



Family Partnerships of Central Florida

BREVARD | ORANGE | OSCEOLA | SEMINOLE

Provider Portal Introduction

Summary

Family Partnerships of Central Florida's provider portal is a tool to provide basic information, such as authorizations and payment information.

Additionally, users can create service records based on the authorizations associated with the provider and submit those services for payment — without mailing an invoice.

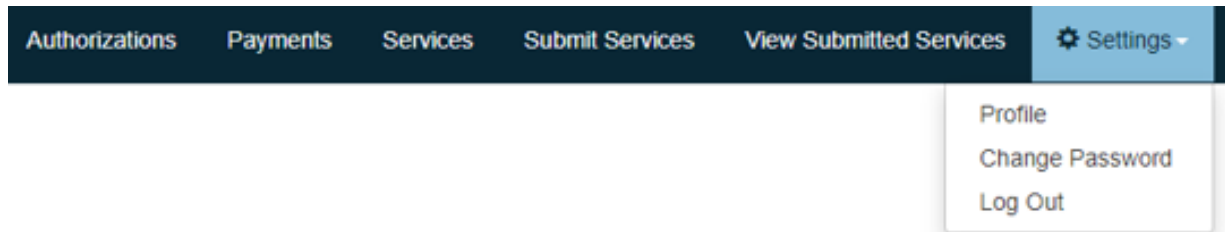
Users can also request reauthorizations for expired and expiring authorizations.

The provider portal is mobile friendly, so you can access it using your computer, tablet or phone, as long as you have an Internet connection.

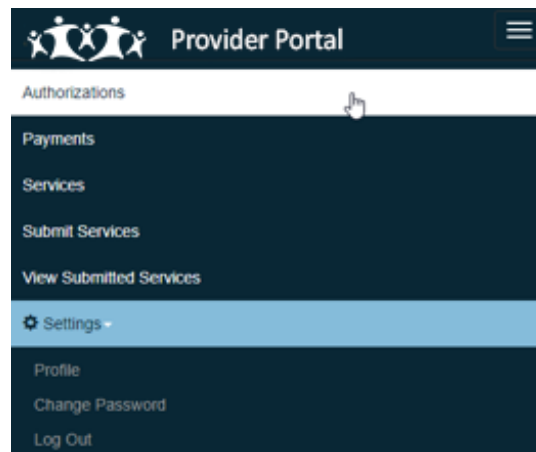


Menu Options

Desktop/Tablet



Mobile



Authorizations — View/search your authorization history. Create services or request reauthorization.

Payments — View/search your payment history.

Services — View/search your services created in the provider portal.

Submit services — Submit services created in the provider portal (no need for paper invoicing).

View submitted services — View services already submitted and payment status.

Settings — Return to the profile page, change your password or log out.

