



Department of
Developmental Disabilities

Contact Management System

Instruction Guide

November, 2011

Contact Management System Overview

The Contact Management System (CNT) allows users to electronically update and obtain contact information for County Boards of DD, Councils of Government (COG) and the Ohio Department of Developmental Disabilities (DODD). CNT is also the tool that County Boards may use to grant Medicaid Services System (MSS) access to COGs or vendors with whom they do business.

The general public may search contact information or run reports through the CNT link on the DODD website:

<https://doddportal.dodd.ohio.gov/INF/additionalservices/cnt/Pages/default.aspx>.

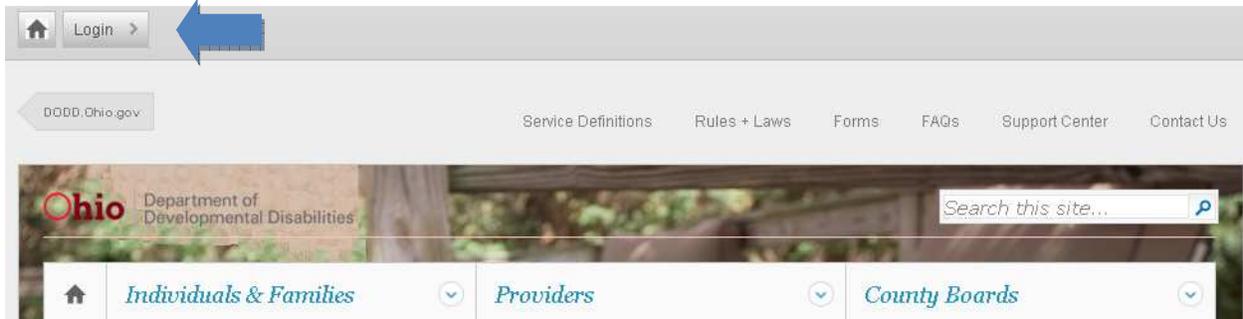
County Boards may update contact information and establish COG/vendor associations by submitting an affidavit requesting CNT access. For assistance with the CNT application, send an e-mail to cnt.support@list.dodd.ohio.gov

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Accessing CNT

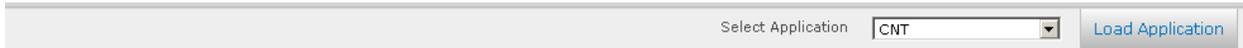
In order to update or create contacts, obtain access to CNT by completing an affidavit. Access CNT via the DODD Gateway Portal at <https://doddportal.dodd.ohio.gov/Pages/default.aspx>



Select Applications.



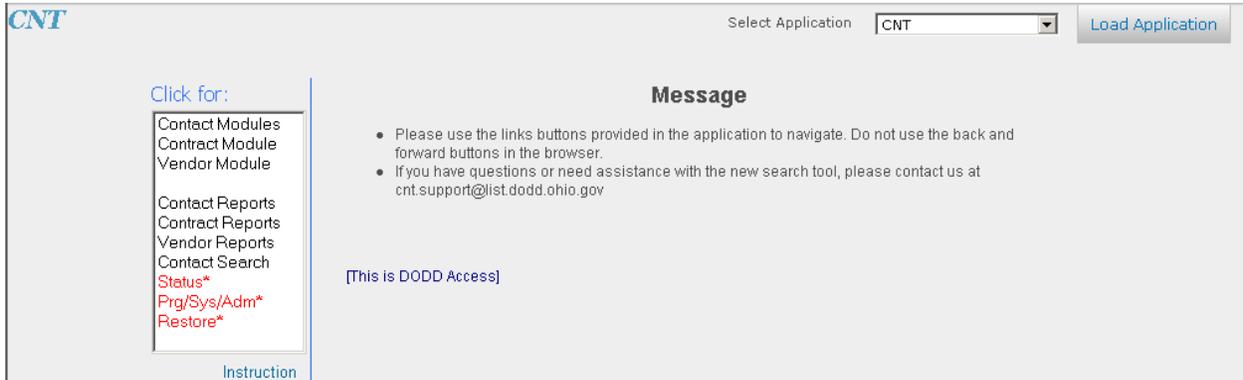
Select CNT from the list of applications.



Select Load Application.

CNT Main Screen

Navigate by selecting items from the “Click for” list on the left. Use the buttons and links provided to navigate and **do not use the back and forward buttons in the browser**. Depending on access assignment, all the options shown below may not be available.

