



California DHCS Recovery Incentives Program

Web Portal Training Document



Table of Contents

- Q2i IM Web Portal Overview
- Know Your Portal Role
- Password Creation and Log-In
- Managing Members (e.g., tracking progress, logging UDT results)
- Managing Incentive Rewards
- Analytics and Reports
- Help Center and Support



Q2i IM Web Portal Overview



Q2i

Who is Q2i?

- Q2i is a digital health company focused on innovation, development, and supplying evidence-based technology that improves treatment for Substance Use Disorder (SUD).
- Our mission is to design, develop, and supply the most advanced technologies that enable care teams to improve the success of their Substance Use Disorder treatment programs and interventions.
- Our solutions consist of patient mobile applications connecting to a health care team portal.
- Q2i improves connection, communication, support, and insight while increasing availability, accessibility and program success.
- Q2i's technology-enabled contingency management solutions are a significant scientific and clinical advancement that improves treatment for SUD.

What is our role in this program?

- Q2i will configure, delivery, and implement a web-based, provider-facing portal that will support this pilot program.
- Q2i will train DHCS, Counties, Providers, and CM coordinators on the use of this portal.
- Q2i will further support stakeholders through trainings, troubleshooting, and a support center accessible via telephone.
- Q2i will support Counties and Providers in accessing and analyzing data from this program to support better outcomes.
- Q2i's California-based teams are available to Counties and Providers for education, training, and support.



Q2i Incentive Manager Portal

Design Specifications

- Accessibility through all modern web browsers – Chrome, Safari, Edge, and other Chromium-based browsers.
- UDT information captured and archived for reporting and analysis
- Automated incentive determination and distribution based upon UDT events configured specifically to the DHCS Program rule sets
- Comprehensive and extensible demographics and program data capture
- Highly extensible program reporting and business intelligence
- Strict compliance with industry information security and privacy standards (e.g., NIST SP 800 Standards, FIPS 140-2 encryption standards via AES-256 encryption, etc.).





Q2i Incentive Manager Portal

Privacy, Security, and Compliance

Privacy

- Monitor platform with *Netskope* to identify and block any privacy data (PII / ePHI) data at rest or in transit and *Spirion* for data leakage
- Follow *federal guidelines* data transfers requiring a secure transfer (encryption) and access control.
- Monitor critical data transfer internally and externally using state of the art surveillance software

Security

- *HIPAA attestations* with annual external 3rd party review of information systems to validate via penetration tests
- Follows *NIST 800-53* and Defense in Depth frameworks
- Monitored with *CrowdStrike SOC (24/7/365)*

Compliance

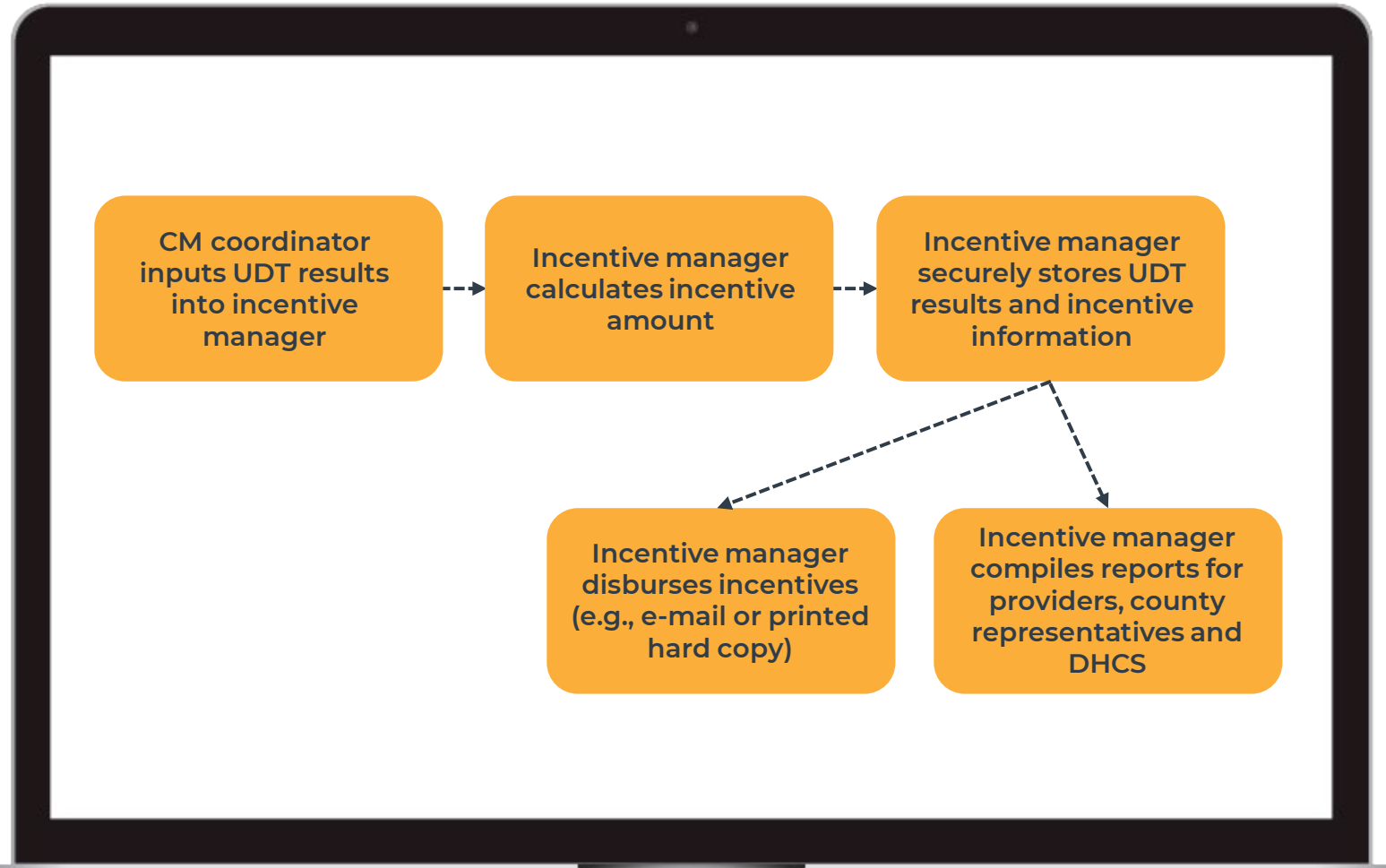
- Monitor platform for compliance NIST (42CFR) and HIPAA Compliance using SecureFrame
- Platform hosted on FedRAMP compliant *AWS* instance
- FedRAMP compliant call center technology and service



Q2i Incentive Manager Portal

Incentive Mechanics

- UDT results are entered
- System automatically assesses member-specific circumstances
- System automatically applies correct incentive amount
- Incentive amount is “dispatched” meaning CM coordinator can select delivery method for member
- Incentive transaction is logged





