



**Office of
Mental Health**

Mental Health Provider Data Exchange Basic User Manual

2022

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[Return to MHPD Home Page](#)

Introduction

Application Overview

Mental Health Provider Data Exchange (MHPD) is a Web-based application for use by Providers, County Mental Health Departments, OMH Field Office, and Central Office staff for viewing and requesting updates to information stored in the Office of Mental Health Provider Database (CONCERTS). This document will serve as a guide for providers, County local government units (LGU), and OMH Field Office users of the MHPD application. The guide identifies and describes Web page content and assists in page navigation through the application.

The MHPD application provides for:

- Viewing and updating descriptive, contact, and other program and administrative information for Facilities, Programs, and Sites
- Requesting minor changes to licensed programs via Administrative Actions
- Creating new unlicensed mental health programs
- Closing unlicensed mental health programs
- Completing surveys that collect program-level information

The MHPD application is available through the Internet via Salute, which provides secured access to OMH applications. The login process is explained in detail in the section “[Logging into MHPD.](#)”

Help Desk

If a user needs help locating their Security Manager, they can check with their Facility Director or call the OMH Help Desk. Also, to report a problem with the MHPD application the user can contact the OMH Help Desk at (800) 435-7697, select option 2. For information about MHPD, contact the MHPD Helpdesk at (800) 430-3586 or e-mail them at: mhpd@omh.ny.gov.

NOTE: Please refer to the instructions provided in this guide before contacting the Help Desk.

Field Office Contacts

A [List of Office of Mental Health Field Offices](#) can be found on the OMH website.

System Requirements

MHPD works in Microsoft Edge only.

Since Internet Explorer became obsolete in June 2022, users will need to follow the below instructions for running MHPD in Microsoft Edge. These are instructions for an individual user to make settings in the Edge browser on their own PC. There is also a set of instructions showing your IT Department how to make settings on the Enterprise level. It is recommended that you have your IT Department use **THOSE** instructions, as this would fix the issue for everyone there. Often, the instructions shown here will not work for individual users because settings are controlled at the Enterprise level by your IT Department. The IT Department version of the instructions were distributed to the appropriate people at your agency in June. Check with your IT Department to make sure that they have received the instructions.


Internet Explorer Mode in Microsoft Edge Setup for OMH Applications

Manual setting adjustment for users


Currently NIMRS, CAIRS and MHPD use an older coding technology that is not compatible on newer web browsers. However, Microsoft Edge will support these OMH applications if Internet Explorer Mode is turned on. Follow these steps to turn Internet Explorer Mode on via Microsoft Edge.

Allow IE Mode Settings

- Open Microsoft Edge and click on the 3 dots in the upper right-hand corner and in the menu click **Settings**.

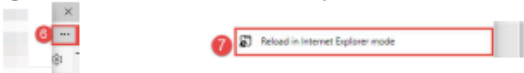


- Click on **Default browser** in the left side menu and change the "Allow sites to be reloaded in Internet Explorer mode" dropdown to **Allow**.
 - Note: If **Default Browser** and/or the **Allow** drop down are not available/disabled, you will need to reach out to your agency's IT department to enable it.
 - Click the blue **Restart** button for the settings to take effect. This button will not appear until the drop down is changed to **Allow**.




Reload in Internet Explorer mode

- To access, NIMRS, CAIRS or MHPD open a Microsoft Edge and visit <https://mhprovider.omh.ny.gov/websalute/legal.asp>
- Click on the 3 dots in the upper right-hand corner, then click **Reload in Internet Explorer Mode**.



- Once the page refreshes, you'll be able to confirm Internet Explorer Mode is turned on as you'll see the Internet Explorer icon in the URL field. To save this setting, you'll see the following prompt. Make sure to enable both toggles for "Open this page in compatibility mode" and "Open this page in Internet Explorer mode next time" as shown below, then click the Done button.



- Close all Microsoft Edge windows and reopen before logging back in to ensure all settings are refreshed and taken effect.
- NOTE: This manual set up will expire after 30 days and you'll need to redo these steps every 30 days.** Forward separate "Enterprise Mode Site List instructions for IT.pdf" to agency's IT department so manual set up is no longer needed.

Gaining Access to MHPD and Updating User Info

To access MHPD, a user assigned to one of the security groups listed below and must have a User ID and password or token. To complete both requirements, the Security Manager at each facility must enter user information into the Security Management System (SMS). The Security Manager at each facility is the only person who is able to grant access to MHPD. If the user does not know who their Security Manager is, please contact the MHPD Help Desk at (800) 430-3586 or email them at mhpd@omh.ny.gov.

NOTE: Once a user is granted MHPD access or had their access updated, they must wait one hour before trying to access MHPD so that the SMS and MHPD databases update.

Security Groups

Provider User: A user at an individual facility who can access all the information currently available for that facility in MHPD. A user with Provider level access can submit Change Requests, Administrative Actions (AAs), and EZPARs (Prior Authorization Required) to add, update, or close programs. Under the Reports tab, a Provider User can view the following MHPD report: CFR (Consolidated Fiscal Report) Programs Report.

Provider Admin: A user at an individual facility who has all the Provider User functionality but is able to edit the facility information as well. Additionally, a user with a Provider Admin role can edit the Facility Maintenance page and assign persons to receive facility notifications sent out by OMH via e-mail. Under the Reports tab, a Provider Admin can view the following MHPD Report: CFR Programs Report.

County User: A County or New York City Mental Health Department User can search, view, and request updates to Facilities, Programs, and Sites located in the county. A County User can view Change Requests and request the opening or closing of existing unlicensed programs but cannot submit Administrative Actions (AAs) and EZ PARs (Prior Authorization Required). Under the Reports tab, a County User can view the following MHPD reports: Recent MHPD User Listing; Facility Contact Information; Program Contact Information; and CFR Report.

County Admin: A user at a local government unit, who has the same access as a County User, but is able to edit the Facility Maintenance page for the County Department of Mental Health. Under the MHPD Reports tab, a County Admin can view the following reports: Recent MHPD User Listing; Facility Contact Information; Program Contact Information; and CFR Report.

Central Office User: A Central Office User can search and view Facilities, Programs, and Sites throughout New York State and, if allowed, request the creation of new unlicensed mental health programs. This user has the option to view all requests. In addition, under the Reports tab, a Central Office User can view all MHPD reports and all MHPD PAR Reports.

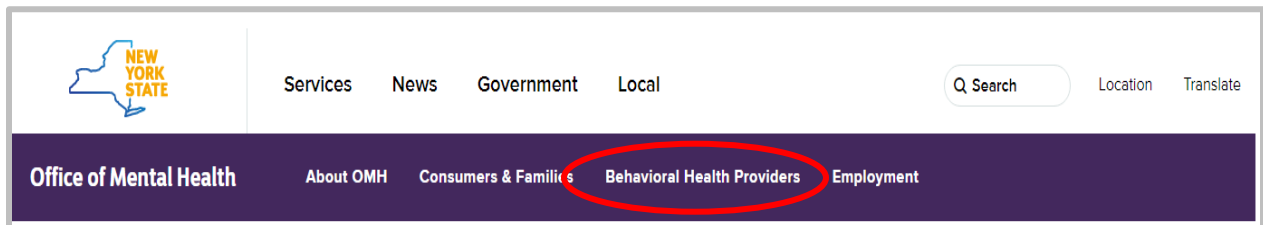
Central Office Admin: A Central Office Admin can search and view Facilities, Programs, and Sites statewide. Depending on level of access, an Administrator can view all Facility and/or Program Change Requests statewide, however, the primary role is to review update requests assigned to the Administrator and either approve or deny those requests. Under the Reports tab, a Central Office Admin can view all MHPD reports and MHPD PAR Reports.

Field Office User: The primary function is to review user requests for changes to Facilities, Programs, and Sites in their region and enter information in the Field Office comments box to assist the Program Administrator in the approval process. Additionally, the Field Office User can search, view, and request updates for Facilities, Programs, and Sites. This user can view all requests statewide. The user may view and support Administrative Actions. Under the Reports tab, a Field Office User can view the following MHPD reports: Recent MHPD User Listing; Program Administrator Listing; Facility Contact Information; Program Contact Information; Recipient Run Requests; and CFR Report. A Field Office User may also view the MHPD PAR Reports.

Field Office Admin: A user at the Field Office, who has all the Field Office User functionality and can edit the Field Office Maintenance page to show all default Change Requests. Under the Reports tab, a Field Office Admin can view the following MHPD reports: Recent MHPD User Listing; Program Administrator Listing; Facility Contact Information; Program Contact Information; Recipient Run Requests; and CFR Report. A Field Office Admin may also view the MHPD PAR Reports.

Logging into MHPD

MHPD is a Web-based application accessed by using the Web address - <https://omh.ny.gov/>. Click on the “Behavioral Health Providers” tab.



Scroll down and click on the “Mental Health Provider Data Exchange (MHPD)” link listed under “Behavioral Health Resources & Tools.”

Behavioral Health Providers

Behavioral Health Resources & Tools:

[Mental Health Provider Data Exchange \(MHPD\)](#)

The MHPD is a Web-based application designed to support an accurate and timely master directory of providers in the New York State public mental health system. The MHPD enables local mental health authorities and providers to use the ease of the Internet to verify or request changes to program information they are required to submit to OMH.

Patient Characteristics Survey (PCS)

[PCS Data Collection](#)

Programs funded or licensed by OMH report client-level demographic, clinical, and service descriptions for persons they served during the week of the survey. All survey data are submitted to OMH electronically using the Web-based PCS application. This page provides mental health providers with information about the survey timeframe and requirements for preparing for and obtaining access to the Web-based PCS application.

Security Management

[Security Management System \(SMS\)](#)

The Security Management System (SMS) is an OMH Web-based application that state and local facilities use to grant their staff access to secured OMH Web-based applications including the Patient Characteristics Survey (PCS) and PSYCKES Medicaid.

This will bring the user to the MHPD Homepage, click on “MHPD (Restricted – User ID and Password Required)” link to sign in with their User ID and password/token.

Mental Health Provider Data Exchange (MHPD)


Description

The Mental Health Provider Data Exchange (MHPD) is a web-based application designed to support an accurate and timely master provider directory of the New York State public mental health system. The MHPD enables local mental health authorities and providers to use the ease of the Internet to verify or request changes to program information they are required to submit to the Office of Mental Health (OMH). This master provider director can be used by local mental health authorities to help evaluate access to services across their counties and regions.

Review Process

Program Administrators at OMH Central Office, OMH Field Offices, and local mental health authorities are the key parties who participate in the MHPD approval process. Each request prompts the MHPD application to send e-mails to the requestor and other key parties notifying them of the request and need for review. The key parties are able to correspond with each other within the MHPD application.

When an administrator approves or denies a request, MHPD sends a notice of the action and the administrator’s comments to each of the parties. If a Change Request, Administrative Action (AA), or Easy Prior Approval Application (EZ PAR) is denied, the facility may resubmit it with additional information for further review. Using MHPD, the facilities can assign a Primary Facility Contact to receive approval and denial notifications.

- [Getting Access to MHPD via the Security Management System \(SMS\)](#)
- **[MHPD \(Restricted - User ID and Password Required\)](#)**
- [Frequently Asked Questions \(FAQs\)](#) 
- [Definition of Terms](#)
- [Find a Mental Health Program In Your Community](#)

Contact us:

For help with accessing the MHPD application, please contact the OMH Helpdesk at 1-800-HELP-NYS (1-800-435-7697). Please [send feedback and recommendations](#) on the MHPD application and Training enrollment.

Comments or questions about the information on this page can be directed to the [Surveillance & Surveys Unit](#).

Click on “Agree” in the “Statement of Access and Confidentiality.”

Private system for authorized use only

Statement of Access and Confidentiality

WARNING: This computer system is solely for the use of authorized users for official purposes. Users of this system have no expectation of privacy in its use. To ensure that the system is functioning properly, individuals using this computer system are subject to having all of their activities monitored and recorded by system personnel. Use of this system evidences an express consent to such monitoring.

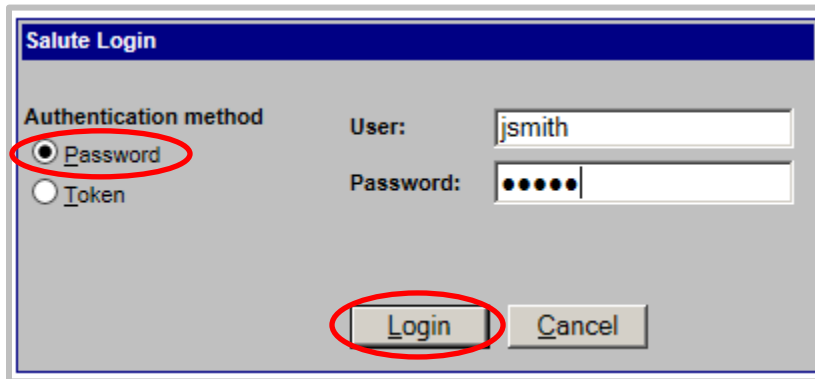
Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of, and consent to, these terms and conditions of use. If you do not agree to the conditions stated in this warning, LOG OFF IMMEDIATELY.

Under “Authentication method” in the Salute Login, make sure to click in the proper method – password or token – prior to entering information. A user enters their User ID and password or token, whichever Authentication Method they have chosen. Click “Login.”

NOTE: A user with an assigned token from another database, can use it in the place of a password to access MHPD.

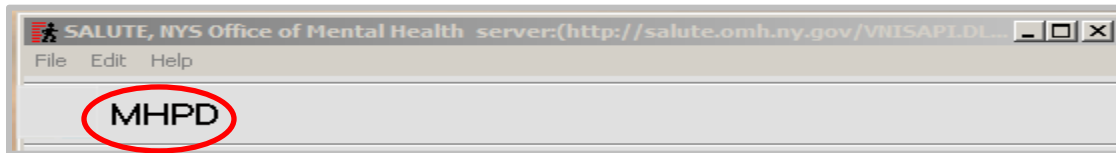
Logging into MHPD Using a Password

- Steps: 1) Select the “Password” Option in “Authentication method.”
- 2) Type User ID in the User box.
- 3) Enter your “Password” and click on the “Login” button or press “Enter.”

