Provider Portal Best Practices

Changing Your Availability

Providers can change their availability by logging into the provider portal here: https://giveanhour.org/providerlogin/.

1. To update your availability, please log in to the Provider Portal and scroll down to the section titled "My Licenses and Availability."
2. From there, click "Edit" on each license. You'll see a section called "Availability Status," where you can update your current availability as needed.

Not Accepting Give an Hour Clients - Currently Seeing a Client
If you are currently meeting the Give an Hour commitment of seeing at least 1 probono client and do not have space for any additional clients

Accepting New Give an Hour Clients
If you are currently meeting the Give an Hour commitment of seeing a probono client and have space for an additional client (probono or insurance)

Not Accepting New Give an Hour Clients - Other Reason
If you are not meeting the Give an Hour commitment and do not have space to provide support to a Give an Hour client

If your status update includes not accepting new clients, you will be required to include the date in which you will be available to be contacted by Give an Hour Staff and clients

Updating Client Referral Status

1. Providers should log into the provider portal to view new Give an Hour referrals.
2. Once the provider completes a consultation with the client the provider should update the status of the referral to reflect the status of the referral

Accepted – The client and provider have decided they are a good fit and will move forward with scheduling sessions.

Denied – The client and provider have decided this match is not a good fit (based on need, modality, provider preferences, scheduling).

The provider should indicate in the referral in the 'reason for denial' field why the referral is being denied. *Note - the client can see this*

Client unresponsive – The provider has made several attempts to reach out to the client via contact information provided in the referral.

The client has two weeks after the referral date to contact the provider. Give an Hour Staff to let them know they have been unable to contact the client.

Adding Client Hours

To log a client's hours, please log in to the Provider Portal and scroll down to the section titled "Client Referrals." From there, click "View" on the client's referral. Then scroll up to the "Timesheets" section, where you can click "Add Hours."

Updating Clinical Information

In this section, providers can update/change, their provider preferences, practice areas, insurance accepted, etc.

After Intake Appointment: Trauma informed best practice

If the provider decides they are not a good fit for the client, ***please send a courtesy email recognizing that this is not a good fit*** and the provider will let Give an Hour staff know that the client will need to be ***matched with a more suitable provider.***

Provider Portal Best Practices

Updating Client Referral Status

1. Providers should log into the provider portal to view Give an Hour referrals: https://giveanhour.org/providerlogin/
2. After logging in, scroll down to the “Client Referrals” section to view all your referrals from Give an Hour.
3. To update a referral, click “View” next to the client’s name, then scroll up and select either “Accept” or “Deny.”
4. If you have completed care for a client, first ensure that the referral status is marked as accepted. Next, navigate to the Client Referrals section and click "View" for the client's referral again. From there, select "Mark as Complete" next to the Timesheet (check page 5 below on how to add hours worked with the client). Finally, choose "Completed Care" to indicate that services have concluded.

Accepted – The client and provider have decided they are a good fit and will move forward with scheduling sessions.

Denied – The client and provider have decided this match is not a good fit (based on need, modality, provider preferences, scheduling).

The provider should indicate on the ‘reason for denial’ field why the referral is being denied. *Note - the client can see this*

Client unresponsive – The provider has made several attempts to reach out to the client via contact information provided in the referral.

Give an Hour allows clients and providers two weeks after the referral date to connect. Please notify Give an Hour Staff if you have been unable to connect with the client.

	Client Name	Status	Submitte...	Total Hours
View	Jane Doe	Accepted	02/26/2...	0
View	Amy E..	Referred	01/21/2...	0
View	Mathew	Denied	12/23/2...	1
View	Kimberly	Accepted	11/24/2...	8
View	Jackson	In Review	11/24/2...	0

If you need assistance with logging into your provider portal, please email us at **providerrelations@giveanhour.org**

