



STAR PROVIDERS PORTAL GUIDE



**STAR BEHAVIORAL
HEALTH PROVIDERS®**

Introduction

Welcome to the Star Providers Portal. Once you are fully set up on the Provider Portal, you can access several subsites including the Community Hub where you can interact virtually with fellow practitioners. There's also a handy dashboard in the Portal where you can track your trainings over time. Additionally, this Portal is where you'll go in the future to update your license and make any other needed changes to your information.

We hope you will find this guide useful as you set up your Portal Profile and create your Directory Listing.

As a reminder, you are eligible to be listed in the Star Providers Directory if you meet all the requirements below:

1. You are a Master's-trained mental health clinician.
2. You have an active license in your state of practice.
3. You can receive referrals from an external source. Providers listed in our directory must be able to accept clients referred to them through our website. Providers who are limited to seeing only clients within their own system are not eligible to be listed on our directory. These system-only referrals might include the VA, inpatient hospitals, universities or prisons. The intent is to list in this public directory only providers who are available to help those in need regardless of their affiliation.
4. You have completed our Tier One training, including the post-training survey.

Two-Part Process

This Guide will walk you through both of the following two steps necessary to gain access to the Portal and create your listing for the Directory.

1. Set up Portal access and create your Portal Profile
2. Once in the Portal, create your Directory Listing for the website. There are specific instructions for each of the required seven sections: License/s, Office Location & PACTs, public Profile Information that will be seen on the directory, Populations Served, Modalities Provided, Disorders/Conditions Treated, and Listing Status.

At any point in the process, if you have questions, please contact our Star Providers Support Team for your specific state:

All states except Indiana and Ohio: SBHPSupport-ggg@usuhs.edu

Indiana: SBHAdmin@purdue.edu

Ohio: ohioadmin@starproviders.org

Please note: We've renamed the Star Providers Directory that was formerly known as a "registry." You may see a few places that are still under revision. In those cases, please know that "registry" and "directory" refer to the same thing.

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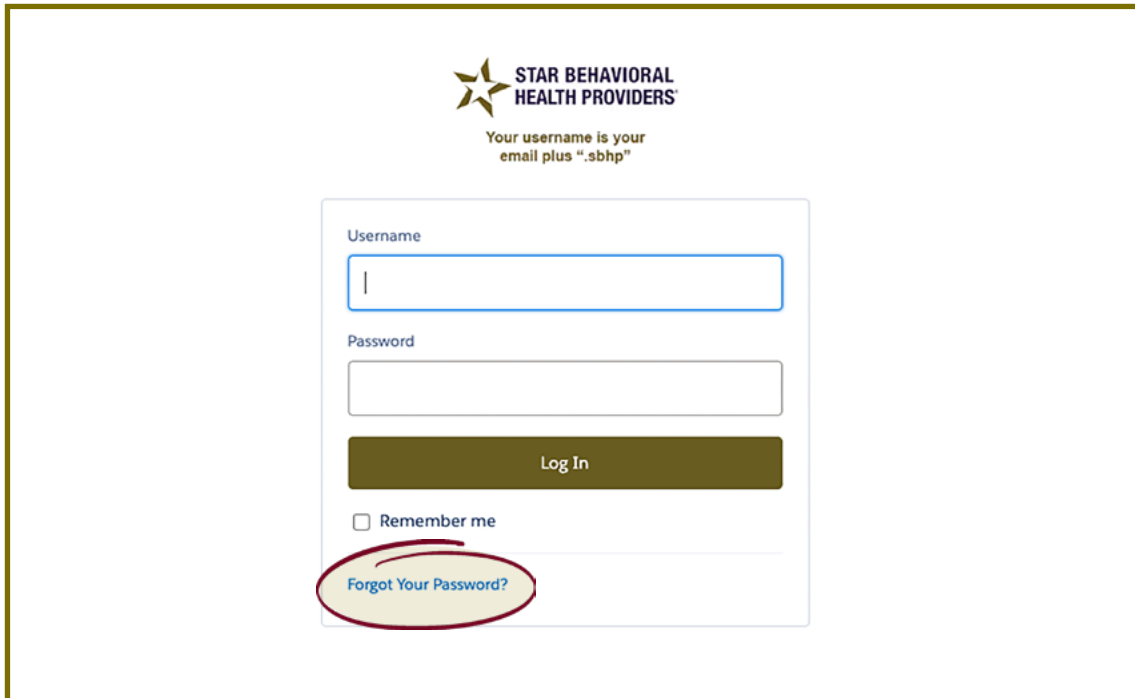
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Part One: Portal Access and Creating Your Portal Profile

