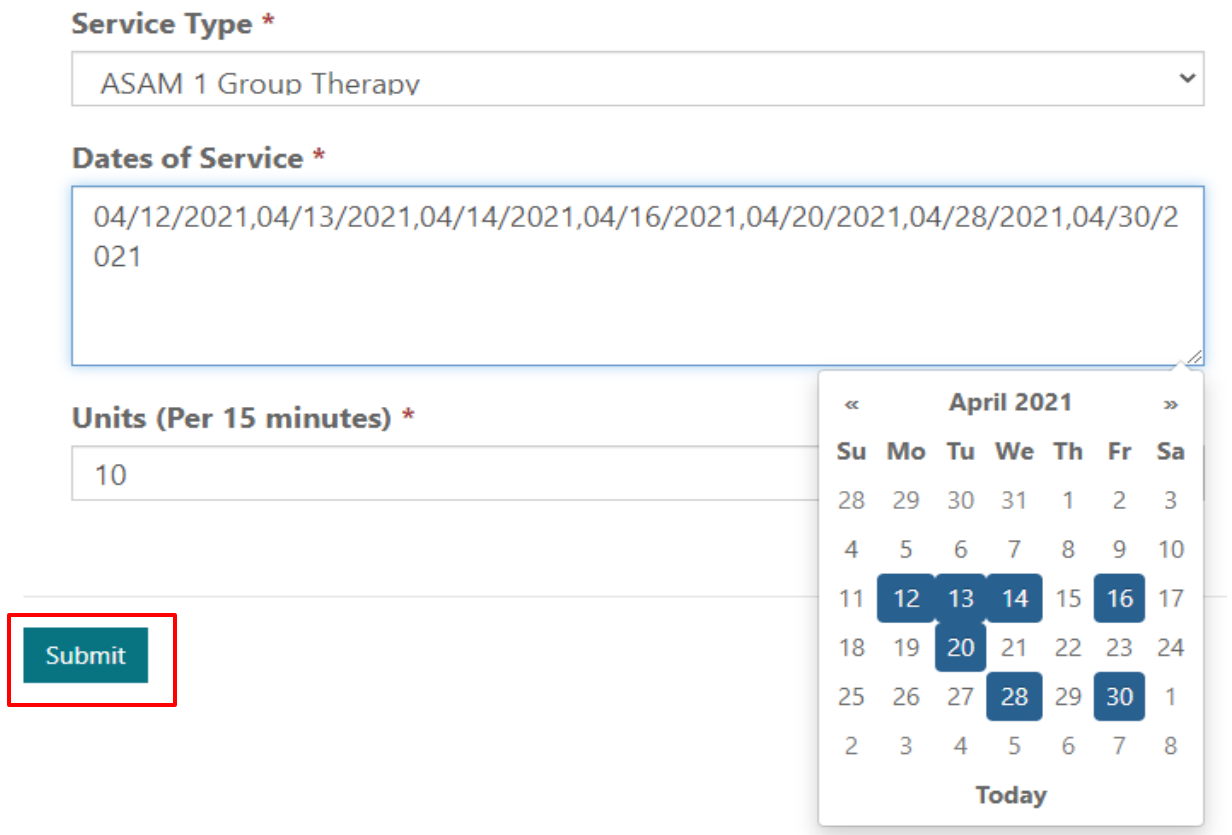
Under Active Individual Applications tab, click on 'New Invoice' tab to create new invoice. Service Provider and Client will auto-populate. Answer both questions by selecting from drop-down. Click 'Next' button