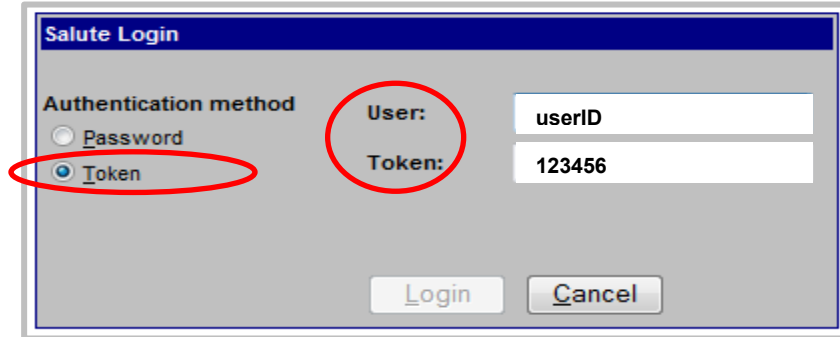


NOTE: Passwords are case sensitive.

Once the user clicks “Login” or “Enter”, a message stating “Authenticating...Please wait” appears. Upon successful validation, the Salute login screen will display. Please click on “MHPD”, and the MHPD Verify Contact Information page will display.



Logging in for the First Time Using a Hard Token



The screenshot shows a 'Salute Login' dialog box. Under 'Authentication method', the 'Token' option is selected with a blue dot and circled in red. To the right, the 'User:' field contains 'userID' and the 'Token:' field contains '123456', both of which are circled in red. At the bottom are 'Login' and 'Cancel' buttons.

- Steps: 1) Select "Token" and enter User ID in the box marked "User."
- 2) Type the 6-digit number found on the token in the box marked "Token."

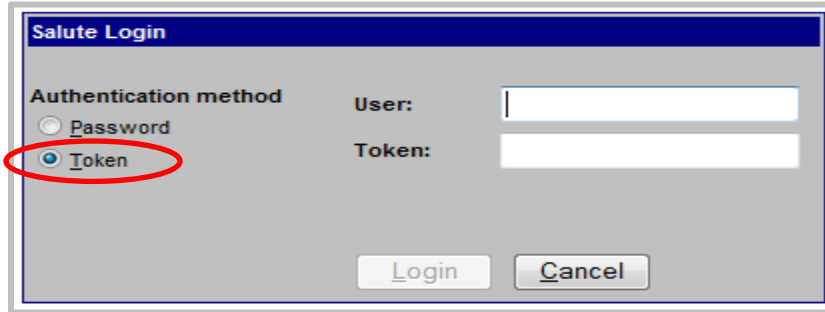


- 3) Click on the "Login" button.
- 4) A prompt message displays, enter your 8-digit Personal Identification Number (PIN). This must be an 8-digit number. Do not use letters.
- 5) Type a new PIN for Token login at the "Please enter new PIN" prompt. This number is required each time a user logs in to the MHPD application.
- 6) Click "OK".

The Salute Login dialog box appears. The user will need to sign in again with the User Name, 8-digit PIN, and a Token identification.

NOTE: Sometimes trying to login in too quickly after setting a PIN result in an error message. It is best to wait a few minutes for the token number to change and the main server to record the new PIN. If a problem logging in continues, contact the OMH Helpdesk for further assistance.

Logging in Using a Hard Token



The image shows a 'Salute Login' dialog box. Under the 'Authentication method' section, the 'Token' radio button is selected and circled in red. To the right, there are input fields for 'User:' and 'Token:'. At the bottom, there are 'Login' and 'Cancel' buttons.

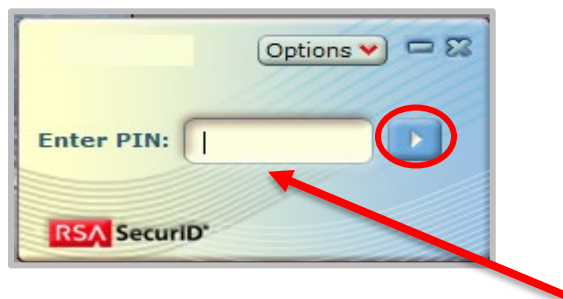
- 1) Select "Token" as the Authentication method.
- 2) Type the User ID assigned to the user by OMH in the User box.
- 3) Type in PIN (8-digits established during the first-time login) in the Token box.
- 4) Directly after the PIN number, type the Token 6-digit number from the Secure ID token device.



- 5) Click on "Login".

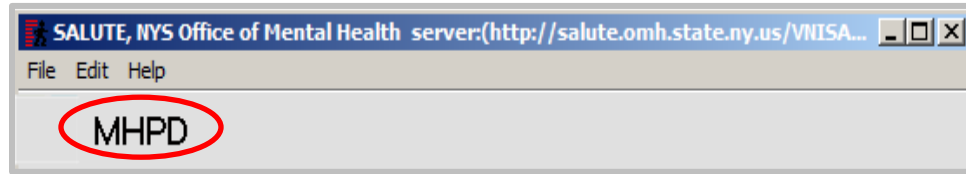
NOTE: The 6-digit number in the Secure ID token will change every minute. A time bar on the left side of the token displays, indicating the time before the next number will appear. If the user has not typed the token number and clicked "Login" before the number changes, the user will be out of synch with the server and will receive an error message.

Logging in with a Soft Token



- 1) Type your 8-digit PIN in the "Enter PIN:" field.
- 2) Click on the adjacent arrow to submit.
- 3) Copy and paste the generated 8-digit number in Salute Login Token field.

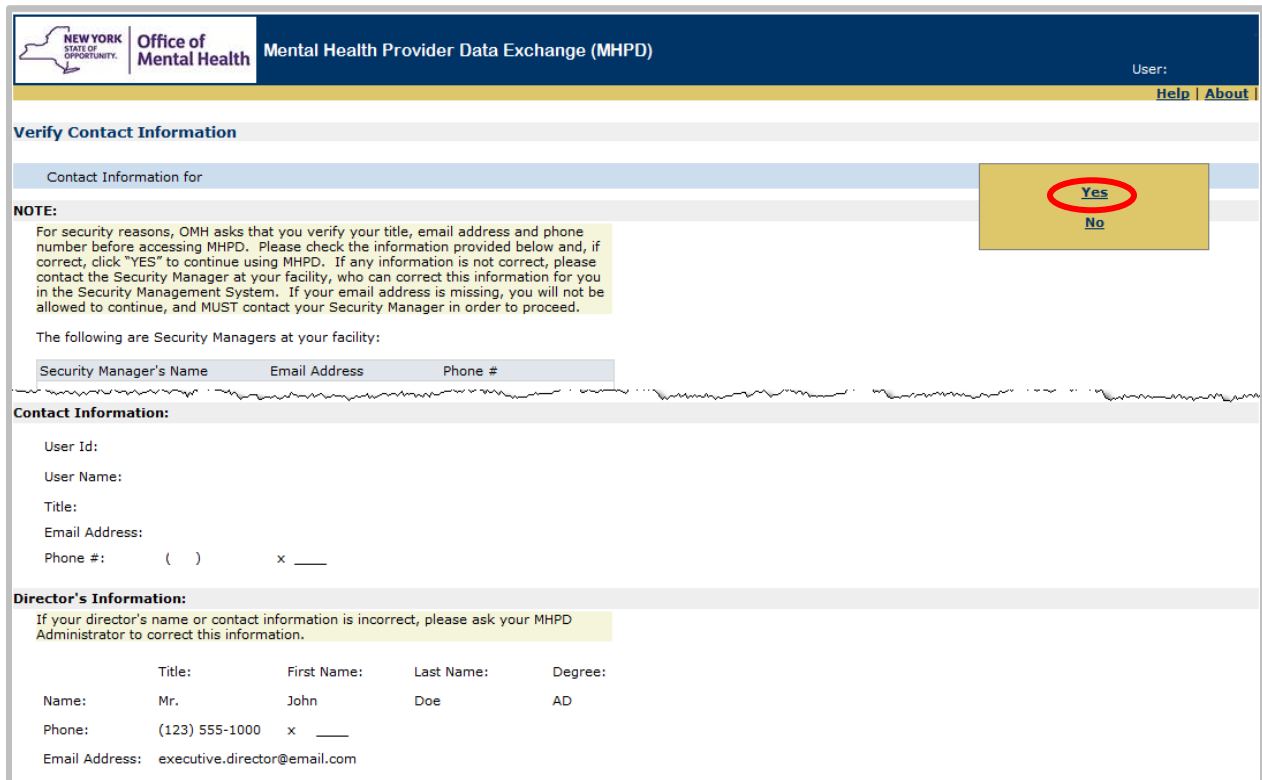
- 4) Click on the MHPD bar to access the MHPD application. If the user has authorized access to other OMH applications, there will be more than one bar displayed.



NOTE: If the user clicks on the MHPD bar and nothing appears to happen, the Java script that loads the application may be blocked. The user must turn off all pop-up blockers. Examples of pop-up blockers found are: The Yahoo toolbar, the Google toolbar, and the MSN toolbar. Directions differ by pop-up application. For assistance, please contact the OMH Helpdesk (800-435-7697, select option 2). For instructions on turning off the pop-up blocker in Internet, please refer to the Appendix.

Verify Contact Information

Please verify contact information, and, if necessary, contact your Security Manager to update. If the user's e-mail address is missing, the user will be unable to continue, and the floating gold menu box will prompt the user to exit the application until the Security Manager has entered the user's e-mail in the Security Management System. Click "Yes" if information displayed appears to be correct, the application will then open the MHPD homepage. If the information is not correct, click "No" and contact your Security Manager to update the information. Once the information is updated, you can go back into MHPD and click "Yes."



Verify Contact Information

Contact Information for

NOTE:
For security reasons, OMH asks that you verify your title, email address and phone number before accessing MHPD. Please check the information provided below and, if correct, click "YES" to continue using MHPD. If any information is not correct, please contact the Security Manager at your facility, who can correct this information for you in the Security Management System. If your email address is missing, you will not be allowed to continue, and MUST contact your Security Manager in order to proceed.

The following are Security Managers at your facility:

| Security Manager's Name | Email Address | Phone # |
|-------------------------|---------------|---------|
| | | |

Contact Information:

User Id:
User Name:
Title:
Email Address:
Phone #: () x ____

Director's Information:
If your director's name or contact information is incorrect, please ask your MHPD Administrator to correct this information.

| Title: | First Name: | Last Name: | Degree: |
|--------|-------------|------------|---------|
| Mr. | John | Doe | AD |

Phone: (123) 555-1000 x ____
Email Address: executive.director@email.com

Navigating MHPD

Below are general terms and definitions used throughout MHPD.

Page Banner

Every MHPD Web page displays a standard banner section with a gold toolbar.

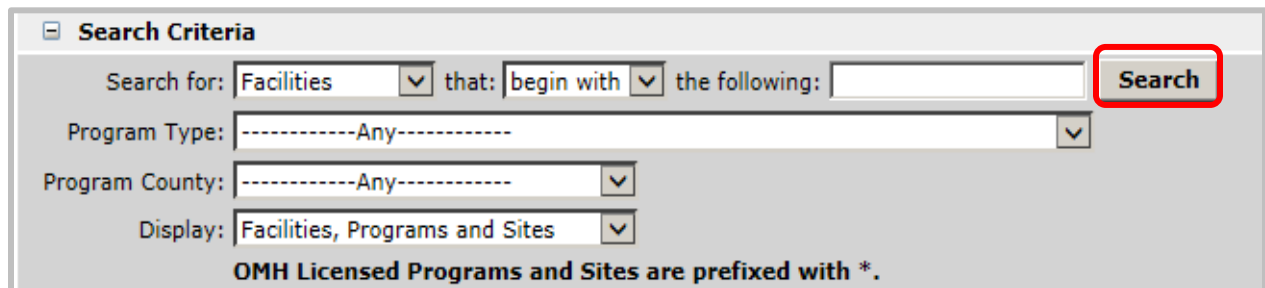


Tab Key

Press the “Tab” key to move to the next field.

Search Criteria

A user may search for information using the following criteria: Search for (Facilities, Programs, Agency Code, Facility Code); Program Type (drop-down box with all program types listed); Program County (drop-down box with all counties listed); and Display (Facilities Only, Facilities and Programs, Facilities, Programs, and Sites). Click “Search” once the Search Criteria is set.



The image shows a screenshot of the 'Search Criteria' form. It has a title bar with a minus sign and the text 'Search Criteria'. Below the title bar are four rows of input fields: 'Search for:' with a dropdown menu set to 'Facilities', 'that:' with a dropdown menu set to 'begin with', 'the following:' with an empty text input field, and a 'Search' button highlighted with a red box. Below these are three more rows: 'Program Type:' with a dropdown menu set to 'Any', 'Program County:' with a dropdown menu set to 'Any', and 'Display:' with a dropdown menu set to 'Facilities, Programs and Sites'. At the bottom of the form, there is a note: 'OMH Licensed Programs and Sites are prefixed with *.'

Address Fields

Street address 1: Enter the physical street address such as house or building number (111 Main St, Bldg. 3), rural route box number (RR 4 State Highway 19) or the 911 assigned numbers (1142 State Highway 19).

Street address 2: Enter all other address information not entered on line 1, for example, PO Box 205.

Asterisk

The asterisk is used to indicate mandatory fields. When the page is submitted, all information in these fields is validated. Fill out the required fields before continuing by following the prompts. Complete all mandatory fields, or a message prompt will appear.

Expand

Click on the plus (+) sign to display additional information.


Collapse

Click on the minus (-) sign to reduce additional information.

Ellipses (...)

When information in a list cannot be displayed in its entirety, ellipses are appended at the end of the text, indicating there is more text. This entire text is displayed in a tool tip, when the mouse pointer is placed over the ellipses.

Information Balloon

Please click this icon  to obtain item definitions or specific directions.

Directory Search - Searching for Facilities, Programs, and Sites



The Directory Search page allows the user to search for specific Facilities, Programs, and Sites without having to scroll through an extensive list. By entering the search parameters in the Search Criteria section of the page, the user can locate the Facilities, Programs, and Sites. For example, the Directory Search page below, displays all facilities whose names begin with “test.”

