

# STAR PROVIDERS PORTAL GUIDE



# INTRODUCTION

#### 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, Conditions Treated, and Listing Status.

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

All states except Indiana and Ohio: <u>SBHPSupport-ggg@usuhs.edu</u> Indiana: <u>SBHPadmin@purdue.edu</u> Ohio: <u>ohioadmin@starproviders.org</u>



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**Create Your Portal Profile** 

#### 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.

Your username is your email plus ".sbhp"	
Username Password	
Log In Creation Control Contro	

- 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 <u>sbhpadmin@purdue.edu</u>.
- Enter your username. This will be the email address you use for SBHP 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 Your Provider Profile**

#### 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, hit "Save" and return to the home screen to create your public-facing Directory Listing.



# **PART TWO**

#### Part Two: Create or Modify Directory Listing for the Website

From the Home page, click the Directory 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.

	Home	Directory Listing	Training Dashboard	More 🗸	
$\bigcirc$					
Instructions	< Previous				Next >
Licenses	How to Appl	y Using the Port	tal		
Office/Pacts Locations	Use the tabs to th	e left to apply to the re	egistry; the list below expl	ains the purpose of each tab.	
Profile Information	provided a valid e true and accurate	email address at which to the best of my kno	to receive email commu wledge.	nication and surveys. The information I	have provided is
Populations Served	1. License(s): U	pload each of your lice	nses		
Modalities Provided	2. Office Locati	ons: Provide details fo	r each physical office loca	tion or state in which you practice Telehe	ealth
Conditions Treated	3. Profile Inform	mation: Enter your wel	osite, personal statement,	education, etc.	
	4. Populations	Served: Select the pop	ulations you serve (adults,	children, teens, couples, other)	
Listing Status	5. Modalities P	rovided: Select the mo	dalities you provide (inpat	tient, outpatient, telehealth, etc.)	
	6. Conditions T	reated: Select the cond	ditions you treat (anger, ar	nxiety, depression, etc.)	
	7. Listing Statu	s: Check the status of y	our listing		

#### Licenses

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.

	Home Directory Listing Training Dashboard Received Referrals More 🗸							
Instructions	< Previous	Next >						
Licenses	Licenses							
Office/Pacts Locations	Here you may add or update information for your current licenses. Do not create a new license record unless it is a new license type for a different state. To renew a license, use the Update button to edit the current expiration date and upload your new license.							
Profile Information								
Populations Served	Check the confirmation date column below to see if your document(s) have been confirmed.							
Modalities Provided	Add License +							
Conditions Treated	Type $\checkmark$ State $\checkmark$ Exp Date $\checkmark$ Confirme	ed Date 🗸						
	Update Licensed Clinical So Indiana 2026-04-01 2024-07	-18						

#### 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 *State of Issue Indian  License Expiration Date Jan 1, 2026	* Issuing Body (e.g. Oregon Board, Indiana Licensing Board, etc) Board of Health Original License Date Jan 1, 2020

- 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)**

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.

	Home	Directory	Listing Tra	aining Das	shboard	Receiv	ved Refer	rals	Comm	unity l	Hub		
Instructions		C Previous	S										Next >
Licenses	C	Office Loc	ations										
Office/Pacts Locations		Add Locatio	n +										
Profile Information		Current Locations											
Populations Served			Practi V	Status	~ S	ree 🗸	City	$\sim$	State	$\sim$	Zip	$\sim$	Accepting
Modalities Provided		🖍 Edit	Better Help	Active	0	nly	Telehe	alth	Indiana	3	99999		$\checkmark$



- 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.

	Add Location	
Location Information	Location Information	
	Practice Name	Currently accepting referrals 📵
	Additional Information	
	Phone Number	* Street Address Line 1
	Street Address Line 2	
	*State	*Zip Code 🔞
	None	
	Location Website	
	Payment Options for this Location	
	Sliding Fee Scale?	Accept Private Insurance
	None	None
	Client Self-Pay	Give an Hour
	- TYUIE V	Patronier Meteron Droject (Oranon only)
	None	-None
	TriCare Provider	



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.

Office/Pacts Locations	Add Location +		×
	Add Location		- 1
	Additional Information		^
	Phone Number	* Street Address Line 1 Only	
	Street Address Line 2	* City Telehealth	]
	* State	* Zip Code 99999	]
	Location Website		



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	Location Information    Practice Name  Additional Information	Currently accepting referrals
	Phone Number Street Address Line 2	* Street Address Line 1
	StateNone V Location Website	*Zip Code 📵
	Payment Options for this Location	



- i. To add a Pact Location, click the button with the same name.
  - ★ Using the drop down under "Choose a Pact", select a Pact (PSYPACT or Social Work Licensure) 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".