Log into the Provider Portal/Create a Password

1. In a new browser window, go to the Star Provider portal login page here:

<https://portal.starproviders.org>.



STAR BEHAVIORAL
HEALTH PROVIDERS

Your username is your
email plus ".sbhp"

Username

Password

Log In

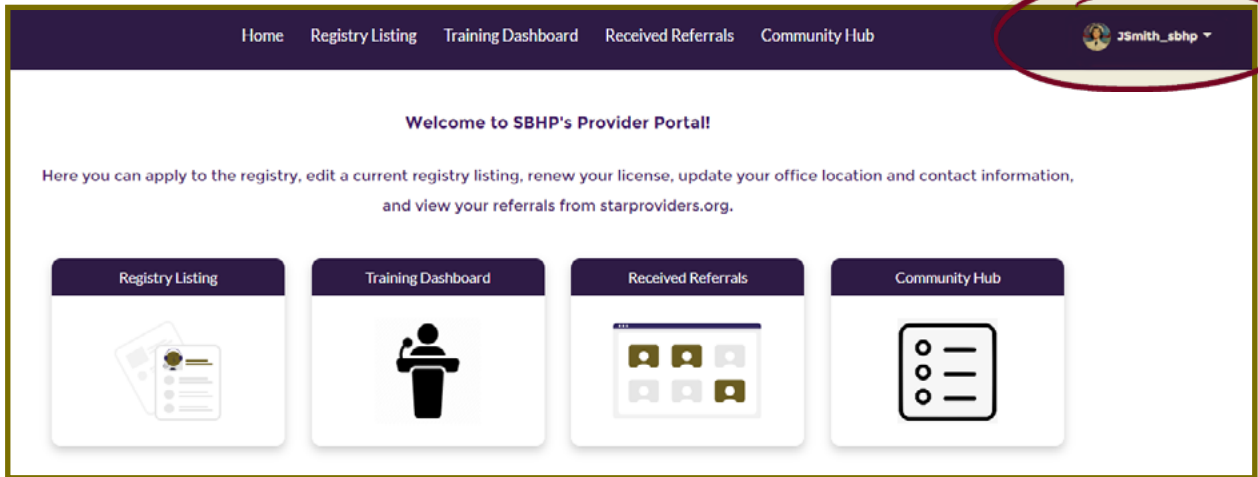
Remember me

[Forgot Your Password?](#)

2. Whether you need to create a password for the first time, or you need to reset your password, click on "Forgot Your Password?" to receive an email from sbhpadmin@purdue.edu.
3. Enter your username. ***This will be the email address you use for Star Providers training communication with ".sbhp" added at the end (e.g., yourname@company.com.sbhp).*** Click Continue.
4. If you do not receive an email with a link to set your password in a few minutes, check your spam folder. If you still do not see an email, contact us for further assistance at the help email boxes listed at the beginning and end of this document.

