



## Agency Administrator Logon Key Features

### View all Employees and Profiles

As an Agency Administrator you can see all employees listed under your agency. There are two ways to see all of your employees: 1) After logon in the upper right hand side of the screen is a dropdown box that will list all employees of your agency and 2) You can also use the Edit/Find User button on your dashboard to get a complete list/roster of employees and to access each employee user profile.

*Agency Administrators have access to update employee profile information.* Under each profile it will be important to check counties served (#5); employee discipline areas (#5); availability (#19 & 20); insurance company information (#22 & 23). Agency administrators can update the "counties" that each employee serves. This information will determine which counties you employees show up in on the Provider Matrix. **Agency administrators can change/update any employee passwords (#3); counties served (#5); first & last name (#6 & 7); work address (#8); office phone or fax and home or cell phone (#9-12); email (#13).** There is no need to submit change request for these items. It is important that Agency Administrators check each employee profile and update all necessary information, including counties services provided in order to receive referrals. See the BabyNet SPOE District Map below to help make sure that all counties are selected under the profile.

*Agency Administrators have access to change passwords of employees.* Agency administrators can change the passwords of employees within their agencies if there is a need to limit access or assist employees with re-entry into a BRIDGES account. Once in the agency roster, click on the UPDATE button. Then go to (#3) Password and delete all the contents out of the box. Enter a password of your choice that you will remember and scroll to the bottom of screen to click SAVE. Once you go back into the profile (#3) will not show the password you entered but instead it will show various numbers and letters. Do not worry your password has been saved this is just a protective measure.

*Agency Administrators have access to update Insurance companies* that individual agency providers are credentialed with (#21) and the in-network insurance with (#22). This information will help determine insurance companies related to service providers. Go to this area and select insurance companies using prompting keyboarding information.

### View all Employee Member Caseloads

As an Agency Administrator you will only see on the dashboard the "Active" children who your Service Coordinators have assigned themselves to the child's Planned Services. If the Service Coordinator has not assigned themselves to the Planned Services then the system does not consider the child and the service provider (Service coordinator, Special Instructor, OT, PT, SLP, etc.) to be connected to the child and IFSP plan. So when the agency administrator of any of these roles logon they will not see the child

records that have not been assigned under planned services. This children are active but not considered "officially connected to the Service Coordinator". The system want let you view cases that are not "officially connected" to the Service Coordinators within your agency.

Agency Administrators who are Service Coordination Supervisors will need make sure their name is added to the Planned Services of each child's record along with the Primary Service Coordinator's name. This will allow Service Coordination Supervisors to have direct access the child's record through their individual Service Coordination logon. This will also allow Service Coordination Supervisors the ability to provide services to the child in circumstances when the Primary Service Coordinator is unavailable. Details regarding how to complete this process can be found in the *Initial IFSP Service Coordination Tip Sheet* found on the BRIDGES webpage <http://uscm.med.sc.edu/tecs/bridges.asp>.

As a supervisor you want to train your Service Coordinators to go ahead and add themselves and your name to the Planned Services as an initial act when they start working with a child record. This is if they know they will be continuing to work with the child. If they feel they will be re-assigning child to another Service Coordinator then they would need to wait and add the permanent ongoing Service Coordinator. This way you will be able to see all cases connected to your supervised employees.

### **Search for Children**

When searching for children within the system you will need to be logged out of your Agency Administrator account and into your Service Coordinator account. The Agency Administrator access restricts your search to only those children who are ACTIVE and connected to Service Coordinators within your Agency and children chose are INACTIVE but were at one time connected to a Service Coordinator in your Agency. So the children never "officially connected" to a Service Coordinator or your agency will not show up in your search. However, when you go into BRIDGES under your Service Coordinator logon you should be able to find all children statewide or within your SPOE district that are in BRIDGES regardless of what phase they are in at the time of your search. Agency Administrator uses have access to closed/inactive child records indefinitely. The child can be searched for under this logon access using the Search Child button on the home screen.

### **Account Payable**

Agency Administrators are able to view the Agency Invoice Report. This report allows the user to review all billable activities recording in BRIDGES for all your agency employees. This user is also able to view the Account Payable screen within any child record receiving services by employees within your agency. Viewing specific screens will help to clarify any questions that Agency Administrators might have concerning Agency Invoice Report.

## BabyNet SPOE District Map