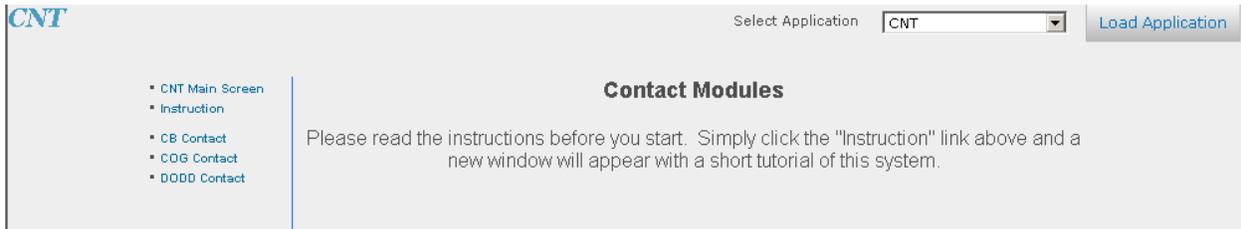


To return to the CNT Main Screen from any module, use the Home or Back buttons or make a selection from the list of options on the left side of the screen.

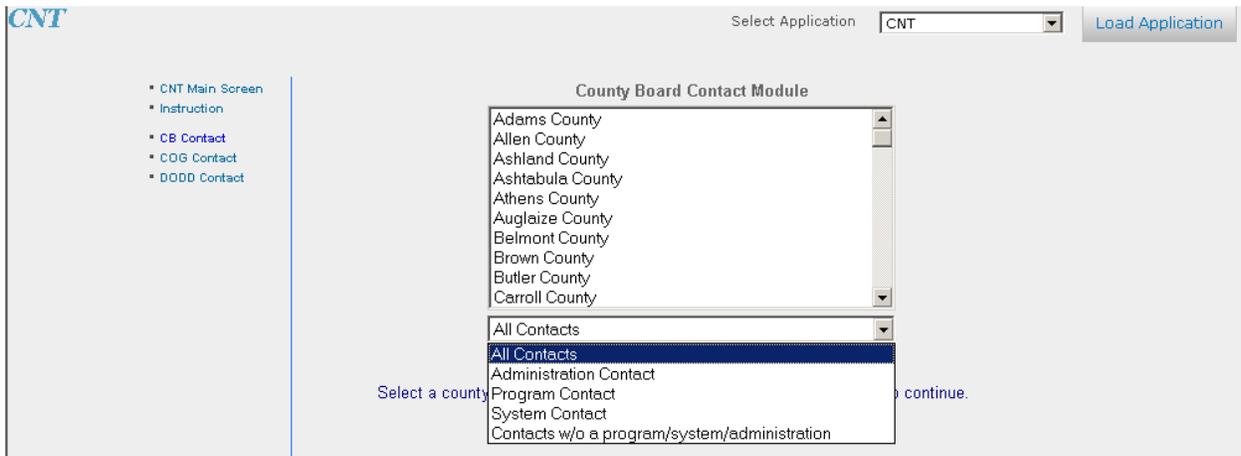
CB Contact Module

County Board Contact

To create reports or make changes to the County contacts, Select “Contact Modules” from the “Click for” list. Select “CB Contact” from the list of modules on the left of the screen.



County Boards can manage county specific data in the CB Contact Module. The **All Contacts** list provides a selection of options.



All Contacts returns all staff and management at the County Board.

Administration Contact returns only contacts with administrative roles within the County Board.

Program Contact returns all managers and staff associated with a program at the County Board.

System Contact returns all contacts associated with a DODD system (e.g., PAWS, IDS, PAR, etc).

Contacts w/o a program/system/administration returns data for unassociated contacts.

CB Contact Module (cont'd)

Add a Contact

- To add a contact, select the County Board name from the dropdown list
- Select the **Create New Contact** button
- Enter the contact information into the fields provided (required fields must be completed)

The screenshot shows the CNT application interface. At the top, there is a "Select Application" dropdown menu set to "CNT" and a "Load Application" button. On the left, a navigation menu includes "CNT Main Screen", "Instruction", "CB Contact", "COG Contact", and "DODD Contact". The main content area displays a list of contacts with radio buttons for selection. The first contact is "Reinschell, Lyneen", a Production Manager at Angeline Industries, with address 11028 County Highway 44, Upper Sandusky, OH 43351, phone (419) 294-4488, fax (419) 294-2054, and email reinschell@angeline.com. Her program is "Adult Program". The second contact is "Traxler, Amy", an Adm: Business Manager and Prg: Medicaid Administration, with address 11028 County Highway 44, Upper Sandusky, OH 43351, phone (419) 294-4901, and email traxler@angeline.com. At the bottom of the list, it says "Total Number: 8". Below the list are "Back" and "Create New Contact" buttons.

The screenshot shows the "Adding a New WYAN CB Contact" form in the CNT application. The form includes the following fields: Last Name, First Name, Middle Name/Initial, SurName, Job Title, Company Name, *Mailing Address 1, *Mailing Address 2, *City, *State (pre-filled with OH), *Zip Code, Phone Number, Fax Num, TDD Number, Abuse Hotline Number, and Email Address. The asterisk indicates required fields. At the bottom, there are "Back" and "Add Contact" buttons, and a note: "*Indicates required field".