Create or Edit Your Portal Profile

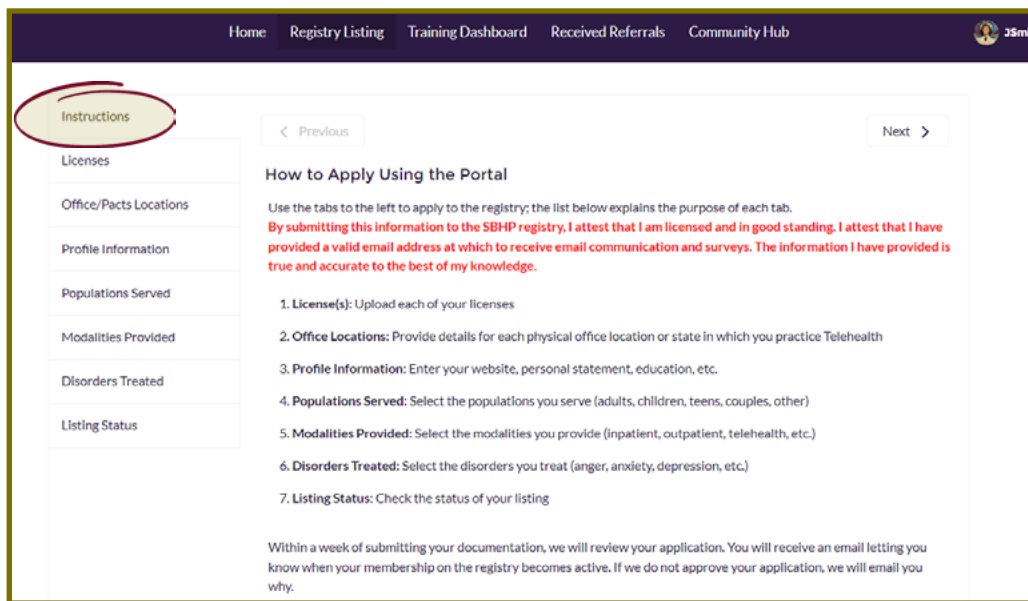
1. Click the profile icon on the top-right corner of the portal window.



2. Click 'My Profile' on the drop-down that appears.
3. This is where you will enter information for your profile within the Portal including: your name, email, mobile number and any additional phone number.
4. To enter information or make changes, click the 'Edit' button. In the pop-up, you can edit the fields and choose "save."
5. You also have the option to upload a photo of yourself by clicking the camera icon over your gray avatar on the left.
6. Once you have completed your Profile within the Portal, return to the home screen to create your public-facing Directory Listing.

Part Two: Create or Modify Your Registry/Directory Listing for the Website

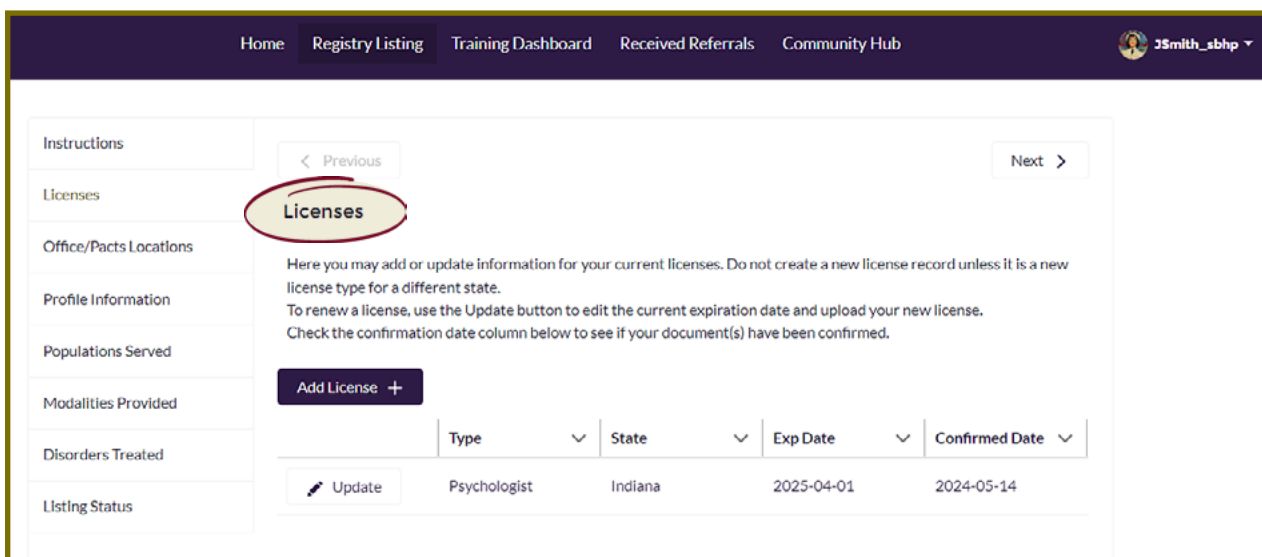
From the Home page, click the Registry Listing icon to begin with the Instructions section. On the left, you will see a menu bar with the seven steps necessary to create a Star Providers directory listing.



