VT Helplink Provider Portal Guide
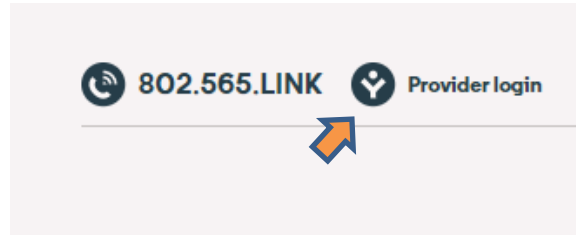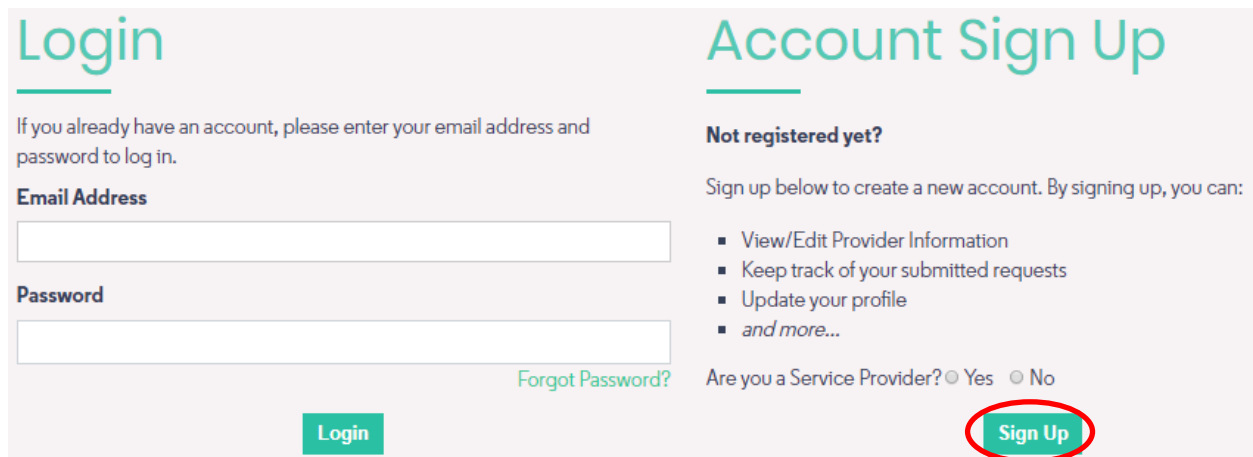
Getting Started

To start using your VT Helplink portal account, log into the system by visiting the VT Helplink website.
Click on the Provider login button in the upper right-hand corner of the home page.

This will bring you to the login screen.

If you have created a Provider Portal account or received a password from the Helplink, you may sign in by entering your email address and password on the Login page.

How do I create an account if I don't have login?

If you do not have a login, you can create one by following the instructions under the *Account Sign Up* field, to the right of the Login field (pictured above).

- Choose *yes* for "**Are you a service provider?**" then select *Sign Up* to begin the new account registration.

**Connecting you
to the services you need.**

- Finish your registration by completing the New Account Sign Up form by answering all required fields.

- Once you have completed and submitted your account sign up form, an account verification email will be sent to you at the email you provided. Please click the link in the email to verify your account.

If your account is not associated with any programs, please use the options on the **Make a Request page** to request the program(s) you need linked to your account.

Make a Request

Select Request Type: *

○ New Agency - *I am with a new agency and program, not affiliated with any existing agency/organization*

○ New Program - *I am with a new program and the Helpline already has my agency/organization information*

○ Existing Program - *I am with an existing program and the Helpline already has my program listed*

○ Portal Problem - *I am having problems updating my agency or program information*

○ Other

Submit

Managing Agency & Program Information

How do I manage my agency details?

An **agency** is an organization that provides substance use services. The Helplink structures data so that there is an umbrella **agency** with individual **programs** associated to it. This concept applies even if an agency has only one program. The Helplink does not make referrals to agencies, so there is limited information on agency profiles.

An example of this would be the "Test Program 1" is linked under the "Test Agency" (shown below).

How do I manage my program details, attributes, and users?

Programs refer to specific substance use service programs within an agency. Each program may be in a separate location, or have separate funding sources, provide different services, and/or serve different groups. Accurate program information is essential for Helplink staff to make appropriate referrals and for Helplink web visitors to find correct information.

