POMS: How to Submit Online via ProviderConnect

August 2017
POMS Initial Consumer Registration Form

- When the initial plan of care is opened
  - When a plan of care is started for an individual
  - Initial Consumer Registration is used only twice
    - To open a plan of care
    - To close a plan of care
POMS Quarterly Update Status Form

- Applies to Priority Mental Health Recipients
  - Seriously mentally Ill adults (03)
  - Mentally Ill Adults not meeting 03 criteria (04)
  - SED Children (54)
  - At -Risk of SED Children (55)
Top Ten Reasons to Close a POMS record

- 01 Consumer rejected further services orally or in writing
- 02 CAU is unable to contact/locate the consumer
- 03 The Consumer & CAU agree that the consumer no longer needs mental health services
- 04 The CAU has determined that the consumer no longer needs mental health services
- 05 Parent of consumer withdrew the consumer from mental health services
- 06 Agency (C&Y or Juvenile Justice) withdrew consumer from services
- 96 Consumer moved from service area
- 97 Consumer deceased
- 98 Unknown reason why recipient was terminated from a specific course of behavioral health treatment
- 99 Terminated from behavioral health treatment due to enrollment in a HMO/ MCO
Get to ProviderConnect through Our Website

For Providers Only

- Go to our homepage at: www.vbh-pa.com
- Click on: For Providers
- Click on: Login button under ProviderConnect
- Enter: User ID
- Enter Password
ProviderConnect Login Page

Please Log In

Required fields are denoted by an asterisk (*) adjacent to the label.

Please log in by entering your User ID and password below.

User ID

If you do not remember your User ID, please contact our e-Support Help Line.

Password

Forgot Your Password?

Log In

The information and resources provided through the Beacon Health Options site are provided for informational purposes only. Behavioral health providers utilizing the Beacon Health Options site ("Providers") are solely responsible for determining the appropriateness and manner of utilizing Beacon Health Options information and resources in providing services to their patients. No information or resource provided through the Beacon Health Options site is intended to substitute for the professional judgment of a behavioral health professional. Providers are solely responsible for determining whether use of a resource provided through Beacon Health Options is consistent with their scope of licensure under applicable laws and ethical standards.

It is recommended that you use Internet Explorer when using ProviderConnect. Other internet browsers may not be compatible and may result in formatting or other visible differences.

New User?

Please register for access.

Register

For assistance with any technical problems (such as connecting to or accessing the site) please call our e-Support Help Line at 888-247-9311 during business hours Monday through Friday 8AM - 6PM ET or you can email an
Select “I Agree” on the ProviderConnect User Agreement
Log into ProviderConnect

- To log on to ProviderConnect, enter your User ID and Password, then click the Log In button.

Please Log In

Required fields are denoted by an asterisk (*) adjacent to the label.

Please log in by entering your User ID and password below.

- **User ID**
- **Password**

If you do not remember your User ID, please contact our e-Support Help Line.

Log In

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Specific Member Search

- Enter Member I.D. and Date of Birth as shown below:
<table>
<thead>
<tr>
<th>Member</th>
<th>Eligibility</th>
<th>Subscriber</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member ID</td>
<td>087654321</td>
<td>Subscriber ID</td>
<td>11111111</td>
</tr>
<tr>
<td>Alternate ID</td>
<td></td>
<td>Subscriber Name</td>
<td>ROBERTS, JAMES</td>
</tr>
<tr>
<td>Member Name</td>
<td>ASLAN, SUSAN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td>12/02/1979</td>
<td></td>
<td>CSP Type</td>
</tr>
<tr>
<td>Address</td>
<td>5 WARDROBE WAY NARNIA, VA 12345</td>
<td></td>
<td>Primary Agency</td>
</tr>
<tr>
<td>Alternate Address</td>
<td></td>
<td></td>
<td>Effective Date</td>
</tr>
<tr>
<td>Marital Status</td>
<td>-</td>
<td></td>
<td>Expiration Date</td>
</tr>
<tr>
<td>Home Phone</td>
<td>703 123-4567 X 12345678</td>
<td></td>
<td>COB Effective Date</td>
</tr>
<tr>
<td>Work Phone</td>
<td></td>
<td></td>
<td>View Funding Source Enrollment Details</td>
</tr>
<tr>
<td>Relationship</td>
<td>1 - Self</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>F - Female</td>
<td></td>
<td>Clinical Liaison</td>
</tr>
</tbody>
</table>

Member eligibility does not guarantee payment. Eligibility is as of today’s date and is provided by our clients.
Entering POMS Data

• Select “Enter POMS Data”
Entering POMS Data

- Select either Registration or Quarterly Status

### Member Records
- **Member**
  - Member ID: 087654321
  - Alternate ID: 11111111
  - Member Name: ASLAN, SUSAN
  - Date of Birth: 12/02/1979
  - Member's SSN: 123450

### Provider
- **Provider**
  - Provider Name: TUMNUS, PETER
  - Provider Id: 123456

All fields are required.

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**POMS Member Registration**

*Complete for ALL Priority Populations*

- Independence of Living: [Select]
- Vocational/Education Status: [Select]
- Priority Group Update (MH): [Select]
- Date Opened: [MMDDYYYY]
- Requested Date: [MMDDYYYY]
# POMS Records

## Members Registration Records

<table>
<thead>
<tr>
<th>Registration Number</th>
<th>Open Date</th>
<th>Independence of Living</th>
<th>Vocational/Education Status</th>
<th>Priority Group (NH)</th>
<th>Status</th>
<th>Close Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>06/04/2007</td>
<td>LIVING INDEPENDENTLY</td>
<td>TRAINING/EDUCATION</td>
<td>ADULT TARGET POPULATION #3</td>
<td>OPEN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>06/05/2007</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Quarterly Status Updates

<table>
<thead>
<tr>
<th>Update Date</th>
<th>Independence of Living</th>
<th>Priority Group (NH)</th>
<th>School Attendance</th>
<th>School/Academic Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/18/2007</td>
<td>LIVING DEPENDENTLY</td>
<td>CHILD &amp; ADOL TARGET POP</td>
<td>REGULAR ATTENDANCE</td>
<td>AVERAGE</td>
</tr>
<tr>
<td></td>
<td>NO ACTIVITY</td>
<td>1</td>
<td>PRESENTS NO BEHAVIOR PROBLEMS</td>
<td>SCHOOL SYSTEM</td>
</tr>
</tbody>
</table>
If you need further assistance regarding POMS, please call the toll-free Provider Line at 877-615-8503 and someone will assist you.