Licenses

1

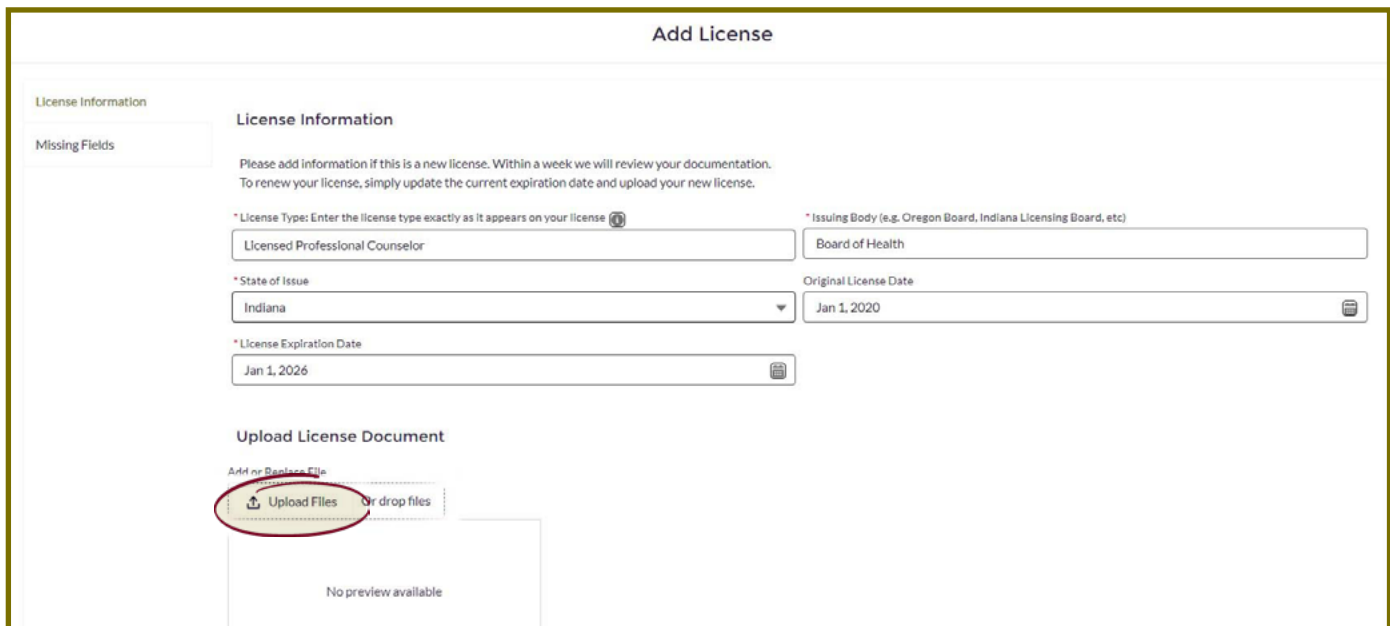
In this first section, you will add information about your active licenses. You will need to upload a license for each state in which you practice and want to be searchable on the directory. However, if you are part of a PACT, only one state license from a PACT participating state needs to be loaded.