Changes are made in real-time and will be immediately viewable to Helplink staff and web visitors. Changes to the Treatments and Services Offered section is the only exception (see Program Attributes below).

Program Details

To update program information, select a program on your homepage by clicking the name of the program.

VT Helplink
Alcohol & drug support center

PROGRAMS ASSOCIATED WITH YOUR ACCOUNT

Click on a program name to view and edit details.

PROGRAM	CAPMAN TYPE	WAITING	APPOINTMENT BOARD	STATUS
Apple Test Program 24 upper plain vergennes VT 05491	Residential CMS	14	Not Available	APPROVED

You will be brought to the program profile page (shown below).

HOME   MY REQUESTS   MANAGE USERS   MAKE A REQUEST | CRISTINA FIGUEROA (LOGOUT)

Please review your program details and attributes below. Program attributes are qualities of the program, like what services it offers and eligibility requirements.

If any information is incorrect, please correct it. When all of the program information is correct, please click Confirm so that we know the information is up-to-date.

PROGRAM INFO

Name: Test Program 1

Mailing Address:

Phone Number:

Website:

Edit Details

Delete this program | Clone this program | Confirm

ATTRIBUTES

Substances Treated (0)	+ Add New
Special Population (0)	+ Add New
Treatments and Services Offered (0)	+ Add New
Payments Accepted (0)	+ Add New
Additional Services (0)	+ Add New
Ages Served (0)	+ Add New
Genders Served (0)	+ Add New
Language Specialties (0)	+ Add New

USER PERMISSIONS

Name	Active	Admin	Attrs	CapMan	Appts
CRISTINA FIGUEROA	✓	✓	✓	✗	✗

Manage User Permissions
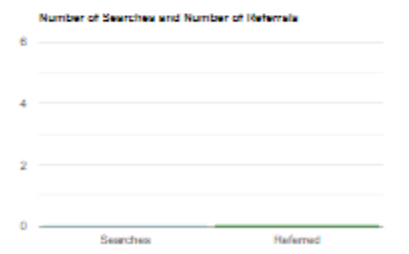
INTAKE HOURS

+ Add

Day	Type	Hours	Actions
No records found			

STATISTICS

Number of Searches and Number of Referrals

This chart shows how many times your program showed up in searches and how many times it was referred by the Helpline

**Connecting you
to the services you need.**

Under **Program Info,** you can select *Edit Details* to make changes to a program Name, Mailing Address, Contact Numbers, Description, and other relevant program information.

PROGRAM INFO

Name:	Apple Test Program
Mailing Address:	24 upper plain, vergennes, VT 05491
Phone Number:	(555) 555-5555
Website:	

Edit Details

Delete this program | Clone this program | Confirm

The screen shown below will appear where you can update your program information. Review and update your program's information as appropriate. Click *Save* to submit changes.

Edit Program Information

Fields marked with an (*) are mandatory and cannot be left blank/empty

Provider Details

Provider Name:*	License No#:	Website:
Apple Test Program		

Address Details

Mailing Address — *Note: For public use*

Physical Address — ☐ Same as Mailing Address

Address Line 1:*	Address Line 1:
24 upper plain	

Address Line 2:	Address Line 2:

City:*	City:
vergennes	

State:*	State:
VT ▼	Select One ▼

ZIP:*	ZIP:
05491	

Other Details

Phone Number:*	Ext:	Fax:
(555) 555-5555		
For ex: (###) ###-####		For ex: (###) ###-####

Intake Phone Number:	Medicaid Funded?
(###) ###-####	Select One ▼
For ex: (###) ###-####	

Appointment Board*	Length of the Assessment Appointment :*
Yes ▼	00:45 min ▼

Intake Procedure:

Description:

Close   Save

Connecting you
to the services you need.

Program Attributes

Attributes describe the key elements of a program, such as treatments or services offered and substances treated, among others. They are a core feature of the Helplink's data system.

Attributes help website users and Helplink staff determine who is eligible for your particular program.

In the Attributes field, you can make edits to a program's: substances treated, special populations served, treatments and services offered*, payments accepted, additional services offered, ages served, and genders served.

Attribute Types

Substances Treated: This field is for including any substances that an individual may be using and that would make them eligible for your program.

