


Provider Good to Go Instructions

This document details how to use the web portal to determine whether a provider is fully good to serve. There are three different factors that determine whether a provider is good to serve a participant which are outlined below.

A direct support or professional service provider is good to serve only after the following three things have been completed:

1. The provider has been fully credentialed (through the web portal)
2. The provider has completed a provider packet (found on www.publicpartnerships.com), and;
3. The provider has been associated to a participant

How do I check to see if a provider has been credentialed?

- Search for the provider by using their name or ID
- Click 'edit' next to their name
- Scroll to the bottom of the 'demographic information' page and click 'next'
- Now that you are on the 'available services' page, click either the 'direct services' or 'professional services' dropdown, depending on the service you are checking the credentialing for
- Click the 'show checklist' icon next to the service that is checked off ()
- If all of the checklist items have been checked off, then the provider is credentialed for that service

How do I check to see if the provider has completed their provider packet and associated paperwork?

This is what the 'provider good to go' checklist will tell you. So, simply:

1. Search for the provider
2. Once you have the provider searched, look in the 'good to serve' column.
3. If that column is populated as 'yes', then the provider has completed their provider packet.
4. If that column reads 'no', then hover your mouse over the word 'no' and a text box will appear that shows you what paperwork is missing

How do I check to see if the provider is associated to the desired participant?

1. Search for the desired participant
2. Go into the participant profile
3. Scroll to the bottom of the page and click 'associated providers'
4. Look in the column 'good to go' for the desired provider
5. If this column reads 'yes', then they are associated and all association paperwork is all set (Forms A and B)
6. If the column reads 'no', then hover your mouse over the word 'no' and a text box will appear that shows you what paperwork is missing

Only once all three of the above good to go factors are complete is a provider truly good to serve.