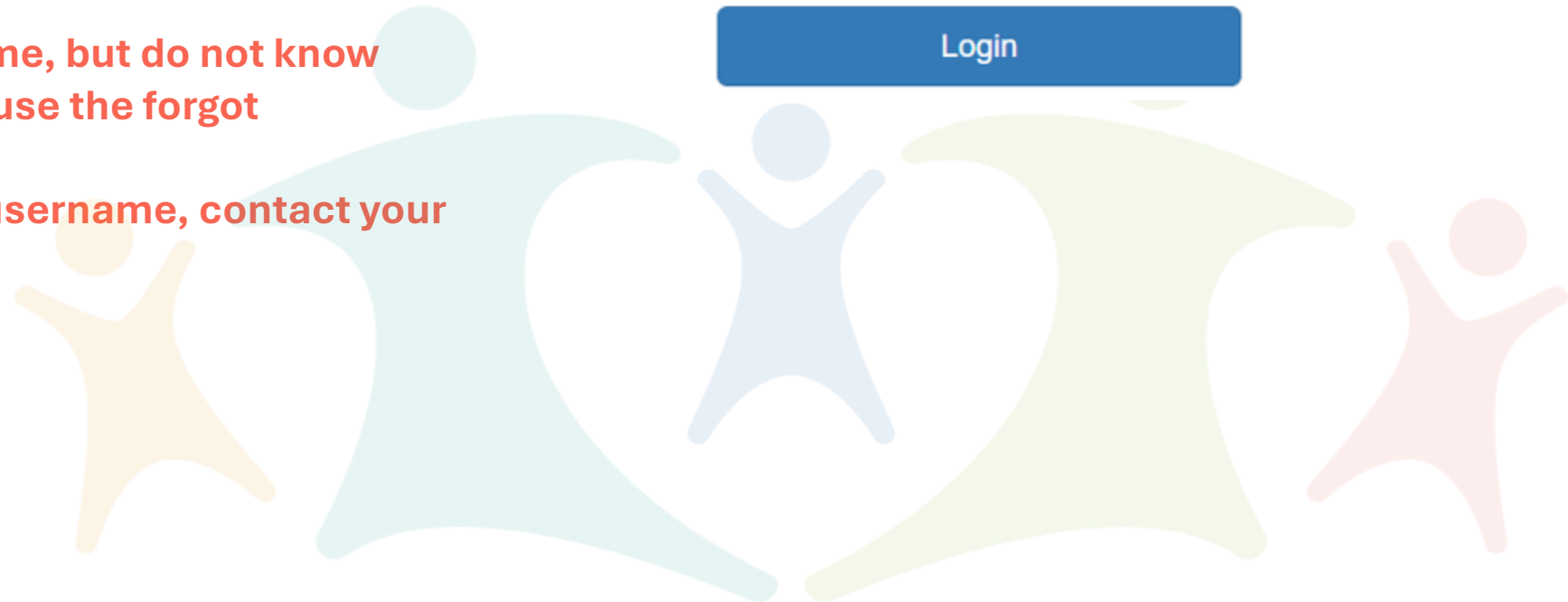
Getting Started

1. Using your computer, tablet or phone, go to the [provider portal link](#).
2. Log in using the username and temporary password provided.
 - **If you know your username, but do not know your password, you can use the forgot password link.**
 - **If you do not know your username, contact your contract manager.**

Provider Portal

Log in

Login



Getting Started

3a. Verify that the information shown on the **profile page** is accurate.

If the profile page is inaccurate, there could be an issue with your account set up. Please contact your contract manager.



The screenshot shows the 'Provider Portal' interface. At the top, there is a dark blue header with a logo of three stylized figures and the text 'Provider Portal'. To the right of the header are navigation links: 'Authorizations', 'Payments', and 'Se'. Below the header, the main content area is white and displays a welcome message: 'Welcome, COMMUNITY COUNSELING CENTER OF CFL LLC'. Underneath, there is a list of provider information in a key-value format:

Provider Name:	COMMUNITY COUNSELING CENTER OF CFL LLC
Corporate Address:	3544 Edgewater Drive
City:	Orlando
State:	FL
Zip Code:	32804
County:	ORANGE
Referral Email Address:	shannon.greathouse@cccfc.org
Provider TIN:	56-2463919

Getting Started

3b. Verify the **Medicaid plans** you have, if any.

Your selections here will be visible in our provider directory to help case managers find appropriate service providers for their families. This information will be used as we move toward an automated referral process.

Current Medicaid Plans Accepted

Aetna Better Health of Florida AmeriHealth WellCare of Florida, Inc.

Manage Plans



Done

Current Medicaid Plans Accepted

Aetna Better Health of Florida 

AmeriHealth 

WellCare of Florida, Inc. 

Add Medicaid Plan
(Click to add below)

Children's Medical Services Clear Health Alliance Community Care Plan

Florida Community Care Freedom Health Inc.