Q2i Incentive Manager Portal

Key User Activities

DASHBOARD

- Adding new users into the program
- Managing member progress
- Logging UDT results or absences
- Calculating, Offering, and Dispensing incentive rewards

ANALYTICS

Generating and Analyzing population-level analytics related to member progress

REPORTS

Compiling and Downloading standard reports for Counties and Provider organizations

CA DHCS State Incentive Manager

Provider Site

Total Member Population: 12

Member	Results Entered	Week Number	Week Number	CM Coordinator	CM Start	CM End	Incentives Earned	Incentives Received	UDT Results			
									T	P+	N-	M
DHCS Member	1/2	1	6	DHCS Coordinator	12/6/22	5/23/23	\$89.00	\$79.00	10	1	8	1
DHCS Member	1/2	1	6	DHCS Coordinator	12/6/22	5/24/23	\$76.00	\$76.00	10	2	7	1
DHCS Member	0/2	5	5	DHCS Coordinator	12/11/22	5/28/23	\$40.00	\$40.00	9	3	4	3
DHCS Member	0/2	6	5	DHCS Coordinator	12/13/22	5/30/23	\$41.50	\$30.00	9	3	5	1
DHCS Member	0/2	6	4	DHCS Coordinator	12/18/22	6/4/23	\$60.00	\$60.00	8	2	6	0
DHCS Member	0/2	7	4	DHCS Coordinator	12/20/22	6/6/23	\$30.00	\$0.00	7	3	3	1
DHCS Member	1/2	2	3	DHCS Coordinator	12/28/22	6/14/23	\$41.50	\$20.00	5	1	4	0
DHCS Member	1/2	2	2	DHCS Coordinator	12/30/22	6/16/23	\$31.50	\$31.50	3	0	3	0
DHCS Member	1/2	3	1	DHCS Coordinator	1/2/23	6/19/23	\$10.00	\$0.00	1	0	1	0
DHCS Member	1/2	6	6	DHCS Coordinator	1/6/23	6/23/23	\$21.50	\$21.50	10	3	4	3
DHCS Member	1/2	5	5	DHCS Coordinator	1/7/23	6/24/23	\$0	\$0	9	1	0	8
DHCS Member	1/2	6	6	DHCS Coordinator	1/12/23	1/29/23	\$20.00	\$10.00	9	2	2	5



Know your Portal Role



User Roles

Overview

Stakeholder	Role	Eligibility Approver
DHCS Leadership	DHCS User	N/A
DHCS Administration	DHCS User	N/A
County Leadership	County User	DHCS
County Administrator	County User	DHCS
CM Supervisor	CM Coordinator	Q2i, DHCS or County
CM Coordinator	CM Coordinator	Q2i, DHCS or County
Backup CM Coordinator	CM Coordinator	Q2i, DHCS or County
Q2i	Administrator	Q2i
Support Team	Administrator	Q2i

Note: Members do not have roles in the system. Members are managed by CM coordinators



User Roles

Access Rights

	USER ACCOUNT CREATION			MEMBER MANAGEMENT					ANALYTICS AND REPORTS		
	DHCS	County	CM Coordinator	Add new member	Change member site / county	View Progress	Log UDT results	Dispense Incentives	State-level	County-level	Site-level
Admin	✓	✓	✓	✓	✓	✓			✓	✓	✓
DHCS		✓	✓		✓	✓			✓	✓	✓
County			✓			✓				✓	✓
CM Supervisor / Coordinator				✓		✓	✓	✓			✓



User Roles

Admin / DHCS

	USER ACCOUNT CREATION			MEMBER MANAGEMENT					ANALYTICS AND REPORTS			
	DHCS	County	CM Coordinator	Add new member	Change member site / county	View Progress	Log UDT results	Dispense Incentives	State-level	County-level	Site-level	Member-level
DHCS	✓	✓	✓		✓	✓			✓	✓	✓	✓

Who are you

- Q2i, DHCS leadership or DHCS administration
- DHCS contractor (given DHCS leadership approval)

What is your responsibility?

- Managing the program
- Assessing program outcomes
- Monitoring for fraud, waste and abuse

What are your access rights?

- Creation of new users (except DHCS roles)
- Addition or changes to member information (i.e., changing site)
- View all information related to program



User Roles

County

	USER ACCOUNT CREATION			MEMBER MANAGEMENT					ANALYTICS AND REPORTS			
	DHCS	County	CM Coordinator	Add new member	Change member site / county	View Progress	Log UDT results	Dispense Incentives	State-level	County-level	Site-level	Member-level
County			✓		✓	✓				✓	✓	✓

Who are you

- County health leader or administrator
- County leader (given DHCS leadership approval)

What is your responsibility?

- Build network providers
- Participate in required trainings
- Collect information from participating providers
- Work with the State’s training and technical assistance provider to complete readiness and fidelity reviews

What are your access rights?

- Creation of CM coordinator users
- Addition or changes to member information (i.e., changing provider)
- View county-level, site-level and member-level information



User Roles

CM Supervisor / Coordinator

	USER ACCOUNT CREATION			MEMBER MANAGEMENT					ANALYTICS AND REPORTS			
	DHCS	County	CM Coordinator	Add new member	Change member site / county	View Progress	Log UDT results	Dispense Incentives	State-level	County-level	Site-level	Member-level
CM Supervisor / Coordinator				✓		✓	✓	✓			✓	✓

Who are you

- Licensed Practitioners of the Healing Arts (LPHAs) or Certified Peer Support Specialists
- Substance use disorder (SUD) counselors that are certified / registered by a DHCS recognized organization and accredited with the National Commission for Certifying Agencies
- Other trained staff under supervision of an LPHA

What is your responsibility?

- Collect CM services consent and enter member information
- Collect and enter urine drug test (UDT) results and ensure delivery of incentive to member
- Communicate with clinical staff regarding UDT results and any information of clinical relevance
- Refer Members to treatment and recovery staff for follow-up

What are your access rights?

- Create new member account
- Manage member progress and log UDT results
- Select and dispense incentive awards
- View member level information



Password Creation and Log-In




Welcome E-mail

All

- Each new user will receive a specific welcome email (not applicable to Members)
- The email will introduce the user to the service
- It will provide a **unique link to create a new password**
- This link will take you to a password creation page (see next page)
- Please note this unique link will provision access right as defined by user role.
- **Note:** This link expires after 72 hours for security purposes.



Welcome to your DHCS Contingency Management Dashboard





Hello & Welcome!

Welcome to your dashboard, where you'll manage your DHCS Contingency Management Program Members. Let's set up your dashboard to get you started.

Setting up your DHCS Contingency Management Dashboard account up is easy. If you have any questions at all, please don't hesitate to reach out to us!