- Scroll down to select a program/system/administration association for the contact by double – clicking the selection(s). If an association is not desired, proceed to the next step
- Select **Add Contact**

CB Contact Module (cont'd)

- Select **OK** to add contact
- Select **Back** to return to the County Board Contact Module screen

The screenshot displays the 'CB Contact Module' interface. At the top left is the 'CNT' logo. At the top right, there is a 'Select Application' dropdown menu set to 'CNT' and a 'Load Application' button. On the left side, a navigation menu lists: 'CNT Main Screen', 'Instruction', 'CB Contact', 'COG Contact', and 'DODD Contact'. The main area contains three selection sections, each with a 'Selected' field and an 'Available' list:

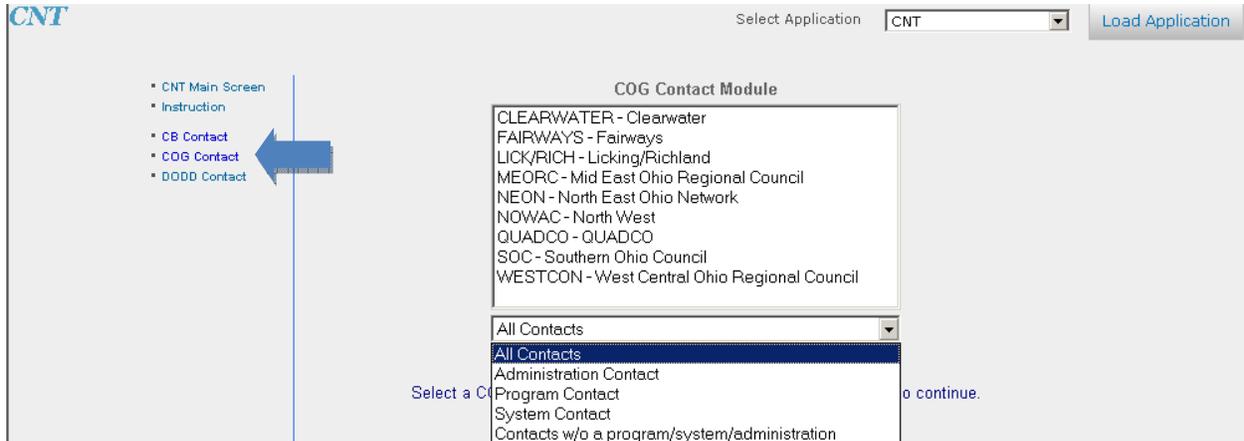
- Selected Program:** Available options include Adult Program, Behavior Support, Children's/School Program, Daily Rate Application, and Early Intervention.
- Selected System:** Available options include CBS, PAWS, PAR, PCS, and LIC.
- Selected Admin:** Available options include Administrative Assistant to Supt., Assistant Superintendent, and Business Manager.

A vertical scrollbar is visible on the right side of the selection area. A blue instruction text 'Dbl-click to select/de-select for the new CB contact' is positioned above the selection fields.

COG Contact Module

COG Contact

COGs can manage county specific data in the COG Contact Module. The **All Contacts** list provides a selection of options:



All Contacts returns all staff and management at the COG.

Administration Contact returns only Executive Director and Business manager contacts.

Program Contact returns all managers and staff associated with a program at the COG.

System Contact returns all contacts associated with a DODD system (e.g., PAWS, IDS, PAR, etc).

Contacts w/o a program/system/administration returns records for unassociated contacts.

Add a Contact

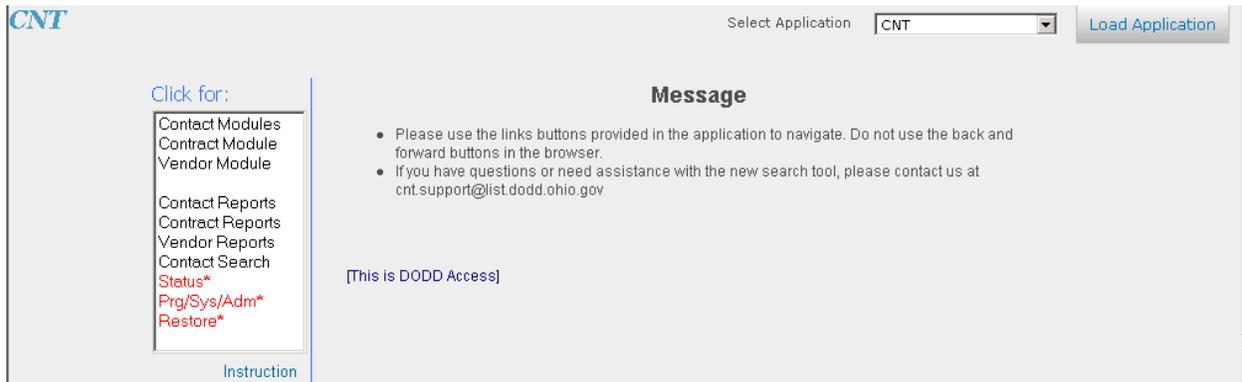
- To add a contact, select the COG name from the dropdown list
- Select the **Create New Contact** button
- Enter the contact information into the fields provided (required fields must be completed)
- Scroll down to select a program/system/administration association for the contact by double – clicking the selection(s). If an association is not desired, proceed to the next step
- Select **Add Contact**
- Select **OK** to add contact
- Select **Back** to return to the COG Contact Module screen

