



COUNTY OF SANTA CLARA
Behavioral Health Services

**CC INBOX – ACCEPTING
REFERRALS/REQUESTING ACCESS**

REV: 11/07/22

REVISIONS

Date	Slides	Revisions
11/07/2022	4	Requesting access to CC Inbox
08/22/2022	13-14	Removed questions and answers that are not required

CC INBOX (CARE CONNECT INBOX)

Purpose

The Care Connect (CC) Inbox is used for secure messaging for referrals both internally and externally.


REQUESTING CC INBOX ACCESS

For user account creation or updating access for a specific CC inbox group(s), a user must provide the following information to BHSDBusinessOffice@hhs.sccgov.org for access.



- 1) CCP Name
- 2) MH or SUTS access
- 3) Identify the specific CC inbox group(s) within your agency that the user needs access to

SIGN ONTO PROVIDERCONNECTNX


Enter the System Code, Username, and Password that were provided to you.

 **Netsmart**
ProviderConnect NX


System

 SCC LIVE 



System Code

 Enter System Code

Username

 Enter Username

Password

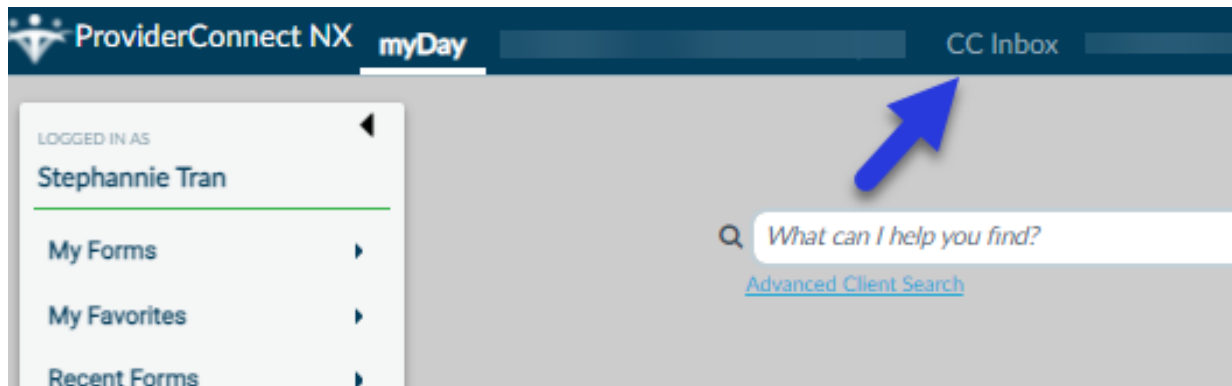
 Enter Password 

Login

Attention

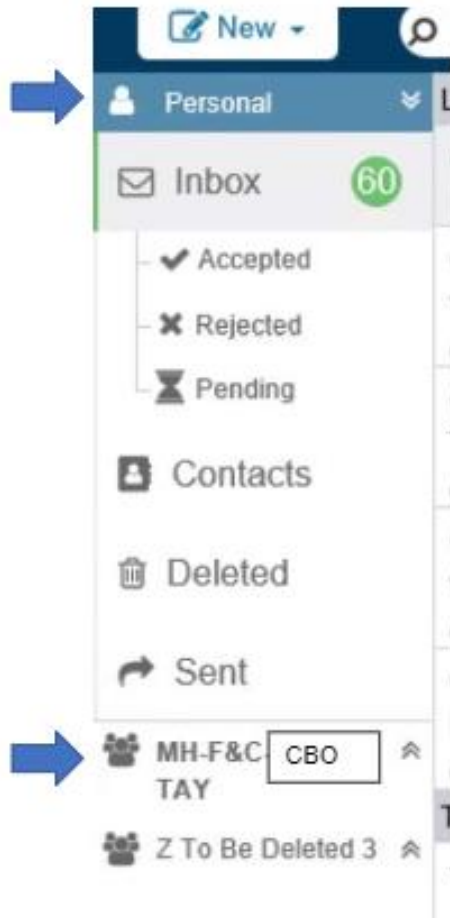
The information contained in this information system is private and confidential, it is fully bound by the provisions of all federal and state regulations governing confidentiality of alcohol and drug abuse patient records. This system is intended only for the professional use of authorized agents of a Substance Abuse or Mental Health Treatment program or related agency. If you have reached this site in error, please contact Netsmart Technologies, Inc. at (877) 899-8800 immediately.