Make sure any substances that exclude individuals from eligibility are not selected or that they are deleted. For example, a methadone clinic may select all opioids/opiates under *Substances Treated*, but may also want to select other substances that clients may be using before they start the clinic, such as marijuana or cocaine. If someone using diazepam would not be accepted at the clinic, you should make sure that substance is not selected.

Special Populations: These are special populations or attributes of clients that a program serves. This may include special populations such as people who have a dual diagnosis (substance use and mental health) as well as eligibility requirements, like sobriety.

You can click **Add New** and scroll through the available options and select all populations/client types that your program would accept or accommodate. You should also select any populations for which your program has a specialty and/or receives funding to serve. If applicable, you can link selected populations with treatments/services to indicate specialties and funding status in *Treatments* and *Services Offered*.

Treatments and Services Offered: This field is where you should identify the primary treatments or services offered by your program. For most programs, *Treatments Offered* should include all services for which that program is ADAP licensed and/or funded to provide. Primary treatments or services offered include services that clients can receive independently from other services.

For example, an outpatient clinic may offer counseling and intensive outpatient services, and help connect counseling clients with health care coverage and housing. In this scenario, the program should select only Outpatient Counseling and Intensive Outpatient Programs as the services offered since the health care and housing services are only for counseling clients.

Some programs that do not require ADAP licensure or certification may be included as well, such as Insurance Helpline & Hotline Information or Self Help & 12-Step Groups.

Any changes to Treatments Offered must be reviewed by Helplink staff before they are approved. This is to confirm licensure and/or program eligibility. You will receive an email when the request has been processed.

Payments Accepted: This field should include all forms of payment that are accepted by the program, including private and public health care plans/insurance, self-pay, sliding scale, etc.

Click **Add New** to scroll down the list to view the options available and link them with your program as appropriate.

Health care plans change frequently. If there are plans accepted by your program that are not listed, submit a note to the Helplink team using the **Make a Request** tab.

Additional Services: Additional services help web visitors and Helplink staff to identify appropriate referrals but are generally not used as the primary search criteria. These are typically secondary services offered by programs or special characteristics of a program.

You may want to click **Add New** to scroll through the available options to select services that apply to your program. Please be sure to delete services that are not offered.

**Connecting you
to the services you need.**

Ages Served: This indicates the age group(s) the program serves.

Client Characteristics: These are the characteristics of potential clients that a program serves. This may include special populations such as people who have a dual diagnosis (substance use and mental health) as well as clients who request coed, group, or family services.

You may want to click **Add New** to scroll through the available options and select all client characteristics/requests that you would accept or accommodate. You can also select any groups in which your program specializes.
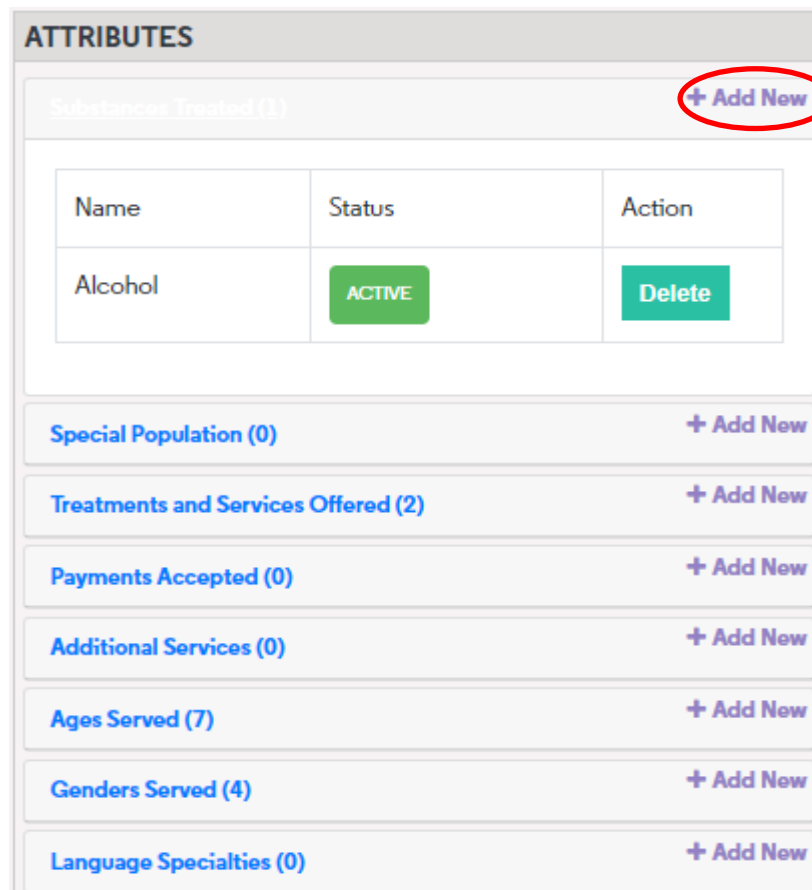
Genders Served: This indicates the gender(s) the program serves.