Choose a Pact
Choose a pact from the list
PSYPACT
Choose States
Select States 🕚
Available
Alabama
Arizona
Arkansas
Colorado
The states you choose will replace your current pact locations.
Upload Documentation
* Upload E.Passport
(1) Upload Files Or drop files
No preview available
Enter expiration date of E.Passport
ä
Cubert
Submit

#### Profile Information for the Directory Listing on the Website

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

a. Complete the information including the required fields: "Have you ever served in the military?,"

"Highest Degree Earned," and "Date First Licensed."

	Home Directory Listing Training Dashboard Received Referrals More 🗸 🎯
Instructions	< Previous Next >
Licenses	Website Profile Information
Office/Pacts Locations	Your Work Phone Number, Website URL, Profile Photo and Personal Statement will appear on our website.
Profile Information	Phone
Populations Served	Upload Profile Photo
Modalities Provided	Website URL drop Files files
Conditions Treated	What languages do you conduct treatment in? Personal Statement
Listing Status	
	* Have you ever served in the military?
	No
	Education
	Education information is for our records only. It will not be displayed on the website.
	* Highest Degree Earned

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

Files" button.



#### **Populations Served**

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.

	< Previous			Next >
icenses	Populations Served			
ffice/Pacts Locations	Please select at least one populati	on served. If you serve a p	opulation that is not listed, pleas	se note it in the other
rofile Information	populations served section.			
	Children		Teens	
opulations Served	Yes	•	Yes	•
lodalities Provided	Adults		Couples/Families	
data - Tao ata d	Yes		Yes	<b>•</b> ]
onditions ireated	Other Populations Served			
sting Status				

#### **Modalities Provided**

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.

Instructions	< Previous		Next >
Licenses	Modalities Provided		
Office/Pacts Locations	Please select at least one Modality. If ye	pu serve a modality that is not listed, please note it i	n the other modalities section.
Profile Information	Individual	Group	
Populations Served	Yes	▼ No	•
Modalities Provided	Inpatient	Outpatient	
Conditions Treated	Intensive Outpatient	* Telehealth	
Listing Status	No	▼ Yes	•
	Other Modalities Served		

#### **Conditions Treated**

In this second to last section, you'll indicate the 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 condition.

Instructions	Previous	Next >		
Licenses	Conditions Treated			
Office/Pacts Locations	Please select at least one condition. If you serve a condition	that is not listed, please note it in the other conditions		
Profile Information	section.			
Populations Served	Anger 🚯 Yes 💌	Anxiety  Yes		
Modalities Provided	Depression 🚯	Domestic Violence		
Conditions Treated	Yes	No		
	Grief 💽	Pain 🕦		
Listing Status	Yes 💌	No		
	PTSD 🚺	Relationship Issues 🕕		
	Yes	Yes		
	Sexual Assault 🕕	Sleep 🚺		
	No	No		
	Substance Abuse/Addiction 💽	Suicidal Ideation/Self Harm 💽		
	Yes 🔻	Yes 💌		
	Traumatic Brain Injury 💽	Weapons Clearance/Fitness for Duty		
	No	No		
	Other Disorders			



#### **Listing Status**

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.

	Home Directory Listing	More 🗸			
Instructions	Previous		Next >		
Licenses	Listing Status				
Office/Pacts Locations	Shown below is the status of your listing. If your listing is rejected or missing information, you will find those details				
Profile Information	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.				
Populations Served					
Modalities Provided					
	Registry Status	Missing Information			
Conditions Treated	Accepted (1)	None			
Listing Status	Profile Updates (Most Recent)				
	Profile Update 2/4/2025, 05:09 PM EST				
	License Update 1/21/2025, 12:25 PM EST				
	Office Location Update 1/21/2025, 12:07 PM EST				



# WRAP-UP

Congratulations! You have now completed all the steps necessary for your Star Providers Directory listing on the website! 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 <u>www.starproviders.org</u> 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 Behavioral Health Providers

Support Team for your specific state:

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

Indiana: <u>SBHPadmin@purdue.edu</u>

Ohio: ohioadmin@starproviders.org