Opioid Services Locator
Training – Provider Users

Prepared for:

AHCCCS

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AGENDA

• Opioid Services Locator
  – Search and filter options
  – Location results and details

• Agencies
  – Request workflow
  – Approval and login
  – Agency update

• Locations
  – Location service(s)
  – Location statuses: Draft, Published, In Progress
  – Update availability

• User Management
  – New users
  – User roles

• Rollout / Next Steps
  – Production soft rollout
  – Questions & support
  – Go live

• How-To Guides
  – Agencies
  – Locations
  – User Management
Stand-alone web application, linked from the AHCCCS website, to find and review opioid use disorder services.

Provider locations and services, including current treatment availability, created and updated directly by providers so information is up to date.
LOCATION SEARCH & RESULTS

- **Search and filter options**
  - Zip code
  - Service Types:
    - Naloxone Distributor
    - OBOT
    - OTP
    - Residential
  - Accepting Clients
  - Population Group
  - Counties Served
  - Agency
  - MAT
  - ACC Health Plans

- **Location cards**
  - Location and contact info
  - Current availability
  - Info summarization
LOCATION DETAILS

- Location details
  - Full location information, as entered and updated by providers
  - Current availability, entered per service
  - Details / available fields vary per service

- Agency info
  - Agency captures company HQ info
  - One or more locations per agency
AGENCY WORKFLOW

• Agency info
  o Agency captures company HQ info
  o One or more locations per agency

• New agency
  o Request workflow initiated from application
  o Can be created by AHCCCS on behalf of a provider
AGENCY APPROVAL

- **New agency**
  - Agency request confirmed/rejected via email
  - If created by AHCCCS, new-user email will be received

- **Login**
  - Available upon approval
  - Edit agency
  - Add location(s)
NEW LOCATION

- All fields required except those labelled “optional”
- Service-specific fields shown after service(s) are added.
  - Naloxone Distributor
  - OBOT
  - OTP
  - Residential
- Location saved in Draft status, not yet shown in search results until published
LOCATION STATUS

- Draft
  - Location not available in search results
  - Is the initial status on creation or a previously published location that has been unpublished

- Published
  - Location available in search results
  - User to choose to publish
  - Availability values entered at time of publishing

- In Progress
  - Published version still seen in search results
  - Edited version saved but not yet published
UPDATE AVAILABILITY

- **Capacity**
  - Capacity values updated when editing a location
  - Capacity value per service
  - Residential service has optional sub-values for Adolescents and Pregnant Women

- **Availability**
  - Initially set at time of location publishing
  - Update Avail button available on location cards in Published and In Progress statuses
USER MANAGEMENT

- **Users**
  - Users assigned to a single agency
  - Users have access to all locations of an agency

- **User management**
  - Agency Admins can add/remove users for the agency
  - AHCCCS can also add/remove users for an agency

- **User roles**
  - **Agency Admin** – All rights within assigned agency
  - **Avail. Reporter** – Only update location availability values within assigned agency
• **Production soft rollout**
  – Production environment available to select providers
  – Soft rollout, initially available but not yet promoted or linked from AHCCCS
  – During this time the providers are to request agencies and create/publish locations

• **Questions & support**
  – Splash page disclaimer and all auto-emails from system request users to email opioidservicelocator-support@azahcccs.gov
  – Further clarifications or needed fixes to be reported by AHCCCS to Syntasa

• **Go live**
  – AHCCCS will promote and link Opioid Services Locator from AHCCCS website
  – Search results will include published locations entered during soft rollout and future additions and updates made within the application in real time
HOW-TO GUIDES

• Agencies
  – Request a new agency
  – Agency update

• Locations
  – Create a new location
  – Publish a location
  – Unpublish a location
  – Delete a location
  – Update availability

• User Management
  – Create a new user
  – Update user
  – Reset password
1. Click “Register” button
2. Enter email address
3. Verification email will be received
4. Click “Sign in to...” link within the email
5. Confirm email address
6. Complete agency info
7. Agency is now entered into AHCCCS approval process

If an issue occurs before step 6, e.g., link from verification email has expired, then restart the process from step 1.

Hello,

We received a request to sign in to Opioid Services Locator using this email address. If you want to sign in with your john.smith@email.com account, click this link:

Sign in to Opioid Services Locator

If you did not request this link, you can safely ignore this email.

Thanks,

Your Opioid Services Locator team
1. Click “Visit Your Account” button from agency approval email
2. Confirm email address
3. Confirm name and set password
4. Click “Sign In” button
5. Enter email address & password
6. Click “Edit” button
7. Agency info can be edited, including option to add logo

If an issue occurs, e.g., link from approval email has expired, then sign in directly or click “Forgot Password?”. 
1. Click “Visit Your Account” button from agency approval email
2. Confirm email address
3. Confirm name and set password
4. Click “Sign In” button
5. Enter email address & password
6. Click “Edit” button
7. Agency info can be edited, including option to add logo

If an issue occurs, e.g., link from approval email has expired, then sign in directly or click “Forgot Password?”.
1. Click “Add New” button from Agency Overview screen
2. Complete location information - all fields required except those noted as optional
3. Click “Add Service” button to add service
4. Complete service information - all fields, including capacity, are required except those noted as optional
5. Click “Save” button - will only be enabled when all required fields are complete
HOW-TO GUIDE: LOCATION STATUS UPDATE

1. Click location card from Agency Overview screen
2. Status updates available from triple dot – choices vary based on current status:
   - Publish – Available from Draft and In Progress
   - Unpublish – Available from Published and In Progress
   - Delete – Available from all statuses, does delete location entirely
Availability values available on Published and In Progress locations; unavailable in Draft

1. Click “Update Avail” button from location card within Agency Overview screen
2. Toggle service’s availability to be updated
3. Update value(s) and click “Update Availability” button

Agency Admin role can also update within the location detail screen:
1. Click on location card from Agency Overview screen
2. Click “Update Availability” from triple dot
1. Select “User Management” from top-left navigation
2. Click “Create” button
3. Enter user information
4. Select role:
   - Agency Admin – All rights within assigned agency
   - Availability Reporter – Only update location availability values within assigned agency
5. Click “Create” button – Email is sent to new user at this time
HOW-TO GUIDE: USER UPDATE

1. Select “User Management” from top-left navigation
2. Click the triple dot next to user to be updated
3. Select Deactivate/Activate
HOW-TO GUIDE: PASSWORD RESET

Logged in:
1. Select “User Profile” from top-right navigation
2. Click toggle to change password
3. Click “Update” button

Logged out:
1. Select “Sign In” from top-right navigation
2. Click “Forgot Password?”
3. Enter email address and click “Reset” button