Getting Started

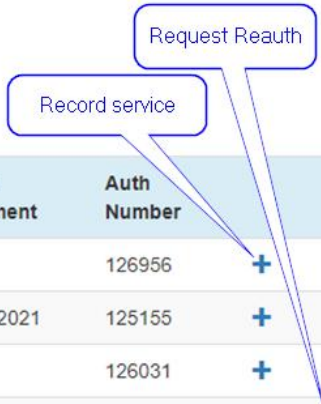
4. Select **authorizations** and verify that you see your respective authorizations.

If you see no authorizations, authorizations for clients you are not serving or services you do not provide, there could be an issue with your account set up. Please contact your contract manager.

Search by authorization # or client name.

Authorizations (450)

Start	End	Client	Service	Units	Amount	Total Payments	Last Payment	Auth Number	
3/1/2021	9/30/2021	AALIYAH	COUNSELING/THERAPY - FAMILY	24	\$1,848.00	\$0.00		126956	+
2/1/2021	7/31/2021	AALIYAH	COUNSELING/THERAPY - CHILD	24	\$1,848.00	\$38.50	3/11/2021	125155	+
3/1/2021	9/30/2021	AARON	COUNSELING/THERAPY - ADULT	36	\$2,772.00	\$0.00		126031	+
9/1/2020	2/28/2021	AARON	COUNSELING/THERAPY - FAMILY	36	\$2,772.00	\$0.00		119214	+ ↻
12/22/2020	4/30/2021	ADAM	COUNSELING/THERAPY - ADULT	12	\$924.00	\$327.25	3/31/2021	123471	+
12/1/2020	3/31/2021	ADAM	COUNSELING/THERAPY - FAMILY	12	\$924.00	\$616.00	3/31/2021	122649	+ ↻



Getting Started

5. Click **payments** and verify that you see your respective payments.

If you see no payments, payments for clients you are not serving or services you do not provide, there could be an issue with your account set up. Please contact your contract manager.

Search by authorization # or last name.

Search

Payments (3300)

Auth #	Description	Date	Amount	Invoice #	Status
	APR21BREAKTHOUGH NAV COUNSELIN	4/30/2021	\$77.00	1303	Paid
123655	██████████_04/05/21_COU	4/22/2021	\$77.00	PP_042221083550	Paid
127164	██████████_04/05/21_COUN	4/22/2021	\$77.00	PP_042221083550	Paid
127216	██████████_04/06/21_THERAPEUTIC	4/22/2021	\$77.00	PP_042221083550	Paid



Authorizations

From the **authorizations tab**, search and view authorizations associated with the provider. Search by authorization number or client name. A pink, highlighted authorization indicates the authorization is exhausted (the authorized amount and total payments equal).

To create a service against an authorization, click the **record service (+)** link. To request a reauthorization for an exhausted, expired or expiring authorization, click the **request reauthorization (🔄)** link.

Search by authorization # or client name.

Authorizations (450)

Start	End	Client	Service	Units	Amount	Total Payments	Last Payment	Auth Number	
3/1/2021	9/30/2021	AALIYAH	COUNSELING/THERAPY - FAMILY	24	\$1,848.00	\$0.00		126956	+
2/1/2021	7/31/2021	AALIYAH	COUNSELING/THERAPY - CHILD	24	\$1,848.00	\$38.50	3/11/2021	125155	+
3/1/2021	9/30/2021	AARON	COUNSELING/THERAPY - ADULT	36	\$2,772.00	\$0.00		126031	+
9/1/2020	2/28/2021	AARON	COUNSELING/THERAPY - FAMILY	36	\$2,772.00	\$0.00		119214	+ 🔄
12/22/2020	4/30/2021	ADAM	COUNSELING/THERAPY - ADULT	12	\$924.00	\$327.25	3/31/2021	123471	+
12/1/2020	3/31/2021	ADAM	COUNSELING/THERAPY - FAMILY	12	\$924.00	\$616.00	3/31/2021	122649	+ 🔄

Callouts: Record service (+), Request Reauth (🔄)



Client View

From the **authorizations tab**, click on the **client view** to see additional information about the client, including date of birth, primary worker, supervisor, Medicaid number and more.