Directory Search

Search Criteria

Search for: Facilities that: begin with the following: Search

Program Type: -----Any-----



Program County: -----Any-----

Display: Facilities, Programs and Sites

OMH Licensed Programs and Sites are prefixed with *.

| Facility: [98760/2222] - Test Facility (for user manual) | | | |
|--|---------|--|------------|
| Program: [008] - Housing Coordinator | Buffalo | [1760] - Advocacy/Support Services | |
| Site: [1000] - [Main Site] Housing Coordinator | Buffalo | | |
| Program: [010] - * Recovery PROS | Buffalo | [6340] - Comprehensive PROS with Clinical Treatment | A± EZ CPAR |
| Site: [1000] - * [Main Site] Recovery PROS | Buffalo | | A± EZ |
| Program: [456] - Test - Add a Program | Albany | [5070] - Supported/Single Room Occupancy (SRO) | |
| Site: [1000] - [Main Site] Test - Add a Program | Albany | | |
| Program: [001] - Transportation Program | Albany | [2300] - Home and Community Based Services (HCBS) Waiver | |
| Site: [1000] - [Main Site] Transportation Program | Albany | | |
| Program: [123] - Transportation Test | Albany | [0670] - Transportation | |
| Site: [1000] - [Main Site] Transportation Test | Albany | | |

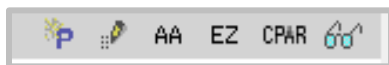
Directory Search page

The search result below displays Facilities, Programs, and Sites that match the search criteria. The search result displays the name and city of the Facility, Program, and Site followed by the Program Type for the Program. The Facility records have a light grey background with the text bolded to help visually identify a Facility record when scrolling. The records are displayed in a “tree-style” format. Clicking the Expand  icon to the left edge of the Facility record will display all Programs for the Facility. Likewise, clicking the Collapse  icon for the Facility record will hide all Programs for the facility.

| Name | City | Program Type |
|---|---------|---|
| Facility: [98760/2222] - Test Facility (for user manual) | | |
| Program: [008] - Housing Coordinator | Buffalo | [1760] - Advocacy/Support Services |
| Site: [1000] - [Main Site] Housing Coordinator | Buffalo | |
| Program: [010] - * Recovery PROS | Buffalo | [6340] - Comprehensive PROS with Clinical Treatment |
| Site: [1000] - * [Main Site] Recovery PROS | Buffalo | |

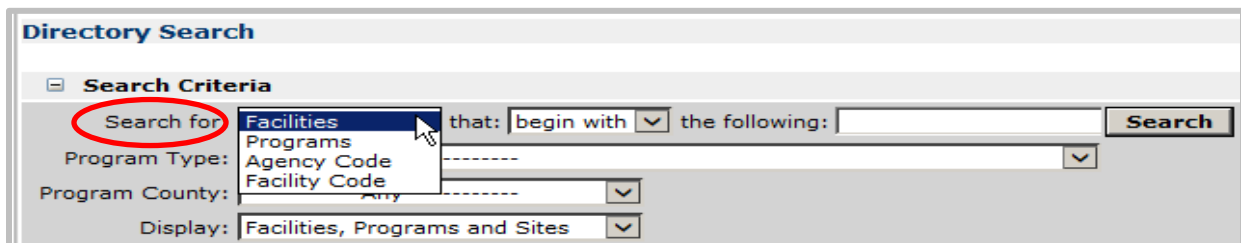
NOTE: Records displayed are filtered internally based on the user’s security group. If the user has statewide access, they can view all Facilities, Programs, and Sites. If the user’s security group is County, they will be able to view all Facilities and Programs for their County, as well as Facilities located in other counties that have a program in the user’s county. A Provider can only see his or her Facility and its Programs and Sites.

The Directory Search page provides a means to view and update Facilities, Programs, and Sites. The user can also add new unlicensed programs. These functions are achieved by clicking the various icons to the right of the search list.

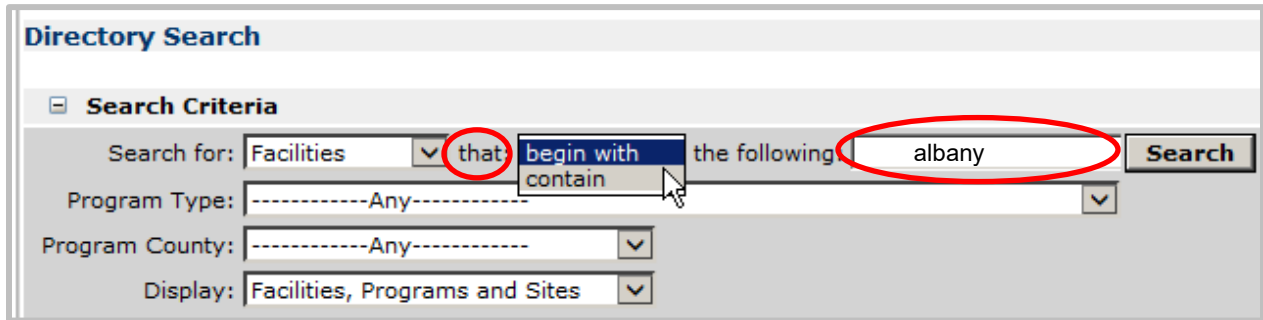


Filtering by Entering the Search Text

The user can filter the search results by these four criteria: Facilities, Programs, Agency Code, and Facility Code.



Filter the search results by entering search text in the “the following:” field. The number of characters entered in the search text depends on the type of search. Using the “begin with” drop-down option requires a minimum of one character to be entered, and “contain” drop-down option requires a minimum of three characters entered for the search text or an error message will be displayed. The entered search text is not case sensitive, for example, a search text of the word “albany” will display records containing “Albany” or “ALBANY.”

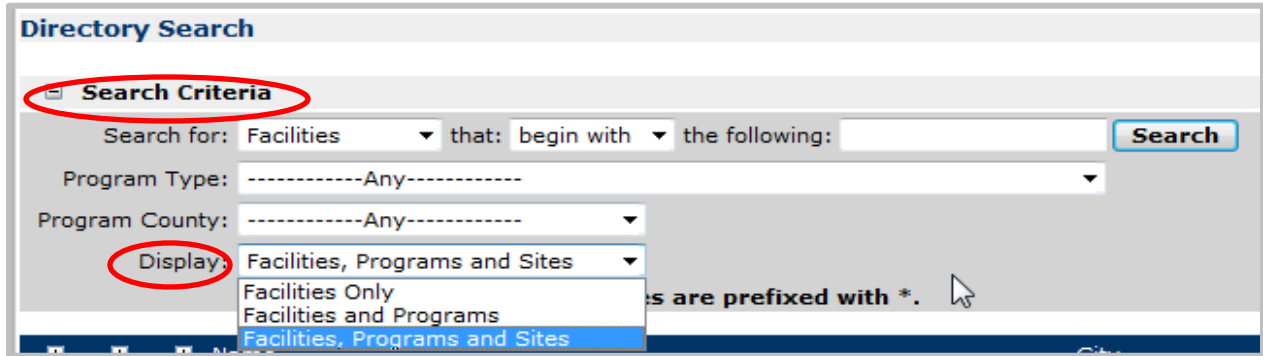


The search fields are listed below:

| Fields | Description |
|----------------|---|
| Search for: | The user can select Facilities, Programs, Agency Code or Facility Code from this list. When they select Facilities and click the Search button, all Facility names matching the criteria entered for the search text will be listed. The same applies when selecting Programs . Selecting Agency Code or Facility code selects the Agency or Facility that matches the code entered. |
| that: | The user can select either begins with or contains from this list. When they select begins with and click the Search button, all Facility or Program names beginning with the entered search text are listed. When they select contains and press the Search button, all Facility or Program names containing the entered search text are listed. The user <u>must</u> enter at least 3 characters when selecting contains . |
| the following: | Enter text values here for Facility or Program searches and numerical values for Agency and Facility Code searches. |
| Program Type: | When the user selects a Program Type , the list includes only those programs that match the selected program type. |
| Program County | When the user selects a Program County , the list includes only those programs that match the selected program county. |
| Display: | The user can select Facilities Only, Facilities and Programs, or Facilities, Programs, and Sites . This field controls how records are displayed after clicking the Search button. |

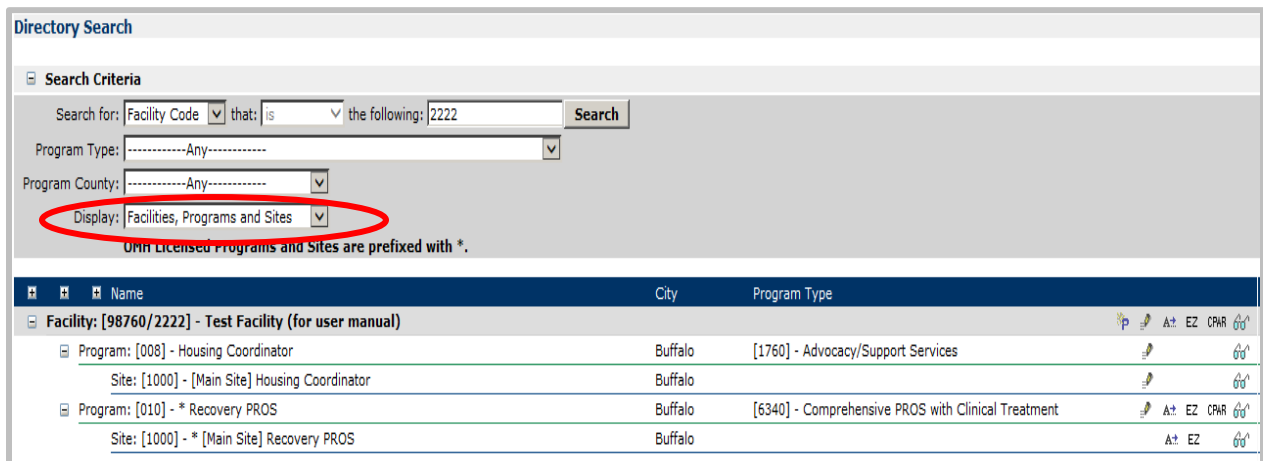
Displaying Facilities, Programs, and Sites

The Search Criteria field “Display” controls how records are displayed. Select either “Facilities Only,” “Facilities and Programs,” or “Facilities, Programs, and Sites.”



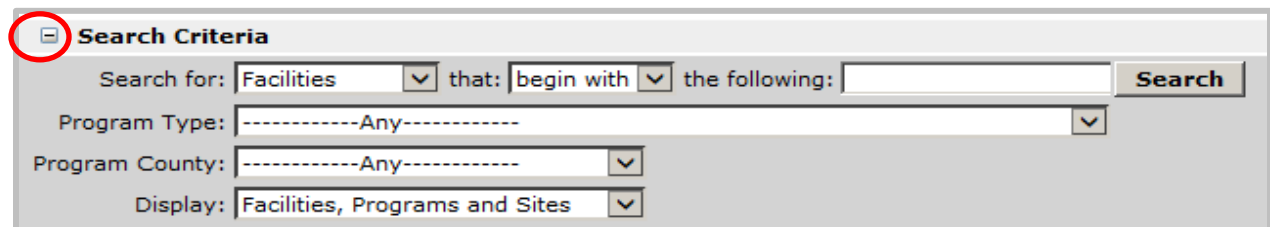
Display list

The example below shows a list of search results when the “Facilities, Programs, and Sites” option is selected.



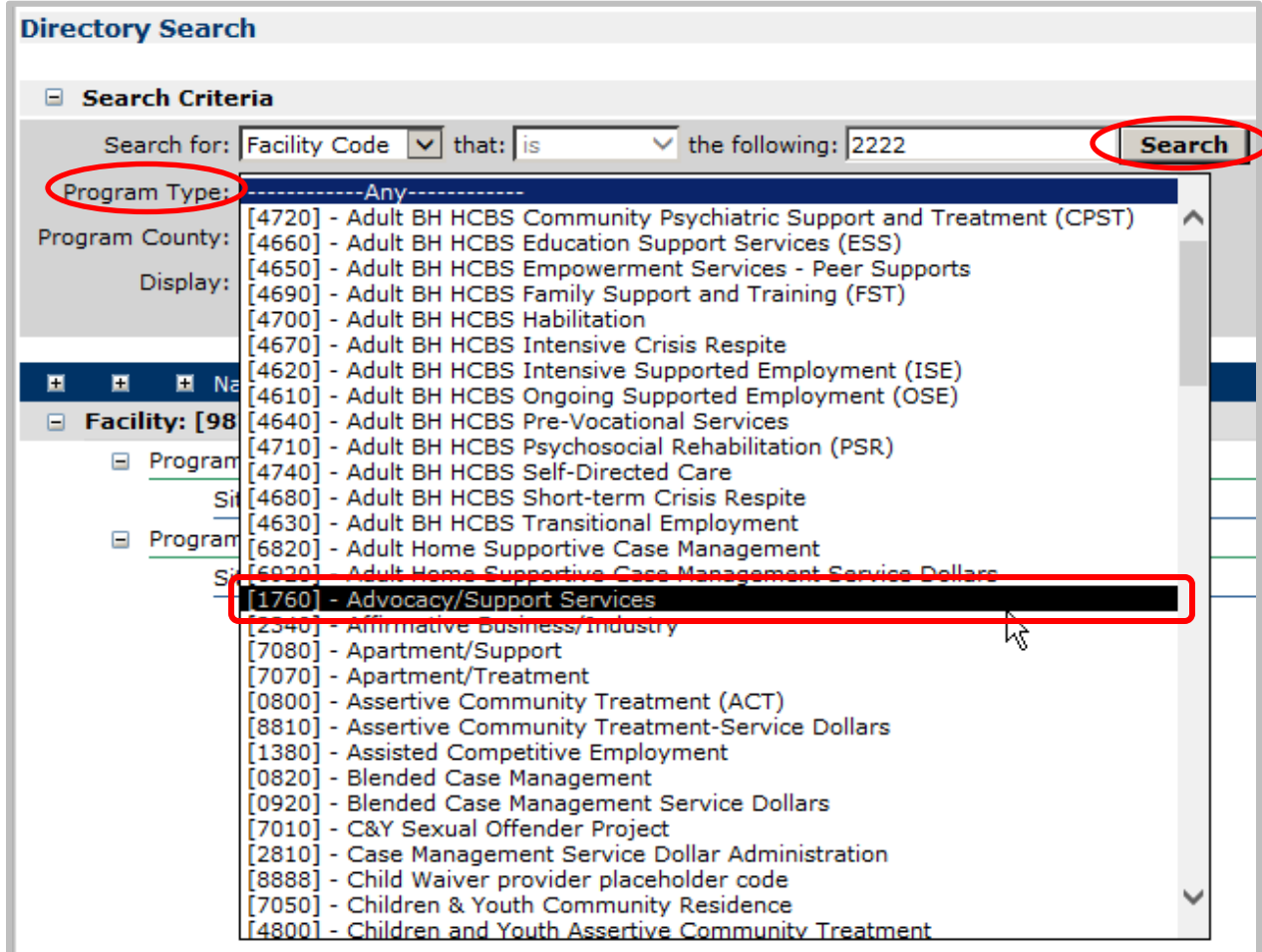
| Name | City | Program Type |
|--|---------|---|
| <ul style="list-style-type: none"> Facility: [98760/2222] - Test Facility (for user manual) <ul style="list-style-type: none"> Program: [008] - Housing Coordinator <ul style="list-style-type: none"> Site: [1000] - [Main Site] Housing Coordinator Program: [010] - * Recovery PROS <ul style="list-style-type: none"> Site: [1000] - * [Main Site] Recovery PROS | Buffalo | [1760] - Advocacy/Support Services |
| | Buffalo | [6340] - Comprehensive PROS with Clinical Treatment |

NOTE: Click the plus sign to the left of Search Criteria to display the Search Criteria section, which in turn displays more items of the search result list. See example below:

Filtering by Program Type

The user can filter the search results by selecting a program type from the “Program Type” list. In the example below, the selection, “Advocacy/Support Services,” is shown.