Adding a New License

- a. Click the 'Add License' button.
- b. In the pop-up box, complete the fields and click continue. Note that the asterisk fields are required.

Upload relevant documentation from your device by clicking 'Upload Files' or dragging and dropping it.




Add License

License Information

Missing Fields

License Information

Please add information if this is a new license. Within a week we will review your documentation. To renew your license, simply update the current expiration date and upload your new license.

* License Type: Enter the license type exactly as it appears on your license 

Licensed Professional Counselor

* Issuing Body (e.g. Oregon Board, Indiana Licensing Board, etc)

Board of Health

* State of Issue

Indiana

Original License Date


Jan 1, 2020

* License Expiration Date

Jan 1, 2026

Upload License Document

Add or Replace File

 Upload Files or drop files

No preview available

- c. Once the file is uploaded, click the 'Done' button on the pop-up that shows up.
- d. Click 'SAVE!'

Office/PACTs Locations (including Telehealth)

2

After Licenses, the next step on the left-hand menu is Office/PACTs Locations. Whether you are a new user or want to add a new location, click 'Add Location' and enter the required information. If you are looking to edit existing details, click on the 'Edit' button.

The screenshot displays the 'Office/PACTs Locations' management interface. The top navigation bar includes 'Home', 'Registry Listing', 'Training Dashboard', 'Received Referrals', and 'Community Hub'. The left sidebar menu lists various profile sections, with 'Office/Pacts Locations' currently selected. The main content area is titled 'Office Locations' and features a 'Previous' button on the left and a 'Next >' button on the right. A prominent 'Add Location +' button is circled in red. Below this, there is a table for 'Current Locations' with columns for 'Practi...', 'Status', 'Stree...', 'City', 'State', 'Zip', and 'Accepting...'. The 'Pacts' section includes an instruction: 'In order to change your pact or add/remove pact locations, click the button below.' and an 'Add Pact Location +' button. The 'Current Pact' section shows 'Selected Pact' as 'PSYPACT' and 'Selected Pact States' as 'Ohio; Indiana;'. The 'Pact Certificate' section shows 'Pact Certificate Name' as 'PSYPACT 1' and 'Expiration Date' as '2024-07-19'. At the bottom, the 'Pact Locations' table has columns for 'Pract...', 'Status', 'Stree...', 'City', 'State', 'Zip', and 'Acceptin...'. A single entry is visible: 'Dr. Janet...' with status 'Inactive', location 'Only', modality 'Telehealth', state 'Ohio', zip '99999', and a checkmark in the 'Acceptin...' column. An 'Edit' button is located to the left of this entry.

e. For each office location you are asked to provide

- ★ Practice name *
- ★ Phone number
- ★ Street address*, city*, state*, zip code*
- ★ Website
- ★ Payment options * (you may have to scroll to see these and you must select at least one)

(For Telehealth-only locations, see instructions below)

* Fields with a red asterisk are required for your directory listing to be approved.

The screenshot shows a web application interface for adding a location. The top navigation bar includes 'Home', 'Registry Listing', 'Training Dashboard', 'Received Referrals', and 'Community Hub'. The user is logged in as 'JSmith_sbhp'. The main form is titled 'Add Location' and contains the following sections:

- Location Information:** Includes a required 'Practice Name' field (circled in red) and a 'Currently accepting referrals' checkbox which is checked.
- Additional Information:** Includes fields for 'Phone Number', 'Street Address Line 1', 'Street Address Line 2', 'City', 'State' (a dropdown menu currently set to '--None--'), and 'Zip Code'. There is also a 'Location Website' field.
- Payment Options for this Location:** Includes a 'Sliding Fee Scale?' dropdown (set to '--None--'), an 'Accept Private Insurance' dropdown (set to '--None--'), and a 'Client Self-Pay' field.