Contract Module

The COG Contract Module is intended to store contract data between County Boards and COGs for services provided in specific program areas. ***This module is available only to County Boards.*** County Boards should create an entry for each program area for which they have a contract with a COG. County Boards should also confirm the contract dates are correctly entered. **Dates will be used to control security access to applications.**

Add a Contract

From the CNT Main Screen, select the COG Contract link.



Select the "COG Contract" link on the left side of the screen.



Select a County from the drop down list and double-click.



Contract Module (cont'd)

- Select **Next**
- Select **Add New Contract**

CNT Select Application [Load Application](#)

- CNT Main Screen
- Instruction
- **COG Contract**

Add Contract Between County and COG

The information on this screen may only be added by county boards. The information is intended to document contractual relationships between county boards and COGs for service provided in specific program areas. With that in mind, counties should create an entry for each program area for which they have a contract with a COG. Counties should also make sure that the dates of the contract are correctly entered since the date information will be used to control security access to applications. If a program area is not listed please contact ODMRDD at cnt.support@odmrdd.state.oh.us to have it added to the table.

County:

COG:

System:

Begin Date: (mm/dd/yyyy)

End Date: (mm/dd/yyyy) blank if open-ended

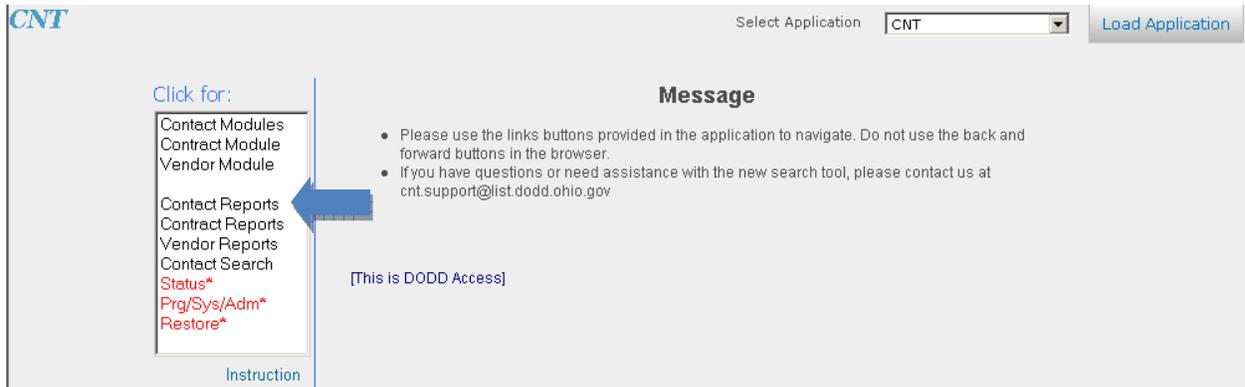
* Begin Date is the contract begin date. End Date is when the contract expires.

- Select COG
- Select the system the COG will use to provide services to the County Board
- Enter the contract begin date (mm/dd/yyyy)
- Enter the contract end (expiration) date (or leave blank if applicable)
- Select **Add Contract**
- Select OK when prompted to proceed to add the contract

Contact Reports Module

Users can compile reports for County Board and COG contacts. Any data entered into the CNT will be returned based on the programs and systems selected. At least one (1) program or system must be selected.

Select the "Contact Reports" link.



The screenshot shows the CNT application interface. At the top right, there is a "Select Application" dropdown menu set to "CNT" and a "Load Application" button. On the left side, there is a navigation menu with the following items: "Contact Modules", "Contract Module", "Vendor Module", "Contact Reports", "Contract Reports", "Vendor Reports", "Contact Search", "Status*", "Prg/Sys/Adm*", and "Restore*". The "Contact Reports" link is highlighted with a blue box and a blue arrow pointing to it. Below the navigation menu is an "Instruction" label. In the center of the page, there is a "Message" section with two bullet points: "Please use the links buttons provided in the application to navigate. Do not use the back and forward buttons in the browser." and "If you have questions or need assistance with the new search tool, please contact us at cnt.support@list.dodd.ohio.gov". Below the message is a "[This is DODD Access]" label.

