



**MAY 2023**

**RRT PORTAL GUIDE**  
**DSS**

DRAFTED FOR THE STATE OF NORTH CAROLINA

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ACCENTURE



# RRT Portal Guide

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## Log in and Accessing the RRT Form

1. Log into the ServiceNow Government Service portal to access the RRT Referral Form:

<https://ncdhhs.servicenowservices.com/gsp>

2. Click “Login” the portal header Once page re-loads click “Use external Login”
  - a. Click “Submit”
  - b. This will trigger Microsoft Azure Login

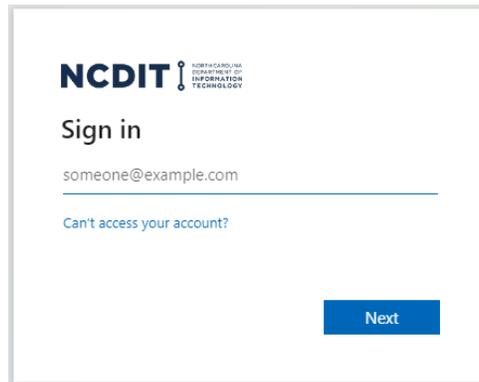


Figure 1: Microsoft Azure Login

- c. Use your county credentials to log into the Portal.
3. On the home page, find the “Services” tab at the top left of the page, and click on it

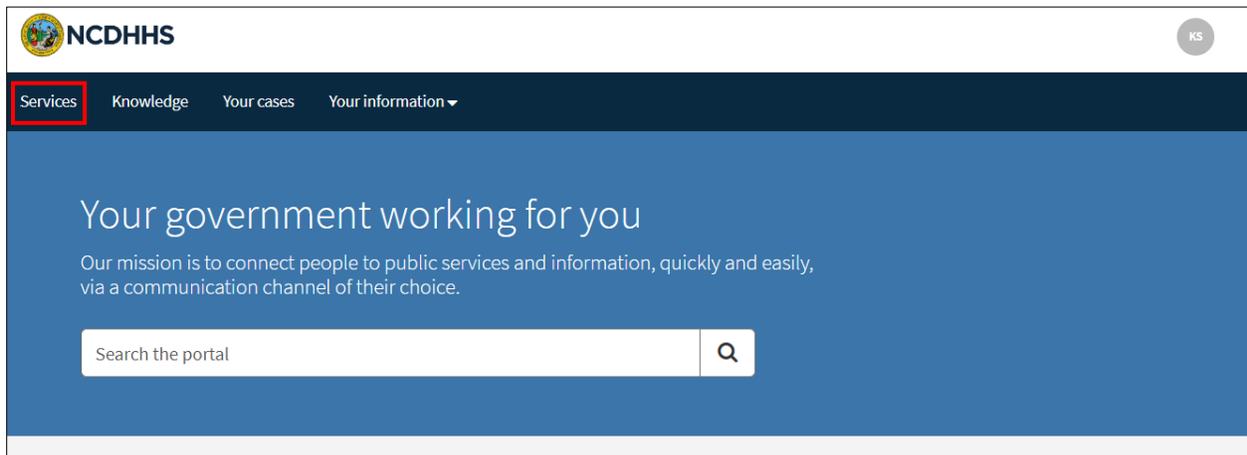


Figure 2: Government Services Portal - Home Page

4. On the left side of the page, find the “Categories” section and “Rapid Response Team Referral” underneath it. Click this link

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Figure 3: Services - Categories.

5. Click on the resulting option that appears just to the right, titled “Referral Form For Rapid Response Team Review”

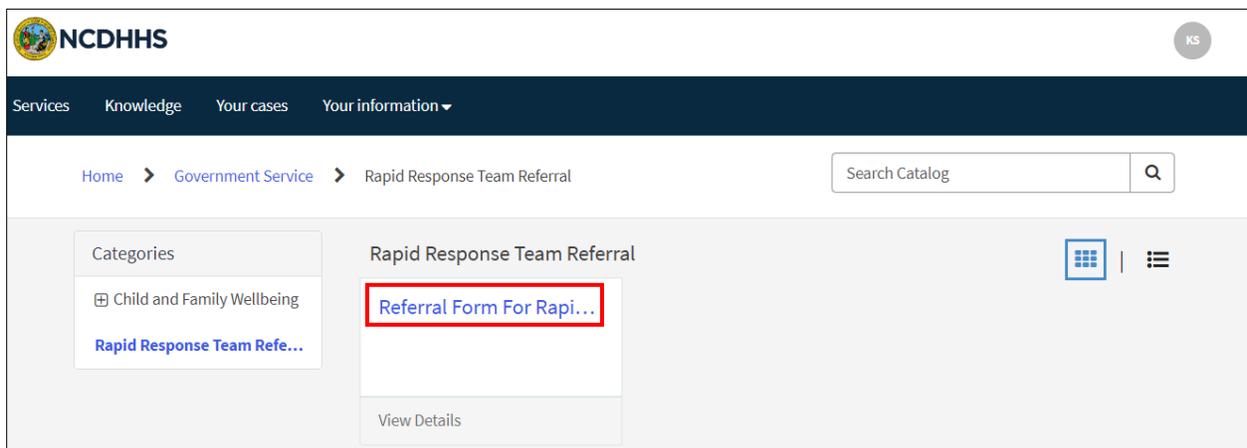


Figure 4: Referral Form for Rapid Response Team Link

## Submitting a Referral for Rapid Response Team

1. Fill out the required fields for the Referral Form
  - a. Select corresponding MCO & DSS County related to the referral.
  - b. Note that some drop down fields have “Other” as an option.
    - i. In the times where “Other” is selected, be sure to fill in the additional field as needed.