Directory Search

Search Criteria

Search for: Facility Code that: is the following: 2222 **Search**

Program Type: -----Any-----

Program County: [4720] - Adult BH HCBS Community Psychiatric Support and Treatment (CPST)

Display: [4660] - Adult BH HCBS Education Support Services (ESS)

[4650] - Adult BH HCBS Empowerment Services - Peer Supports

[4690] - Adult BH HCBS Family Support and Training (FST)

[4700] - Adult BH HCBS Habilitation

[4670] - Adult BH HCBS Intensive Crisis Respite

[4620] - Adult BH HCBS Intensive Supported Employment (ISE)

[4610] - Adult BH HCBS Ongoing Supported Employment (OSE)

[4640] - Adult BH HCBS Pre-Vocational Services

[4710] - Adult BH HCBS Psychosocial Rehabilitation (PSR)

[4740] - Adult BH HCBS Self-Directed Care

[4680] - Adult BH HCBS Short-term Crisis Respite

[4630] - Adult BH HCBS Transitional Employment

[6820] - Adult Home Supportive Case Management

[6920] - Adult Home Supportive Case Management Service Dollars

[1760] - Advocacy/Support Services

[2540] - Affirmative Business/Industry

[7080] - Apartment/Support

[7070] - Apartment/Treatment

[0800] - Assertive Community Treatment (ACT)

[8810] - Assertive Community Treatment-Service Dollars

[1380] - Assisted Competitive Employment

[0820] - Blended Case Management

[0920] - Blended Case Management Service Dollars

[7010] - C&Y Sexual Offender Project

[2810] - Case Management Service Dollar Administration

[8888] - Child Waiver provider placeholder code


[7050] - Children & Youth Community Residence

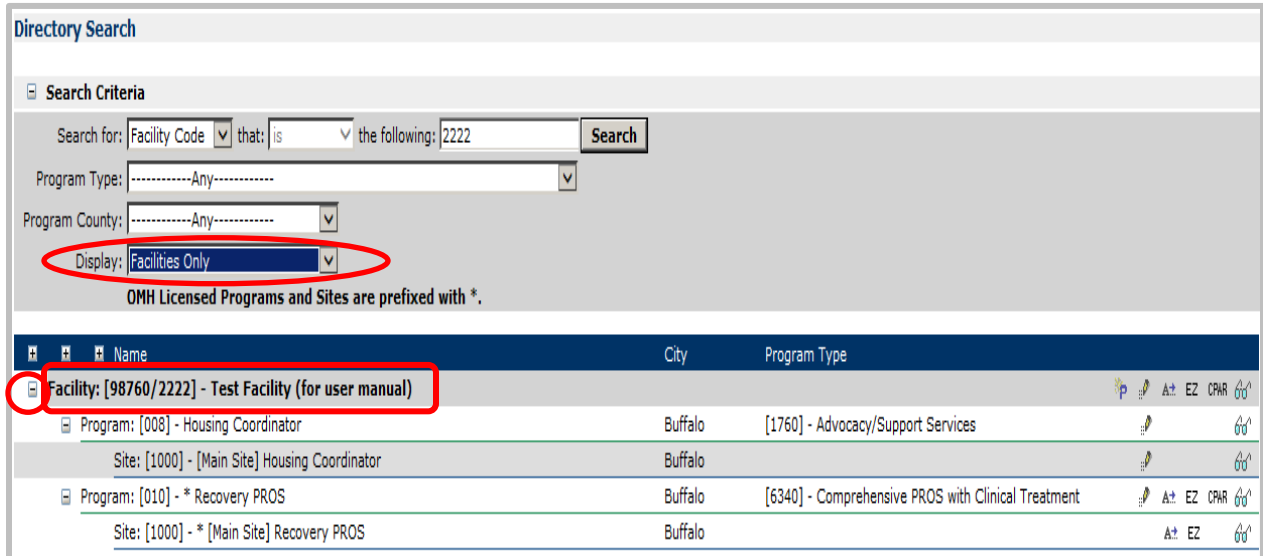
[4800] - Children and Youth Assertive Community Treatment

Once the user clicks the “Search” button, the list will display only “Advocacy/Support Services” programs.

| Name | City | Program Type |
|---|---------|------------------------------------|
| Facility: [98760/2222] - Test Facility (for user manual) | | |
| Program: [008] - Housing Coordinator | Buffalo | [1760] - Advocacy/Support Services |
| Site: [1000] - [Main Site] Housing Coordinator | Buffalo | |

Selectively displaying Programs and Sites

The user can choose to view Programs and Site records in the search results section. If the search results display, “Facilities Only,” clicking the Expand  icon for the first facility in the search results list will expand the display to list Programs for that Facility.



Directory Search

Search Criteria




Search for: Facility Code that: is the following: 2222 **Search**


Program Type: -----Any-----

Program County: -----Any-----






Display: **Facilities Only**

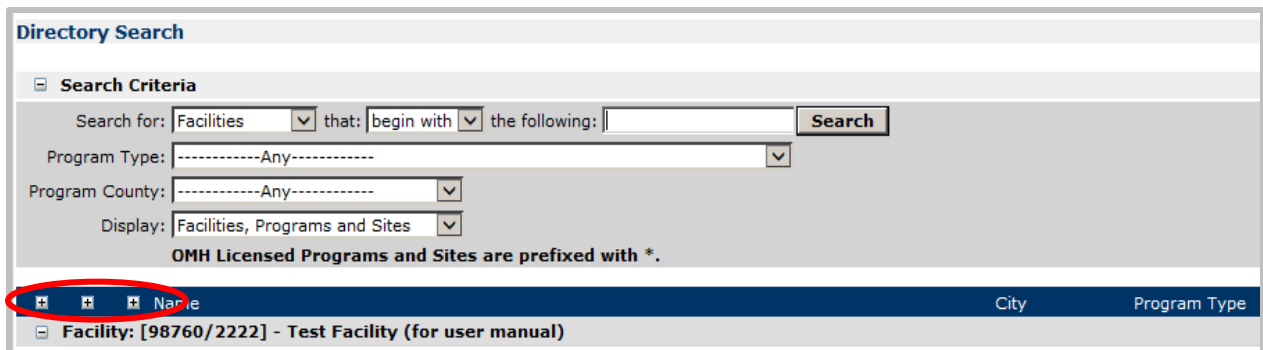
OMH Licensed Programs and Sites are prefixed with *.

| Name | City | Program Type |
|---|---------|---|
|  Facility: [98760/2222] - Test Facility (for user manual) | | |
|  Program: [008] - Housing Coordinator | Buffalo | [1760] - Advocacy/Support Services |
| Site: [1000] - [Main Site] Housing Coordinator | Buffalo | |
|  Program: [010] - * Recovery PROS | Buffalo | [6340] - Comprehensive PROS with Clinical Treatment |
| Site: [1000] - * [Main Site] Recovery PROS | Buffalo | |

Likewise, the user can hide the Programs displayed for the Facility by clicking the Collapse  icon. This functionality also applies when displaying Sites for Programs.

Viewing search results when selecting “Facilities, Programs, and Sites”

The user can also use the Expand  and Collapse  icons to limit information or display more information on a list that includes “Facilities, Programs, and Sites”. For instance, clicking on the first Expand  icon in the blue bar above the list will collapse lists to display “Facilities Only”. Click the first Expand  icon on the search result header bar. Likewise, the second Expand  icon will display “Facilities and Programs” and the third icon will display “Facilities, Programs, and Sites.”



Directory Search

Search Criteria




Search for: Facilities that: begin with the following: **Search**

Program Type: -----Any-----

Program County: -----Any-----

Display: **Facilities, Programs and Sites**

OMH Licensed Programs and Sites are prefixed with *.

| Name | City | Program Type |
|---|------|--------------|
|    Facility: [98760/2222] - Test Facility (for user manual) | | |

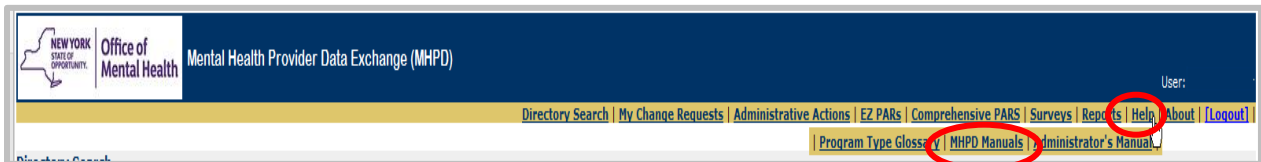
The Add, Edit, and View icons



Unlicensed programs are added in MHPD by clicking the Add icon on the Facility display line.

| Name | City | Program Type | | | | |
|---|---------|---|--|--|--|--|
| Facility: [98760/2222] - Test Facility (for user manual) | | | | | | |
| Program: [008] - Housing Coordinator | Buffalo | [1760] - Advocacy/Support Services | | | | |
| Site: [1000] - [Main Site] Housing Coordinator | Buffalo | | | | | |
| Program: [010] - * Recovery PROS | Buffalo | [6340] - Comprehensive PROS with Clinical Treatment | | | | |
| Site: [1000] - * [Main Site] Recovery PROS | Buffalo | | | | | |

For more detailed information about Adding Programs, please click on “MHPD Manuals” located in the gold toolbar under “Help.”



As shown below, a separate Web page appears with a link to the Change Request Manual under the “Amendments to MHPD Information” header.

Mental Health Provider Data Exchange (MHPD)

Please see the **Basic User Manual** for information on using MHPD, and then the section or sections you need for instructions on using specific applications in MHPD

- [MHPD Basic User Manual](#) – Instructions for basic use of MHPD including logging in and out; searching for and viewing Facilities, Programs, Units and Sites; configuring your email and browser settings.

Amendments to MHPD Information

- [Change Requests](#) – Instructions for completing a Change Request in MHPD for additions, updates and closures for Unlicensed Programs and Sites, and for correcting basic Facility information
- [Administrative Actions](#) – Instructions for completing an Administrative Action in MHPD to submit notification of proposed changes to Licensed Programs, Units and Sites for changes that do not require submission of a Prior Approval Review (PAR) application
- [EZ PAR](#) – Instructions for completing applications for projects that fall under EZ PAR that are required by regulation to be approved by the Office of Mental Health (OMH) before an agency can begin the project. The EZ PAR application within MHPD is designed to tailor the information required depending on the nature of the proposed project. Projects that require an EZ PAR are generally larger in scope than those that require just an Administrative Action, but smaller in scope than those requiring a comprehensive PAR.

Surveys



- [Facility Survey](#) – Instructions for completing biennial Facility Survey to correct and update Facility, Program, Unit and Site information in MHPD in preparation for the Patient Characteristics Survey
- [Rate Change](#) – Review Instructions for gaining access to the Rate Change Review screen, and how to view Medicaid rate changes for Clinic, Continuing Day Treatment (CDT), Day Treatment, Partial Hospitalization and Intensive Psychiatric Rehabilitative Treatment (IPRT) programs that have been transmitted by OMH to the Department of Health (DOH).
- [Total Unique Individuals Served Survey](#) – Instructions for completing the quarterly Total Unique Individuals Served Survey.






Contact us:

For help with Training Enrollment or accessing the MHPD application, please contact the OMH Helpdesk at 1-800-HELP-NYS (1-800-435-7697).

Comments or questions about the information on this page can be directed to the [Surveillance & Surveys Unit](#).

Editing Agency/Facility Information


The information changes by clicking the Edit icon  to the right of the Agency/Facility, Program, or Site name on the Directory Search page. Similarly, click on the View icon  to view records' information.






| Name | City | Program Type | | | | |
|--|---------|---|---|---|---------|-------------|
| Facility: [98760/2222] - Test Facility (for user manual) | | |  |  | A↕ | EZ CPAR 00' |
| Program: [008] - Housing Coordinator | Buffalo | [1760] - Advocacy/Support Services |  | | | 00' |
| Site: [1000] - [Main Site] Housing Coordinator | Buffalo | |  | | | 00' |
| Program: [010] - * Recovery PROS | Buffalo | [6340] - Comprehensive PROS with Clinical Treatment |  | A↕ | EZ CPAR | 00' |
| Site: [1000] - * [Main Site] Recovery PROS | Buffalo | | | A↕ | EZ | 00' |

NOTE: Add and Edit icons are not displayed in certain cases. For instance, licensed site information (for certain programs) cannot be changed using MHPD, and the Edit icon is not visible. Licensed programs may be edited for address corrections only; relocations require the submission of an Administrative Action. For details, see “Frequently Asked Questions” or click on “MHPD Manuals” located in the gold toolbar under “Help”. A separate Web page appears with a link to the Administrative Actions Manual under the “Amendments to MHPD Information” header.