Select the report type from the list of items below.



The screenshot shows the CNT application interface. At the top right, there is a "Select Application" dropdown menu set to "CNT" and a "Load Application" button. In the center of the page, there is a "Home" button and a "DODD - CB and COG Contacts" heading. Below the heading, there is a "Click for:" label and a list of items: "Contact Reports" and "Contact Search". To the right of the list, there is a "Click the type of report to start." label and a list of report types: "County Board Contacts", "COG Contacts", "Software Vendor Contacts", and "DODD Central Office System Contacts". Below the list of report types is a "Click on the item to start." label.

Contact Reports Module (cont'd)

Select the county (or counties) for the program/system results desired. Select "All CBs" or hold the CTRL key to select specific counties.

Select the program(s) and or systems desired.

Click for:
Contact Reports
Contact Search

You need to select at least one item from the lists below.

Select All Clear All Back Create Report

County Board Selection

All CBs
Adams County
Allen County
Ashland County

Program Selection

- Administrative Assistant to Supt.
- Adult Program
- Assistant Superintendent
- Behavior Support
- Business Manager
- Children's/School Program
- Daily Rate Application
- Early Intervention
- Executive Director
- Family Support Services
- HR Manager
- IIF Coordinators
- IT Security Control
- Medicaid Administration
- MUI Contact
- MUI Investigative Agent
- Patient Liability Contact
- Provider Certification Contact
- Residential Services
- Service Support Administration
- Superintendent
- Supported Living
- Transportation
- Waiver Administration

System Selection

- County Board System
- Daily Rate Application
- Individual Data System
- Licensure System
- Prior Authorization Request
- Payment Authorization for Waiver Services
- Provider Certification System
- Waiver Management System

Glossary

Select "Create Report".

Click for:
Contact Reports
Contact Search

You need to select at least one item from the lists below.

Select All Clear All Back Create Report

County Board Selection

All CBs
Adams County
Allen County
Ashland County

Program Selection

- Administrative Assistant to Supt.
- Adult Program
- Assistant Superintendent
- Behavior Support
- Business Manager
- Children's/School Program
- Daily Rate Application
- Early Intervention
- Executive Director
- Family Support Services
- HR Manager
- IIF Coordinators
- IT Security Control
- Medicaid Administration
- MUI Contact
- MUI Investigative Agent
- Patient Liability Contact
- Provider Certification Contact
- Residential Services
- Service Support Administration
- Superintendent
- Supported Living
- Transportation
- Waiver Administration

System Selection

- County Board System
- Daily Rate Application
- Individual Data System
- Licensure System
- Prior Authorization Request
- Payment Authorization for Waiver Services
- Provider Certification System
- Waiver Management System

Glossary

Contact Reports Module (cont'd)

- To select all programs and systems, click **Select All**.
- To deselect all programs and systems (either auto-selected or manually checked), select **Clear All**.
- To query selections, select **Create Report**.

Back

Ohio Department of DD
Report of Ohio County Board Contacts
 As Of 11/7/2011 11:02:42 AM

