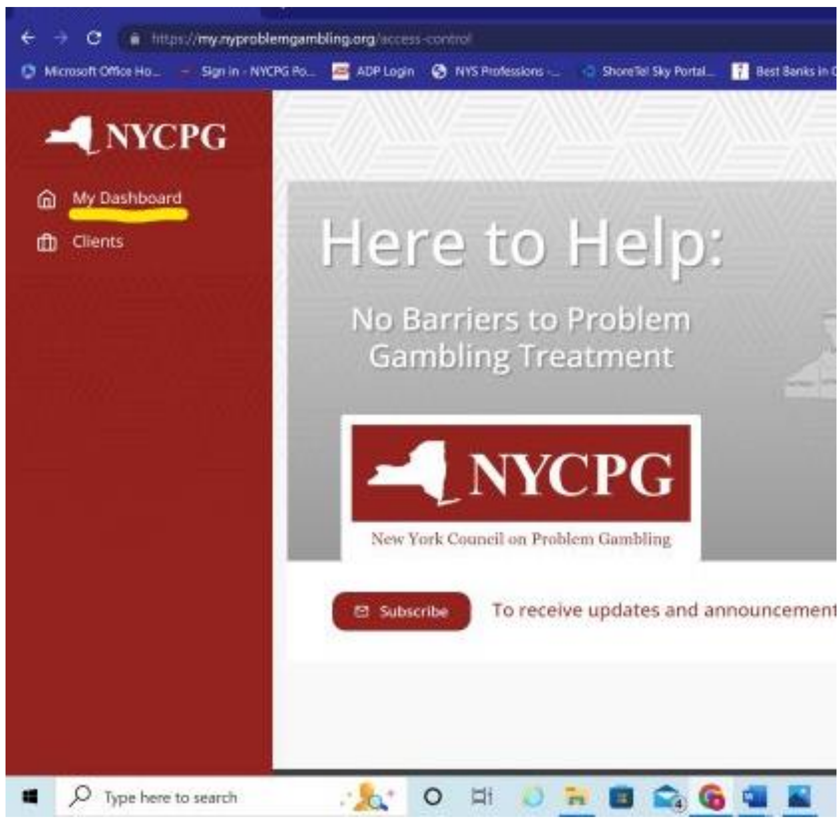
PORTAL GUIDANCE DOCUMENT

To login in to the NYCPG portal, please go to: https://my.nyproblemgambling.org/login

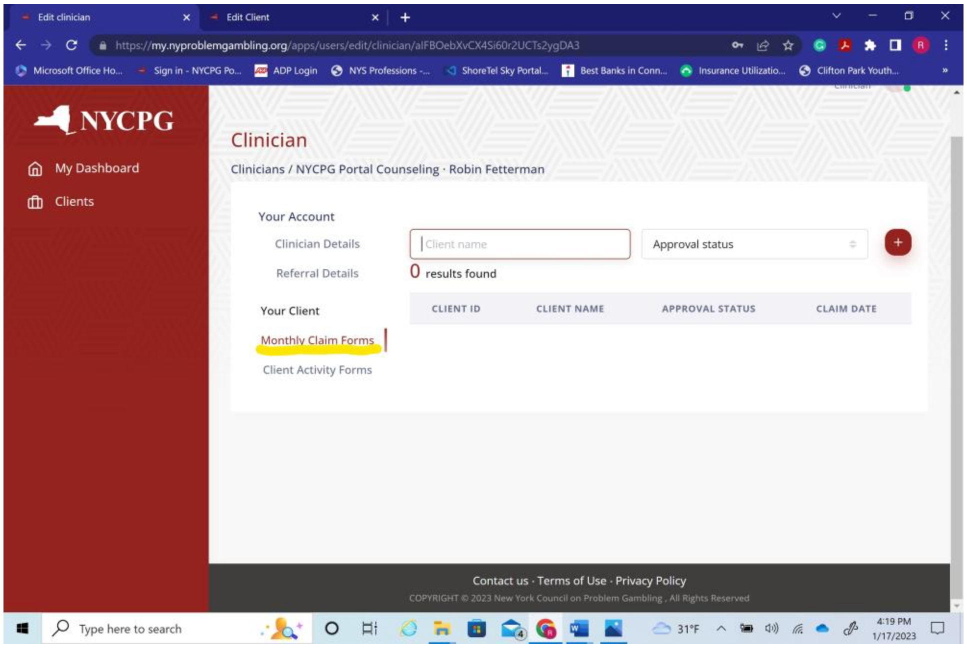
Enter your email address and password (you can easily reset your password by clicking on reset password link and going to your email to get the link. Make sure to check junk/spam/other folders if you can't locate in your inbox).