On the top of the page, click on the CC Inbox view to get to CC Inbox.

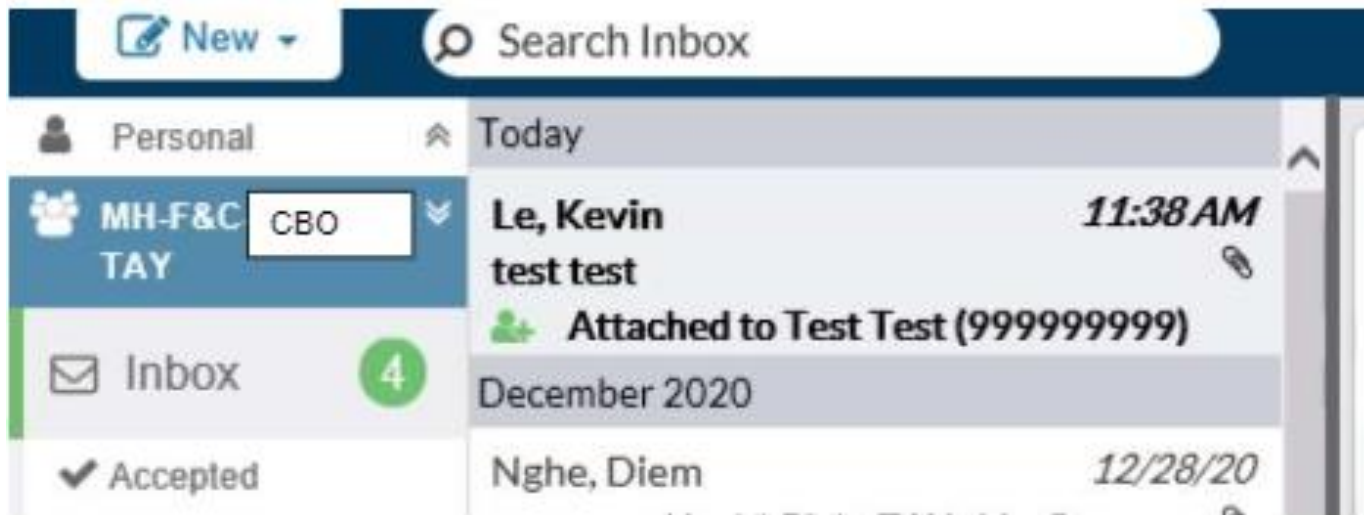


HOW TO ACCESS

There will be two Inboxes – Personal and Program. Referrals are sent to Program Inbox.