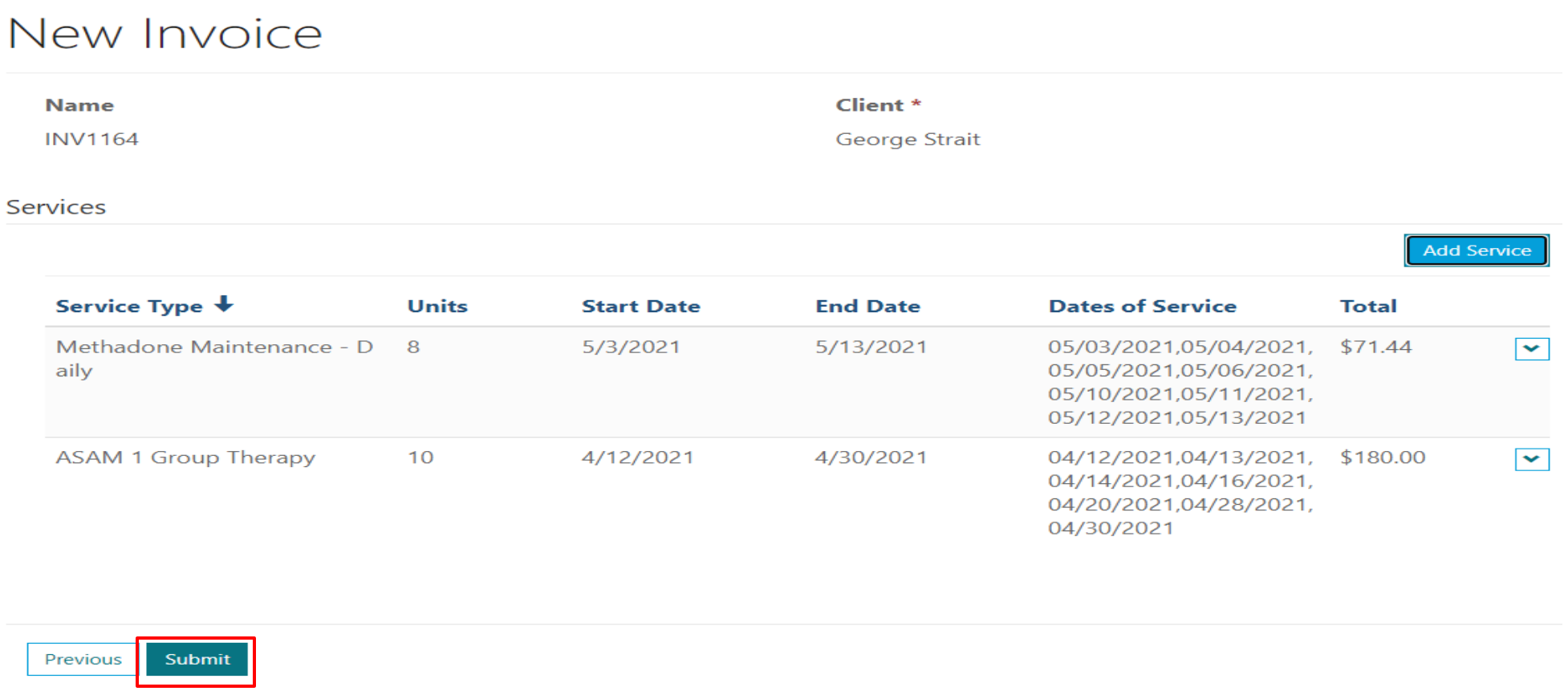
Invoice Process: Step 2 Service type and dates of service

Click drop-down and select a service type. Enter the dates of services from date picker. Months cannot overlap for each service type. Enter Units and click 'Submit'