Claim Form

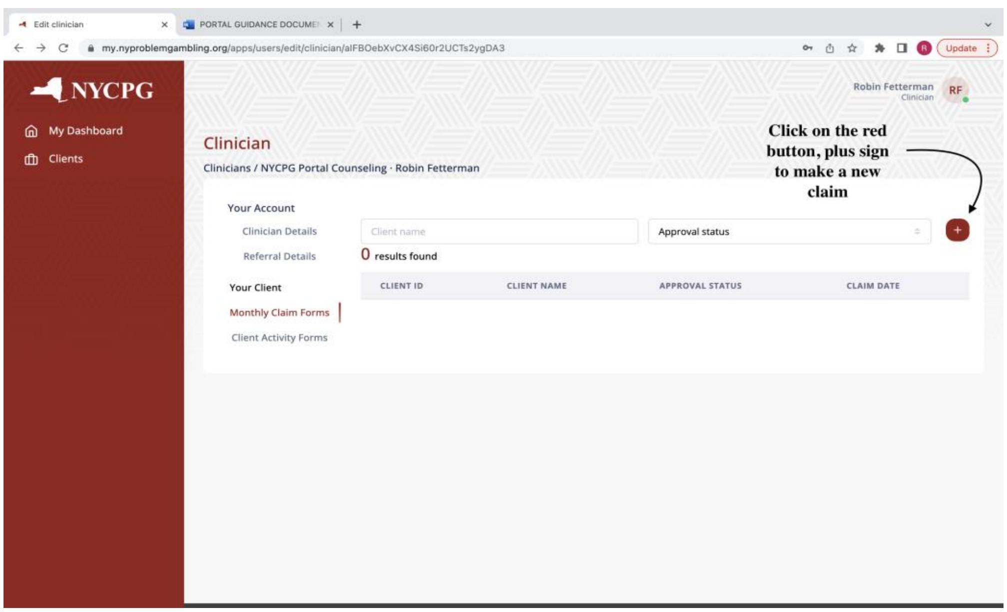
Go to My Dashboard



Then scroll down to monthly claim form

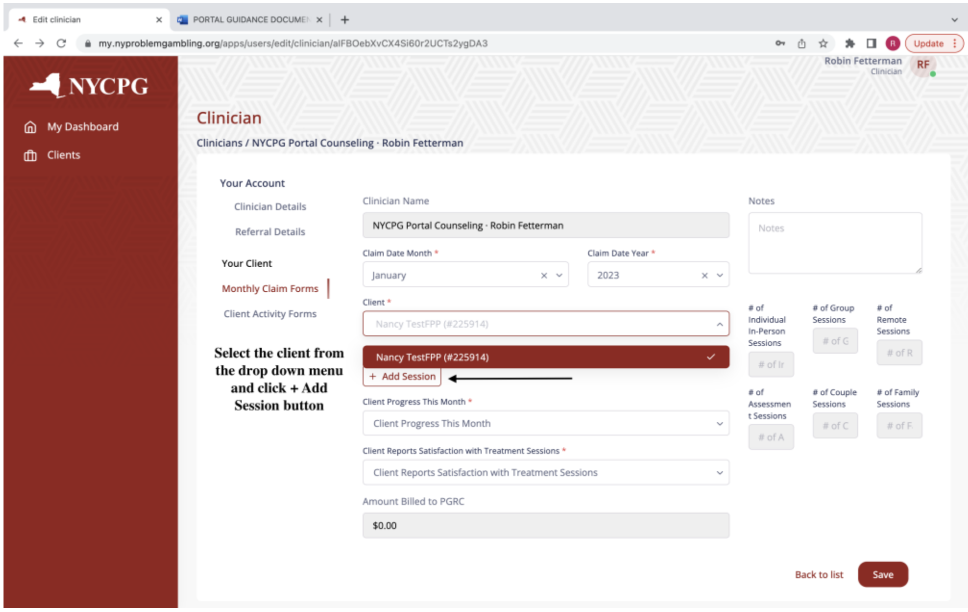


Click on the red button with plus sign to make a new claim form



Please select the client's name from the drop-down menu that will appear when you click on client name. Click on the month and year text box and select