- g. **Instructions for Telehealth Only** providers may be viewed by hovering your mouse over the little "i" information icon.
- ★ You will indicate "Telehealth" here only if your practice is exclusively telehealth.
 - ★ As the screenshot below indicates, for Telehealth Only, enter the word "Only" under Street Address.
 - ★ Then for the City field, enter the word "Telehealth".
 - ★ Finally, for Zip code, put "99999" and then select the state in which you provide telehealth services.


The screenshot shows a web form titled "Add Location" within a window labeled "Office/Pacts Locations". The form has a sub-section titled "Additional Information" with the following fields:


- Phone Number: [Empty text box]
- Street Address Line 1: [Text box containing "Only"]
- Street Address Line 2: [Empty text box]
- * City: [Text box containing "Telehealth", highlighted with a red circle]
- * State: [Dropdown menu showing "Indiana"]
- * Zip Code: [Text box containing "99999"]
- Location Website: [Text box with an information icon]

- h.** If you're going to be temporarily unable to accept referrals because of vacation, sick leave or a full case load, etc., you need to indicate that on your profile, so someone isn't waiting for a response while you're out. To update the status of your practice in terms of accepting new patients or not, please utilize the "Currently accepting referrals" field. This will be checked by default. Only uncheck this field if you are temporarily unable to accept referrals at this location. Please note that this is intended to be for a limited time only since we need a robust directory of providers available to serve clients. In order to remain listed on the directory, there is a maximum window of three-months during which you may continue to not accept referrals.

Add Location


Location Information

* Practice Name 


Currently accepting referrals 

Additional Information


Phone Number


* Street Address Line 1 

Street Address Line 2

* City 

* State

* Zip Code 

Location Website 

Payment Options for this Location

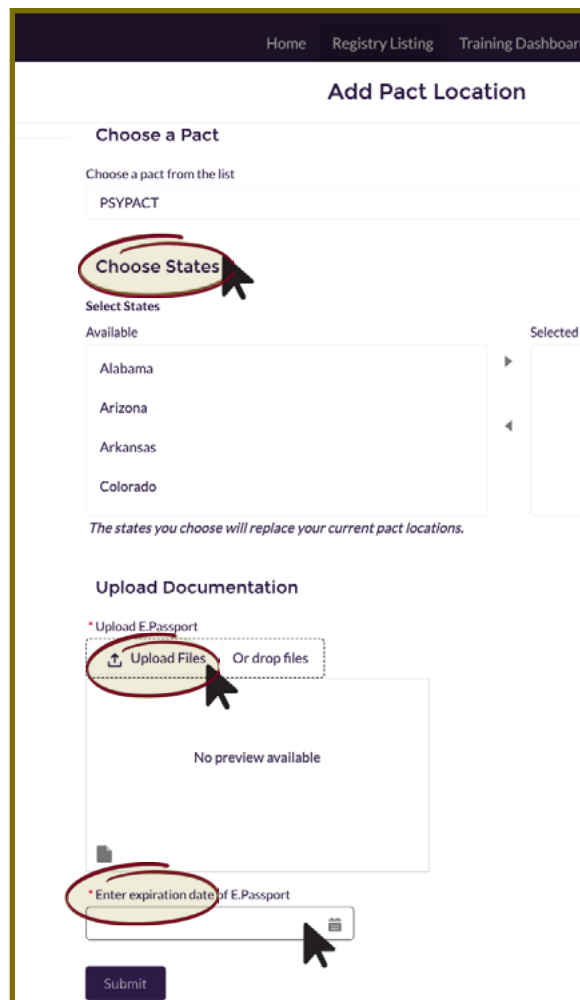
Sliding Fee Scale?

