

## ProviderConnect Member Alerts Workflow

In ProviderConnect, you can set up automated email or telephonic alerts to remind your HUSKY clients of important events such as taking their medications, refilling their prescriptions, and attending follow up appointments. You can set up these reminders in ProviderConnect when completing the discharge form for a higher level of care or from the ProviderConnect homepage. Members can be alerted up to 4 times each day to take their medications. Appointment reminders are sent to members 2 days before their upcoming appointment. Finally, member prescription refill reminders will be sent to members 3 days before their medication refill date. All alerts need to be entered into ProviderConnect at least 2 days prior to the event the member is being reminded of.

### Entering Member Reminders from the Inpatient Discharge Page

#### Part I: Selecting the Type of Appointment Reminder

From the discharge form, you can select to send the member appointment reminders for behavioral health, aftercare prescribing, or medical care providers.

Beacon Health Options Health Alert Preferences **\*\*NOTE:** Beacon Health Options Health Alert is a program that will send automated calls to members reminding them about their follow-up appointments. You **MUST** obtain the member's consent before utilizing this service and should only check "Member Requests Appointment Reminder" once obtained.\*\*

#### \*Aftercare Behavioral Health Provider

Arranged  Not Arranged  Do Not Know  Member Refused

#### \*Aftercare Prescribing Physician

Arranged  Not Arranged  Do Not Know  Member Refused

#### Medical Care Physician

3 types of appointment reminders to choose from

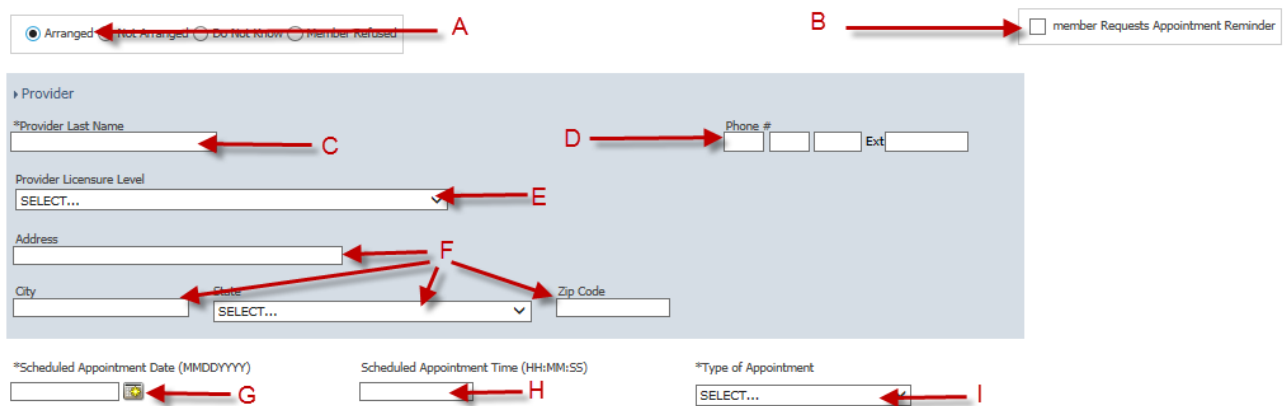


#### 1. Setting a Reminder for a Behavioral Health Provider:

Follow these steps if you would like to schedule a reminder for a behavioral health provider:

- a) Select the *Arranged* radio button
- b) Check the *Member Requests Appointment Reminder* checkbox
- c) Enter the provider's last name in the text box
- d) Enter the provider's phone number (*optional*)
- e) Select the provider's licensure level from the drop down menu (*optional*)
- f) Enter the provider's address (*optional*)
- g) Enter the date of the appointment
- h) Enter the time of the appointment in HH:MM:SS format (*optional*)
- i) Select the *Type of Appointment* from the dropdown menu

**\*Aftercare Behavioral Health Provider**



The form includes the following fields and annotations:

- A:** Radio buttons for status: Arranged (selected), Not Arranged, Do Not Know, Member Refused.
- B:** Checkbox for "member Requests Appointment Reminder".
- C:** Text box for "\*Provider Last Name".
- D:** Text boxes for "Phone #" and "Ext".
- E:** Drop-down menu for "Provider Licensure Level".
- F:** Text boxes for "Address", "City", and "Zip Code".
- G:** Text box for "\*Scheduled Appointment Date (MMDDYYYY)".
- H:** Text box for "Scheduled Appointment Time (HH:MM:SS)".
- I:** Drop-down menu for "\*Type of Appointment".

**2. Setting a Reminder for an Aftercare Prescribing Provider:**

Follow these steps if you would like to schedule a reminder for a prescribing provider:

- Select the *Arranged* radio button
- Check the *Member Requests Appointment Reminder* checkbox
- Enter the provider's name in the text box
- Select the type of provider from the drop down menu
- Enter the provider's phone number (*optional*)
- Enter the date of the appointment
- Enter the time of the appointment in HH:MM:SS format (*optional*)

**\*Aftercare Prescribing Physician**



The form includes the following fields and annotations:

- A:** Radio buttons for status: Arranged (selected), Not Arranged, Do Not Know, Member Refused.
- B:** Checkbox for "member Requests Appointment Reminder".
- C:** Text box for "\*Name".
- D:** Drop-down menu for "\*Prescriber".
- E:** Text boxes for "Phone #" and "Ext".
- F:** Text box for "\*Scheduled Appointment Date (MMDDYYYY)".
- G:** Text box for "Scheduled Appointment Time (HH:MM:SS)".

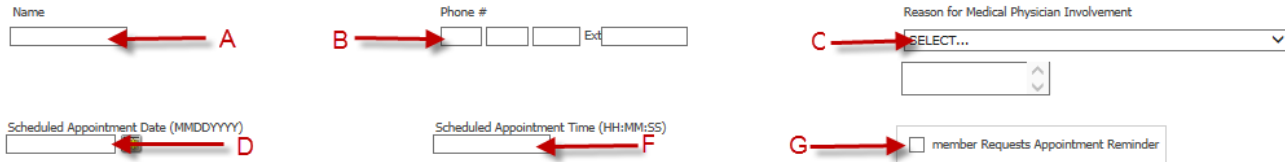
**3. Setting a Reminder for a Medical Care Provider:**

Follow these steps if you would like to schedule a medical care provider:

- Enter the provider's name (*optional*)
- Enter the provider's phone number (*optional*)
- Select the reason for medical involvement from the dropdown menu (*optional*)

- d) Enter the scheduled appointment date (*optional*)
- e) Enter the scheduled appointment time in HH:MM:SS format (*optional*)
- f) Check the *Member Requests Appointment Reminder* checkbox (*required*)

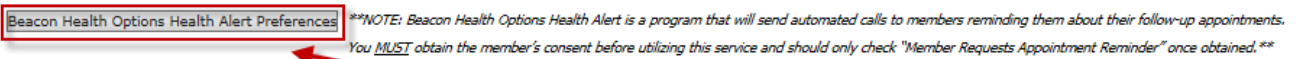
**Medical Care Physician**



Form fields for Medical Care Physician: Name (A), Phone # (B), Ext (C), Reason for Medical Physician Involvement (D), Scheduled Appointment Date (MMDYYYY) (E), Scheduled Appointment Time (HH:MM:SS) (F), member Requests Appointment Reminder checkbox (G).

