BHA Technology Office Hours

Wednesday May 8, 2024

THIS MEETING WILL BE RECORDED

COLORADO
Behavioral Health
Administration

Agenda

- **Technology Updates**
  - Technology System Training Updates
  - Provider Technology Support Updates

- **Community Discussion**
  - Google Suite Access

Submit a community question!

Technology System Training Updates

Central Registry 💻

What: An automated system to admit and discharge Opioid Treatment Program clients.

Who: Users include OTP staff including admissions/intake, front desk, and data/technology teams.

Help Desk & Training

- For Central Registry support, email cdhs_bha_provider_support@state.co.us monitored 8am-5pm, Monday-Friday. Please put "Central Registry" in the subject line.

- We are always offering training and retraining for Central Registry, please email the provider support email to schedule.

Recent Updates

- BHA team in process of updating training materials and help desk processes.

- Email to Central Registry users with these updates will be delivered in next few weeks

Key Resources

- Central Registry Training Deck

- Central Registry User Guide

CCAR/DRS/TMS 💻

What: Data collection systems for BHA licensed providers.

Who: Users include clinicians and other behavioral health staff including data/technology teams.

Help Desk & Training

- For CCAR/DRS/TMS support, email cdhs_bha_provider_support@state.co.us

- Please put **"CCAR/DRS/TMS"** in the subject line.

- If you have any training needs, you can request for a private training session via the support email listed above. Please indicate which platform you would like training on and available dates/times.

Recent Updates

- The team is still working on creating on-demand training videos and detailed user manuals

Key Resources

- BHA Statement of Compliance and Data System Access Request Forms are now available on BHA's website > For Providers > Key Forms

- High level user guides for CCAR/DACODS can be found on BHA's website

Provider Technology Support Updates

BHA Provider Technology Support

For BHA technology system support, email
cdhs_bha_provider_support@state.co.us

Email inbox monitored 8am-5pm, Monday-Friday

Please put the name of the technology system in subject line, example:

- Central Registry
- CCAR
- TMS/DRS

After hours and weekend requests can still be sent, but will not be responded to until the next business day.

BHA Phone Support | 303.866.7400

Public, press 1

- For **DUI Services**, press 1.

- For **complaints or grievances**, press 2 .

- For issues with **access to care or questions about available services or BHA programs**, press 3. You can also send an email to: bha_carecoordination@state.co.us

Behavioral Health Providers, press 2

- For **BHA Licensing** questions, press 1.

- For **care coordination** press 2, you can also send an email to: bha_carecoordination@state.co.us

Community Discussion

Future Office Hours

- June 12, 2024 1-2pm
- July 10, 2024 1-2pm
- Aug 14, 2024 1-2pm
- Sep 11, 2024 1-2pm
- Oct 9, 2024 1-2pm

Questions

Contact Us: cdhs_bha_provider_support@state.co.us

Visit the BHA website for more information!