Follow this secure link to create your password; this is tied to your work email, which will be your username for the program:

[CREATE YOUR PASSWORD](#)

Password Creation

All

- Usernames will be the email address provided upon account creation
- Passwords must comply with the following requirements:
 - Contain at least 8 characters
 - capital letter
 - Number
 - special character such as “\$”

Account Creation

First
CM

Last
Coordinator

Rendering Provider's NPI (Required for CM Coordinators)
Click to Enter 10 digit NPI

Email
CM.Coordinator@Treatment.com

Cell Phone (MFA)
Enter Cell

Create Password
Create password

- One lowercase character
- 8 to 40 character
- One symbol
- One uppercase character
- One number

Confirm Password
Confirm password

Sign Up

Already have an account? [Click here to login.](#)

DHCS
CALIFORNIA DEPARTMENT OF
HEALTH CARE SERVICES

CA DHCS State
Incentive Manager



Managing Members



MEMBER



CM Coordinator

- Open “dashboard pane”
- Click “+” button which is to the left of “member” on the top of the data table
- Input required patient information* (including CIN/Member ID)
- Input optional information (these fields support incentive delivery)
- Select associated provider
- Verify Member program eligibility

* **Note:** The Members are only permitted to be enrolled at one site. Please see next page.

The screenshot shows the DHCS CA DHCS State Incentive Manager interface. A modal window titled "Add New Member" is open, allowing for the entry of a new member. The background shows a table of existing members with columns for "Provider Site", "Week Number", "P", "Incentives Earned", and "UDT Results".

Add New Member Form Fields:

- First Name:
- Last Name:
- Client Identification Number (MediCal CIN):
- Date of Birth:
- Cell (Optional):
- Email (Optional):
- CM Coordinator:

Verification: I have verified this Member Is eligible for Medi-Cal and for CM. Yes

Submit New Member

Background Table Data (Approximate):

Provider Site	Week Number	P	Incentives Earned	UDT Results (T, P+, N-, M)
DHCS Member	6	DHC	\$89.00	10, 1, 8, 1
DHCS Member	6	DHC	\$76.00	10, 2, 7, 1
DHCS Member	5	DHC	\$40.00	9, 3, 4, 3
DHCS Member	5	DHC	\$41.50	9, 3, 5, 1
DHCS Member	4	DHC	\$60.00	8, 2, 6, 0
DHCS Member	4	DHC	\$30.00	7, 3, 3, 1
DHCS Member	3	DHC	\$41.50	5, 1, 4, 0
DHCS Member	2	DHC	\$31.50	3, 0, 3, 0
DHCS Member	1	DHC	\$10.00	1, 0, 1, 0
DHCS Member	6	DHC	\$21.50	10, 3, 4, 3
DHCS Member	5	DHC	\$0	8, 1, 0, 7
DHCS Member	6	DHCS Coordinator	\$20.00	9, 2, 2, 5



Double Entries

CM Coordinator

CM Coordinators may see **error at right**

- This occurs when a member's information (CIN or Member ID) has matched an existing entry
- This functionality is a safeguard against Members who may try to enroll in multiple centers simultaneously – this is against protocol
- This may occur because a member is seeking to transfer to your clinic from another.
 - Please see guidance on changing member location



✕

Add New Member

<p>First Name</p> <input style="width: 95%; border: 1px solid #ccc;" type="text" value="John"/>	<p>Last Name</p> <input style="width: 95%; border: 1px solid #ccc;" type="text" value="Doe"/>
<p>Client Identification Number (MediCal CIN) ?</p> <input style="width: 95%; border: 1px solid #ccc; border: 2px solid red;" type="text" value="12345678A"/>	<p>Date of Birth</p> <input style="width: 95%; border: 1px solid #ccc;" type="text" value="04/12/1995"/> 📅
<p>Cell (Optional) <small>Option To Receive Text Gift Cards</small></p> <input style="width: 95%; border: 1px solid #ccc;" type="text" value="(555)-555-5555"/>	<p>Email (Optional) <small>Option to Receive Email Gift Cards</small></p> <input style="width: 95%; border: 1px solid #ccc;" type="text" value="Enter Email"/>
<p>CM Coordinator</p> <input style="width: 95%; border: 1px solid #ccc;" type="text" value="Jane Doe"/> ▼	

*I have verified this Member
Is eligible for Medi-Cal and for CM.*

Yes

Submit New Member

Error: Member already exists in system.
Please contact the Help Desk for Support.



Member Location Changes

CM Coordinator

Only Admin users can adjust treatment location. Below is the approval procedure:

- CM Coordinator is informed by member about necessary location change
- CM Coordinator assists member in site selection
- CM Coordinator contacts new site to ensure they can accept the additional caseload
- CM Coordinator calls the call center (find via help section) to inform them of the details of the necessary change

The call center will contact Q2i to make this change.

Note: All such changes must be logged in the electronic health record system



Member Information Changes

CM Coordinator

- Click “Manage Users” on left pane
- Find relevant user
- In data table, click “update info”
- At any point, a can call the call center to assist with these changes. Contacts can be found here.



The screenshot displays the 'User Management' section of the DHCS CA State Incentive Manager. At the top, there are summary cards for '12 Members', '2 CM Coordinators', and '1 CM Supervisors'. Below these is a table with columns: Member, Status, Provider, CM Start, CM End, and Change Status. A modal window titled 'Update Member Information' is open, containing the following fields:



- First Name: DHCS
- Last Name: Member
- Treatment County: Los Angeles
- Client Identification Number (CIN): 12345678A
- Date of Birth: 01/01/2000
- Treatment Clinic: Provider Site
- Cell (Optional): (555)-555-5555
- Email (Optional): Member@email.com
- CM Coordinator: DHCS Coordinator

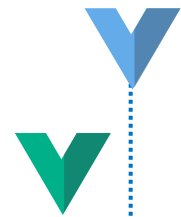
A green box highlights the 'Update Info' button in the table, and a green arrow points from the top of the slide to this button. The 'Manage Users' option is selected in the left sidebar.



Member Week & Alerts







CM Coordinator

- During the first 12-weeks, 2 visit entries are required per week per Member within their cm week
- During weeks 1-12, it is recommended that Members are scheduled on either a Monday/Thursday, or Tuesday/Friday Schedule
- The  icon represents a **Member** that only has either 1 or 0 visits entered for their week
- The  icon represents a **Member** that has no visits entered so far for their week



