



MAY 2023

RRT PORTAL GUIDE

DSS

DRAFTED FOR THE STATE OF NORTH CAROLINA

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ACCENTURE



RRT Portal Guide

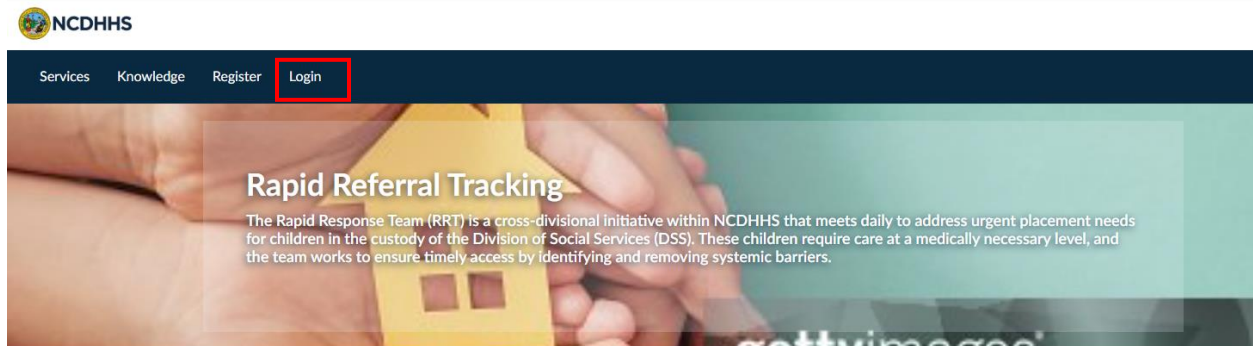
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RRT Portal Guide

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/rrt>
2. Click “Login” in the portal header



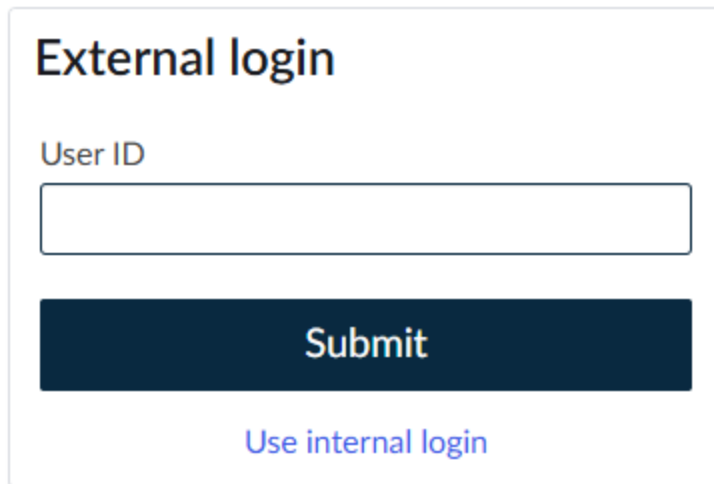
Login with NCID

3. If you are using your ncid to login, don't enter a username and password, simply click “Use external Login” on the Log in page below.

The image shows a 'Log in' form within a light gray border. At the top left of the form is the text 'Log in' in a large, bold font. Below it are two input fields: 'User name' and 'Password'. The 'Password' field has a small eye icon to its right. Below the 'Password' field is a blue link 'Forgot Password ?'. To the right of this link is a dark blue button with white text 'Log in'. Below the 'Log in' button is a blue link 'Use external login', which is highlighted with a red rectangular box.

4. Enter ncid on the External Login page below and click “Submit”
Note: DO NOT click on “Use internal login”

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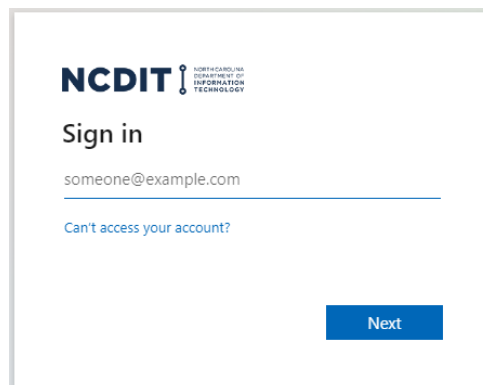
External login

User ID

Submit

[Use internal login](#)

5. This will trigger Microsoft Azure Login. Enter your county's email address and password to log into the Portal. The home page is displayed.



