

## CMHC/Juniper Steps

- 1) Complete the CMHC User's Agreement and fax to IT Staff (fax numbers: 252-514-2744 or 252-332-8457; attention IT Staff). The form can be found on our website at [www.ecbhlme.org](http://www.ecbhlme.org) – Service Providers – Provider Documents – CMHC Information – CMHC User Agreement . Please make sure the form is complete, and please print legibly.

CMHC User Agreement requirements for processing the form:

- Staff **Signature** (sign)
- Date (date signed by Staff)
- Provider Organization
- Provider Type
- Staff First and Last Name (Print)
- Must complete ONE question for verification of user.
- Staff Type
- Contact Number
- Site Address
- Agency Owner/Representative
- Date (date signed by Agency Owner/Representative)
- Provider Organization

Please note, each organization may have as many CMHC users at no additional charge. This is also strongly encouraged by the LME for cross-training, etc. Each user will need to complete the CMHC User Agreement form.

However, ECBHLME provides ONE organizational login for FREE. Additional logins are \$500. This fee is to cover the licensure expense incurred by Microsoft.

CMHC User Agreement requirements for requesting additional licenses:

- Number of additional Microsoft license(s)
- Total Charge(s)
- Agency Owner/Representative
- Date (date signed by Agency Owner/Representative)
- Provider Organization

- 2) ECBHLME IT Staff will contact individual with login(s)/password(s).
  - a. Provider/Organizational Login/password (shared within organization)
  - b. CMHC individual LOGIN/Password (do not share)

- 3) Verify that you have Administrative rights on your pc. Please read the Juniper Installation Instructions prior to installing Juniper on your pc. These instructions are located on our website as [www.ecbhlme.org](http://www.ecbhlme.org) – Service Provider – Provider Documents – CMHC Information.
- 4) Login to ECBHLME secure website – <https://remote.ecbhlme.org> (or [www.ecbhlme.org](http://www.ecbhlme.org) – Service Providers – Juniper Login). If the application has not been installed on the pc, the install will begin. Login with your Provider / Organizational login/password. Note: If the following applications are installed on your pc, Juniper will not install: Lime Wire, Bear Share, Mozilla Fire Fox or Kazaa.
- 5) Turn off ALL pop up blockers off.
- 6) After you login to Juniper, click either CMHC icon. If you have not logged into CMHC before, there are approximately 4 CMHC updates that will need to be installed. The list will be below the Netsmart logo (just above the username and password prompt/entry). To install the updates, start at the top of the list and install one by one and close the window after the application has installed. As the application refreshes, the list will deplete. When there are no more installations/updates to install, login with your INDIVIDUAL CMHC login and password provided by the ECBHLME IT Staff.
- 7) Once in CMHC, the next step would be to obtain an ECBHLME record number on your consumer. To obtain an ECBHLME record number, enter the required elements in add/remove security request. (see page 7 – CMHC BUI GENERAL USER MANUAL) Allow 24 to 48 hours for LME to complete search and grant security. Once security has been granted, login to CMHC and search for client by LAST NAME under the client option. (page 15 to 18 – CMHC BUI GENERAL USER MANUAL)

Note: CMHC user manuals can be found on our website @ [www.ecbhlme.org](http://www.ecbhlme.org) – Service Providers – Provider Documents – CMHC Information.

- 8) Next, CDW elements are required in CMHC. Please reference CMHC BUI GENERAL USER MANAGER page 23-46.

Note: The above steps must be completed prior to requests for authorization and/or billing.

- **Authorization inquiries:** Please reference page 60-76 of the CMHC BUI GENERAL USER MANUAL.
- **Claim inquiries:** Please reference the CMHC Claims Entry Manual.

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