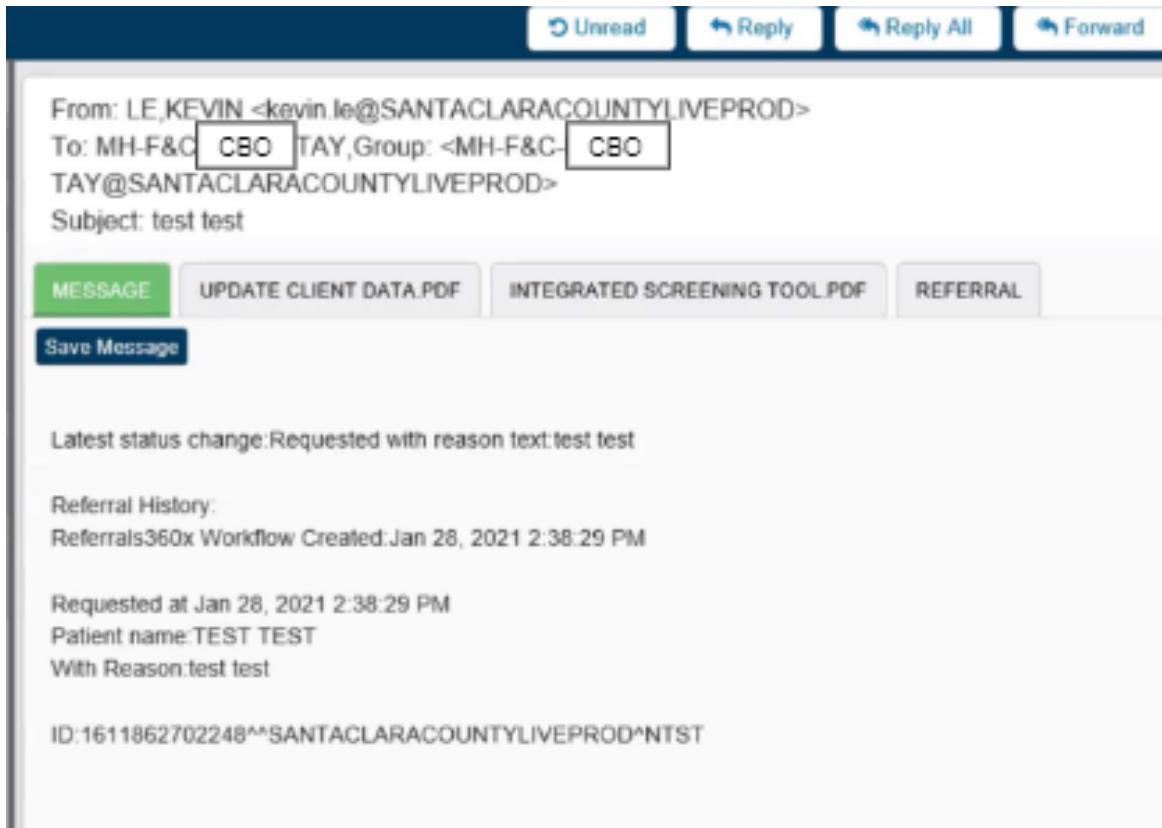


New messages will be in **BOLD**.



Click on the message to view.

Referrals from the Call Center would include 2 attachments – Integrated Screening Tool and Update Client Data.



INTEGRATED SCREENING TOOL

The Integrated Screening Tool (IST) would contain the client's current conditions.

Click download to save the PDF file.



Date Created: 01/28/2021 at 11:37 AM PST
Form Name: Integrated Screening Tool
Client's Name: TEST,TEST (999999999)
Client's DOB: 08/01/2004

Santa Clara County
Behavioral Health Services

UPDATE CLIENT DATA

The Update Client Data would contain the client's demographics such as address, phone, etc. Client's Unicare number can be found under Facility Chart Number in the PDF.

Click download to save the PDF file.



ACCEPT/REJECT REFERRAL

Click on an attachment to view file(s) and select 'Manage' to accept/reject referral.

The screenshot displays an email interface. At the top, the header shows 'From: [REDACTED]', 'To: [REDACTED]', and 'Subject: Attachment Test'. Below the header is a row of three buttons: 'MESSAGE' (grey), 'INTEGRATED SCREENING TOOL.PDF' (green), and 'UPDATE CLIENT DATA.PDF' (grey). Underneath these buttons is a dark blue 'Manage' button, which is pointed to by a blue arrow. To the right of the 'Manage' button are several small icons: a refresh icon, a back icon, a minus sign, a plus sign, and a download icon. The main body of the email contains the following text: 'Date Created: 05/27/2021 at 01:42 PM CDT', 'Form Name: Integrated Screening Tool', 'Client's Name: [REDACTED]', and 'Client's DOB: [REDACTED]'. At the bottom right of the email body, the text 'Santa Clara County Behavioral Health Services' is displayed.

