



Creating solutions, One person at a time

NEW/PROSPECTIVE PBH PROVIDERS

Tasks Required to Obtain a Provider Direct Login

*Instructions: The following tasks must be completed by providers to obtain Provider Direct logins, which are needed to submit authorization requests and claims to PBH. **Logins will be given to providers within 10 business days, once all tasks have been completed.** The TPA and Provider Direct Training may be completed at any time throughout the process; tasks 1 – 4 must be completed in succession. Please note that providers may be referred back to this checklist during the contracting process.*

	Required Tasks	Provider Completion Date	Contact for Assistance
1	Download application materials, located at pbhsolutions.org/providers . Note: There are three types of applications: (1) for Agencies; (2) for Group and Single Licensed Independent Practitioners; and (3) an Additional Service Application, for those providers with existing PBH contracts (not applicable to new providers). Complete the initial demographic sheet on-line and download the applicable application materials.		For assistance with new applications Provider Name (A – I) PBH Contract Specialist (704) 939-7747 Jana.Rollins@pbhsolutions.org
2	Complete the application materials and mail a hard copy to PBH with any required attachments. PBH will mail a contract to the officer of the provider agency after reviewing/processing the complete application.		Provider Name (J – R) PBH Contract Specialist (704) 939-7890 Andrea.Hogue@pbhsolutions.org
3	Sign and return the contract to PBH by mail.		Provider Name (S – Z)
4	Receive a fully executed contract, signed by PBH's CEO. PBH will provide instructions for completing the Trading Partner Agreement (TPA) in the contract cover letter. *		PBH Contract Specialist (704) 939-7889 Nichole.Bailey@pbhsolutions.org
5	Complete a Trading Partner Agreement (TPA) on-line at pbhsolutions.org/providers . The TPA must be completed by the provider agency's CEO, President, CIO, or executive designee. The TPA must be completed in its entirety, including an identified Provider Direct System Coordinator and Provider Direct System Coordinator Backup.		providertesting@pbhsolutions.org
6	Each staff member needing a login must register for Provider Direct trainings on-line. Contact Network Specialists at the appropriate local Community Operations Center to obtain information regarding training dates and related links.		Community Operations Centers Alamance-Caswell: (336) 513-4222 Five County: (252) 430-1330 OPC: (919) 913-4053 PBH: (704) 721-7000
7	Each staff member needing a login must participate in PBH's on-line Provider Direct Overview training. Note: PBH also encourages providers to participate in additional trainings on Provider Direct Enrollments, Treatment Authorization Requests, and Claims. Trainings are offered through live on-line trainings, as well as pre-recorded sessions.		providertesting@pbhsolutions.org
8	The Provider Direct System Coordinator or Provider Direct System Coordinator Backup noted on the TPA must submit contact information (names, phone numbers, and unique e-mail addresses) for all staff members at their agency requesting Provider Direct logins who have completed the Provider Direct Overview training. Please submit a consolidated list, if possible.		Send contact information to providertesting@pbhsolutions.org .

***NOTE: New/prospective providers who complete executed Memoranda of Agreement (MOAs) with PBH during the application/contract process will receive Provider Direct logins while their contracts are under development. For questions regarding the status of an MOA (related to waiver expansion activities only), please contact Kathy Pifferetti, Network Project Support Professional, at (704) 939-7723.**



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PBH CONTRACTED PROVIDERS

Tasks Required to Obtain a Provider Direct Login

Instructions: Contracted PBH providers who are adding new catchment areas, services, or sites must complete the following tasks to obtain additional Provider Direct logins. Logins will be given to providers within 10 business days, once tasks 1 – 3 have been completed. Please note that providers may be referred back to this checklist for reference.

	Required Tasks	Provider Completion Date	Contact for Assistance
1	Each additional staff member needing a login must register for Provider Direct trainings on-line. Contact Network Specialists at the appropriate local Community Operations Center to obtain information regarding training dates and related links.		Community Operations Centers Alamance-Caswell: (336) 513-4222 Five County: (252) 430-1330 OPC: (919) 913-4053 PBH: (704) 721-7000
2	Each staff member needing a login must participate in PBH's on-line Provider Direct Overview training. Note: PBH also encourages providers to participate in additional trainings on Provider Direct Enrollments, Treatment Authorization Requests, and Claims. Trainings are offered through live on-line trainings, as well as pre-recorded sessions.		providertesting@pbhsolutions.org
3	The Provider Direct System Coordinator or Provider Direct System Coordinator Backup noted on the Trading Partner Agreement that was completed during the initial provider contract process should request logins for additional staff. Submit contact information (names, phone numbers, and unique e-mail addresses) for all agency staff members at their agency requesting Provider Direct logins who have completed the Provider Direct Overview training. Please submit a consolidated list, if possible.		Send contact information to providertesting@pbhsolutions.org .
4	Contracted providers who wish to remove an employee from having access to the PBH Provider Direct System will need to access the Provider Direct Disable Access Request link on the PBH website at www.pbhsolutions.org/disable2.asp .		

NOTE: Contracted providers who are completing additional service applications to amend their contracts in order to add new catchment areas, services, or sites will not need to complete Memoranda of Agreement with PBH during the application/ contract process. Contracted providers who have general contract-related or provider network questions should contact their assigned Network Specialist at their local Community Operation Center.

Alamance-Caswell (336) 513-4222	Five County (252) 430-1330	OPC (919) 913-4053	PBH (704) 721-7000
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