Case Id:	126956
County:	Lake
Client Id:	108062420
Client Name:	[REDACTED]
DOB	07/15 [REDACTED]
SSN:	*****1216
Race:	WHITE
Ethnicity:	Hispanic Latino
Gender:	N/A
Language:	English
Caregiver Phone:	
Client Phone:	N/A
Client Email:	N/A
Primary Worker:	Raphael Albright



Add Service

Add Service

Client:	AALIYAH [REDACTED]
DOB:	7/15/2004
County:	OSCEOLA
Auth #:	126956 (Valid for service dates 3/1/2021 to 9/30/2021)
Service:	COUNSELING/THERAPY - FAMILY
* Site:	COMMUNITY COUNSELING CENTER OF CENTRAL FLORIDA
* Worker Name:	Matt Baker MSW
* Service Date:	2/2/21
* Start Time: (hh:mm or hh:mmAM/PM)	8:00
* End Time: (hh:mm or hh:mmAM/PM)	9:00
* Service Notes:	<p> Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.</p>
or Upload Notes:	<p>Choose File No file chosen</p> <p>Save</p>



Enter Quality Notes

All services submitted for payment must be accompanied by **quality notes** supporting the service delivery. Services will not be reimbursed without documentation (notes).

Notes for uploaded documents should be captured in **service notes** and include a brief description of what is being uploaded. Here's an example note: Client completed assessment — uploaded into the document library. Documents must be uploaded to submit for payment.

Notes for therapy must include progress toward treatment goals, presentation, level of engagement, and any current concerns or barriers to treatment. Notes must be client specific and unique.

Notes for mentoring must include activity, level of engagement, progress toward identifying a community activity and goals for the next session.

- **Notes should include as much data as necessary to determine client engagement and progress toward goals.**
- **Avoid copying and pasting notes. They will not be accepted.**

Once notes are submitted, utilization management will review and approve service requests and documentation. Utilization management will then notify accounts payable, which will issue payment.



Request Reauthorization

Request Reauthorization

Client:

ADAM [REDACTED]

DOB:

9/26/1992

Service:

COUNSELING/THERAPY - ADULT

*** Additional Units Requested:**

Units

*** Explanation for Request:**

Save



Payments

From the **payments tab**, search and view payments associated with the provider, including manually submitted invoices and services submitted through the provider portal. You can search by authorization number, client name, service, service date or invoice number. **Please note that services submitted through the provider portal are automatically given an invoice number starting with “PP_” (provider portal).**

The status will show **in process** when a service has been imported into the Family Partnerships financial system and **paid** when the payment process is complete.

Search by authorization # or last name.

Search

Payments (3300)

Auth #	Description	Date	Amount	Invoice #	Status
	APR21BREAKTHOUGH NAV COUNSELIN	4/30/2021	\$77.00	1303	Paid
123655	██████████_04/05/21_COU	4/22/2021	\$77.00	PP_042221083550	Paid
127164	██████████_04/05/21_COUN	4/22/2021	\$77.00	PP_042221083550	Paid
127216	██████████_04/06/21_THERAPEUTIC	4/22/2021	\$77.00	PP_042221083550	Paid



Services

From the **services tab**, search and view services created in the provider portal that have not yet been submitted. To edit the service, click the hyperlink.

From the **submit services tab**, view all services that have yet to be submitted. Check off the services ready to be billed and click submit. From the **view submitted services tab**, view all services created and submitted for billing through the provider portal.

To view all services associated with an invoice, click the invoice number. To view the service detail, click the view (🔗) link.