CA DHCS State Incentive Manager

Provider Site Total Member Population: 12

Member	Results Entered	Week Number	Week Number	CM Coordinator	CM Start	CM End	Incentives Earned	Incentives Received	T	UDT Results		
										P+	N-	M
 DHCS Member	1/2	1	6	DHCS Coordinator	12/6/22	5/23/23	\$89.00	\$79.00	10	1	8	1
 DHCS Member	1/2	1	6	DHCS Coordinator	12/6/22	5/24/23	\$76.00	\$76.00	10	2	7	1
 DHCS Member	0/2	5	5	DHCS Coordinator	12/11/22	5/28/23	\$40.00	\$40.00	9	3	4	3
 DHCS Member	0/2	6	5	DHCS Coordinator	12/13/22	5/30/23	\$41.50	\$30.00	9	3	5	1
 DHCS Member	0/2	6	4	DHCS Coordinator	12/18/22	6/4/23	\$60.00	\$60.00	8	2	6	0
 DHCS Member	0/2	7	4	DHCS Coordinator	12/20/22	6/6/23	\$30.00	\$0.00	7	3	3	1
DHCS Member	1/2	2	3	DHCS Coordinator	12/28/22	6/14/23	\$41.50	\$20.00	5	1	4	0
DHCS Member	1/2	2	2	DHCS Coordinator	12/30/22	6/16/23	\$31.50	\$31.50	3	0	3	0
DHCS Member	1/2	3	1	DHCS Coordinator	1/2/23	6/19/23	\$10.00	\$0.00	1	0	1	0
DHCS Member	1/2	6	6	DHCS Coordinator	1/6/23	6/23/23	\$21.50	\$21.50	10	3	4	3
DHCS Member	1/2	5	5	DHCS Coordinator	1/7/23	6/24/23	\$0	\$0	9	1	0	8
DHCS Member	1/2	6	6	DHCS Coordinator	1/12/23	1/29/23	\$20.00	\$10.00	9	2	2	5



Select Member

CM Coordinator

- Open “dashboard pane”
- Find member either by **sorting** or **searching**
- Click on the member’s name (you will note that it is underlined)
- This action will open that specific patient’s chart (next page)

CA DHCS State Incentive Manager

Provider Site Total Member Population: 12

Search Member

	Results Entered	Week Number	Week Number	CM Coordinator	CM Start	CM End	Incentives Earned	Incentives Received	UDT Results			
									T	P+	N-	M
<u>DHCS Member</u>	1/2	1	6	DHCS Coordinator	12/6/22	5/23/23	\$89.00	\$79.00	10	1	8	1
<u>DHCS Member</u>	1/2	1	6	DHCS Coordinator	12/6/22	5/24/23	\$76.00	\$76.00	10	2	7	1
<u>DHCS Member</u>	0/2	5	5	DHCS Coordinator	12/11/22	5/28/23	\$40.00	\$40.00	9	3	4	3
<u>DHCS Member</u>	0/2	6	5	DHCS Coordinator	12/13/22	5/30/23	\$41.50	\$30.00	9	3	5	1
<u>DHCS Member</u>	0/2	6	4	DHCS Coordinator	12/18/22	6/4/23	\$60.00	\$60.00	8	2	6	0
<u>DHCS Member</u>	0/2	7	4	DHCS Coordinator	12/20/22	6/6/23	\$30.00	\$0.00	7	3	3	1
<u>DHCS Member</u>	1/2	2	3	DHCS Coordinator	12/28/22	6/14/23	\$41.50	\$20.00	5	1	4	0
<u>DHCS Member</u>	1/2	2	2	DHCS Coordinator	12/30/22	6/16/23	\$31.50	\$31.50	3	0	3	0
<u>DHCS Member</u>	1/2	3	1	DHCS Coordinator	1/2/23	6/19/23	\$10.00	\$0.00	1	0	1	0
<u>DHCS Member</u>	1/2	6	6	DHCS Coordinator	1/6/23	6/23/23	\$21.50	\$21.50	10	3	4	3
<u>DHCS Member</u>	1/2	5	5	DHCS Coordinator	1/7/23	6/24/23	\$0	\$0	9	1	0	8
<u>DHCS Member</u>	1/2	6	6	DHCS Coordinator	1/12/23	1/29/23	\$20.00	\$10.00	9	2	2	5



Access Member Chart

CM Coordinator

- Click on the member's name (you will note that it is underlined)
- Ask the Member to confirm their DoB then enter it in
- Select the Radio Button to confirm the information is collect
- This action will open that specific patient's chart (next page)



The screenshot shows the 'CA DHCS State Incentive Manager' interface. At the top, it says 'Provider Site' and 'Total Member Population: 12'. There is a search bar for 'Search Member'. Below this is a table with columns: Member, Results Entered, Week Number, Week Number, CM Coordinator, CM Start, CM End, Incentives Earned, Incentives Received, and UDT Results. A modal window titled 'Access Member Chart' is open over the table. The modal contains the following text and fields:

Access Member Chart

To continue, you must confirm the Member's information. Below is correct and enter in their date of birth.

First Name

Last Name

Client Identification Number (MediCal CIN)

Confirm Member's information above is correct and enter in the Member's date of birth below.

I have verified all of the above information is correct



Member Chart

CM Coordinator

This page contains member-specific information: (from left to right)

- UDT results by visit
- Incentive earned by visit and week
- Next UDT input
- Rewards bank
- Reconfirmation of eligibility for program (completed monthly by CM coordinator)
- Summary of incentives earned
- Incentive history (date, delivery type, merchant, and amount)

CA DHCS State Incentive Manager
Help Sign Out

Dashboard

Analytics

Reports

Manage Users

Provider Site > DHCS Member

Member DoB: 01/01/2000
Member CIN: 999999999A

Current Week = 6
Week 6 began 3/31/23 (6 days left)

Weeks 1-12
 Weeks 13-24

Week	Mon/Tues	UDTs	Thurs/Fri	\$ Earned
2/11 - 2/17	-Neg \$10.00		-Neg \$10.00	\$20.00
2/18 - 2/24	-Neg \$11.50	Unexcused Absence		\$11.50
3/3 - 3/9	-Neg \$10.00		-Neg \$10.00	\$20.00
3/10 - 3/16	-Neg \$11.50		-Neg \$13.00	\$24.50
3/17 - 3/23	-Neg \$13.00		+Pos \$0	\$13.00
3/24 - 3/30	UDT Neg = \$10.00		Enter UDT Result	
3/31 - 4/6	Enter UDT Result		Enter UDT Result	
4/7 - 4/13	Enter UDT Result		Enter UDT Result	
4/14 - 4/20	Enter UDT Result		Enter UDT Result	
4/21 - 4/27	Enter UDT Result		Enter UDT Result	
4/28 - 5/4	Enter UDT Result		Enter UDT Result	
5/5 - 5/11	Enter UDT Result		Enter UDT Result	

Rewards Bank: \$10

[Redeem Now!](#)

Incentive Summary
 Incentive History

Reconfirm CM eligibility in: 14 Days

[Confirm](#)

Total Incentives Earned: \$89.00

Date of Incentive	Delivery Type	Merchant	Amount
Dec 7th, 2022	SMS	Walmart	\$10.00
Dec 11th, 2022	SMS	Nike	\$10.00
Dec 15th, 2022	Email	Walmart	\$11.50
Dec 19th, 2022	Print	Burger King	\$10.00
Dec 22nd, 2022	Print	Walmart	\$10.00
Dec 25th, 2022	SMS	Subway	\$11.50
Dec 29th, 2022	Print	Walmart	\$13.00
Jan 2nd, 2023	SMS	Walmart	\$13.00
Total			\$89 of \$599



Member Pane

CM Coordinator

Every 30 days, the CM coordinator must attest to the members eligibility:

- Navigate to the Member's Pane (screen on right)
- Locate the **“Reconfirm CM eligibility in:” section** in the top right of the screen:
 - The system has a countdown to 30 days
 - The system will allow for attestation 14 days after the last attestation – giving 16 calendar days to attest
- Simply click the “confirm button” when this is available

CA DHCS State Incentive Manager

Provider Site > DHCS Member
 Member DoB: 01/01/2000
 Member CIN: 99999999A

Current Week = 6
 Week 6 began 3/31/23 (6 days left)

Weeks 1-12 (selected) Weeks 13-24

Week	Mon/Tues	UDTs	Thurs/Fri	\$ Earned
2/11 - 2/17	-Neg \$10.00		-Neg \$10.00	\$20.00
2/18 - 2/24	-Neg \$11.50		Unexcused Absence	\$11.50
3/3 - 3/9	-Neg \$10.00		-Neg \$10.00	\$20.00
3/10 - 3/16	-Neg \$11.50		-Neg \$13.00	\$24.50
3/17 - 3/23	-Neg \$13.00		+Pos \$0	\$13.00
3/24 - 3/30	UDT Neg = \$10.00		Enter UDT Result	
3/31 - 4/6	Enter UDT Result		Enter UDT Result	
4/7 - 4/13	Enter UDT Result		Enter UDT Result	
4/14 - 4/20	Enter UDT Result		Enter UDT Result	
4/21 - 4/27	Enter UDT Result		Enter UDT Result	
4/28 - 5/4	Enter UDT Result		Enter UDT Result	
5/5 - 5/11	Enter UDT Result		Enter UDT Result	

Reconfirm CM eligibility in: 14 Days
 Confirm

Rewards Bank: \$10
 Redeem Now!

Total Incentives Earned: **\$89.00**

Date of Incentive	Delivery Type	Merchant	Amount
Dec 7th, 2022	SMS	Walmart	\$10.00
Dec 11th, 2022	SMS	Nike	\$10.00
Dec 15th, 2022	Email	Walmart	\$11.50
Dec 19th, 2022	Print	Burger King	\$10.00
Dec 22nd, 2022	Print	Walmart	\$10.00
Dec 25th, 2022	SMS	Subway	\$11.50
Dec 29th, 2022	Print	Walmart	\$13.00
Jan 2nd, 2023	SMS	Walmart	\$13.00
Total			\$89 of \$599



Managing Incentive Rewards



Overview

CM Coordinator

How are rewards calculated?

- Rewards will be earned after a negative urine drug test is logged in the system.
- Rewards are calculated by the system using a well-defined schedule.
- For weeks 1-12 (2 visits per week), the reward amounts start at \$10 and will increase by \$1.50 with each 2 consecutive negative UDTs. The rewards will “reset” to \$10 after a positive UDT or unexcused absence. The reward will “recover” to the previous level after 2 consecutive negative UDTs.
- For weeks 13-24 (1 visit per week), the reward amounts do not change. Each negative UDT in weeks 13-18 equates to \$15 in rewards; weeks 19-23 are \$10; week 24 is \$21.

How are rewards delivered?

- Rewards are offered as vendor-specific gift cards.
- Rewards can also be “banked” to aggregate earnings to larger amounts.
- Rewards can be delivered via text, email, or printed out in the office..
- If shared via text or email, the reward can be added to an Apple or Google wallet.

What are the limitations on rewards?

- As of pilot kick-off, the member is limited to \$599 of total earnings (the reward schedule is oriented to this maximum).
- Gift cards are only available for vendors who limit purchase of alcohol, tobacco, cannabis, lottery tickets, and other gambling services.
- Wal-Mart additionally restricts the purchase firearms or ammunition.



Reward Calculator

CM Coordinator

- Navigate to the “Member pane”
- Follow instructions for inputting appropriate result (i.e., UDT result or absence)
- The system will automatically **calculate the correct incentive award** in advance of UDT input
- If the UDT input is negative, the reward will be immediately available for dispense (see next page)
- Rewards will be calculated for that particular visit given that week’s unique methodology (weeks 1-12; weeks 13-18; weeks 19-23; week 24)



Dashboard

Analytics

Reports

Manage Users

Provider Site > DHCS Member

Member DoB: 01/01/2000
Member CIN: 99999999A

Current Week = 6
Week 6 began 3/31/23 (6 days left)

Weeks 1-12 Weeks 13-24

Week	Mon/Tues	UDTs	Thurs/Fri	\$ Earned
2/11 - 2/17	-Neg \$10.00		-Neg \$10.00	\$20.00
2/18 - 2/24	-Neg \$11.50	Unexcused Absence		\$11.50
3/3 - 3/9	-Neg \$10.00		-Neg \$10.00	\$20.00
3/10 - 3/16	-Neg \$11.50		-Neg \$13.00	\$24.50
3/17 - 3/23	-Neg \$13.00		+Pos \$0	\$13.00
3/24 - 3/30		UDT Neg = \$10.00	Enter UDT Result	
3/31 - 4/6	Enter UDT Result		Enter UDT Result	
4/7 - 4/13	Enter UDT Result		Enter UDT Result	
4/14 - 4/20	Enter UDT Result		Enter UDT Result	
4/21 - 4/27	Enter UDT Result		Enter UDT Result	
4/28 - 5/4	Enter UDT Result		Enter UDT Result	
5/5 - 5/11	Enter UDT Result		Enter UDT Result	



Enter UDT Results

CM Coordinator

Once you are on the Member Pane:

- Identify the next available session
 - This will be the “Enter UDT result” button which is not gray
 - Other session buttons will not work when clicked on as they are locked
- Click the “Enter UDT result” button (**note: the text will change to the selected result**)
- **From the dropdown list, select the relevant option*:**
 - **If the UDT was negative** for stimulants, select “Stimulant -Neg (\$)”
 - **If the UDT was positive** for stimulants, select “Stimulant +Pos”
- The system will automatically calculate the correct incentive reward

Note: UDT results can only be input at least 48 hours after the previous input. This will be limited in the system.