from pre-filled options. You can click directly on the year to manually type it in so you do not have to scroll through the listed options.

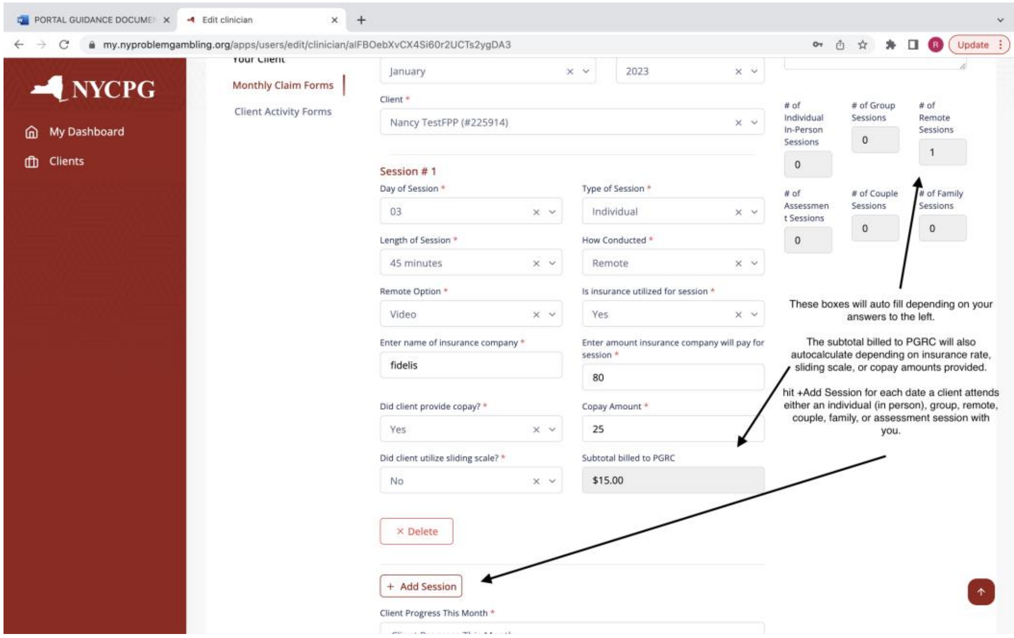
If the client does not appear, please contact your regional program manager or portalhelp@nyproblemgambling.org. Most likely, the client will still need to be assigned to you in the portal.