Viewing Agency/Facility Information

This feature allows the user to view limited information for Agencies/Facilities.

To view Agency/Facility information, click on the View icon  located at the right end of the Facility record display line on the Directory Search page.

| Name | City | Program Type | | | | |
|--|---------|---|---|---|---------|-------------|
| Facility: [98760/2222] - Test Facility (for user manual) | | |  |  | A↕ | EZ CPAR 00' |
| Program: [008] - Housing Coordinator | Buffalo | [1760] - Advocacy/Support Services |  | | | 00' |
| Site: [1000] - [Main Site] Housing Coordinator | Buffalo | |  | | | 00' |
| Program: [010] - * Recovery PROS | Buffalo | [6340] - Comprehensive PROS with Clinical Treatment |  | A↕ | EZ CPAR | 00' |
| Site: [1000] - * [Main Site] Recovery PROS | Buffalo | | | A↕ | EZ | 00' |

Information displayed on the View Agency/Facility Web page is “Read Only”. After the user finishes viewing, click on “Close,” to return to the Directory Search page.


Mental Health Provider Data Exchange (MHPD)
User: _____

[Help](#) | [About](#)

View Agency/Facility

Agency: [98760] - Test Agency (for user manual)
 Close

Agency Information:

Web Site:

Chairperson of the Board:

| | | | | |
|------------------|-------------|-------------|------------|---------|
| | Title: | First Name: | Last Name: | Degree: |
| Name: | | | | |
| Position: | | | | |
| Address: | | | | |
| City, State Zip: | | | | |
| Phone: | () ___-___ | x | ___ | |

Facility: [2222] - Test Facility (for user manual)
 Print

Facility Information:

| | | | | |
|------------------|---------------------|----|--------|-----|
| Address: | 123 Main Street | | | |
| P. O. Box: | | | | |
| City, State Zip: | Albany | NY | 12209- | ___ |
| County: | Albany | | | |
| Phone: | (123) 555-1000 | x | _240 | |
| Fax: | (123) 555-1001 | | | |
| P. O. Box: | | | | |
| City, State Zip: | Albany | NY | 12209- | ___ |
| County: | Albany | | | |
| Phone: | (123) 555-1000 | x | _240 | |
| Fax: | (123) 555-1001 | | | |
| Last Updated: | 10/17/2018 02:26 PM | | | |

Director:

| | | | | |
|--------------------|------------------------------|-------------|------------|---------|
| | Title: | First Name: | Last Name: | Degree: |
| Name: | Mr. | John | Doe | AD |
| Position: | Acting Executive Director | | | |
| Phone: | (123) 555-1000 | x | ___ | |
| Email: | executive.director@email.com | | | |
| Information Email: | | | | |

Facility Contacts:

| # | Contact Name | Email | Phone | Off Hours Phone |
|----|---|---------------------|-----------------------|-----------------------|
| 1: | Aaa123, Aaa1 Adult Services, Care Coordination, Children's Services, Clinic, Facility Incident Management E-mail, Health Alerts, PCS Coordinator | aaa@aa.com | (518) 474-1234 | (518) 474-1234 |
| 2: | Bbbbbbb, Aaaaa PCS Coordinator | aa@bb.com | (963) 963-9639 x _555 | |
| 3: | Bbbbbbb, Aaaaa Children's Services, PCS Coordinator | asdf@asdf.com | (518) 555-1212 | |
| 4: | Blaahha, Asdf1 24/7 Incident Safety Check Contact, Adult Services, Care Coordination | asdf@asdf.com | (123) 456-7890 | (123) 456-7890 |
| 5: | Blaahha, Test333 24/7 Incident Safety Check Contact | test@test.com | (987) 654-3211 x _333 | (987) 654-3211 x _333 |
| 6: | Doe, John Inpatient | john.doe@omh.ny.gov | (518) 123-4567 x __89 | |

Person to be notified, in addition to Facility Director, for matters described by the contact.

[Edit Facility Contacts](#)

The information displayed on the View Agency/Facility page is as follows:

Agency Header

The Agency Header contains the Agency Code and Agency Name.

Agency Information

Displays the Agency's website.

Chairperson of the Board

Displays the name, address, and phone number of the Chairperson of the Board for the Agency.

Facility Header

Displays the Facility Code and Name. It also has the Add and Edit icons for an authorized user to add programs or edit information for this facility.

Facility Information

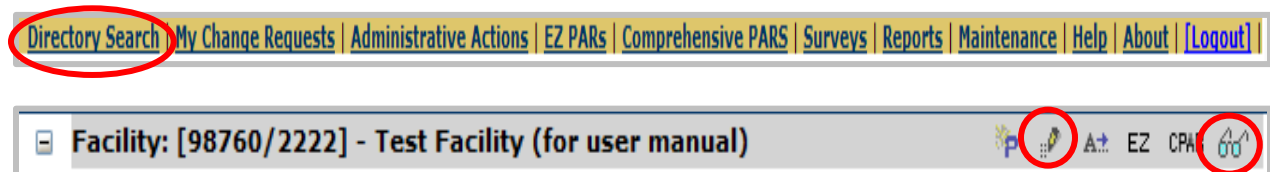
This section displays the Facility address and contact information.



Director

Displays the Director's contact information.

Facility Contacts

Locate this section by clicking the View or Edit icons (circled below) on the facility information line on the Directory Search page. It shows who the contact is at a facility for various contact types. The contact's name, e-mail, phone number, and contact type are displayed. Only a user with Provider Admin security role may add a contact, edit/update a contact, or delete a contact.



NOTE: While the Edit Facility Contact page is accessible by clicking the Edit icon  , we recommend that the user clicks the View icon  instead. Clicking the Edit icon opens an unnecessary Change Request. If the user clicks the Edit icon to edit facility contacts, click the "Close Without Submitting" tab in the floating gold menu box in the upper right corner before exiting to avoid generating a Change Request.

The “Edit Facility Contacts” link is on the View Agency/Facility page. Click on the link at the bottom of the page as shown below.

Facility Contacts:

| # | Contact Name | Email | Phone | Off Hours Phone |
|----|---|---------------------|-----------------------|-----------------------|
| 1: | Aaa123, Aaa1 Adult Services, Care Coordination, Children's Services, Clinic, Facility Incident Management E-mail, Health Alerts, PCS Coordinator | aaa@aa.com | (518) 474-1234 | (518) 474-1234 |
| 2: | Bbbbb, Aaaaa PCS Coordinator | aa@bb.com | (963) 963-9639 x _555 | |
| 3: | Bbbbb, Aaaaa Children's Services, PCS Coordinator | asdf@asdf.com | (518) 555-1212 | |
| 4: | Blaahha, Asdf1 24/7 Incident Safety Check Contact, Adult Services, Care Coordination | asdf@asdf.com | (123) 456-7890 | (123) 456-7890 |
| 5: | Blaahha, Test333 24/7 Incident Safety Check Contact | test@test.com | (987) 654-3211 x _333 | (987) 654-3211 x _333 |
| 6: | Doe, John Inpatient | john.doe@omh.ny.gov | (518) 123-4567 x __89 | |

Person to be notified, in addition to Facility Director, for matters described by the contact.

[Edit Facility Contacts](#)

Add Facility Contact

Only a user with Provider Admin security role may add a contact, edit/update a contact, or delete a contact.

- Steps: 1) Click on the “Edit Facility Contact” link as circled in the above screenshot.
- 2) Click on the “New Facility Contact” tab.

Facility Contacts

Facility: [2222] - Test Facility (for user manual)

[New Facility Contact](#) | [Return](#)

| Name | Email Address | Phone # | Off Hours Phone # | Contact Type | |
|------------------|---------------------|-----------------------|-----------------------|--|---|
| Aaa123, Aaa1 | aaa@aa.com | (518) 474-1234 | (518) 474-1234 | Care Coordination, Children's Services, Facility Incident Management E-mail, PCS Coordinator | X |
| Bbbbb, Aaaaa | aa@bb.com | (963) 963-9639 x _555 | | PCS Coordinator | X |
| Bbbbb, Aaaaa | asdf@asdf.com | (518) 555-1212 | | Children's Services, PCS Coordinator | X |
| Blaahha, Asdf1 | asdf@asdf.com | (123) 456-7890 | (123) 456-7890 | 24/7 Incident Safety Check Contact, Adult Services, Care Coordination | X |
| Blaahha, Test333 | test@test.com | (987) 654-3211 x _333 | (987) 654-3211 x _333 | 24/7 Incident Safety Check Contact | X |
| Doe, John | john.doe@omh.ny.gov | (518) 123-4567 x __89 | | Inpatient | X |

3) Fill in the “Facility Contact Information.”

Facility Contact Information:

Title: *First Name: M. I.: *Last Name:

Name:

Position:

*Email:

*Phone: x

Off Hours Phone: x

Fax:

*Address:

P. O. Box:

*City, State Zip:

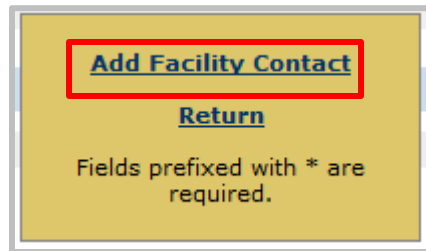
Phone number is generally not required. However, when requested you must enter the phone number.

Enter address only if different from Facility's address. If entering a different address, please enter the complete address.

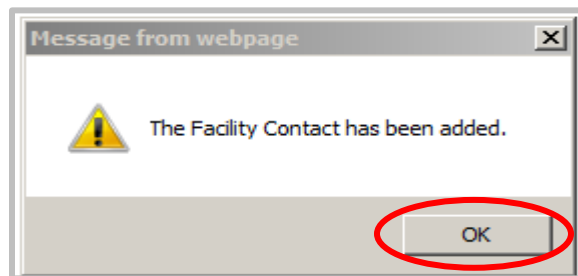
4) Place a check mark in the “Contact Types” box, to indicate which topics the user is designated as the contact person.

| Contact Type | |
|--|-------------------------------------|
| <input type="checkbox"/> 24/7 Incident Safety Check Contact | <input type="checkbox"/> |
| <input type="checkbox"/> Adult Services | <input type="checkbox"/> |
| <input type="checkbox"/> Bed Availability Survey | <input type="checkbox"/> |
| <input type="checkbox"/> Care Coordination | <input type="checkbox"/> |
| <input type="checkbox"/> Children's Services | <input type="checkbox"/> |
| <input type="checkbox"/> Clinic | <input type="checkbox"/> |
| <input type="checkbox"/> COVID-19 Vaccination | <input type="checkbox"/> |
| <input type="checkbox"/> CPEP | <input type="checkbox"/> |
| <input type="checkbox"/> Facility Incident Management E-mail | <input type="checkbox"/> |
| <input type="checkbox"/> Fiscal Contact | <input type="checkbox"/> |
| <input type="checkbox"/> Health Alerts | <input type="checkbox"/> |
| <input type="checkbox"/> Housing | <input type="checkbox"/> |
| <input type="checkbox"/> Information | <input type="checkbox"/> |
| <input type="checkbox"/> Inpatient | <input type="checkbox"/> |
| <input type="checkbox"/> OMH Pre-Employment Checks (SEL, CBC, SCR) | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> PCS Coordinator | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> PROS | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> Quality Improvement | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Recipient Run Services | <input type="checkbox"/> |

- 5) Click “Add Facility Contact” in the floating gold menu box in the upper right corner of the page.



- 6) Click “OK” in the message box displayed.



Click “Return” in the gold box in the upper right corner to return to the Facility Contact page.



Editing a Facility Contact

Only a user with Provider Admin security role may add a contact, edit/update a contact, or delete a contact.


- Steps: 1) Click on the “Edit Facility Contacts” link located at the bottom of View Agency/Facility page under the “Facility Contacts” section. Clicking the “Edit Facility Contacts” link displays the Facility Contacts page.

Facility Contacts:

| # | Contact Name | Email | Phone | Off Hours Phone |
|----|---|---------------------|-----------------------|-----------------------|
| 1: | Aaa123, Aaa1 Adult Services, Care Coordination, Children's Services, Clinic, Facility Incident Management E-mail, Health Alerts, PCS Coordinator | aaa@aa.com | (518) 474-1234 | (518) 474-1234 |
| 2: | Bbbbb, Aaaaa PCS Coordinator | aa@bb.com | (963) 963-9639 x _555 | |
| 3: | Bbbbb, Aaaaa Children's Services, PCS Coordinator | asdf@asdf.com | (518) 555-1212 | |
| 4: | Blaahha, Asdf1 24/7 Incident Safety Check Contact, Adult Services, Care Coordination | asdf@asdf.com | (123) 456-7890 | (123) 456-7890 |
| 5: | Blaahha, Test333 24/7 Incident Safety Check Contact | test@test.com | (987) 654-3211 x _333 | (987) 654-3211 x _333 |
| 6: | Doe, John Inpatient | john.doe@omh.ny.gov | (518) 123-4567 x __89 | |

Person to be notified, in addition to Facility Director, for matters described by the contact.







[Edit Facility Contacts](#)

- 2) Click on the Edit icon .

Facility Contacts

Facility: [2222] - Test Facility (for user manual)




















[New Facility Contact](#) | [Return](#)

| Name | Email Address | Phone # | Off Hours Phone # | Contact Type | |
|------------------|---------------------|-----------------------|-----------------------|---|---|
| Aaa123, Aaa1 | aaa@aa.com | (518) 474-1234 | (518) 474-1234 | Adult Services, Care Coordination, Children's Services, Clinic, Facility Incident Management E-mail, Health Alerts, PCS Coordinator |  |
| Bbbbb, Aaaaa | aa@bb.com | (963) 963-9639 x _555 | | PCS Coordinator | X  |
| Bbbbb, Aaaaa | asdf@asdf.com | (518) 555-1212 | | Children's Services, PCS Coordinator | X  |
| Blaahha, Asdf1 | asdf@asdf.com | (123) 456-7890 | (123) 456-7890 | 24/7 Incident Safety Check Contact, Adult Services, Care Coordination | X  |
| Blaahha, Test333 | test@test.com | (987) 654-3211 x _333 | (987) 654-3211 x _333 | 24/7 Incident Safety Check Contact | X  |
| Doe, John | john.doe@omh.ny.gov | (518) 123-4567 x _89 | | Inpatient | X  |

The screenshot below shows updated contact information on the Edit Facility Contact page.