NCDIT NORTH CAROLINA
DEPARTMENT OF
INFORMATION
TECHNOLOGY

Sign in

someone@example.com

[Can't access your account?](#)

Next

Figure 1: Microsoft Azure Login

Login with username provided and password you created

1. Enter the username and password on the login page below and click on "Log in"
2. **Note: DO NOT click on "Use External login"**

RRT Portal Guide

Log in

User name

Password

[Forgot Password ?](#)

[Use external login](#)

Accessing the Referral Form

1. 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

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

RRT Portal Guide



Figure 3: Services - Categories.

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

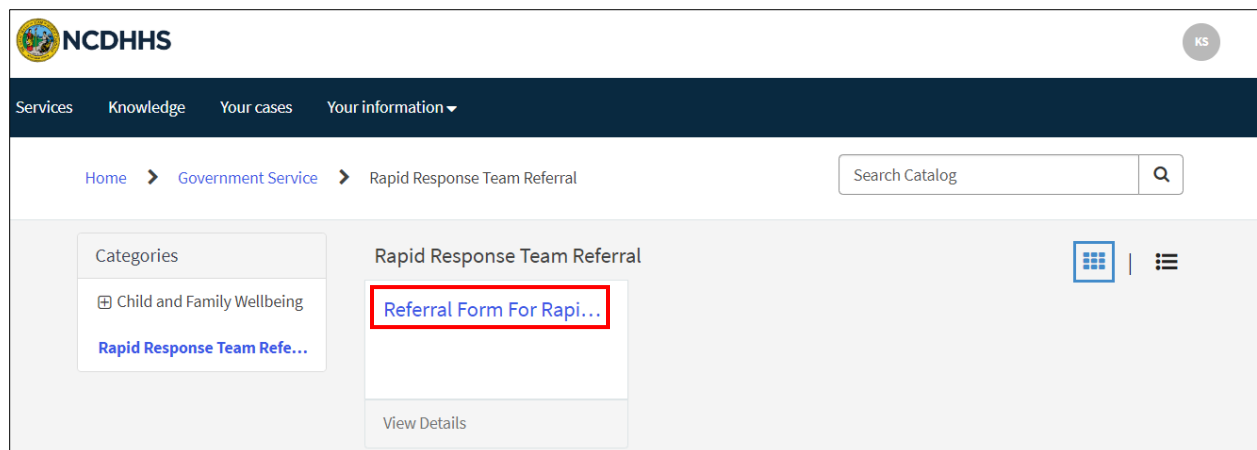


Figure 4: Referral Form for Rapid Response Team Link

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. For DSS Counties, users who need access to review should be selected
 - i. If a change is needed in who can review, leave a comment on the Referral so that the RRT may make this change
 - c. 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

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

02-05-2026

* Date child entered custody

MM-DD-YYYY



* MCO

2nd MCO

* DSS County

* Medicaid ID

Submit

Required information

Date child entered custody MCO
DSS County Medicaid ID Name
DOB Race Gender

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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Referral Form For Rapid Response Team Review

Referral Form For Rapid Response Team Review

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* Date child entered custody

MM-DD-YYYY

* MCO

2nd MCO

* DSS County

* Medicaid ID

Submit

Required information

Date child entered custody

MCO

DSS County

Medicaid ID

Name

DOB

Race

Gender

Figure 7: "Submit" button on Form

Reviewing a Referral in the Portal

- After submitting the Referral Form, you are taken to the Ticket View for the referral
 - 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
 - Note: You may only review a Referral that you created, or that you added in within the "County Users" field

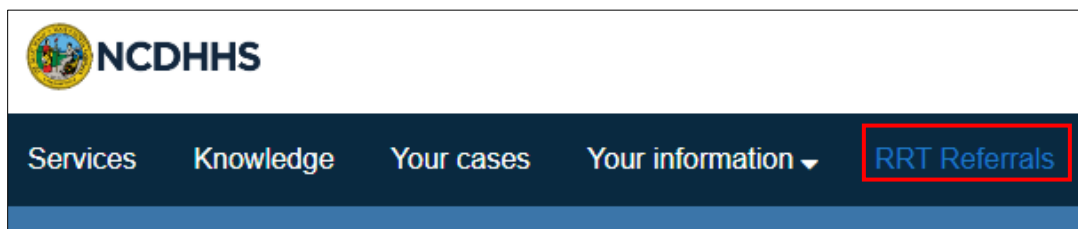


Figure 8: Accessing Submitted Referrals

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

- 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	
Child's Demographic Information	
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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Activity

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

Alamance Test User
05-11-2023 13:40:59
[RRT Portal Guide.docx](#)
410 KB

Alamance Test User
05-11-2023 13:38:25

Alamance Test User
05-11-2023 13:38:25
RRT0001030 Created

Start

Action Items

Number ^	Subject	State
CSTASK0010031	DSS to complete X Task	Open
CSTASK0010033	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