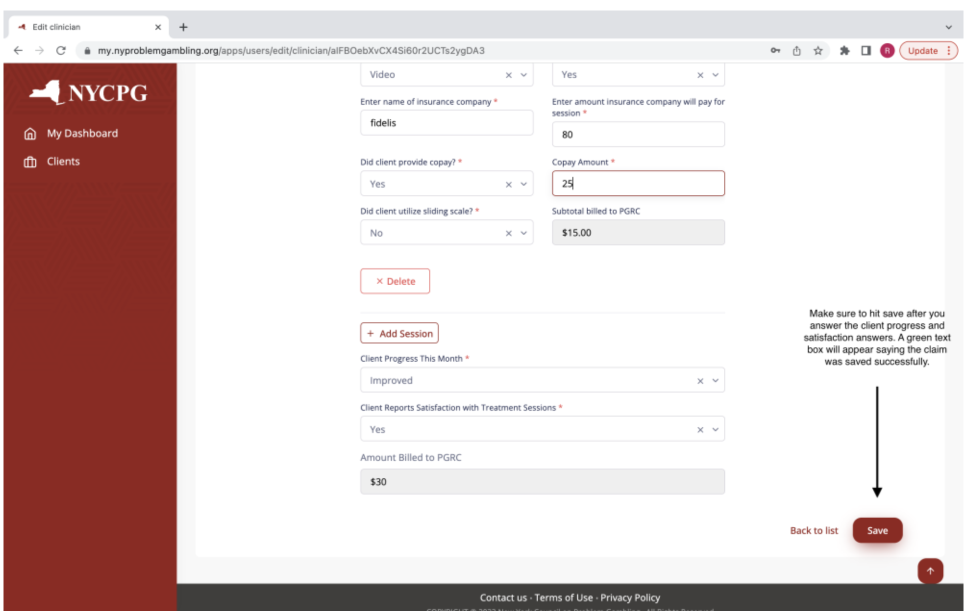
Next, select the +Add Session button and this will bring up a new section with pre-populated responses in the drop-down menus. Click on each text box and complete the appropriate response.

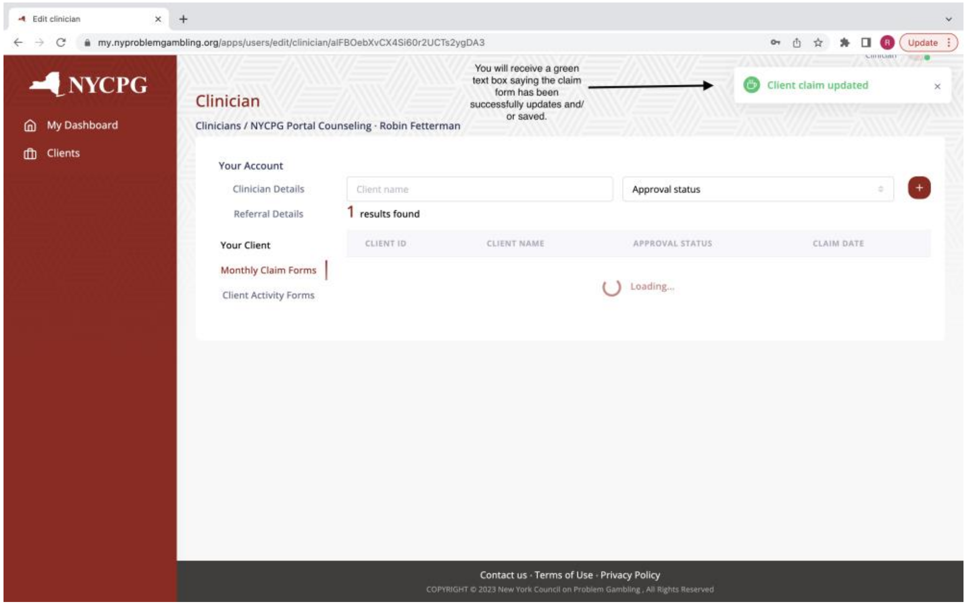
You will see they all have an Astérix so if you miss one and hit save at the bottom right corner, it will direct you to complete the missed field. Repeat the +Add Session button for every date the client attended an individual (this includes in person or remote option), group, couples, or a family session. An "Assessment Session" will be for 90 minute session that are pre-approved by your Program Manager. Please select 45minutes for all sessions that are 45-60 minutes in length.