Language Served: This indicated the language(s) the program serves.

How do I edit program attributes?
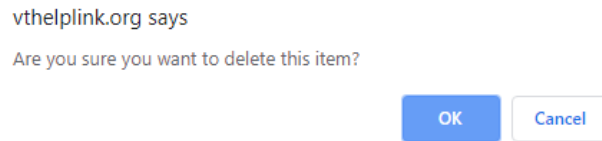Each attribute is edited in the same way.

Click on the attribute type (ex: Substances Treated) to view or delete attributes associated with your program.

- To delete an attribute, click **Delete** under the **Action** column. The system will display a popup message to confirm the deletion.

vthelplink.org says

Are you sure you want to delete this item?

OK   Cancel

- Add a new attribute by clicking **Add New** for each attribute type. You can view a drop down of options or begin typing an attribute name.

Apple Test Program   ×

*Fields marked with * are mandatory*

Use this section to add new items to Treatments and Services Offered. This should include primary functions of your program, and not include secondary services for existing clients. (Example: A Residential Extended Care program should select "Residential Extended Care" only, and not Smoking Cessation Resources, even if smoking education is provided to clients)

Choose or type a name:*

License Number:

Attachment (if any): Choose File No file chosen

Note to Helpline Administrator:

Cancel   Next

- Multiple attributes may be added at once by selecting multiple options from the drop down.

Choose or type a name:* |

SUD Residential Services ×   Gambling Resources & Information ×

- Save your changes by selecting **Submit.**

Editing the Permissions of the Users for Associated Programs

Select the **Manage Users** tab.

HOME   MY REQUESTS   (MANAGE USERS)   MAKE A REQUEST

- Here, users can view a list of the people that are actively associated with the program(s) and the different permission levels each person has access to.
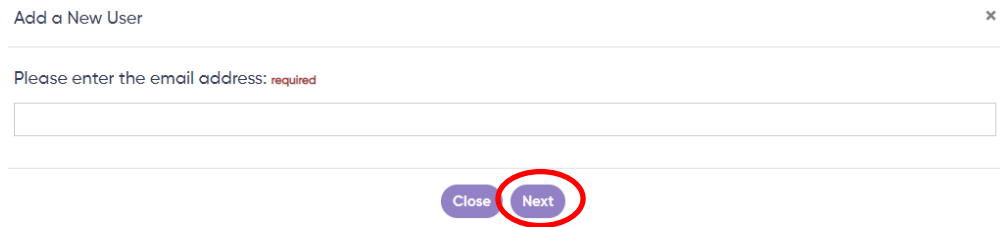
Permission types:

- **Manage Users and Permissions** gives the user the ability to add, remove, or change the permissions of the other users added to their program(s). Only users with Administrative permissions can make edits to another user's permission levels.

- **Manage Program Details** allows the user to make edits to the program(s) information and attributes.

- **Manage Capacity and Waitlist** gives the user access to manage the program's capacity and waitlist (if applicable).

- **Manage Own Schedule/Appointments** gives access to the user to manage and update only their own schedule/appointments. This permission would be applicable for a Clinician who would be responsible for managing only their own schedule/appointments.

- **Manage All Schedules/Appointment Board** provides the user with the ability to manage the schedules and create/edit appointments for all Clinicians within their program. This permission would be applicable for those that will be responsible for managing the schedules/appointments for all Clinicians within their program(s).