TO ACCEPT REFERRAL

Click Manage. Select the following answers.

Is this a referral? – **Yes**

Referral action – **Accept**

Click Save.

Client Information

Is this a referral? Yes No

Referral action Accept Reject Pending

Referral to Provider Program

Referring Organization

Reason for referral code

Program

Reason for Referral

Client Search

First Name

Last Name

Birth Date

Client ID

Gender

First Name	Last Name	Gender	Birthdate	Client ID
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TO REJECT REFERRAL

Accept the referral and add a comment as to why client cannot be accepted (i.e. client has private insurance.)

Click Manage. Select the following answers.

Is this a referral? – **Yes**

Referral action – **Accept** (select Accept even if rejecting referral)

Click Save.

Automatic Referral Response

If you want to add a comment to the automatic response to the sender, please add it below.

Forwarded to Manager

Send response

CALL CENTER

Call Center staff will receive message in CCINBOX with confirmation that the referral was accepted.

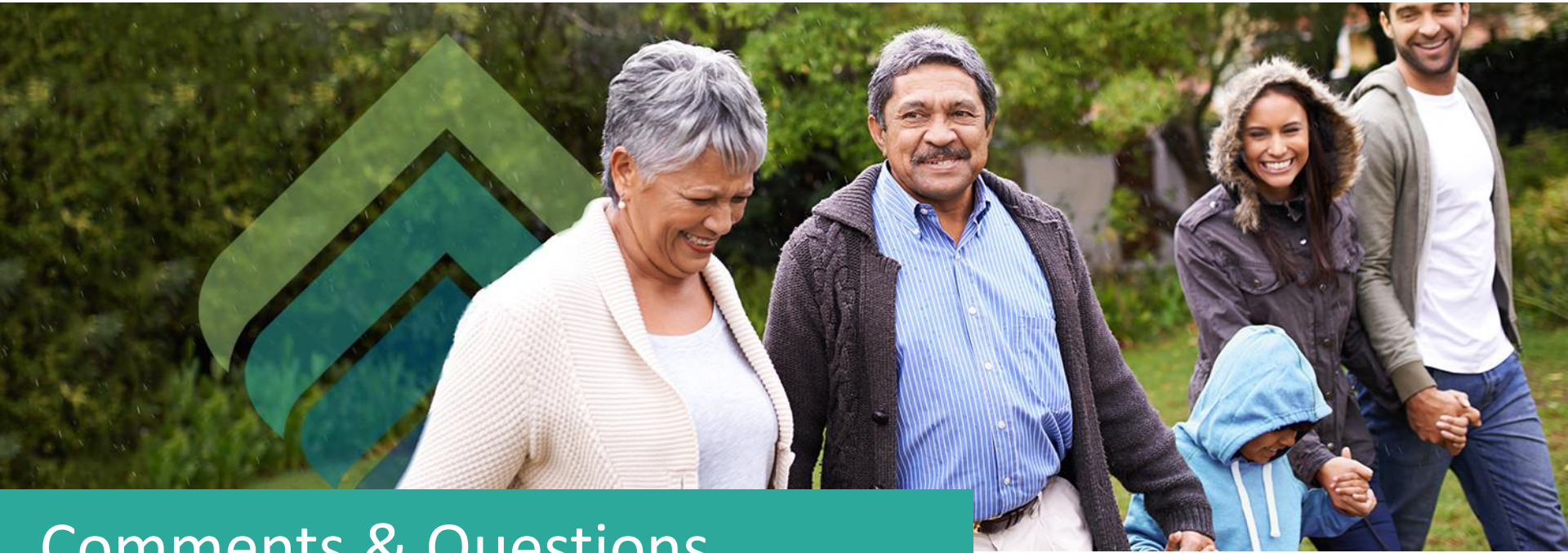


MESSAGE

Save Message

Latest status change Accepted with status comment

Referral History:
Referrals360x Workflow Created: Jan 28, 2021 4:41:07 PM



Comments & Questions