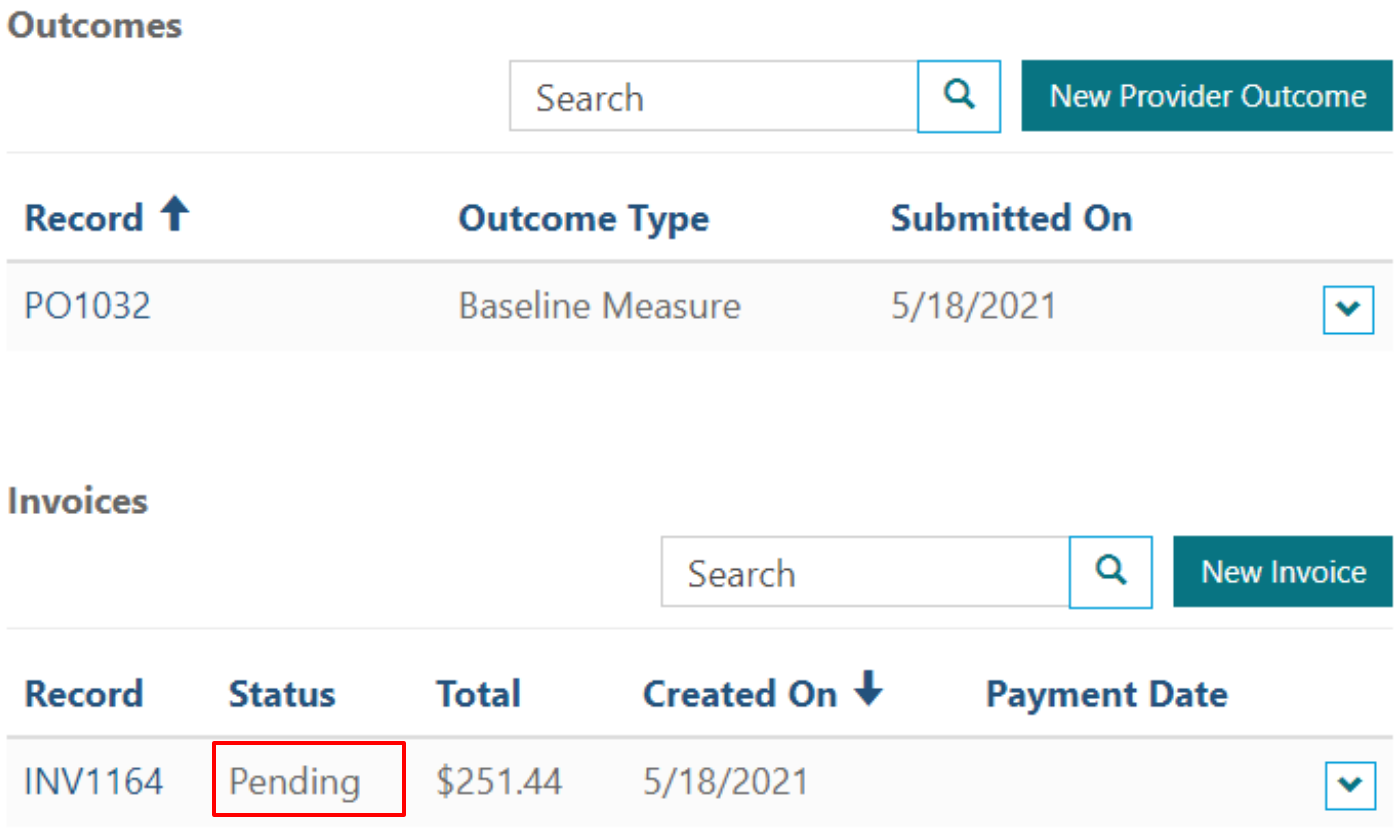
Invoice Process: Step 3 Adding additional services

Repeat the same steps to add additional services to Invoice. A start date and end date will appear for each service line item based on dates of services selected. Click 'Submit' button



Invoice Process: Step 4 status of Payment

In Individual Dashboard, status of invoice will show 'Pending' until reviewed by BHD staff. Reimbursement for services will be paid once per calendar month between the 1st and 5th working day of each month. Payment date will display when processed by DHS fiscal department.



Technical Assistance

For Portal Payment System errors, please contact the ND Information Technology Department (ITD) by phone or email

(701) 328-4470

https://www.nd.gov/itd/onlineincident/createincident.aspx

For all other questions utilizing the Portal Payment System, please contact the SUD Voucher Team by phone or email

(701) 328-8952

sudvoucher@nd.gov

Website Links

INDIVIDUAL APPLICATION

https://portalapps.nd.gov/sud-voucher/individual-application/

PROVIDER PORTAL

https://portalapps.nd.gov/sud-voucher/provider-portal/

NDLOGIN ACCOUNT REGISTRATION

https://apps.nd.gov/itd/ldap/registration.htm

SUD VOUCHER PROGRAM

https://www.behavioralhealth.nd.gov/sudvoucher