Submitted Services (287)


Date	Start	End	Client	Service	Worker	Auth #	Submitted By	Invoice #	
4/13/2021	10:00	10:30	MELANIE	COUNSELING/THERAPY - ADULT	Robyn Prebenda	122204	Corrie.KindylPhD@ccccf.org	PP_042021095305	🔗
4/14/2021	18:00	19:00	CHRISTIN	COUNSELING/THERAPY - ADULT	Angela Finucane	126829	Corrie.KindylPhD@ccccf.org	PP_042021040134	🔗
4/27/2021	15:00	16:00	JORGE	COUNSELING/THERAPY - ADULT	Rebecca Soto	124866	Corrie.KindylPhD@ccccf.org	PP_050721015546	🔗
4/20/2021	15:30	16:30	JORGE	COUNSELING/THERAPY - ADULT	Rebecca Soto	124866	Corrie.KindylPhD@ccccf.org	PP_050721015546	🔗
4/7/2021	10:00	11:00	JORGE	COUNSELING/THERAPY - ADULT	Rebecca Soto	124866	Corrie.KindylPhD@ccccf.org	PP_042021095305	🔗



What Happens After Submitting

After submitting services, utilization management and accounts payable are alerted to import the services for payment.

Submitted Services To Process

 Family Partnerships Reports <argosreportsfpocf.org>
To: [redacted]
Cc: Matt Baker, Alex Andino

 Reply  Reply



Submitted Services To Process

Below is a summary of services submitted via the provider portal pending import into Solomon.

There are currently **78** services for **1** provider(s) needing to be imported into Solomon. Please log into Argos and run report 178 "Submitted Services To Process" to complete the import process.

Report ID/Frequency: 1186 / Daily

Data Source: Argos\Provider Portal

Methodology: This report notifies Finance of services that have been submitted via the provider portal

Run Date: 05/09/2021



Submitted Services

From the **submitted services tab**, search and view services that have already been submitted for payment.

Services that were submitted through the portal together will all have the same invoice number, prefixed with “PP_.” (provider portal).

Submitted Services (287)

Date	Start	End	Client	Service	Worker	Auth #	Submitted By	Invoice #
4/13/2021	10:00	10:30	MELANIE	COUNSELING/THERAPY - ADULT	Robyn Prebenda	122204	Corrie.KindylPhD@cccfc.org	PP_042021095305
4/14/2021	18:00	19:00	CHRISTINE	COUNSELING/THERAPY - ADULT	Angela Finucane	126829	Corrie.KindylPhD@cccfc.org	PP_042021040134
4/27/2021	15:00	16:00	JORGE	COUNSELING/THERAPY - ADULT	Rebecca Soto	124866	Corrie.KindylPhD@cccfc.org	PP_050721015546
4/20/2021	15:30	16:30	JORGE	COUNSELING/THERAPY - ADULT	Rebecca Soto	124866	Corrie.KindylPhD@cccfc.org	PP_050721015546
4/7/2021	10:00	11:00	JORGE	COUNSELING/THERAPY - ADULT	Rebecca Soto	124866	Corrie.KindylPhD@cccfc.org	PP_042021095305



View Invoice

To view all services associated with an invoice, click the invoice number. To view the service detail, click the view (🔗) link.

Batch (20210627152916)

Invoice #: PP_062721032916

Services: 71

Total: \$5,852.00

Client	Service	Date	Start	End	Units	Rate	Total	Worker	Credentials	Auth #
MELANI [REDACTED]	COUNSELING/THERAPY - ADULT	6/1/2021	09:30	10:30	1	\$77.00	\$77.00	Robyn [REDACTED]	LMHC	128583
MELISSA [REDACTED]	COUNSELING/THERAPY - ADULT	6/9/2021	13:00	14:00	1	\$77.00	\$77.00	Kayla [REDACTED]	LMHC	127261
MELISSA [REDACTED]	COUNSELING/THERAPY - ADULT	6/2/2021	13:00	14:00	1	\$77.00	\$77.00	Kayla [REDACTED]	LMHC	127261



Questions?

If you need more information or have any questions about the provider portal, please e-mail:

utilizationmanagement@familypartnerships.org