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Referral Form For Rapid Response Team Review

DSS and the LME-MCO must staff and escalate this referral to their leadership before submission to RRT. Please note, you will not be able to submit the referral without attaching required clinical documentation.

\* Indicates required

Date: 05-05-2023

\* Date child entered custody: MM-DD-YYYY

\* MCO: [Dropdown]

\* DSS County: [Dropdown]

\* Medicaid ID: [Text]

Required information

- Date child entered custody
- MCO
- DSS County
- Medicaid ID
- Name
- DOB
- Race
- Gender
- Ethnicity
- Mental Health
- Substance Use

Figure 5: Referral Form for Rapid Response Team

2. Towards the end of the form, notice that there is a section to include an attachment. Click the paperclip icon to add an attachment if needed

Please summarize below or attach a list of recent denials, pending referrals, and other information about the current search for services

Additional efforts made to secure placement and MH/IDD/SU treatment (ex. Wraparound services, increased rates, EPSDT services, etc.)

Who participated in that coordination/collaboration (title/name)

 Add attachments

Figure 6: Attachments Icon

3. Click the "Submit" button that is on the right side of the page once the form is complete

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The screenshot shows the 'Referral Form For Rapid Response Team Review' in the NCDHHS portal. The form contains several input fields: 'Date' with the value '05-01-2023', '\*Date child entered custody' with '05-09-2023', '\*MCO' with a dropdown menu showing 'Eastpointe', '\*DSS County' with a dropdown menu showing 'Alexander County', and '\*Medicaid ID' with the value '123456'. A 'Submit' button is located on the right side of the form and is highlighted with a red rectangular box.

Figure 7: "Submit" button on Form

## Reviewing a Referral in the Portal

1. After submitting the Referral Form, you are taken to the Ticket View for the referral
  - a. To get to the Ticket View for already submitted referrals click "RRT Referrals" from the Portal Header, and select the Referral Record you wish to review by clicking the referral number

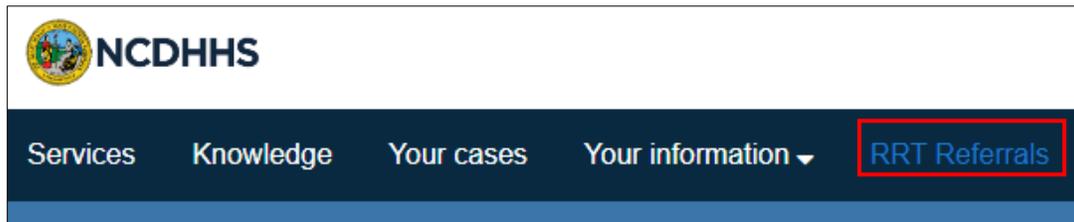


Figure 8: Accessing Submitted Referrals

RRT Referrals					
Number	DSS County	MCO	Name	State	Created
RRT0001030	Alamance County	Eastpointe	Test Name	New	05-11-2023 13:38:25
RRT0001029	Alamance County	Eastpointe	Test	New	05-11-2023 12:34:15

Figure 9: Related Referrals Table

2. Here, you'll find that you can add, download, and review attachments (shown in red), and view important Referral info (shown in green)

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- a. Note: Messages posted on this page can be seen by Workspace agents when they are reviewing the Referral

RRT0001030

Attachments Edit

RRT Portal Guide.docx

**RRT - Referral Submissions**

Number	State
RRT0001030	New
Date referral received	Date child entered custody
05-11-2023	05-11-2023
MCO	DSS County
Eastpointe	Alamance County
Medicaid ID	
112233	
<b>Child's Demographic Information</b>	
Name	Gender
Test Name	Male
DOB	Age
05-11-2023	0

Figure 10: Referral Ticket View

3. If you scroll down to the bottom of the page, you will be able to see the Referral Ticket "Activity" Stream. Here you can:
  - a. See comments added by the Rapid Response Team
  - b. Reply/Add Comments for Rapid Response Team to review
  - c. Review Referral Ticket Progress
4. Under the Activity Stream, you can see a table with Action Items related to the Referral Ticket

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The screenshot displays the 'Activity' section of the RRT Portal. It features a message input field at the top with a 'Post' button. Below this, there is a vertical timeline of activity items. The first item is a message from 'Alamance Test User' dated 05-11-2023 13:40:59, containing a link to 'RRT Portal Guide.docx' (410 KB). The second item is another message from 'Alamance Test User' dated 05-11-2023 13:38:25. The third item is a message from 'Alamance Test User' dated 05-11-2023 13:38:25, stating 'RRT0001030 Created'. A green 'Start' button is located at the bottom of the activity feed. Below the activity feed, there is a section titled 'Action Items' which contains a table with the following data:

Number ^	Subject	State
<a href="#">CSTASK0010031</a>	DSS to complete X Task	Open
<a href="#">CSTASK0010033</a>	MCO to complete Y task	Open

Figure 11: Referral Ticket View - Activity & Action item Records

## Accessing/Working Referral Action Items

1. From the Referral Ticket View, scroll down to the “Action Items” table located at the bottom of the page (Figure 10)
2. Click the Action Item Record number to access the Action item Ticket View (SCTASK...)
3. The Action Item Ticket View Page Loads. From here you can:
  - a. Review Action Item
  - b. Add/Download attachments
  - c. Add comments to update Rapid Response Team on Action Item status

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CSTASK0010031 

### Task

Number	CSTASK0010031	State	Open
Subject	DSS to complete X Task		
Description			
Parent	RRT0001030		

### Activity

Type your message here... **Post**

**Julian Alicea**  
05-11-2023 13:51:51  
CSTASK0010031 Created

JA

Figure 12: Action Item Ticket Page