



# **HealthWest Cx360 Implementation SUD Provider Information and Updates**

*December 12, 2019*



## DATA IMPORTS:

- All available data has been migrated from Provider Connect into Cx360 (with the exception of data entered into Provider Connect from 11/25-11/30 – this information will be exported and migrated this weekend).
- Migrated data includes client profile info/demographics, insurance, active authorizations, and open SUD BH-TEDS episodes.

## ENDING USE OF PROVIDER CONNECT:

- Any services provided *prior to 12/1/19* must be entered into Provider Connect
- All funding streams have been inactivated, with an effective date of 12/1/19
  - This will prevent erroneous billing for services from that date forward (users will still retain the ability to submit encounters for service dates prior to 12/1/19)
- Overall access to Provider Connect will continue through December 31, 2019. At that time, HealthWest will be archiving all of the existing data in Provider Connect and saving it on our network so that it is available for reference as needed. If you encounter a need to access a client chart from the Provider Connect archives, please reach out to HealthWest.
- Note: ending use of Provider Connect *only* applies to HealthWest consumers; if you serve individuals from Ottawa County, this will not impact use of Provider Connect for those people

## ACCESSING CX360

- There are two versions of Cx360 available to SUD provider agencies: the **Production** environment (where live client data is entered) and the **Training** environment (where users can enter test data, complete trainings, practice using the system and experience updates prior to their full deployment). These two systems are identical in functionality, but are entirely separate – data in one does not appear in the other.
- Each environment has its own URL
  - **Production:** [hw.cx360.net](http://hw.cx360.net)
  - **Training:** [hw-test.cx360.net](http://hw-test.cx360.net)
- Company codes (entered at login), usernames, and passwords are also unique to each version of the system

## USER ACCOUNT SETUP AND TRAINING

- We will reach out directly to individuals who attended a Cx360 training, in order to provide their username and temporary passwords for both the Production and Training environments
- New staff at provider agencies (or staff who have not yet attended a training) will only receive login credentials for Cx360 upon completion of training and processing of the User Account form

- Additional in-person trainings are not currently scheduled, but may be available in the future on a periodic basis. In the meantime, recordings and training materials will be posted on the HealthWest website for users to access in order to complete their training
- The User Account form (available on the HealthWest website) must be submitted to create user profiles, edit existing users and inactivate user accounts. Send completed forms to [Cx360Support@healthwest.net](mailto:Cx360Support@healthwest.net)
  - Please notify HealthWest immediately when an employee leaves your agency, so that their account can be inactivated promptly and system access removed. We will also conduct periodic audits and review with provider agencies as needed.
- Pam Beane is working with each agency to confirm the correct list of users have access to Cx360
- Individual providers at each agency (who do not have their own account for logging in) will be set up within Cx360 so they can be selected as a rendering provider and billed correctly

## RESOURCES FOR USERS

A number of resources are available for users to access as needed:

- **Drop-in Help Desk** (hosted via Zoom meeting)
  - Thursday, December 12<sup>th</sup> from 11am-12pm
  - Friday, December 13<sup>th</sup> from 2-3pm
  - Monday, December 16<sup>th</sup> from 11am-12pm
  - Tuesday, December 17<sup>th</sup> from 2-3pm
  - Wednesday, December 18<sup>th</sup> from 11am-12pm
  - Thursday, December 19<sup>th</sup> from 9-10am
  - Friday, December 20<sup>th</sup> from 2-3pm
- **HealthWest website**
  - Visit the Cx360 page within the Provider section of the HealthWest website at any time: <https://healthwest.net/for-providers/cx360-electronic-health-record/>
  - Resources will include these updates, as well as SUD-specific User Guides, Cx360 Tip Sheets, a Glossary of Cx360 Terms/Icons, BH-TEDS Resources, Training Materials and the User Account form.

## GETTING HELP, SHARING FEEDBACK AND ONGOING COMMUNICATION

If you have any questions, encounter issues while using Cx360, would like to share feedback, or need to get in touch with the Cx360 Project Team at HealthWest, please reach out at any time.

- Via email: [Cx360Support@healthwest.net](mailto:Cx360Support@healthwest.net)
- Via phone: (231) 724-1189

D’licia Green (Administrative Assistant in HealthWest’s QI department) will triage all **help requests and reported issues**, resolve general questions, escalate issues as needed, and ensure users receive a timely response.

If you have a question related to **authorizations**, please reach out to the HealthWest UM team:

- Phone: (231) 724-1311
- Fax: (231) 724-6047
- Email: [UM@healthwest.net](mailto:UM@healthwest.net)
- To reach Carrie Crummett directly, please call (231) 724-4882

If you have question related to **claims and billing**, please reach out to the HealthWest claims team:

- Phone: (231) 724-8866 (Sam Wolff, Claims Manager)
- Fax: (231) 724-4188
- Email: [claims@healthwest.net](mailto:claims@healthwest.net)

Finally, please note that the majority of future Cx360 communication, information and updates the system will come from [cx360@healthwest.net](mailto:cx360@healthwest.net). Messages will be sent to all active user accounts in Cx360, using the email address associated with their user profile.