The session boxes to the right auto-fill based on the answers provided in the drop-down menus. This will also auto-calculate the correct amount owed based on self-pay, sliding scale, and insurance reimbursement amounts. Please see the image below for reference (note: rate is based on upstate rate of $120 individual and $60 group counseling reimbursement rates. Downstate and NYC is $140 and $70).



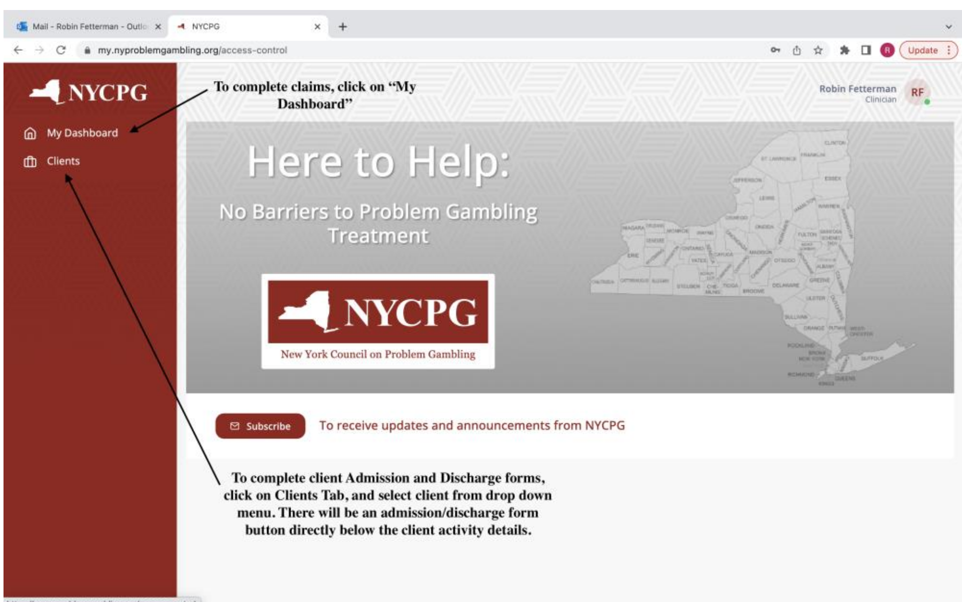
After you have completed all sessions for the month, answer the final two questions for client progress and satisfaction and make sure to hit the save button. A text box will pop up telling you the claim has been saved successfully. If this does not occur and it brings you back to the body of the claim form, it means you may have missed one of the required answers. Complete the missed field and hit save. Make sure you receive the saved client claim updated or client claim saved auto response.