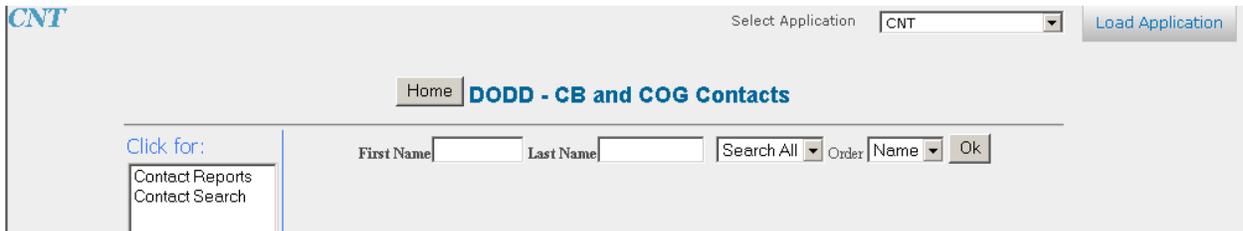
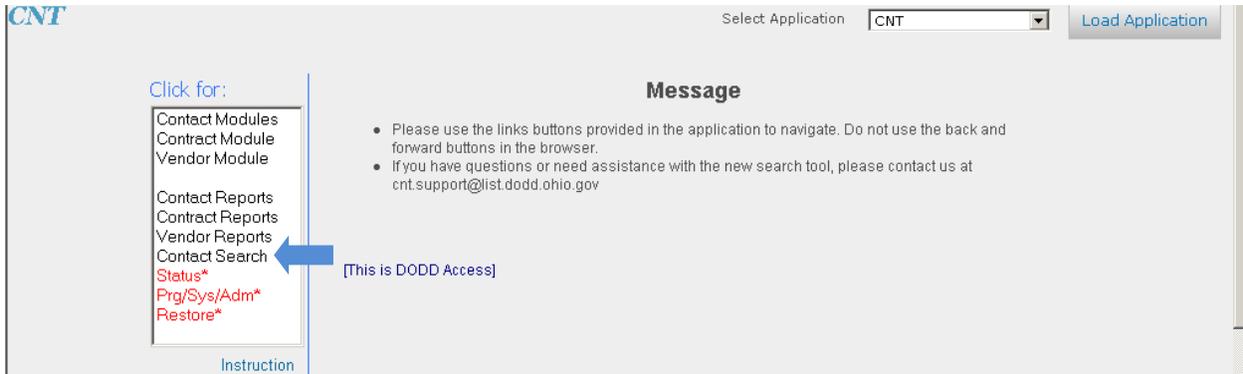
Contacts for Adams County	
Contact Type	Contact
Adult Program	Lafferty, Lizabeth WWS Director Venture Productions, Inc. 11516 State Route 41, South West Union, OH 45693-9434 (937) 544-2823 (937) 544-2823 (FAX) (937) 544-2823 (TDD) lizlaffertyventure5@yahoo.com
Business Manager	Parks, Andrea 3964 Wheat Ridge Road West Union, OH 45693 (937) 544-2574 (937) 544-2223 (FAX) aparks@hughes.net
Children's/School Program	No Data Found
Medicaid Administration	No Data Found
Service Support Administration	Seitz, Rhiana 11516 State Route 41, South West Union, OH 45693 (937) 544-2823 (937) 544-7213 (FAX)

Reports can be copied/pasted into Microsoft® Excel. Place the cursor to the left of the first character of the first word in the first “cell” of the report returned from CNT. Hold down the SHIFT key and scroll to the bottom of the report returned from CNT. Mouse right-click and Select “Copy” from the drop down list (or CTRL-C). Open an Excel worksheet, place cursor in cell A1, and paste (or CTRL-V). While the worksheet is still highlighted, adjust the columns, select the font type and size desired, and save the document.

Contact Search

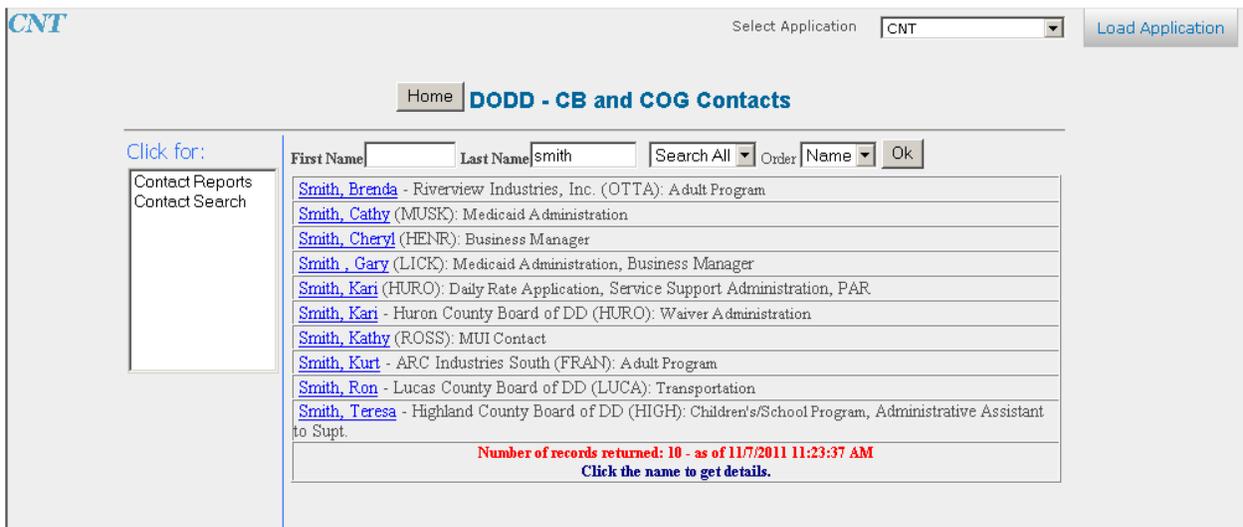
The Contact Management System allows users to search data by staff first and/or last name.

Select "Contact Search" from the list of items in the "Click for" box.



- Enter the first and/or last name of the contact
- Select **Search All** from the drop down list
- Order by **Name**
- Select **OK**

Ordering by **Name** returns queries in alphabetical order by last name. Ordering by **Type** returns queries in alphabetical order by County or COG.