Editing Contact Types

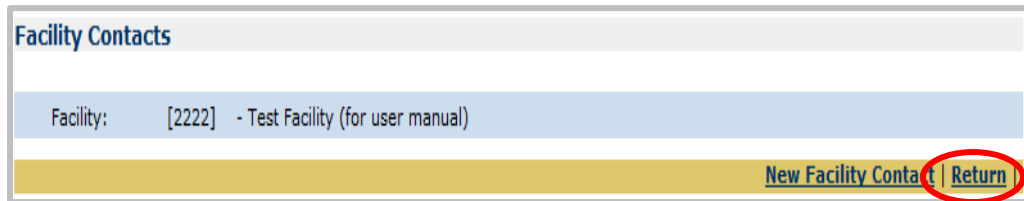
Steps: 1) Under the “Contact Types:” check a box to assign a contact type or uncheck a box to remove a contact type.

| Contact Type | |
|---|-------------------------------------|
|  24/7 Incident Safety Check Contact | <input checked="" type="checkbox"/> |
|  Adult Services | <input type="checkbox"/> |
|  Bed Availability Survey | <input type="checkbox"/> |
|  Care Coordination | <input type="checkbox"/> |
|  Children's Services | <input type="checkbox"/> |
|  Clinic | <input type="checkbox"/> |
|  COVID-19 Vaccination | <input type="checkbox"/> |
|  CPEP | <input type="checkbox"/> |
|  Facility Incident Management E-mail | <input type="checkbox"/> |
|  Fiscal Contact | <input type="checkbox"/> |
|  Health Alerts | <input type="checkbox"/> |
|  Housing | <input type="checkbox"/> |
|  Information | <input type="checkbox"/> |
|  Inpatient | <input type="checkbox"/> |
|  OMH Pre-Employment Checks (SEL, CBC, SCR) | <input type="checkbox"/> |
|  PCS Coordinator | <input type="checkbox"/> |
|  PROS | <input type="checkbox"/> |
|  Quality Improvement | <input type="checkbox"/> |
|  Recipient Run Services | <input type="checkbox"/> |

- 2) Once finished making the updates to a “Facility Contact,” click “Update Facility Contact” in the floating gold menu box in the upper right corner of the page.




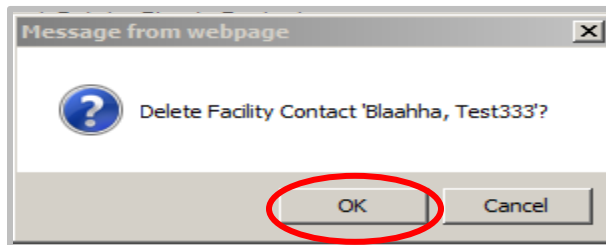
- 3) Click “Return” to get back to the “Facility Contact” page and “Return” again to go back to the View Agency/Facility page.



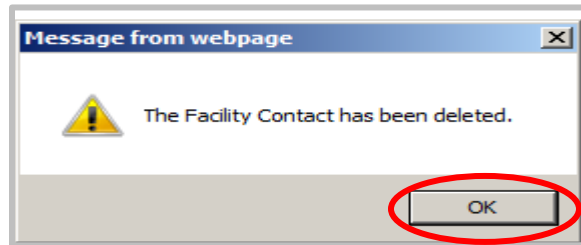
Delete a Facility Contact

Only a user with Provider Admin security role may add a contact, edit/update a contact, or delete a contact.

- Steps:**
- 1) The Provider Admin goes to the Facility Contacts page as described above.
 - 2) Click the  on the Facility Contact page for the facility contact the user wishes to delete.
 - 3) Click “OK” in the message box to delete the contact.





- 4) Click "OK" in the message box showing the Facility Contact has been deleted.




The Provider Admin is now back on the Facility Contacts page.

| Facility Contacts: | | | | |
|--------------------|---|------------|----------------|-----------------|
| # | Contact Name | Email | Phone | Off Hours Phone |
| 1: | Aaa123, Aaa1 | aaa@aa.com | (518) 474-1234 | (518) 474-1234 |
| | Adult Services, Care Coordination, Children's Services, Clinic, Facility Incident Management E-mail, Health Alerts, PCS Coordinator | | | |



Hide and Display Sections of the page

The user can hide or display certain portions of the page, click the Expand  and Collapse  icons located at the start of each header. The example below displays how to hide Agency information. This feature can be very helpful when printing and sharing printed documents.


User: [Help](#) | [About](#)

View Agency/Facility Close

Agency: [98760] - Test Agency (for user manual)

Facility: [2222] - Test Facility (for user manual)  

Facility Information:

Address: 123 Main Street

P. O. Box:

City, State Zip: Albany NY 12209-____

County: Albany

Phone: (123) 555-1000 x _240

Fax: (123) 555-1001

Last Updated: 10/17/2018 02:26 PM

Director:

| | | | | |
|--------------------|------------------------------|------|-----|----|
| Name: | Mr. | John | Doe | AD |
| Position: | Acting Executive Director | | | |
| Phone: | (123) 555-1000 x ____ | | | |
| Email: | executive.director@email.com | | | |
| Information Email: | | | | |


Facility Contacts:






| # | Contact Name | Email | Phone | Off Hours Phone |
|----|---|---------------------|-----------------------|-----------------------|
| | <u>Contact Type [?]</u> | | | |
| 1: | Aaa123, Aaa1 | aaa@aa.com | (518) 474-1234 | (518) 474-1234 |
| | Adult Services, Care Coordination, Children's Services, Clinic, Facility Incident Management E-mail, Health Alerts, PCS Coordinator | | | |
| 2: | Bbbbb, Aaaaa | aa@bb.com | (963) 963-9639 x _555 | |
| | PCS Coordinator | | | |
| 3: | Bbbbb, Aaaaa | asdf@asdf.com | (518) 555-1212 | |
| | Children's Services, PCS Coordinator | | | |
| 4: | Blaahha, Asdf1 | asdf@asdf.com | (123) 456-7890 | (123) 456-7890 |
| | 24/7 Incident Safety Check Contact, Adult Services, Care Coordination | | | |
| 5: | Blaahha, Test333 | test@test.com | (987) 654-3211 x _333 | (987) 654-3211 x _333 |
| | 24/7 Incident Safety Check Contact | | | |
| 6: | Doe, John | john.doe@omh.ny.gov | (518) 123-4567 x __89 | |
| | Inpatient | | | |

Person to be notified, in addition to Facility Director, for matters described by the contact.

[Edit Facility Contacts](#)

Viewing Program Information


This feature allows the user to view limited Program information. To view Program information, click on the View icon  located to the right of a Program record on the Directory Search page.

| Name | City | Program Type | |
|---|---------|---|---|
| Facility: [98760/2222] - Test Facility (for user manual) | | |  |
| Program: [008] - Housing Coordinator | Buffalo | [1760] - Advocacy/Support Services |  |
| Site: [1000] - [Main Site] Housing Coordinator | Buffalo | |  |
| Program: [010] - * Recovery PROS | Buffalo | [6340] - Comprehensive PROS with Clinical Treatment |  |
| Site: [1000] - * [Main Site] Recovery PROS | Buffalo | |  |

Using the view icon to display the View Program page

Information displayed on the View Program page is “Read Only”. The user can also hide and display Agency and Facility details on this page. After the user finishes viewing, click on “Close,” to return to the Directory Search page.

View Program page



Office of Mental Health

Mental Health Provider Data Exchange (MHPD)


User: _____


[Help](#) | [About](#)

View Program

Close

Agency: [98760] - Test Agency (for user manual)

Facility: [2222] - Test Facility (for user manual) 

Program: [008] - Housing Coordinator 

CFR Site ID #: [2222008]

Program Information:


| | | | |
|------------------|------------------------------------|----|------------|
| Address: | 123 Main Street, 2nd Floor | | |
| P. O. Box: | | | |
| City, State Zip: | Buffalo | NY | 14201-____ |
| County: | Erie | | |
| Phone: | (123) 555-1003 | x | ____ |
| Fax: | (____) ____-____ | | |
| OMH Licensed: | No | | |
| Program Type: | [1760] - Advocacy/Support Services | | |
| Recipient Run: | No | | |
| Program Status: | Open | | |
| Open Date: | 06/27/2001 | | |
| Last Updated: | 11/14/2018 11:14 AM | | |

Program Manager:


| | | | | |
|--------|-----------------------|-------------|------------|---------|
| Name: | Title: | First Name: | Last Name: | Degree: |
| John | Director | John | Smith | CRC |
| Phone: | (123) 555-1005 x _124 | | | |
| Email: | john@email.com | | | |

The information displayed on the “View Program” page is as follows:


Agency Header

The Agency Header contains the Agency Code and Name. Click the Expand  icon to the left of the Agency header to display Agency Information.

Facility Header

The Facility Header contains the Facility Code and Name. Click the Expand  icon to the left of the Facility header to display Facility Information. It also carries Add and Edit icons if the user is authorized to add programs or edit information for this facility.

Program Header

The Program Header contains the Program Code and Name. Licensed programs have prefixes with an Asterisk . It also displays the Edit icons, if the user has authorization to add programs or edit information for this facility.

Program Information

This section displays the Program address and contact information.

Program Manager


This section displays the Program Manager’s contact information.











Capacity


This section displays various Capacity related information specific to the Family Care programs. A sample View Program page for programs displays below. Capacity details for other types of programs are located at the Site level.

| Capacity: | |
|--------------------------|--------------------------------|
| Handicapped Access Beds: | <input type="text" value="0"/> |
| Short Term Stay Beds: | <input type="text" value="0"/> |
| Contracted Beds: | <input type="text" value="0"/> |

Viewing Site Information

This feature allows the user to view limited Site information. To view Site information, click on the View icon  located to the right of the Site record on the Directory Search page.

| Name | City | Program Type | | | | |
|---|---------|--|--|--|--|---|
| Facility: [98760/2222] - Test Facility (for user manual) | | | | | | |
| Program: [008] - Housing Coordinator | Buffalo | [1760] - Advocacy/Support Services | | | |  |
| Site: [1000] - [Main Site] Housing Coordinator | Buffalo | | | | |  |
| Program: [010] - * Recovery PROS | Buffalo | [6340] - Comprehensive PROS with Clinical Treatment | | | |  |
| Site: [1000] - * [Main Site] Recovery PROS | Buffalo | | | | |  |
| Program: [456] - Test - Add a Program | Albany | [5070] - Supported/Single Room Occupancy (SRO) | | | |  |
| Site: [1000] - [Main Site] Test - Add a Program | Albany | | | | |  |
| Program: [001] - Transportation Program | Albany | [2300] - Home and Community Based Services (HCBS) Waiver | | | |  |
| Site: [1000] - [Main Site] Transportation Program | Albany | | | | |  |
| Program: [123] - Transportation Test | Albany | [0670] - Transportation | | | |  |
| Site: [1000] - [Main Site] Transportation Test | Albany | | | | |  |

Using the View icon  to display the View Site page. Information displayed on the View Site page is “Read Only.” The user can also display and hide Agency, Facility, and Program details on this page. After the user finishes viewing, click on “Close” to return to the Directory Search page.

The View Site page

View Site
Close

Agency:

Facility: [2222] - Test Facility (for user manual)

Program: [123] - Transportation Test

Site: [1000] - [Main Site] Transportation Test

Site Information:

Address: 123 Main Street

City, State Zip: Albany NY 12229-____

County: Albany

Main Site: Yes

Program Type: [0670] - Transportation

Last Updated: 10/18/2018 09:50 AM

Population Served:

Adolescents: No

Adults: Yes


Children: No

| Day | Primary Start Time | Primary End Time | Secondary Start Time | Secondary End Time | Comment |
|-----------|--------------------|------------------|----------------------|--------------------|---------|
| Monday | 09:00 AM | 05:00 PM | | | |
| Tuesday | 09:00 AM | 05:00 PM | | | |
| Wednesday | 09:00 AM | 05:00 PM | | | |
| Thursday | 09:00 AM | 05:00 PM | | | |
| Friday | 09:00 AM | 05:00 PM | | | |
| Saturday | | | | | |
| Sunday | | | | | |
| Holiday | 09:00 AM | 05:00 PM | | | |
| Other | | | | | |


NOTE: Not all information listed in the above screenshot is available for all program types at Site level. Refer to Days/Hours of Operation information below.

The information displayed on the View Site page is as follows:



Agency Header

The Agency Header contains the Agency Code and Name. Click the Expand  icon to the left of the Agency header to display Agency Information.

Facility Header


The Facility Header contains the Facility Code and Name. Click the Expand  icon to the left of the Facility header to display Facility Information. It also contains add and edit icons if the user has authorization to add programs or edit information for this facility.


Program Header

The Program Header contains the Program Code and Name. Licensed programs have an asterisk  prefix. Click the Expand  icon to the left of the Program header to display

Program Information. It also contains the Edit  icon, if the user has authorization to add programs or edit information for this facility.

Site Header

The Site Header contains the Site Code and Name. If the site belongs to a licensed program, the Site name is prefixed with an asterisk . If the site is the Main Site of the Program, the

Site name is prefixed with the text [Main Site]. It also carries the Edit  icon if the user has authorization to edit information for this facility.

Site Information

This section displays the Site Address and other pertinent information.

Population Served

(Program Type Specific)

This section allows the user to view the numbers of individuals served by the Site according to age group.