Accept Private Insurance

Client Self-Pay

Give an Hour

- i. To add a Compact (PACT) Location, click the button with the same name.
 - ★ Using the drop down under “Choose a Pact”, select a PACT and then under “Choose States”, select from the state list all states where you practice. Use the arrow to move them to the right.
 - ★ Finally in this window, you need to upload your e-passport certificate and indicate the expiration date, followed by clicking the “submit” button.
 - ★ You’ll then be prompted to enter the name of your practice and payment options before clicking “SAVE”:



The screenshot shows the 'Add Pact Location' form with the following elements:

- Navigation: Home, Registry Listing, Training Dashboard
- Section: **Add Pact Location**
- Section: **Choose a Pact**
 - Choose a pact from the list
 - PSYPACT
- Section: **Choose States** (highlighted with a red circle)
 - Select States
 - Available: Alabama, Arizona, Arkansas, Colorado
 - Selected: (empty)
 - Note: *The states you choose will replace your current pact locations.*
- Section: **Upload Documentation**
 - * Upload E Passport
 - Upload Files (highlighted with a red circle) Or drop files
 - No preview available
 - * Enter expiration date of E.Passport (highlighted with a red circle)
- Submit button

Profile Information for the Directory Listing on the Website

3

Click on the 'Profile Information' tab from the left menu to begin filling out your listing.

- a. Complete these required fields: 'Have you ever served in the military?,' 'Highest Degree Earned,' and 'Date First Licensed.'

The screenshot shows a web application interface for creating a directory listing. The top navigation bar includes 'Home', 'Registry Listing', 'Training Dashboard', 'Received Referrals', and 'Community Hub'. A user profile 'JSmith_sbhp' is visible in the top right. The left sidebar contains a menu with 'Profile Information' highlighted. The main content area is titled 'Website Profile Information' and contains the following fields and sections:

- Instructions
- Licenses
- Office/Pacts Locations
- Profile Information** (highlighted)
- Populations Served
- Modalities Provided
- Disorders Treated
- Listing Status

The 'Website Profile Information' section includes:

- Navigation: '< Previous' and 'Next >' buttons.
- Header: 'Website Profile Information'
- Text: 'Your Work Phone Number, Website URL, Profile Photo and Personal Statement will appear on our website.'
- Fields: 'Work Phone Number', 'Website URL', and 'What languages do you conduct treatment in?'.
- Required Field: '* Have you ever served in the military?'
- Photo Upload: 'Upload Profile Photo' section with 'Upload Files' and 'Or drop files' buttons. Below the upload area, it says 'No preview available'.
- Text Area: 'Personal Statement' with a text icon.

- b. You can also add or update your Directory Listing photo for the website here. Simply click the "Upload Files" button.

Populations Served

4

This fourth step allows you to identify your patient base. Click on the 'Populations Served' tab and select the appropriate fields by using the drop down and clicking "yes".

You must select at least one population to continue.

The screenshot shows a web form titled "Populations Served". On the left is a vertical navigation menu with the following items: "Instructions", "Licenses", "Office/Pacts Locations", "Profile Information", "Populations Served" (circled in red), "Modalities Provided", "Disorders Treated", and "Listing Status". The main content area has a "Previous" button on the left and a "Next" button on the right. Below these buttons is the heading "Populations Served" followed by the instruction: "Please select at least one population served. If you serve a population that is not listed, please note it in the other populations served section." There are four dropdown menus: "Children" (set to "Yes"), "Teens" (set to "Yes"), "Adults" (set to "Yes"), and "Couples/Families" (set to "Yes"). At the bottom is a text input field labeled "Other Populations Served".

Modalities Provided

5

The fifth step allows you to indicate the modalities you offer.

- a. You may select more than one modality if applicable. This will help clients find you through our website.
- b. You must select at least one modality.
- c. *Telehealth note:* The Star Providers directory listing does not imply approval by respective state boards to provide telehealth care. Star Providers should check requirements with the licensing board for each state relevant to their practice, including whether a provider telehealth certification is needed.

The screenshot shows a web form titled "Modalities Provided" with a left-hand navigation menu. The menu items are: Instructions, Licenses, Office/Pacts Locations, Profile Information, Populations Served, Modalities Provided (circled in red), Disorders Treated, and Listing Status. The main form area has a "Previous" button on the left and a "Next" button on the right. Below the title, there is a instruction: "Please select at least one Modality. If you serve a modality that is not listed, please note it in the other modalities section." The form contains several dropdown menus: "Individual" (Yes), "Group" (Yes), "Inpatient" (No), "Outpatient" (Yes), "Intensive Outpatient" (Yes), and "Telehealth" (Yes). There is also a "Other Modalities Served" text input field.