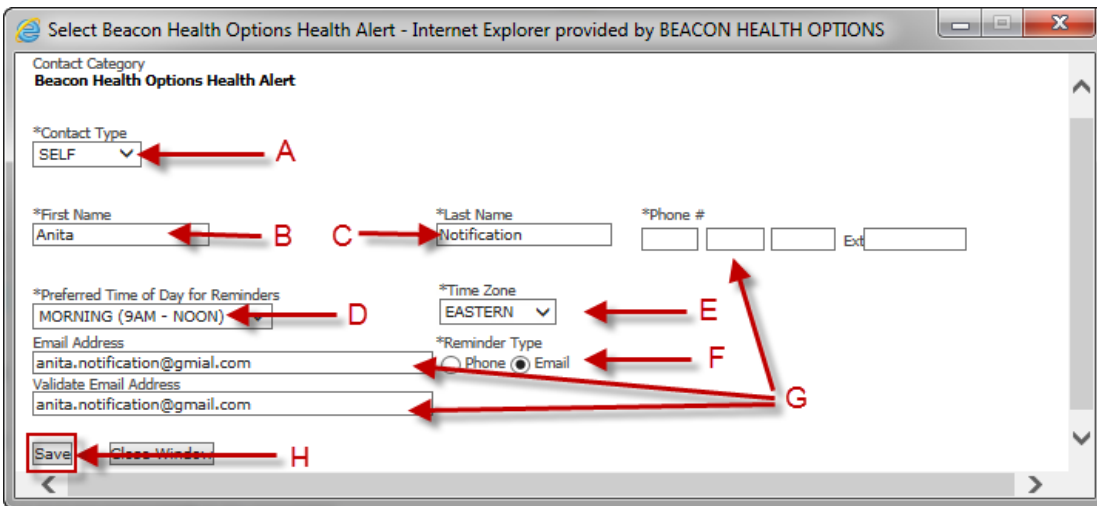
**Part II: Entering in the member’s contact information and reminder preferences:**

1. On the member’s discharge page, click the *Beacon Health Options Health Alert Preferences* button.

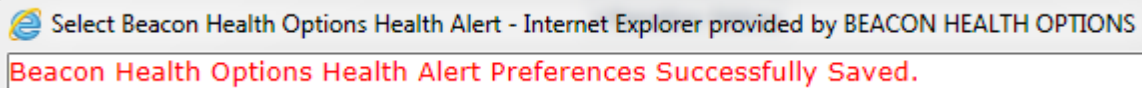


**\*Aftercare Behavioral Health Provider**

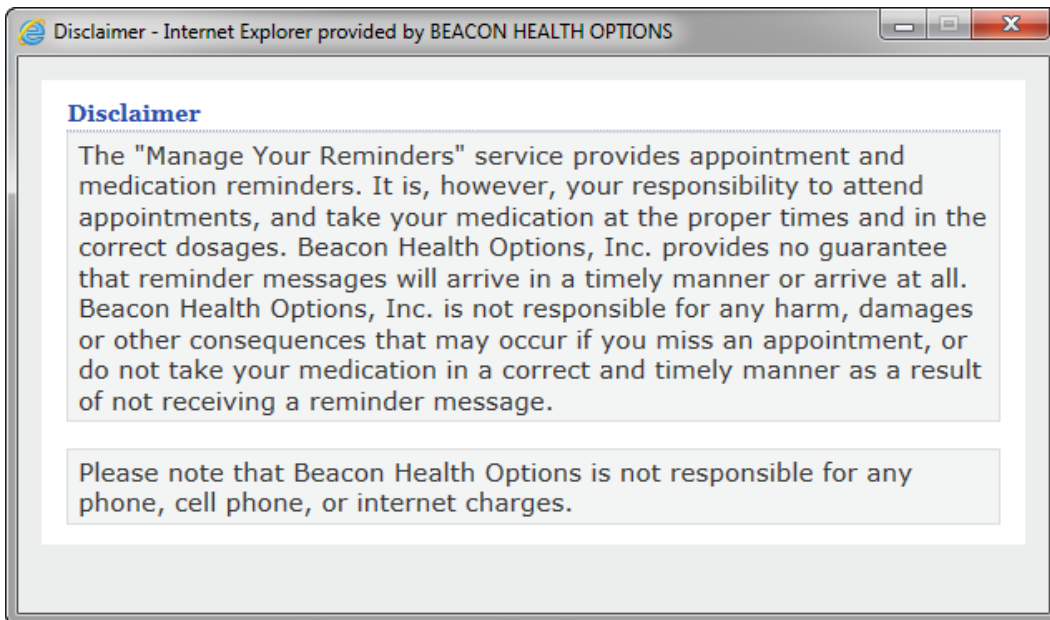
2. A popup window will appear. Complete the fields as follows:
  - A) Select “SELF” as the Contact Type from the dropdown menu.
  - B) Enter the member’s first name.
  - C) Enter the member’s last name.
  - D) Enter the time that the member prefers to receive reminders from the dropdown menu.
  - E) Select the member’s time zone.
  - F) Select whether the member wants to receive reminders via phone call or email.
  - G) Enter the member’s email address or phone number based on the member’s preferences
  - H) Press the *Save* button to save the member’s reminder.