* Please provide appropriate praise for stimulant-negative UDT and encouragement in the case of stimulant-positive UDT as directed by DHCS

CA DHCS State Incentive Manager

Provider Site > DHCS Member
 Member DoB: 01/01/2000
 Member CIN: 99999999A

Current Week = 6
 Week 6 began 1/11/23 (6 days left)

Weeks 1-12 Weeks 13-24

Week	UDT 1	UDT 2	\$ Earned
2/11 - 2/17	-Neg \$10.00	-Neg \$10.00	\$20.00
2/18 - 2/24	-Neg \$11.50	Unexcused Absence	\$11.50
3/3 - 3/9	-Neg \$10.00	-Neg \$10.00	\$20.00
3/10 - 3/16	-Neg \$11.50	-Neg \$13.00	\$24.50
3/17 - 3/23	-Neg \$13.00	+Pos \$0	\$13.00
3/24 - 3/30	UDT Neg = \$10.00	Enter UDT Result	
3/31 - 4/6	Stimulant -Neg (\$)	Enter UDT Result	
4/7 - 4/13	Stimulant +Pos	Enter UDT Result	
4/14 - 4/20	Unexcused Absence	Enter UDT Result	
4/21 - 4/27	Excused Absence (Note)	Enter UDT Result	
4/28 - 5/4	Enter UDT Result	Enter UDT Result	
5/5 - 5/11	Enter UDT Result	Enter UDT Result	



Submit Selection

CM Coordinator

- When you select the appropriate option during a visit (i.e., stimulant negative, stimulant positive, excused absence, unexcused absence) the submit button will become green
- In order to submit the result, you must click the submit button
- To avoid error, this button will not be "clickable" until you select an input and the inputs will not be registered until you click submit



CA DHCS State Incentive Manager

Help
Sign Out

Provider Site > DHCS Member

Member DoB: 01/01/2000
Member CIN: 99999999A

Current Week = 6
Week 6 began 1/11/23 (6 days left)

Weeks 1-12
 Weeks 13-24

Week	UDT 1	UDT 2	\$ Earned
2/11 - 2/17	-Neg \$10.00	-Neg \$10.00	\$20.00
2/18 - 2/24	-Neg \$11.50	Unexcused Absence	\$11.50
3/3 - 3/9	-Neg \$10.00	-Neg \$10.00	\$20.00
3/10 - 3/16	-Neg \$11.50	-Neg \$13.00	\$24.50
3/17 - 3/23	-Neg \$13.00	+Pos \$0	\$13.00
3/24 - 3/30	UDT Neg = \$10.00	Enter UDT Result	
3/31 - 4/6	Stimulant -Neg (\$)	Enter UDT Result	
4/7 - 4/13	Stimulant +Pos	Enter UDT Result	
4/14 - 4/20	Unexcused Absence	Enter UDT Result	
4/21 - 4/27	Excused Absence (Note)	Enter UDT Result	
4/28 - 5/4	Submit	Enter UDT Result	
5/5 - 5/11	Enter UDT Result	Enter UDT Result	



Confirm Selection

CM Coordinator

- As a final confirmation before submitting StimNeg results, you will be prompted to make one more confirmation
- Ask the Member for their Date of Birth, and enter it in.
- Select the Radio Button to confirm the information is collect
- If you are certain of your input, please select “yes” when prompted.
- If not, select “no” and re-input your selection



The screenshot shows a web interface for a DHCS Member. A modal window is open, titled "You have selected Stimulant - Neg (\$) Week 6 UDT 1". The modal contains the following information and fields:

- First Name:** DHCS
- Last Name:** Members
- Client Identification Number (MediCal CIN):** 12345678A
- Confirm Member's information above is correct and enter in the Member's date of birth below.**
- Date of Birth:** 01/01/2000
- Verification:** "I have verified the CM Visit result entry and all of the Member's information above is correct." with a yellow dot indicator.
- Buttons:** "Yes!" (green) and "No" (red)

The background interface shows a table of UDT results for Week 6, with a total of \$10.00 in incentives. A "Submit" button is visible at the bottom of the table. On the right side, there is a "Rewards Bank: \$10" section with a "Redeem Now!" button and a "Weeks Completed" section with a donut chart showing 80% completion (80% Abstine, 10.0% Pos+, 10.0% Missed).



Reward Type Selection

CM Coordinator

- Once a negative UDT is input, the system will offer the **reward type selection**.
- CM coordinators will work with the Member to select the preferred vendor.
- There are 2 options:
 1. Gift card for a specific vendor
(see next page for list of vendors)
 2. Adding funds to a “bank”
- Simply click the preferred option and proceed to “delivery type” selection

DHCS CA DHCS State Incentive Manager

Provider Site > DHCS Member
 Member DoB: 01/01/2000
 Member CIN: 99999999A

Current Week = 6
 Week 6 began 3/31/23 (6 days left)

Weeks 1-12

Week	Mon/Tues	UDTs	Th
2/11 - 2/17		-Neg \$10.00	-Neg
2/18 - 2/24		-Neg \$11.50	Unexcuse
3/3 - 3/9		-Neg \$10.00	-Neg
3/10 - 3/16		-Neg \$11.50	-Neg
3/17 - 3/23		-Neg \$13.00	+Pos
3/24 - 3/30		UDT Neg = \$10.00	Enter UDT
3/31 - 4/6		Enter UDT Result	Enter UDT
4/7 - 4/13		Enter UDT Result	Enter UDT
4/14 - 4/20		Enter UDT Result	Enter UDT
4/21 - 4/27		Enter UDT Result	Enter UDT Result
4/28 - 5/4		Enter UDT Result	Enter UDT Result
5/5 - 5/11		Enter UDT Result	Enter UDT Result

Bank Incentives for Later by Closing Out

Vendor Card Selection
 Incentive Amount: \$10.00

Walmart SUBWAY
 NIKE THE HOME DEPOT
 BURGER KING GameStop

Rewards Bank: \$10
 Reconfirm CM eligibility in: 14 Days

Gift Card
 Redeem Now!

Incentive Summary Incentive History

Weeks Completed: 5 of 24
 Total Incentives Earned: \$89.00
 Potential Remaining Incentives: \$468.00

UDT Results
 Missed 10.0%
 Pos+ 10.0%
 80% Abstinent
 Neg- 80.0%



Gift Card Vendors

CM Coordinator

Department/ Entertainment	Food Drink	Clothing	Tools / General
 <p>* **</p>   	   	       	        <p>***</p>

Please remember this gift card cannot be used to purchase alcohol, tobacco, cannabis, and/or lottery tickets or other gambling services.

*Wal-Mart additionally restricts the purchase of firearms or ammunition.

* *Wal-Mart gift card allows for the purchase of gasoline at participating locations.

*** Chevron/Texaco gift card can be printed but can only be redeemed digitally through the free Chevron/Texaco app at the pump and not in store.



Rewards Bank

CM Coordinator

Rewards are also able to be “banked” or saved:

- If the member chooses not to to redeem the reward immediately, they can save earnings in the rewards bank
- To select “banking” as an option, **click the “X” on the vendor selection**
- Once the rewards are banked, they can be converted into gift cards at any time **by selecting the rewards bank.**
- This will return you to the vendor selection screen (previous page).

Bank Incentives for later by closing out ✕

Vendor Card Selection

Incentive Amount: \$10.00

← ● ○ ○ ○ →

Help Sign Out

Rewards Bank: \$10

Redeem Now!