Manage Users

Add a User

🏛 None
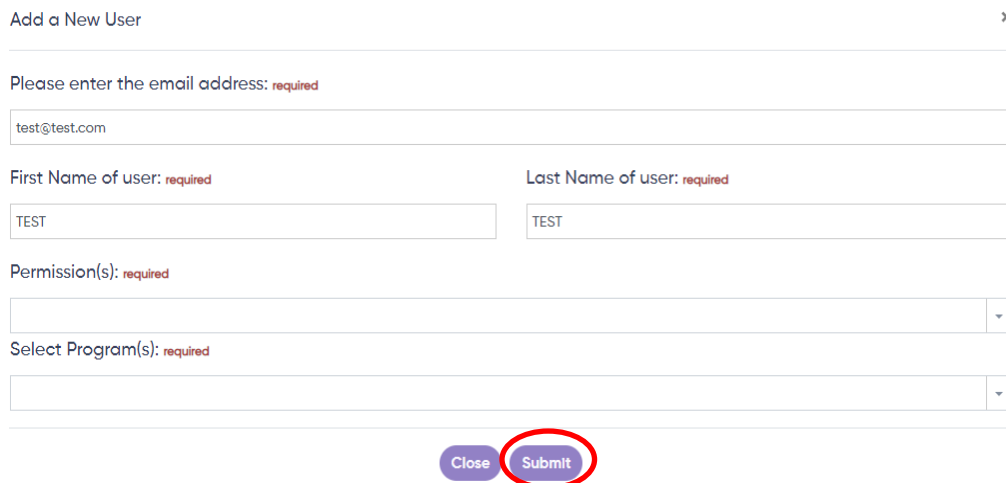
📕 **Apple Test Program**

FULL NAME	MANAGE USERS & PERMISSIONS	MANAGE PROGRAM DETAILS	MANAGE WAITLIST & CAPACITY	MANAGE OWN SCHEDULE/APPOINTMENTS	MANAGE ALL SCHEDULES/APPOINTMENT BOARD	ACTION
MICHAEL JONES	☑	☑	☑	☐	☑	Remove Save
THOMAS ADAMS	☐	☐	☑	☐	☐	Remove Save
DAVIS WILLIAM	☐	☐	☐	☑	☐	Remove Save

Adding a new user

- To add a user to your program, select the **Add a User** button (circled in the image above). A popup will appear for you to enter the email of the person you wish to add. Enter the emails and select *Next* to move on.

Add a New User   ✕

Please enter the email address: required

[   ]

Close **Next**

- The following screen will appear. Complete the form and submit.

Add a New User   ✕

Please enter the email address: required

[test@test.com   ]

First Name of user: required   Last Name of user: required

[TEST]   [TEST]

Permission(s): required

[▼]

Select Program(s): required

[▼]

Close **Submit**

Please note: The Permission and Program fields are multiselect fields.

For example, if a provider requires access to multiple programs, you can select and add all appropriate programs needed under the Select Program field. Similarly, a provider can have permission to manage program information, users, and appointment board privileges.

- An email (pictured below) will be sent once the form is completed and submitted to the intended recipient with their user credentials to log into the Provider Portal.

VT Helplink
Alcohol & drug support center

Dear CRISTINA,

You are receiving this message because CRISTINA FIGUEROA has added you to a program profile on the Vermont Helplink.

On the Provider Portal, you can access and update your agency/program profile, see statistics about your program on the Helplink, and perform and save service searches.

By regularly updating your agency/program profile with the Helplink, you help us provide accurate and appropriate referrals, saving time for your program staff and helping us link callers to the services they need.

You may now log in to the Helplink Provider Portal using this credentials below.

Username: c.figueroa013@gmail.com

password: **uQ7zjc**

You have been granted the following permissions:

Program Details:

Program Name	Full Name	Administrator Rights	Manage Attributes	Manage CMS	Manage all schedules/Appointment board	Manage own schedules/Appointment board
Apple Test Program	CRISTINA FIGUEROA	No	No	No	Yes	No

Click here to view instructions for updating your agency or program information, including services, contact details. If you believe there is an error in your permissions, please contact CRISTINA FIGUEROA.

Thank you for all you do and for helping us provide information and referrals to residents of The Vermont Helplink use treatment, recovery, and prevention resources. If you have any questions, please contact us.

All the best,
The Helplink Team

**Connecting you
to the services you need.**