Contact Search (cont'd)

Return All (by Name or Type order) returns **all** contacts in the CNT.



The screenshot shows the CNT Contact Search interface. At the top left is the CNT logo. To the right is a 'Select Application' dropdown menu with 'CNT' selected and a 'Load Application' button. Below this is a 'Home' button and a link to 'DODD - CB and COG Contacts'. The search area includes a 'Click for:' label, two input fields for 'First Name' and 'Last Name', a 'Return All*' dropdown menu, an 'Order' dropdown menu with 'Name' selected, and an 'Ok' button.

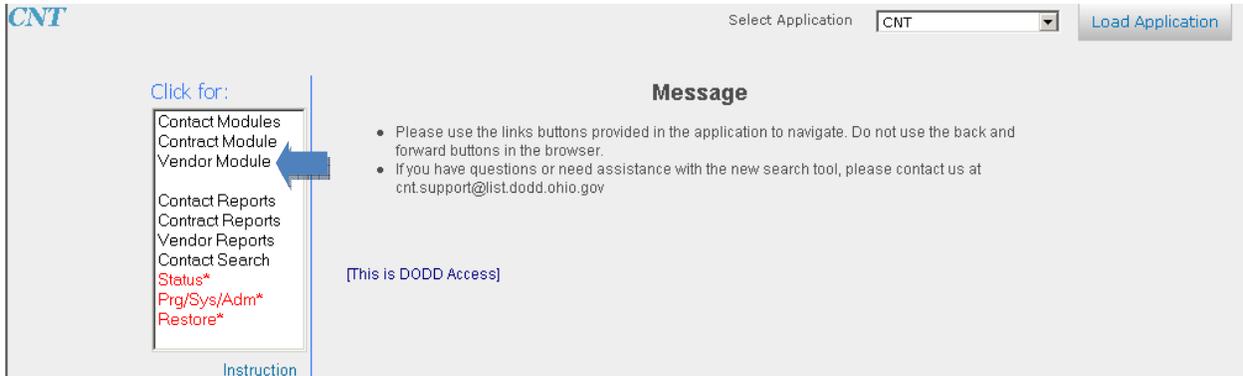
NOTE: DODD contacts are not available in CNT.

To contact DODD employees, please call 800.617.6733.

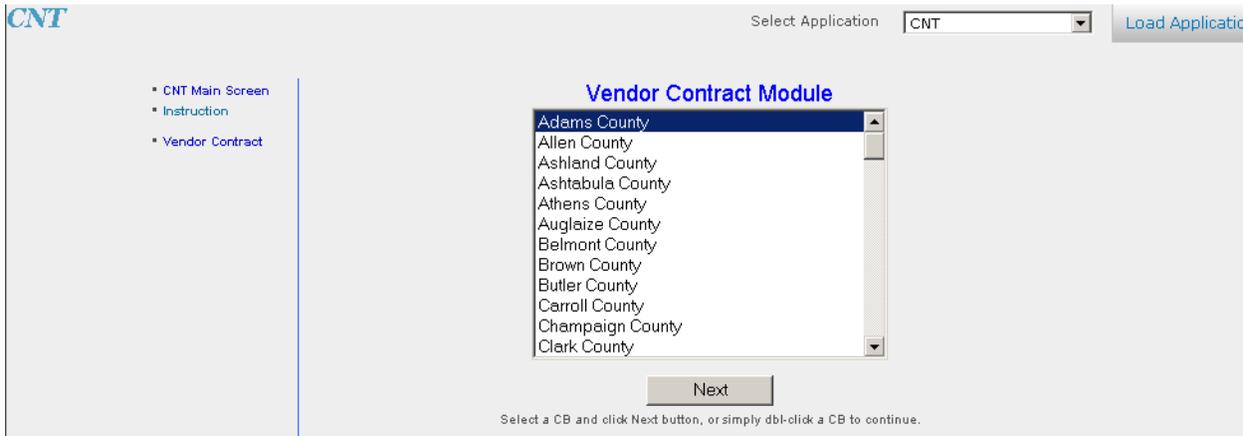
Vendor Contract Module

The Vendor Contract Module allows users to view or add contracts between counties and vendors. Contract data can only be added by county boards. The information is intended to document contractual relationships between county boards and vendors for service provided in specific program areas. Counties should create an entry for each program area for which they have a contract with a vendor. Counties should also make sure that the dates of the contract are correctly entered since the date information will be used to control security access to applications.

Select the Vendor Module link from the list of items in the “Click for” box.

