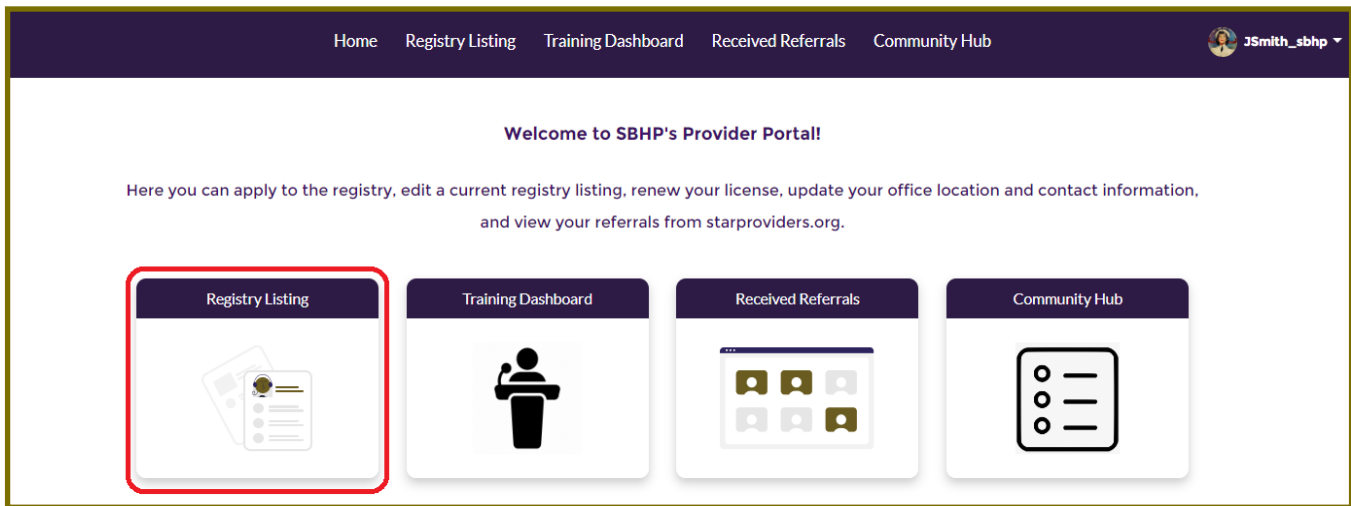




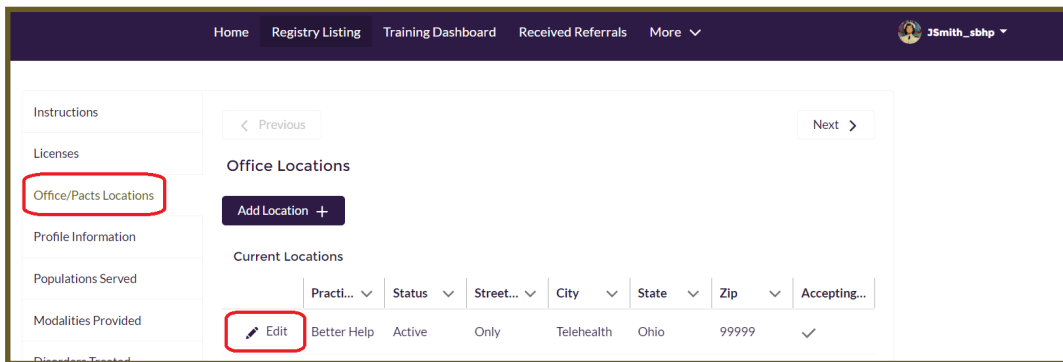
## How to Toggle Accepting/Not Accepting New Clients

To provide the most updated information to service members, veterans and their families looking for care, we're asking you to indicate on your directory listing on an ongoing basis whether you're currently accepting referrals at your location(s).

1. To begin, log in to the Provider Portal. From the Portal welcome page, select "Registry Listing."



2. Click on the 'Edit' button for your location.



3. The "Currently Accepting Referrals" box is automatically checked by default. If you are temporarily unable to accept referrals, uncheck the box and then click "Save". 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 a provider can not accept referrals.

**Add Location**

Location Information

Location Information

\* Practice Name

Currently accepting referrals

Additional Information

Phone Number

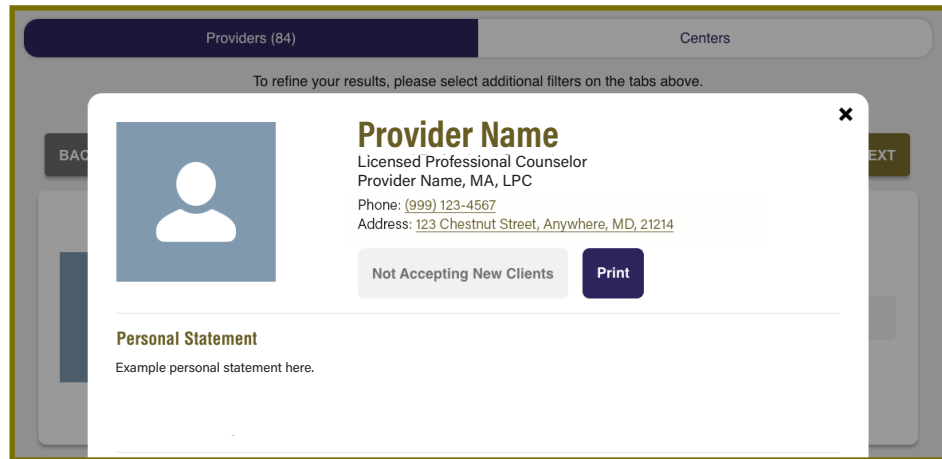
\* Street Address Line 1

Street Address Line 2

\* City

4. If you have multiple locations, you will need to check/uncheck the box for each location.

5. As your capacity changes over time, please remember to log back in to change this status to reflect your current situation. You can change as often as needed.
6. When you indicate you're not currently accepting new clients, your directory listing will still be active, but it will reflect that you are not accepting new clients, ensuring clear communication for those seeking behavioral health services.



If you have questions, feel free to contact our Star Providers Support Team for your specific state.

All states except Indiana and Ohio: [SBHPSupport-ggg@usuhs.edu](mailto:SBHPSupport-ggg@usuhs.edu)

Indiana: [SBHPadmin@purdue.edu](mailto:SBHPadmin@purdue.edu)

Ohio: [Ohioadmin@starproviders.org](mailto:Ohioadmin@starproviders.org)