Reconfirm CM eligibility in: 14 Days

Incentive Summary
 Incentive History

Total Incentives Earned: \$89.00

Date of Incentive	Delivery Type	Merchant	Amount
Dec 7th, 2022	SMS	VISA	\$10.00
Dec 11th, 2022	SMS	VISA	\$10.00
Dec 15th, 2022	Email	Walmart	\$11.50
Dec 19th, 2022	Print	VISA	\$10.00
Dec 22nd, 2022	Print	Valero	\$10.00
Dec 25th, 2022	SMS	VISA	\$11.50
Dec 29th, 2022	Print	Target	\$13.00
Jan 2nd, 2023	SMS	VISA	\$13.00
Total			\$89 of \$599



Rewards Bank Confirmation


CM Coordinator

Any banked rewards that are redeemed required Member date of birth validation:

- Select member requested vendor gift card to be redeemed from the rewards bank.
- Verify the members information is correct and **enter in their date of birth.**
- If the member's information and selection is correct, **select "Continue" to proceed to select a delivery option.**
- If the member wants to choose a differed card, **select "Back" to choose another vendor.**



Incentive Selected!



You have chosen a \$10.00 Walmart Gift Card

*This card may not be used to purchase alcohol, tobacco, firearms.


First Name

Last Name

Client Identification Number (MediCal CIN)

IMPORTANT!

Confirm Member's information above is correct and enter in the Member's date of birth below.

Member DoB: 

Continue

Back



Reward Delivery Type Selection

CM Coordinator

- Once a reward type is selected, the system will offer the **delivery type option**.
- For vendor-specific gift cards, the Member can select text, email, or printed in person.
- For “banking” of rewards, this screen will not show up.
- For texts, Members will be required to input their phone number.
- For emails, Members will be required to input their email address.
- Text and email gift cards can be added to Apple or Google wallets.

Choose Delivery Method

Walmart

How would you like to receive your \$10.00 Walmart gift card?

Member Name: DHCS Member
Member DoB: 01/01/2000

Email: Member@email.com
 Text: (555) 555-5555
 Print Gift Card

Confirm

Week	Mon/Tues	UDTs	Thu
2/11 - 2/17	-Neg \$10.00		-Neg \$
2/18 - 2/24	-Neg \$11.50		Unexcuse
3/3 - 3/9	-Neg \$10.00		-Neg \$
3/10 - 3/16	-Neg \$11.50		-Neg \$
3/17 - 3/23	-Neg \$13.00		+Pos
3/24 - 3/30	UDT Neg = \$10.00		Enter UDT
3/31 - 4/6	Enter UDT Result		Enter UDT
4/7 - 4/13	Enter UDT Result		Enter UDT
4/14 - 4/20	Enter UDT Result		Enter UDT
4/21 - 4/27	Enter UDT Result		Enter UDT
4/28 - 5/4	Enter UDT Result		Enter UDT Result
5/5 - 5/11	Enter UDT Result		Enter UDT Result

Rewards Bank: \$10

Reconfirm CM eligibility in: 14 Days

Weeks Completed: 5 of 24

Total Incentives Earned: \$99.00

Potential Remaining Incentives: \$458.00

UDT Results

82% Abstinent

Misled 9.0%
Pos+ 9.0%
Neg- 82.0%

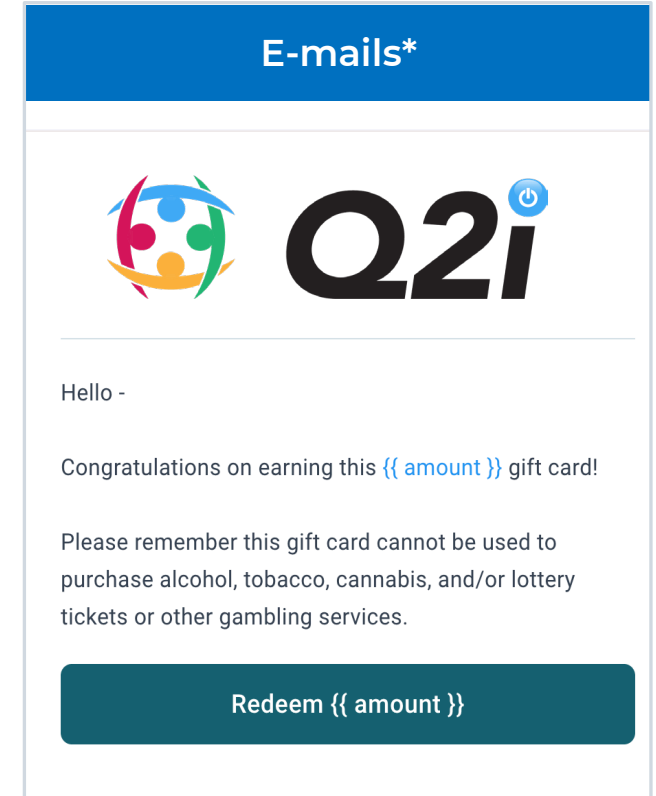
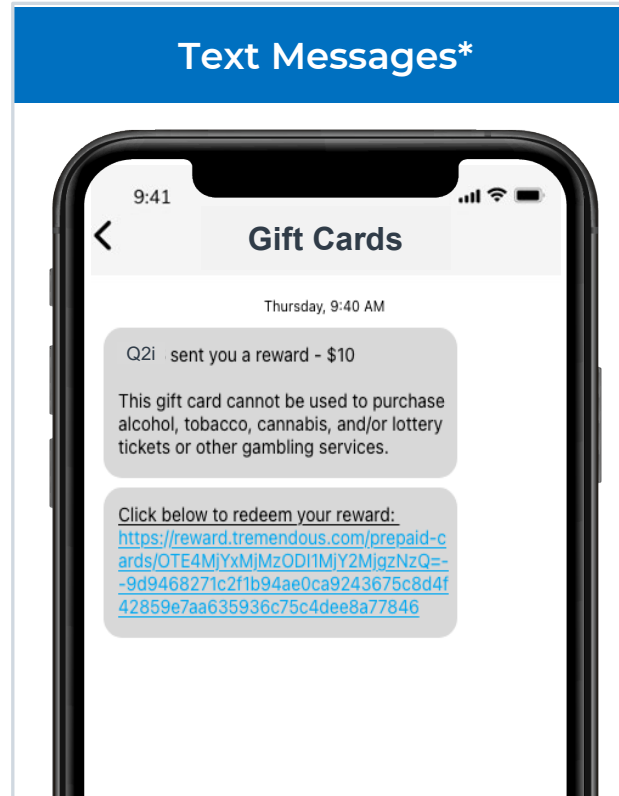


E-mailing or texting Rewards

CM Coordinator

Gift Cards will be delivered by the same address each time:

- The text message will come from same number each time
- The email will come from Q2i via Tremendous (rewards@tremendous.com)
- We recommend having the member save this contact (as shown at right)
- The member can use the code in the email or add to their Apple or Google Wallet



* Deleted messages cannot be regenerated. Please do not delete rewards texts or emails.



Printing Rewards

CM Coordinator

Rewards are available for printing in the office immediately after the rewards are earned:

- Much of the effort here will be focused on linking a printer to the computer.
- Once “Print Now” is selected, the print screen will come up as shown at right.
- Please note that printed cards CANNOT be re-printed. Once these are generated, the member must keep track of these rewards.