3. You will receive a confirmation that the alert has been successfully saved.



4. You will also be presented with the following disclaimer:



## Entering Member Reminders from the ProviderConnect Homepage

1. After logging into ProviderConnect, click on the *Enter Member Reminders* hyperlink on the homepage.



2. You will be directed to the Eligibility & Benefits Search page. Enter the member's ID and date of birth, then click *Search*.

## Eligibility & Benefits Search

Required fields are denoted by an asterisk ( \* ) adjacent to the label.

Verify a patient's eligibility and benefits information by entering search criteria below.

\*Member ID  (No spaces or dashes)

Last Name

First Name

\*Date of Birth  (MMDDYYYY)

As of Date  (MMDDYYYY)

- You will be presented with the member's demographic information. Click the *Next* button at the bottom of the page to be directed to the member alerts page.

Work Phone

Relationship **1**

Gender **F - Female**

Member Participates in Message Center Communication with Providers? **No**

### 4. **Setting Member Notification Preferences:**

You must enter in how the member prefers to receive their notifications by following these steps:

- Begin by clicking on the *How does the member want to receive Appointment and Medication reminders?* hyperlink.
- Select whether the member prefers phone or email reminders.
- If the member prefers to receive emails, enter in their email address in the *Email Address* and *Validate Email Address* fields. If the member prefers to receive a phone call, simply enter in their phone number in the *Phone #* field.
- Select the *Preferred Time of Day for Reminders* from the dropdown menu.
- Select the *Time Zone* from the dropdown menu.
- Click the *Save* button to save this reminder.

▼ [How does the member want to receive Appointment and Medication reminders?](#)

Phone  Email

Email Address

\*Preferred Time of Day for Reminders

\*Time Zone

Phone #     Ext

**5. Setting Member Appointment Reminders:**

- A) Begin by clicking on the *Appointment Reminders* hyperlink. This will expand your screen with additional fields.
- B) Enter in the provider's name.
- C) Select the type of provider from the dropdown menu.
- D) Enter in the appointment date.
- E) Enter in the appointment time in hh:mm format (i.e. 10am is entered as 10:00).
- F) Enter whether the appointment is in the morning (AM) or afternoon (PM).
- G) Click the Save button to save your appointment reminder.



[Appointment Reminders](#) (After Clicking SAVE another reminder can be added.)  
 Provider Name: Dr. John Smith  
 Appointment Date (MMDDYYYY): 01312018  
 Appointment Time (hh:mm): 10:00  
 Provider Type: Aftercare Behavioral Health Provider  
 AM  PM

You will now see the member's appointment reminder information on the screen (A). Click on the *Change Reminder* button (B) to update the reminder details or click the *Delete* button (C) to delete a reminder if it is no longer needed.

**Enter Member Reminders**

How does the member want to receive Appointment and Medication reminders?

Appointment Reminders (After Clicking SAVE another reminder can be added.)

