

Connecting Providers to Individuals

All Waiver providers are already in the system with the services for which they are certified. The only exception would be if this a service that they are just providing for your county. To check a particular Provider to make certain they are active and have the service, do the following:

1. Open an Individual's Front Page
2. Click on the **Connect** button (or click on the arrow and click on "To Another")
3. When the Connection window opens, click on the Magnifying Glass in the **Team Member** field
4. Click on "**Look up More Records**" at the bottom of the list
5. Click on the down arrow in the "**Look For**" field and change it from "Contacts" to "Providers"
6. In the "Search" box type in part of the providers name and click on the magnifying glass
7. Click beside the Provider's name and click on the ADD button
8. Providers must be **connected** to the Individual **AND** there must be a **Service Listing** for that Provider for the Individual before the Individual will appear in the Provider's portal.