

Introduction to Provider Direct Online Training

Welcome

Welcome to the PBH Provider Direct online training through Go To Training. Below are some things you should know in order to make the time you spend in this training most affective.

Interacting with the Trainer

There are two ways you may interact with the trainer to address questions or concerns during the training session

<i>Chat Support</i>	Chat messaging will be available during the session. You may submit questions through the Chat function. Although questions will occasionally be addressed during the presentation, most will not be covered until the end of the presentation, and there will be no interactive chat responses offered.
<i>Email Support</i>	Email support is offered for a limited time after the training session to answer questions related to training you have attended. The email for contacting a provider direct trainer will be provided during the training session.

Preparing to use Go To Trainer

You may familiarize yourself with the Go To Training environment prior to the training by clicking on the training video link in your confirmation email. By familiarizing yourself with the Go To Training environment prior to the training session you will be better able to focus on the information offered during the session. There will be very limited time available for resolving user issues with the Go To Training tool during the session.

Provider Direct Online Training Curriculum

Provider Direct online training is intended for all providers who participate in the PBH network of providers, and use the Provider Direct system to manage client enrollment, treatment authorization requests, and claims submitted to PBH for processing. Each training module is approximately 45 minutes long, and no longer than 60 minutes.

Important: The *Provider Direct Overview* is a pre-requisite to all other training modules. It is also the required module to complete prior to receiving a Provider Direct Logon.

Below is a description of all the Provider Direct online training modules offered.

Provider Direct Training Module	Description
Provider Direct Overview	<p>The Provider Direct Overview is a pre-requisite for every other Provider Direct training module, and is intended for all provider staff that may use Provider Direct. Participation in the Provider Direct Overview is required before you will be able to obtain a Provider Direct Logon.</p> <p>After completing this session you should be able to:</p> <ul style="list-style-type: none"> • Describe the functions available in Provider Direct • Investigate whether or not a client is currently enrolled in the system • Describe what client information may be available through Provider Direct and restrictions on when and to whom the information may be available
Provider Direct Treatment Authorization Requests	<p>The Provider Direct Treatment Authorization Requests training module is intended for provider staff responsible for submitting treatment authorization requests (TARs), reviewing and responding to requests for additional information during processing of a TAR, and identifying authorizations that have been provided for a client. After completing this session you should be able to:</p> <ul style="list-style-type: none"> • Create and submit an initial service authorization request • Create and submit a request for continuing services by copying a previously created TAR in Provider Direct • Update information on a previously submitted TAR that has been returned for additional information • Review the status of a previously submitted TAR • Identify existing authorizations for a client
Provider Direct Claims Submission	<p>The Provider Direct Claims Submission training module is intended for provider staff responsible for submitting claims for services rendered, reviewing the status of claims previously submitted, reconciliation of</p>

	<p>remittance advice, and uploading 837 files. After completing this session you should be able to:</p> <ul style="list-style-type: none"> • Submit a claim using UB04 and CMS 1500 claim forms in Provider Direct • Understand the information being requested on the claim in Provider Direct • Upload an 837 claims file • Review the status of previously submitted claims
<p>Provider Direct Enrollments</p>	<p>The Provider Direct Enrollments training module is intended for provider staff responsible for updating client demographic information or requesting enrollment of a client in the state benefit plan. A client must be enrolled in the state benefit plan prior to the submission of a treatment authorization request (TAR) or claim for services rendered. After completing this session you should be able to:</p> <ul style="list-style-type: none"> • Submit an enrollment request • Describe the types of information required to complete an enrollment request • Update information on a previously submitted enrollment request that has been returned for additional information • Review the status of a previously submitted enrollment request

AC Training Link

Course Catalog

<https://student.gototraining.com/7vx45/catalog/556656684658030080>