Disorders/Conditions Treated

6

In this second to last section, you'll indicate the disorders or conditions that you treat.

- d. You may select more than one condition if applicable. This will help clients find you through our website.
- e. You must select at least one disorder.

< Previous
Next >

Disorders Treated

Please select at least one disorder. If you serve a disorder that is not listed, please note it in the other disorders section.

Anger ⓘ <input type="text" value="Yes"/>	Anxiety ⓘ <input type="text" value="Yes"/>
Depression ⓘ <input type="text" value="Yes"/>	Domestic Violence ⓘ <input type="text" value="Yes"/>
Grief ⓘ <input type="text" value="Yes"/>	Pain ⓘ <input type="text" value="No"/>
PTSD ⓘ <input type="text" value="Yes"/>	Relationship Issues ⓘ <input type="text" value="Yes"/>
Sexual Assault ⓘ <input type="text" value="Yes"/>	Sleep ⓘ <input type="text" value="Yes"/>
Substance Abuse/Addiction ⓘ <input type="text" value="Yes"/>	Suicidal Ideation/Self Harm ⓘ <input type="text" value="Yes"/>
Traumatic Brain Injury ⓘ <input type="text" value="--None--"/>	Weapons Clearance/Fitness for Duty ⓘ <input type="text" value="--None--"/>

Other Disorders

Listing Status

7 In this final step, you can view your directory listing status, as well as any information that is missing that you may need to upload. If there are any visible alerts, it is important that you go to those tabs to fill in the required details to continue to establish your listing status.

The screenshot displays the 'Listing Status' page. On the left is a sidebar with the following tabs: Instructions, Licenses, Office/Pacts Locations, Profile Information, Populations Served, Modalities Provided, Disorders Treated, and Listing Status (circled in red). The main content area has a '< Previous' button and a 'Next >' button. The 'Listing Status' section contains the following text:

Listing Status

Shown below is the status of your listing. If your listing is rejected or missing information, you will find those details below.

Note: If your registry status is 'In Progress', either some required information is missing (listed below) or your documentation is awaiting review.

If you have questions, contact us at SBHPadmin@purdue.edu with 'Provider Portal Question' in the subject line.

Registry Status
Accepted ⓘ

Profile Updates (Most Recent)
Profile Update 6/10/2024, 01:48 PM EDT
License Update 6/10/2024, 01:34 PM EDT
Office Location Update 6/10/2024, 01:37 PM EDT

Missing Information
Office Locations
Please add at least one location.

Congratulations! You have now completed all the steps necessary for your Star Providers website Directory listing! Once your documents and information have been verified (*please allow up to one week*), your listing will go live on the directory. You will receive an email confirmation when your listing is active on the directory. At that time, you can go to www.starproviders.org to see the public view. Please take a moment to review and verify your public-facing listing.

Review Your Directory Listing through our Website

1. Click 'Search Providers' found in the center of the home page.
2. Enter the search terms that correlate with your directory listing information.
3. Find your profile. If your profile does not appear, contact us with questions (email addresses are in both the email you received and in the introduction of this guide).
4. Click on your name.
5. Check the information on your profile for accuracy.
 - a. If something is incorrect, go to the Provider Portal and edit if necessary.
 - b. If the Provider Portal and website information do not match, contact us at the emails below.
 - c. It may take up to 24 hours for a newly uploaded profile to display on the web site.

As a reminder, if you have questions, you may always contact our Star Providers Support Team for your specific state:

All states except Indiana and Ohio: SBHPSupport-ggg@usuhs.edu

Indiana: SBHPadmin@purdue.edu

Ohio: ohioadmin@starproviders.org