Capacity

For certain program types this section displays the Service Capacity description for the Site.

| Capacity: | |
|--------------------------|----|
| Handicapped Access Beds: | 0 |
| Short Term Stay Beds: | 0 |
| Contracted Beds: | 20 |

Additional Services (Program Type Specific)

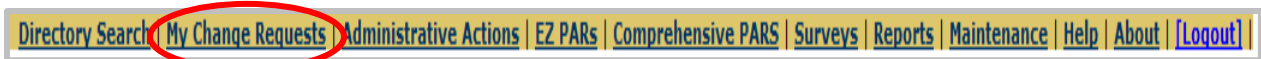
This section shows additional services, such as activity, therapy, or family treatment provided by licensed outpatient programs.

Days/Hours of Operation

This section displays the Primary and Secondary Days/Hours of Operation for Sites of Outpatient and Some Unlicensed Support Service Programs.

My Change Requests

Clicking the “My Change Requests” tab brings the user to a listing of any change requests they have submitted. Additional Change Request information may be found by clicking on “MHPD Manuals” located in the gold toolbar under “Help”. A separate Web page appears with a link to “Change Requests” under the “Amendments to MHPD Information” header.



The user can filter using the various criteria below:

My Change Requests

Filter Criteria

CR#:
 Auspice: State Non-State
 Filter

Request Date:
 Status: New Request Pending
 Status Date:

Thru:
 Approved Denied
 Thru:

Agency Code:
 Facility Code or Name:

Program Type: ▼

| CR# | Request Date | Type | Status | Status Date | County | Facility | Name | Requestor |
|-----|--------------|------|--------|-------------|--------|----------|------|-----------|
|-----|--------------|------|--------|-------------|--------|----------|------|-----------|

Administrative Actions

The Administrative Action feature in MHPD allows licensed providers an automated system to submit prior notification to OMH and Counties of proposed changes to their licensed programs when a PAR application is not required by regulation.

[Directory Search](#) |
 [My Change Request](#) |
 [Administrative Actions](#) |
 [EZ PARs](#) |
 [Comprehensive PARs](#) |
 [Surveys](#) |
 [Reports](#) |
 [Maintenance](#) |
 [Help](#) |
 [About](#) |
 [Logout](#)

Clicking on the above link will bring the user to the Administrative Actions page. More Administrative Action information may be found by clicking on “MHPD Manuals” located in the gold toolbar under “Help.” A separate Web page appears with a link to Administrative Actions under the Amendments to MHPD Information header.

Administrative Actions

Filter Criteria

AA#: Request Date: Status Date:

Facility Code or Name: Thru: Thru:

Status: Submitted Re-submitted Pending Returned
 Supported Supported with conditions Not supported Cancelled

Program Type:

| AA# | Request Date | Type | Status | Status Date | Facility | Name | County | Region | Requestor | Com |
|-----|--------------|------|--------|-------------|----------|------|--------|--------|-----------|-----|
|-----|--------------|------|--------|-------------|----------|------|--------|--------|-----------|-----|

EZ PARs

Information for completing applications for projects that fall under EZ PAR are required by regulation to be approved by the Office of Mental Health (OMH) before an agency can begin the project. The EZ PAR application within MHPD is designed to tailor the information required depending on the nature of the proposed project. Projects that require an EZ PAR are generally larger in scope than those that require just an Administrative Action, but smaller in scope than those requiring a Comprehensive PAR.



Clicking on the EZ PARs link will bring the user to the EZ PAR page. More EZ PAR information may be found by clicking on “MHPD Manuals” located in the gold toolbar under “Help”. A separate Web page appears with a link to EZ PAR under the Amendments to MHPD Information header.

EZ PARs

Filter Criteria



EZ PAR#: Request Date: Status Date: **Filter**

Facility Code or Name: Thru: Thru:

Status: Submitted Re-submitted Pending Returned On Hold

Review Approved Approved with conditions Not approved Withdrawn

Program Type:

Project Manager:  

| EZ PAR# | Request Date | Type | Status | Status Date | Facility | Name | County | Region | Requestor | Com |
|---------|--------------|------|--------|-------------|----------|------|--------|--------|-----------|-----|
|---------|--------------|------|--------|-------------|----------|------|--------|--------|-----------|-----|

Comprehensive PARS

A tab entitled Comprehensive PARS was added to MHPD. The user may find information at the following link: <https://www.omh.ny.gov/omhweb/par/>.



CPARS

Filter Criteria

C PAR#: Request Date: Status Date: **Filter**


Facility Code or Name: Thru: Thru:

Status: Saved Submitted Re-submitted Pending Returned On Hold



Review Approved Approved with conditions Not approved Withdrawn

Program Type:

Surveys

Under the Surveys tab, the user will find the Facility Survey and the Total Unique Individuals Served Quarterly Survey. Click on the pencil  to the right of the survey name to open and complete the survey.

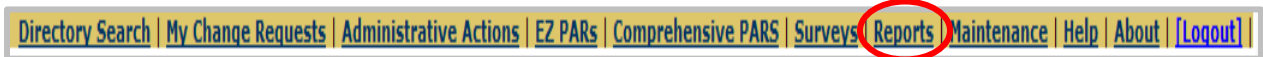


| Survey Type | Start Date | Due Date | |
|------------------------------------|------------|------------|---|
| Total Unique Individuals Served | 10/08/2020 | 11/21/2020 |  |
| For Patient Characteristics Survey | 04/02/2019 | 04/30/2019 |  |

NOTE: The Facility Survey is conducted in the Spring of a PCS survey year.

Reports

The CFR (Consolidated Fiscal Report) Report is viewable by users with various types of access including those with MHPD Provider Admin and Provider User access.



This report lists the CFR Site ID and Program Name for each Facility. The report displays Programs grouped by Facility. The parameters for this report include Open Date and Sort.

Reports

MHPD Reports:

CFR Programs Report:

This report lists the CFR Site ID and Program Name for each Facility. The report displays Programs grouped by Facility. The parameters for this report include: Open Date and Sort.

Facility Code:

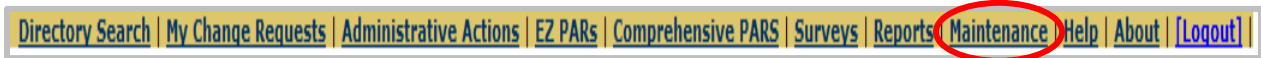
Facility Name:

Open Date:

Sort:

User Maintenance

The Maintenance Section allows a Provider Admin or County Admin to indicate who can submit facility or program and site Change Requests, who should receive e-mail notifications of Change Requests, and who can review Medicaid rate changes. Selecting “Maintenance” in the menu bar will take the user to the Maintenance page, where they can select MHPD User Maintenance by clicking where indicated.




Maintenance


MHPD User Maintenance:

MHPD User Maintenance:

This maintenance option allows you to view and edit MHPD Users. [Click Here](#)

MHPD User Maintenance List of Users

The User Maintenance screen offers a filter to help the user locate the correct staff person from the list of users displayed. To edit the user, select the pencil icon  to the far right of the user’s name.


User:

[Help](#) | [About](#)

MHPD User Maintenance

Filter Criteria

User Id: Facility Code or Name: Include Inactive Users: **Filter**

User Name: Email Address:

[Return to Maintenance](#)

| User Id | User Name | Email Address | Phone # | Group Name | Facility | |
|------------|------------------------|---------------------------------|---------|------------------|--|---|
| MHPD_PA | Provider Administrator | mhpd_pa@omh... (123) 456-7890 | | Provider - Admin | [2222] - Test Facility (for user manual) | ✎ |
| MHPD_P2222 | Provider P 2222 | mhpd_p2222@... (123) 456-7890 | | Provider - User | [2222] - Test Facility (for user manual) | ✎ |
| L2222PD | Psyckes P Dev | ekconley@omh... (518) 473-3862 | | Provider - Admin | [2222] - Test Facility (for user manual) | ✎ |
| L2222PU | Psyckes P User2 | istchjm@omh.s... (518) 474-4929 | | Provider - Admin | [2222] - Test Facility (for user manual) | ✎ |
| L2222SYM | Sms S Mhpd | test.mhpd@om... (518) 555-1212 | | Provider - Admin | [2222] - Test Facility (for user manual) | ✎ |
| L2222TM1 | Test Mhpd | test.mhpd@om... (518) 555-1212 | | Provider - Admin | [2222] - Test Facility (for user manual) | ✎ |

This will bring up the Edit MHPD User screen. More specific details about Change Requests are on the next page. Once edits are complete, click “Update” to save the information and “Return” to navigate away from the Edit MHPD User screen.

Edit MHPD User

MHPD User: [L2222TM1] - Test Mhpd

[Update](#)
[Return](#)

User Information:

User Id: L2222TM1
 User Name: Test Mhpd
 Title:
 Email Address: test.mhpd@omh.ny.gov
 Phone #: (518) 555-1212 x ____
 Group Name: Provider - Admin
 Facility: [2222] - Test Facility (for user manual)

Change Requests (CRs):

Can Submit Facility CRs:
 Can Submit Program CRs:
 Email Contact:

Rate Change Review:

Rate Change Reviewer:

Receives EZPar Emails:

Receive EZPar Emails?

Receives CPar Emails:

Receive CPar Emails?

Submitting Facility CRs

The following list of users have access or the ability to submit Facility level Change Requests: Provider Admin, County Admin, or Field Office Admin. If the user needs Admin status, contact the Security Manager at the facility, who can update access in the Security Management System (SMS). Once the Security Manager grants Admin access, the user can submit facility level CRs such as updating the name and contact information for a new Executive Director. Having Admin access will also enable the user to submit program level CRs.

NOTE: Once a user is granted MHPD Admin access or had their access updated, they must wait one hour before trying to access MHPD so that the SMS and MHPD databases can update.

Submitting Program CRs

The following list of users have access or the ability to submit program level Change Requests: Provider User, Provider Admin, County User, County Admin, Field Office User, and Field Office Admin.

NOTE: A user with Provider User or Provider Admin access must be sure the boxes are checked in MHPD User Maintenance as shown under Change Requests. Granting access in SMS to a new user doesn't automatically default to these boxes showing check marks. However, the boxes will be checked after a new user logs in for the first time. If a user is having access issues after being granted access, a Provider Admin can go into MHPD User Maintenance and make sure the boxes are checked at the appropriate level.

E-mail Contact

By clicking the box next to E-mail Contact (as shown in the screenshot under Rate Change Reviewer on the next page), the user can designate this staff person to receive all notifications that are sent by MHPD. To change the primary E-mail Contact, simply select the correct user from the MHPD User Maintenance List of Users and click the "E-mail Contact" on their edit screen. Selecting a new primary contact will automatically remove the old one. When finished, click "Update" to save the change. When a user leaves the facility's employ, make sure to uncheck E-mail Contact and appoint another person, or persons, to receive the notifications.

Rate Change Reviewer

By clicking the box next to Rate Change Reviewer (as seen in the screenshot below), the user can appoint this staff person to access the “Rate Change Review “screen located on the Surveys Menu. Its purpose is to present, for a specific agency, all applicable Medicaid rate changes for Clinic, CDT, Day Treatment, Partial Hospitalization and IPRT programs transmitted by the Office of Mental Health (OMH) to the Department of Health (DOH), and to record the reviewing of the Rate Report for each such rate change transmittal by the designated Medicaid Rate Reviewer(s) at each agency.

Edit MHPD User

MHPD User: [] - []

[Update](#)
[Return](#)

User Information:

User Id:

User Name:

Title:

Email Address:

Phone #: () x ____

Group Name: Provider - Admin

Facility:

| Security Manager's Name | Email Address | Phone # |
|-------------------------|---------------|-----------------------|
| | | (123) 456-7890 x 1234 |

Listed in Dropdowns: Yes No

Assigned Facilities:

| Assigned Facilities | |
|---|--------------------------|
| [7810] 1003 Walnut Street/dba Sol Stone Center | <input type="checkbox"/> |
| [9233] 163rd Street Improvement Council | <input type="checkbox"/> |
| [8844] A Test Psych Center | <input type="checkbox"/> |
| [7788] ABVI Goodwill Industries Greater Rochester | <input type="checkbox"/> |
| [7062] ACMH, Inc. | <input type="checkbox"/> |
| [8219] AIDS Center of Queens County, Inc. | <input type="checkbox"/> |
| [9235] ARISE Child and Family Services, Inc. | <input type="checkbox"/> |
| [8532] Abbott House, Inc. | <input type="checkbox"/> |

Change Requests (CRs):

Can Submit Facility CRs:

Can Submit Program CRs:

Email Contact:

Rate Change Review:

Rate Change Reviewer:

Help Tab

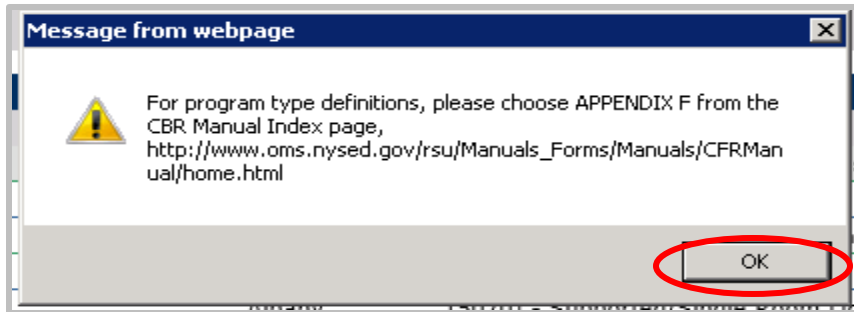
Clicking on the “Help” tab displays a link to the Program Type Glossary and MHPD Manuals.