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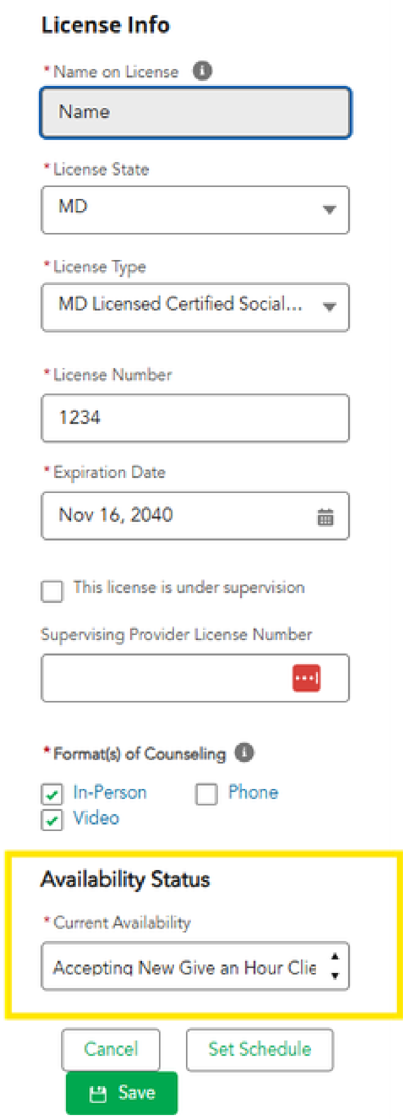

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give an hour® Mental Health. For Life.

Provider Portal Best Practices

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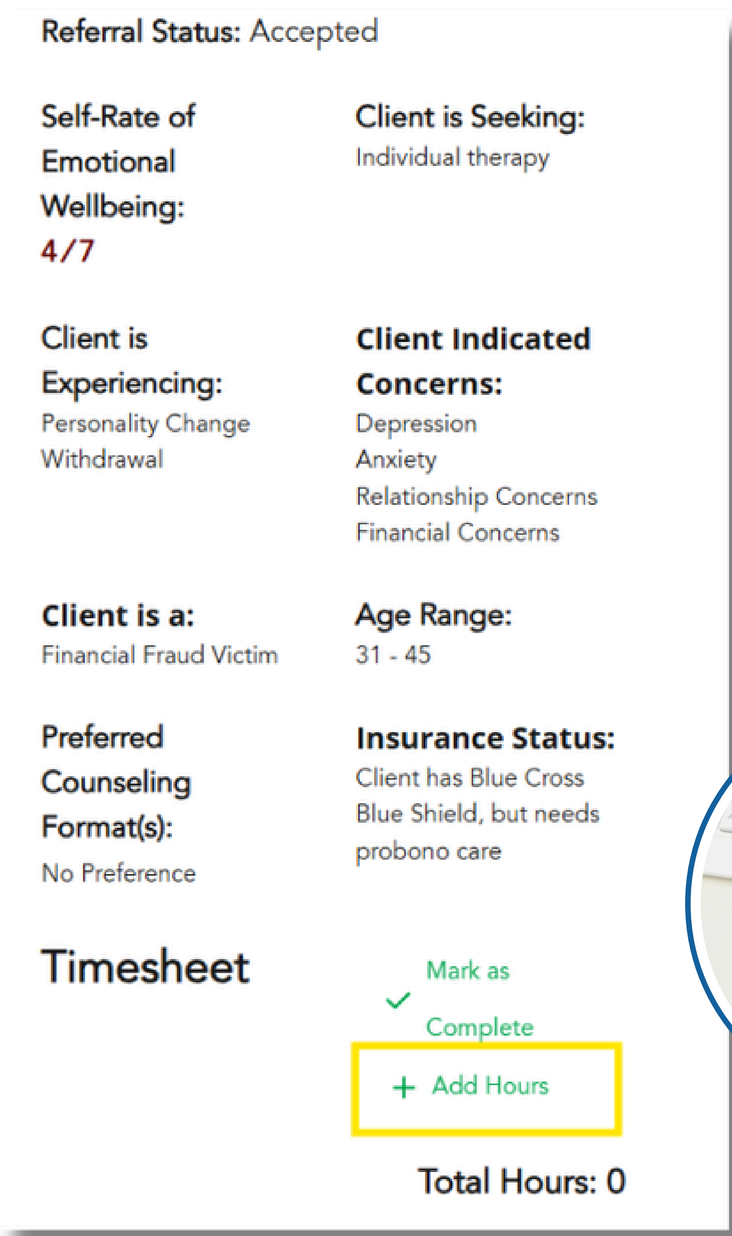