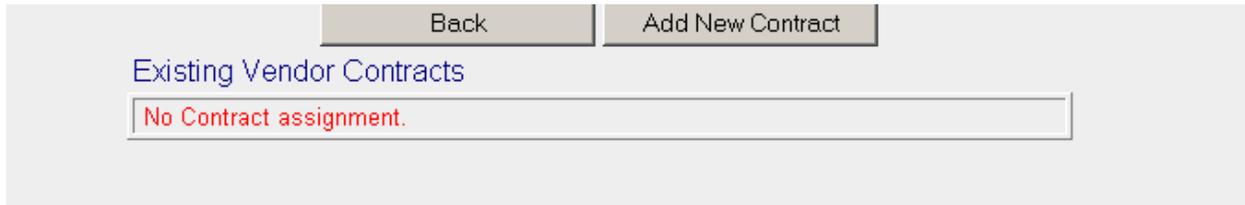


- Select the “Vendor Contract” link and choose a county. Multiple-county selection is not available in this module.
- Click Next.



Vendor Contract Module (cont'd)

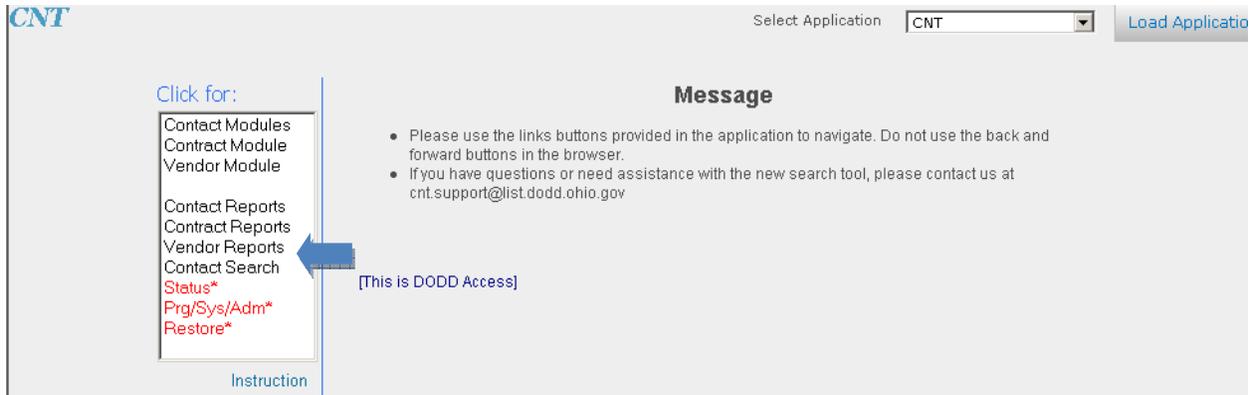
Select "Add New Contract" to add a contract.



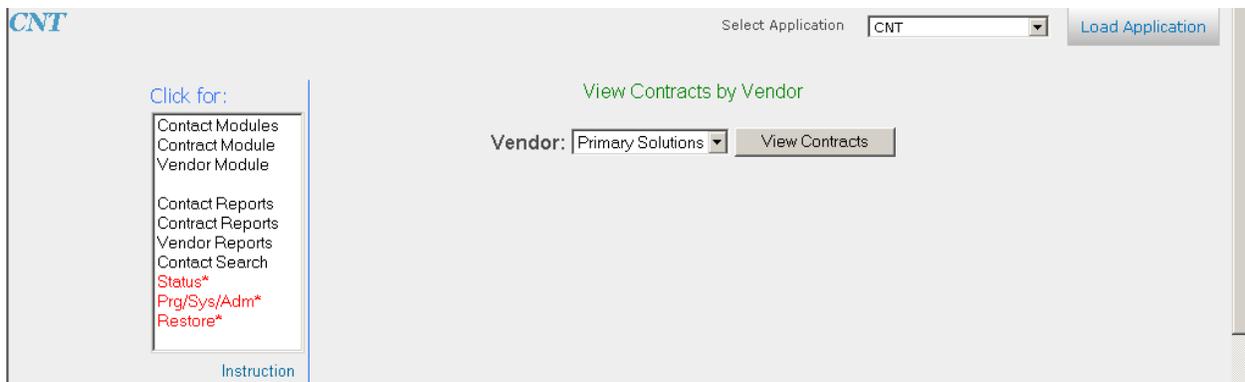
The screenshot displays a software interface with a light gray background. At the top, there are two buttons: "Back" on the left and "Add New Contract" on the right. Below these buttons, the text "Existing Vendor Contracts" is displayed in blue. Underneath this text is a white rectangular box with a thin black border containing the message "No Contract assignment." in red text.

Vendor Reports

Users can view reports for all vendors associated with the assigned county by selecting the “Vendor Reports” link from the list of items in the “Click for” box.



- Select a vendor from the Vendor drop down list.
- Select “View Contracts”.



CNT returns a report of all counties with a contract vendor association, the system-vendor association, and the begin end dates of the contract.

Please contact cnt.support@list.dodd.ohio.gov for CNT support, questions, or concerns.