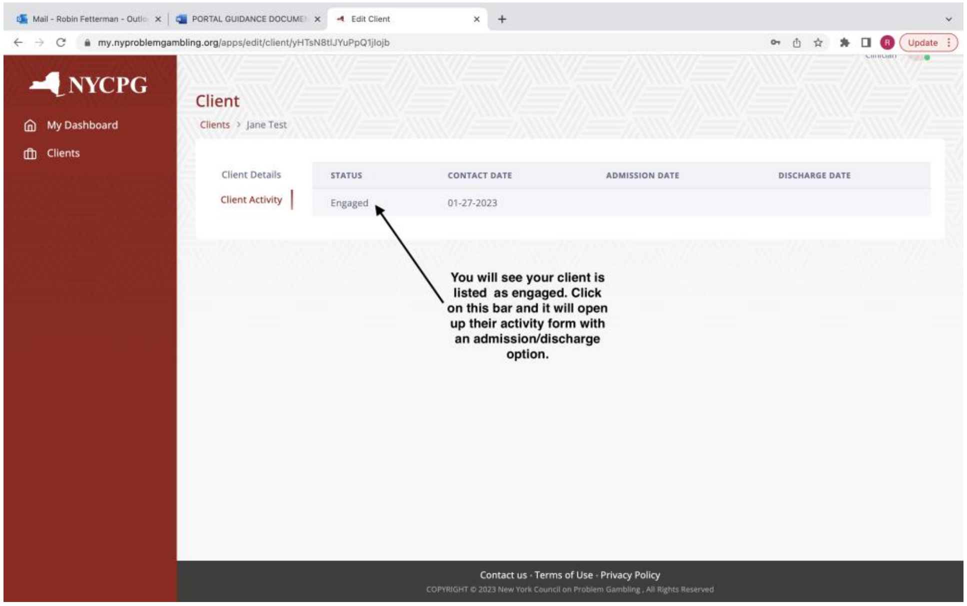


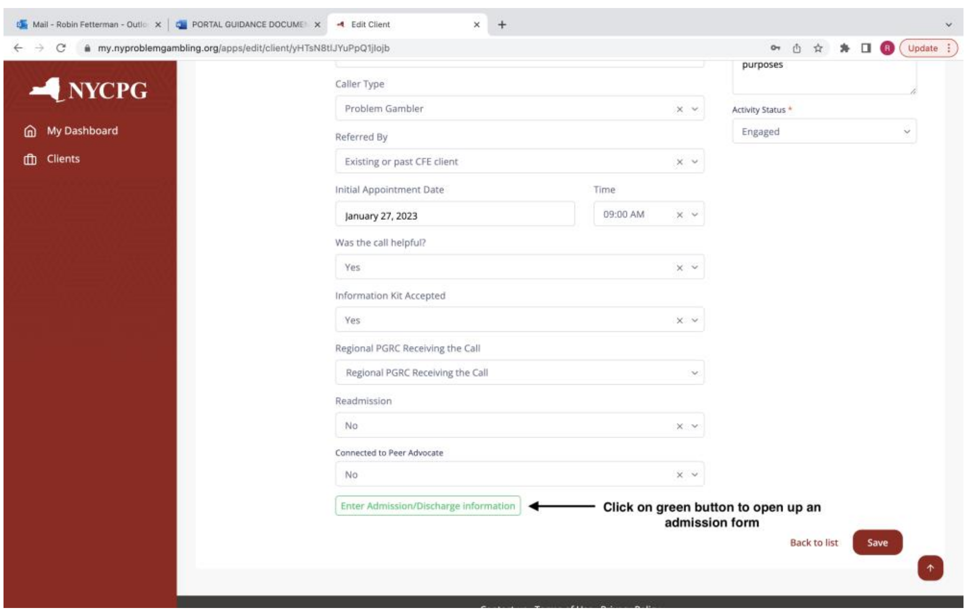
Admission and Discharge Forms

To complete an Admission Form, click on the Clients tab directly below your "My Dashboard" tab. Select the client from your automated list and click on their name. Next, select client activity and directly below the client activity information, you will see a green button called "Enter Admission/Discharge Information." Once you click this button, it will open both the admission and discharge forms. Make sure to hit the save button in the lower right corner. You will see a green text box appear that says Client Activity Updated. And the client activity bar will now indicate admitted.