Provider Portal Best Practices

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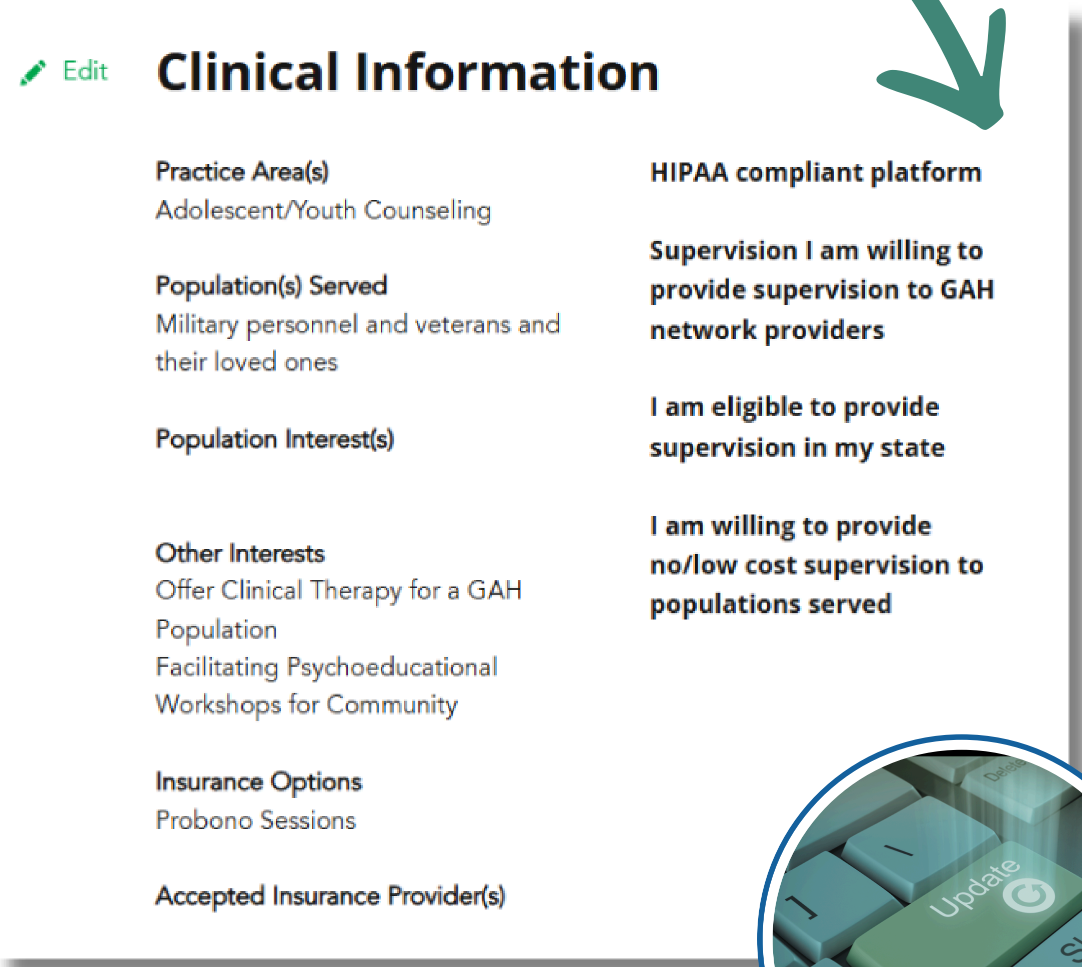

Edit

Clinical Information

Practice Area(s)
Adolescent/Youth Counseling

Population(s) Served
Military personnel and veterans and their loved ones

Population Interest(s)

Other Interests
Offer Clinical Therapy for a GAH Population
Facilitating Psychoeducational Workshops for Community

Insurance Options
Probono Sessions

Accepted Insurance Provider(s)

HIPAA compliant platform

Supervision I am willing to provide supervision to GAH network providers

I am eligible to provide supervision in my state

I am willing to provide no/low cost supervision to populations served