Current Appointment Reminders

Physician Name	Appointment Date	Appointment Time
Dr. John Smith	01/31/2018	10:00 AM

**6. Setting Member Medication Reminders:**

- A) Click on the *Medication Reminders* hyperlink to expand this section of the page.
- B) Enter in the name of the medication.
- C) Select whether you want the member to receive reminders to take their medication and refill their medications or just to take their medication only.
- D) Enter the time that you want the reminder to be sent to the member. You may add up to 4 daily reminders for each medication the member is taking.
- E) Enter in how many days of medication the member received for this medication.
- F) Enter the day that the member received their last fill of this medication at the pharmacy.
- G) Click the Save button to save this reminder.

[Medication Reminders](#) ← A  
(After Clicking SAVE another reminder can be added.)

Medication Name  
Xanax ← B

Medication and Refill Reminder  Medication Reminder Only ← C

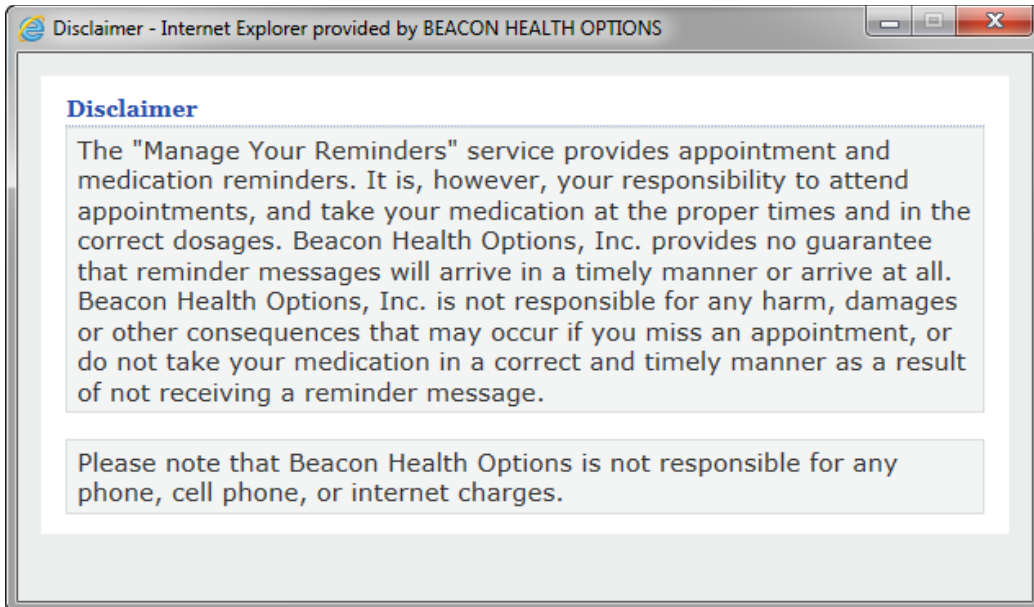
I am supposed to take this medication at the following time(s):  
(enter up to 4 times)

Reminder Time1: 10:00AM ← D  
Reminder Time2: 4:00PM ← D  
Reminder Time3: 10:00PM ← D  
Reminder Time4: Select... ← D

Days Supply: 30 ← E  
Last Date Filled (MMDDYYYY): 01152018 ← F

Save ← G

After pressing the *Save* button, you will be presented with the following disclaimer.



You will now be able to see the details of the member's medication reminders on the screen (A). Click the *Change Reminder* button (B) to edit this reminder or the *Delete* button to delete this reminder if it is no longer needed.

• [Medication Reminders](#)

(After Clicking SAVE another reminder can be added.)

Current Medication Reminders

Medication Name	Reminder	Time 1	Time 2	Time 3	Time 4		
	Refill	Days Supply	Last Date Refilled				
Xanax	Y	10:00AM	4:00PM	10:00PM			
	Y	30	01/15/2018				

Change Reminder
Delete