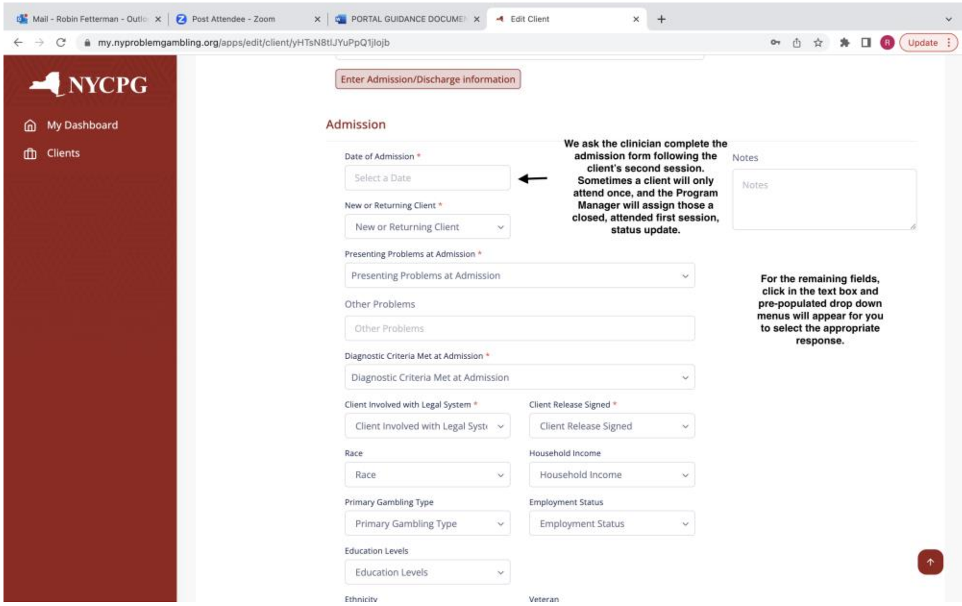


See the images below for reference:



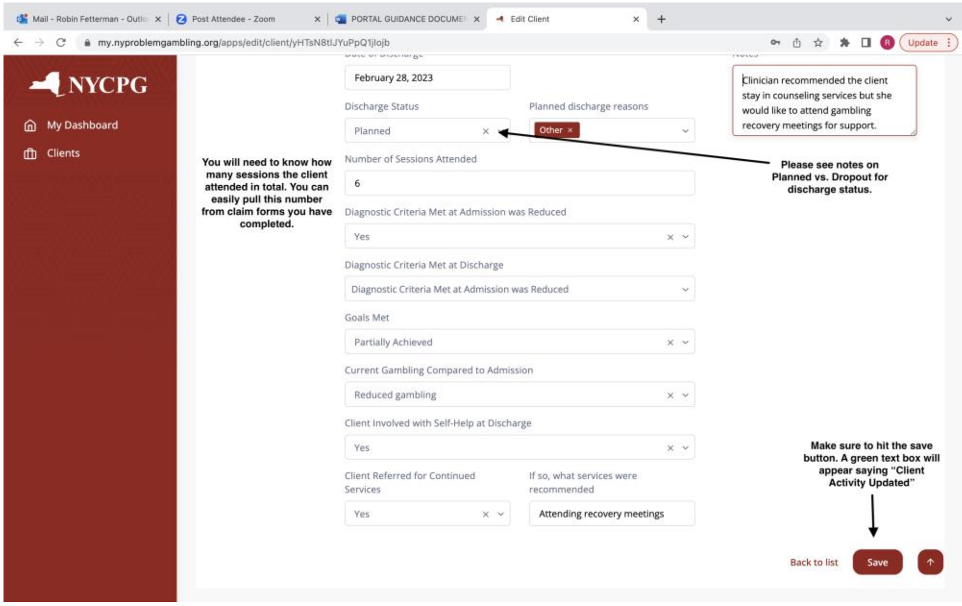


Once the form opens, you can click on each text box and menu options will appear. When applicable, select as many correct responses as needed. There is also an “other” and “Notes” box for you to add any details you feel are important for their admission record. Please complete as many of the demographic questions as you can as this helps us in our education and awareness advocacy efforts.



The discharge form can be located below the admission form. You will access this form by the same pathway as the admission form. It is important to note you will need to know how many sessions the client attended to fill in the text box. This information can be easily gathered from claim forms you have completed and can be located in "My Dashboard."

Also, for discharge status, please only indicate "dropout" if you have lost all contact with the client. Part of the NYCPG process is to include the Program Manager when a client has stopped attending sessions and is not responding to the clinician's attempts to contact them. Please ask your regional PGRC PM to attempt to reconnect with the client. The PM will try three times to re-engage the client into services. If neither the clinician nor the PM is successful, they will be marked "dropout." If the client lets the clinician know they are stopping treatment, it is considered "planned" even if this is not the clinician's recommendation. The remaining text boxes will have auto prompts for the most appropriate response. Remember to hit save.



If you encounter any issues please contact your Program Manager for assistance or email portalhelp@nycpg.org.