[Directory Search](#) |
 [My Change Requests](#) |
 [Administrative Actions](#) |
 [EZ PARs](#) |
 [Comprehensive PARs](#) |
 [Surveys](#) |
 [Reports](#) |
 [Maintenance](#) |
 [Help](#) |
 [About](#) |
 [Logout](#)

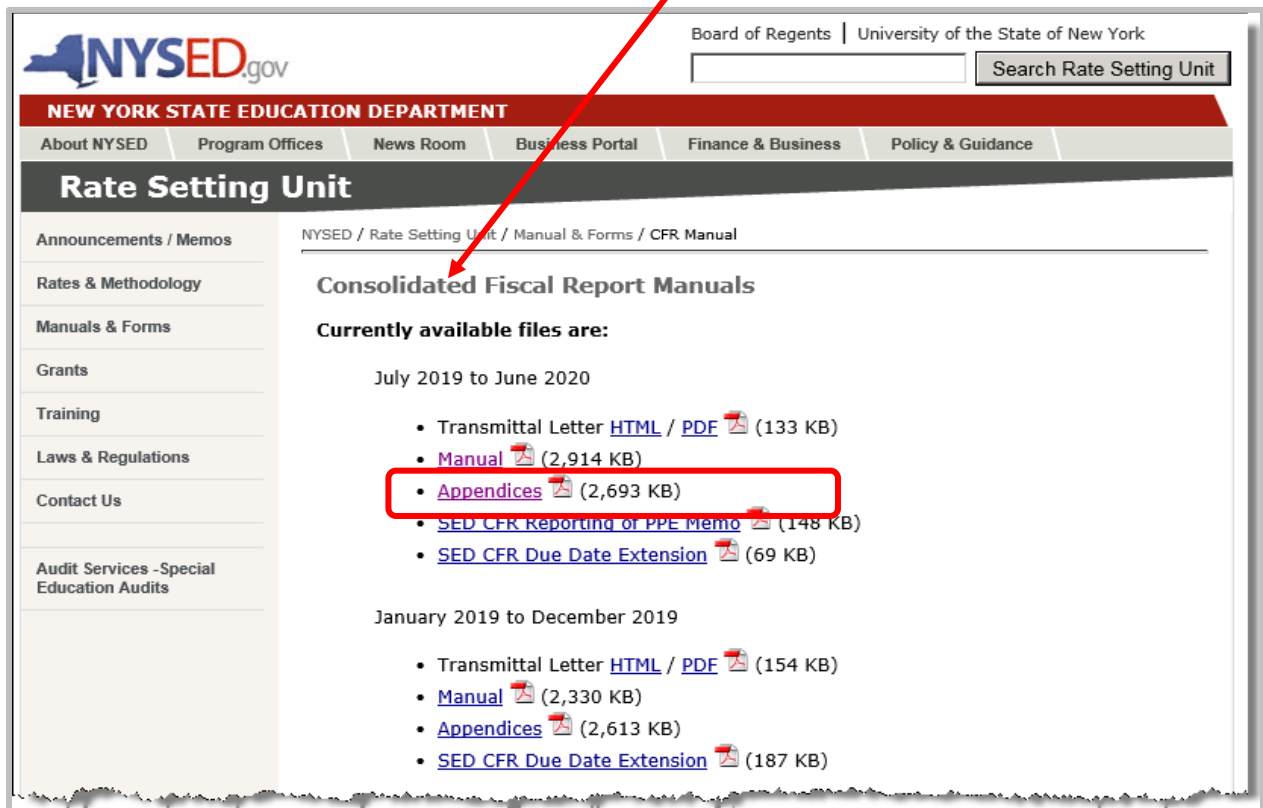
[Program Type Glossary](#) |
 [MHPD Manuals](#)

Program Type Glossary

Click on the “Program Type Glossary,” and the following message comes up:



Clicking on the “OK” button brings the user to the “Consolidated Fiscal Report Manual.” Click on “Appendices.”



Scroll down to “Appendix F – OMH Program Types, Definitions and Codes”.

| | | | |
|--|--|---------------|-----------------|
| New York State Consolidated Fiscal Reporting and Claiming Manual | Subject: Appendix F – OMH Program Types, Definitions and Codes | Section: 39.0 | Page: 39.1 |
| | Reporting Period: July 1, 2019 to June 30, 2020 | | Issued: 08/2020 |

MHPD Manuals

Click on MHPD Manuals to access the page shown below. The user will find this Basic User Manual, plus Amendments to MHPD Information, Surveys, and Contact Us information.

Mental Health Provider Data Exchange (MHPD)

Please see the [Basic User Manual](#) for information on using MHPD, and then the section or sections you need for instructions on using specific applications in MHPD

- [MHPD Basic User Manual](#) – Instructions for basic use of MHPD including logging in and out; searching for and viewing Facilities, Programs, Units and Sites; configuring your email and browser settings.

Amendments to MHPD Information

- [Change Requests](#) – Instructions for completing a Change Request in MHPD for additions, updates and closures for Unlicensed Programs and Sites, and for correcting basic Facility information
- [Administrative Actions](#) – Instructions for completing an Administrative Action in MHPD to submit notification of proposed changes to Licensed Programs, Units and Sites for changes that do not require submission of a Prior Approval Review (PAR) application
- [EZ PAR](#) – Instructions for completing applications for projects that fall under EZ PAR that are required by regulation to be approved by the Office of Mental Health (OMH) before an agency can begin the project. The EZ PAR application within MHPD is designed to tailor the information required depending on the nature of the proposed project. Projects that require an EZ PAR are generally larger in scope than those that require just an Administrative Action, but smaller in scope than those requiring a comprehensive PAR.

Surveys

- [Facility Survey](#) – Instructions for completing biennial Facility Survey to correct and update Facility, Program, Unit and Site information in MHPD in preparation for the Patient Characteristics Survey
- [Rate Change](#) – Review Instructions for gaining access to the Rate Change Review screen, and how to view Medicaid rate changes for Clinic, Continuing Day Treatment (CDT), Day Treatment, Partial Hospitalization and Intensive Psychiatric Rehabilitative Treatment (IPRT) programs that have been transmitted by OMH to the Department of Health (DOH).
- [Total Unique Individuals Served Survey](#) – Instructions for completing the quarterly Total Unique Individuals Served Survey.

Contact us:

For help with Training Enrollment or accessing the MHPD application, please contact the OMH Helpdesk at 1-800-HELP-NYS (1-800-435-7697).

Comments or questions about the information on this page can be directed to the [Surveillance & Surveys Unit](#).

The “About” Screen

Access the About Menu from the Directory Search screen

A user can access the “About” menu from any page.



The About page displays the version number of the MHPD application, the phone number, and the e-mail address for the Help Center.



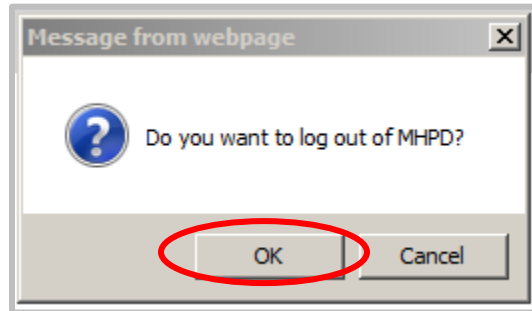
Logging out of MHPD

Clicking “Logout” from the Directory Search page allows the user to exit the MHPD application.

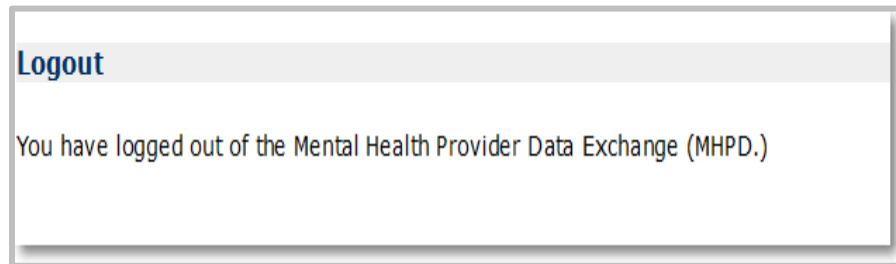
Steps: 1) Click on the “Logout” tab, as illustrated below:



2) Click “OK” to logout of the MHPD application.



Next, the user will confirm that they wish to logout. After clicking “OK”, the user will see a screen confirming they’re logged out.



Appendix

E-mail Notifications

MHPD automatically generates e-mail notifications in the following cases:

- When a requestor submits a request.
- When a request is approved by an MHPD Central Office Admin.
- When a request is denied by an MHPD Central Office Admin.
- When a Central Office Admin adds or modifies the field “Administrator’s Comments” of a Change Request and updates the record.
- When a Field Office person adds or modifies the field “Field Office Comments” of a Change Request and updates the record.
- When a County person adds or modifies the field “County Comments” of a Change Request and updates the record.

The E-mail Notification

E-mail notifications generate automatically from the mailbox of a pre-assigned MHPD Administrator.

NOTE - E-mail Contact: Enables user to receive notifications of Change Requests. When the user removes a staff person’s ID from notification, there are no generated notifications on CRs created from that moment forward. It does not affect CRs not yet accepted or denied because each CR has IDs attached to it for the various notification roles.

The subject line of the e-mail provides some basic information pertaining to the request:

- Type of Request (Add Program, Update Program, Close Program, etc.)
- CONCERTS Table IDs (Sponsor, Agency, Facility, Program/Unit)
- CR# (Change Request Number)
- Status of Request (This is blank when a request is submitted. It displays either APPROVED or DENIED when the change request is approved or denied by the MHPD Administrator).

The body of the e-mail provides details about the Change Request: type of request, Agency and Facility code and name of the Facility, Program, and/or Site, CONCERTS ID, requestor’s notes. The e-mail also provides a link to the change request and how to use the link. If a change request is denied, the body of the e-mail explains the reason for denial.

Administrators, persons in the Field Office role, and persons in the County role can view each other’s comments.

NOTE: If the requestor’s e-mail is invalid, the Administrator will receive a delivery status notification failure e-mail.

NOTE: Forwarding an e-mail link to another person: If the e-mail link is sent to another MHPD user, he/she can only view the request, if they have the appropriate access level. For example: A Field Office user can view the request only if the Change Request belongs under his or her region.

Configuring Microsoft Edge for email notifications

As noted under [System Requirements](#), MHPD only works in Edge. If the e-mail link in the Change Request notification you receive does not open the CR in the application, your Microsoft Edge may need to be configured to use the existing window to open a hypertext link.

A change request has been submitted via MHPD to update program other for the following program:

Facility
Program:

Requestor Comments:

To view the request:
If you are logged into MHPD, please click the MHPD Link below to view this change request.
MHPD Link: https://mhpd.omh.ny.gov/request.aspx?request_no=35336

If you are not logged into MHPD, please click the Salute Link below to log into MHPD. Once you have logged into MHPD, you can access the change request by clicking on the above MHPD Link.
Salute Link: <https://mhprovider.omh.ny.gov/websalute/login.asp>

When logged into MHPD, clicking the MHPD links in the e-mail brings you to the Change Request. If you are having difficulty accessing the MHPD link present in the e-mail messages, please make sure Microsoft Edge is configured correctly as described below.

- Click on windows icon on lower left of screen
- Go to Control Panel
- Choose "Default Programs"
- Choose "set your default programs"
- For "Web browser", choose Microsoft Edge
- Now click on the link within the email that didn't open
- It should open in Edge
- If a different default browser is desired, close Edge and repeat first five steps, choosing the other desired browse
- But remember that Edge is the browser that MHPD should be accessed with

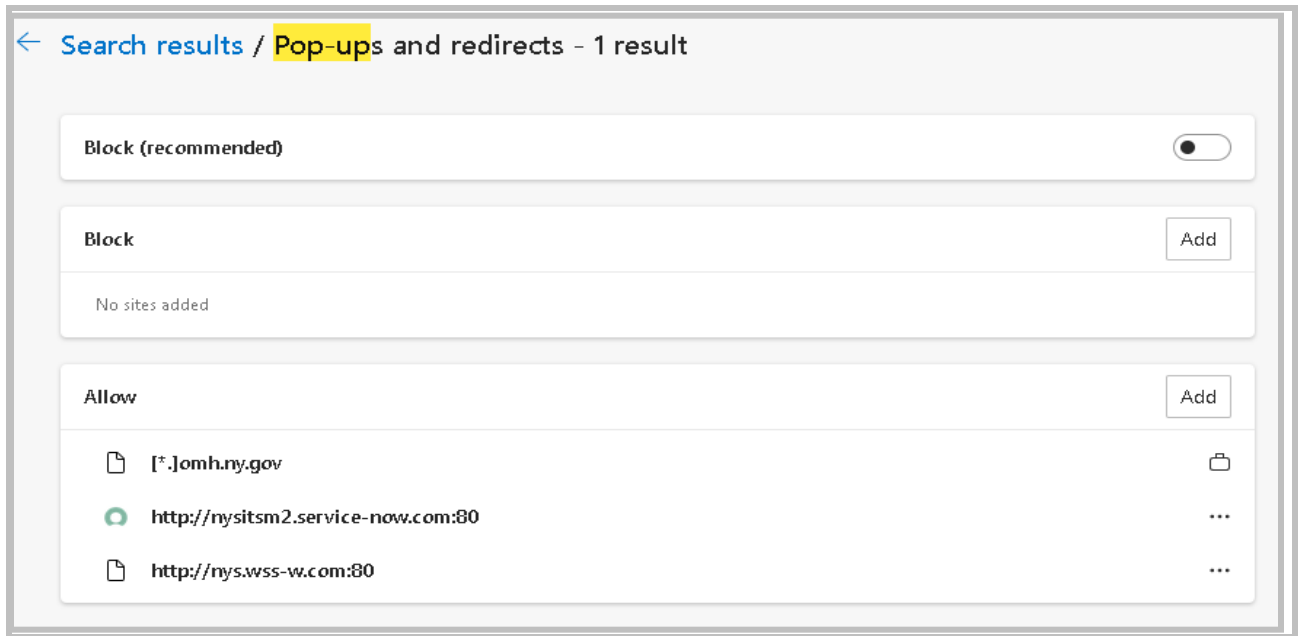
Turning off the Pop-Up Blockers

MHPD requires that the pop-up blocker be turned off.

- Click the “3 dots” icon in the upper right of the Edge browser window
- Choose “Settings”
- Type “pop-up” (without quotes) into the search text field
- Scroll down to “Pop-Ups and Redirects”
- Open up that section using the arrow on the far right



- Click the “Add” button
- Type in [*].omh.ny.gov] as shown below and click “Add”



When a User Leaves Your Employ

When a MHPD user leaves a facility’s employ, the Security Manager should remove or deactivate their MHPD access. The Security Manager at each facility performs this task in the Security Management System (SMS). Each Security Manager should regularly update the User List for their facility. In addition, the MHPD Provider Administrator should uncheck any obsolete E-mail Contact(s) and appoint a replacement to receive Change Request notifications.

[Return to MHPD Manuals](#)