The screenshot shows the DHCS State Incentive Manager interface. A central popup window titled "Gift Card Created!" displays a Walmart logo and a "Print Now" button. The background interface includes a sidebar with navigation options (Dashboard, Analytics, Reports, Manage Users), a header with "CA DHCS State Incentive Manager", and a main content area showing member details, a table of weekly UDTs, and summary statistics like "Weeks Completed: 5 of 24" and "Total Incentives Earned: \$99.00".

Week	Mon/Tues	UDTs	Th
2/11 - 2/17	-Neg \$10.00	-Neg	
2/18 - 2/24	-Neg \$11.50	Unexcuse	
3/3 - 3/9	-Neg \$10.00	-Neg	
3/10 - 3/16	-Neg \$11.50	-Neg	
3/17 - 3/23	-Neg \$13.00	+Pos	
3/24 - 3/30	UDT Neg = \$10.00	Enter UDT	
3/31 - 4/6	Enter UDT Result	Enter UDT	
4/7 - 4/13	Enter UDT Result	Enter UDT	
4/14 - 4/20	Enter UDT Result	Enter UDT	
4/21 - 4/27	Enter UDT Result	Enter UDT Result	
4/28 - 5/4	Enter UDT Result	Enter UDT Result	
5/5 - 5/11	Enter UDT Result	Enter UDT Result	

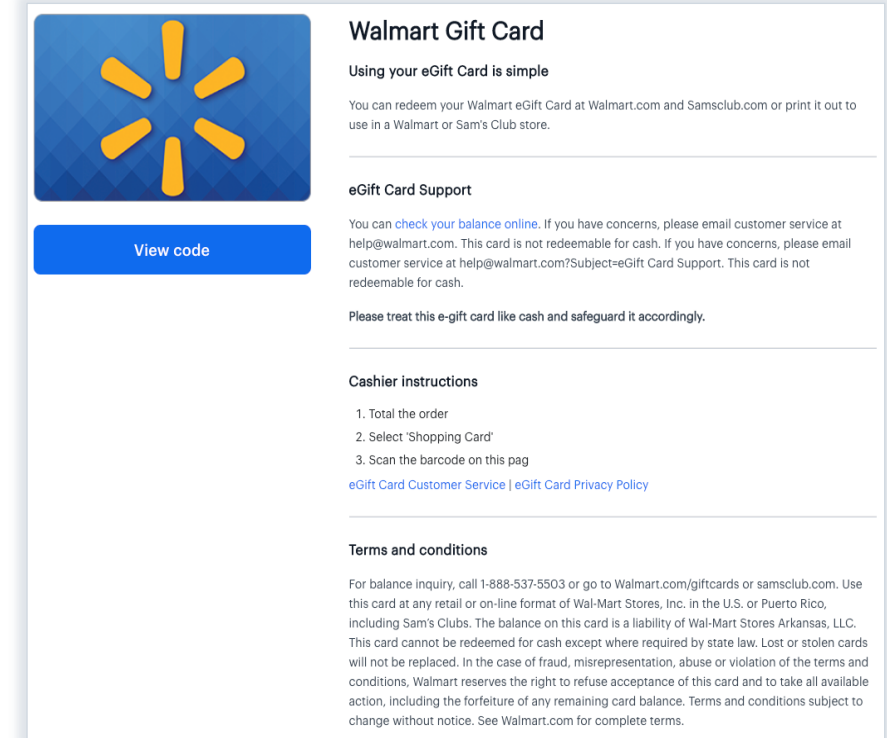
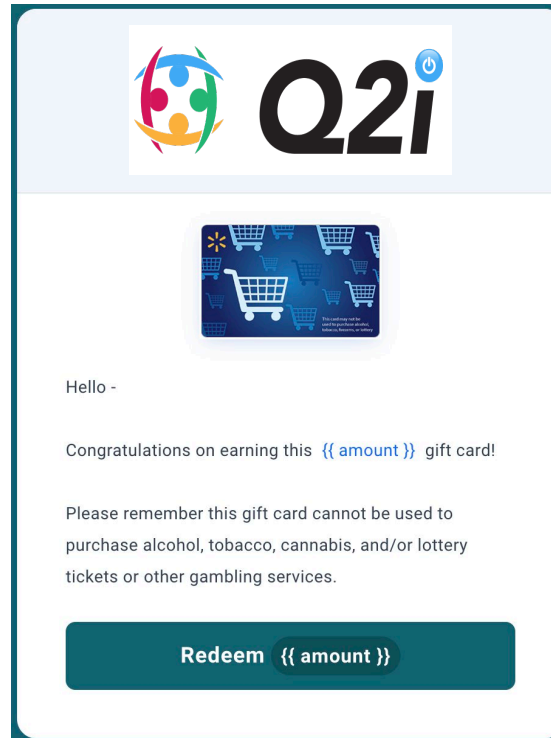


Printing Rewards

CM Coordinator

The portal will route you to a new tab in your browser:

- You will click the “redeem” button on the screen
- Then you will click “view code” on the subsequent screen
- You will then be able to print the following screen for use





Managing Absences

CM Coordinator

In addition to logging a UDT result, you can also log absences:

- Excused absences do not trigger a “reset” while unexcused absences do.
- Excused absences can only be logged if:
 - A member informs you in advance
 - There is a valid reason for the absences
 - The member presents valid documentation supporting the absence
 - They have missed MAXIMUM 2 sessions in a row
- Selections are made in the same way as UDT results (click submit button)

CA DHCS State Incentive Manager

Provider Site > DHCS Member
 Member DoB: 01/01/2000
 Member CIN: 99999999A

Current Week = 6
 Week 6 began 3/31/23 (6 days left)

Weeks 1-12 (Selected) Weeks 13-24

Week	Mon/Tues	UDTs	Thurs/Fri	\$ Earned
2/11 - 2/17	-Neg \$10.00		-Neg \$10.00	\$20.00
2/18 - 2/24	-Neg \$11.50		Unexcused Absence	\$11.50
3/3 - 3/9	-Neg \$10.00		-Neg \$10.00	\$20.00
3/10 - 3/16	-Neg \$11.50		-Neg \$13.00	\$24.50
3/17 - 3/23	-Neg \$13.00		+Pos \$0	\$13.00
3/24 - 3/30	UDT Neg = \$10.00		Enter UDT Result	
3/31 - 4/6	Stimulant -Neg (\$)		Enter UDT Result	
4/7 - 4/13	Stimulant +Pos		Enter UDT Result	
4/14 - 4/20	Unexcused Absence		Enter UDT Result	
4/21 - 4/27	Excused Absence (Note)		Enter UDT Result	
4/28 - 5/4	Submit		Enter UDT Result	
5/5 - 5/11	Enter UDT Result		Enter UDT Result	

Rewards Bank: \$10
 Reconfirm CM eligibility in: 14 Days

Weeks Completed: 5 of 24
 Total Incentives Earned: \$89.00

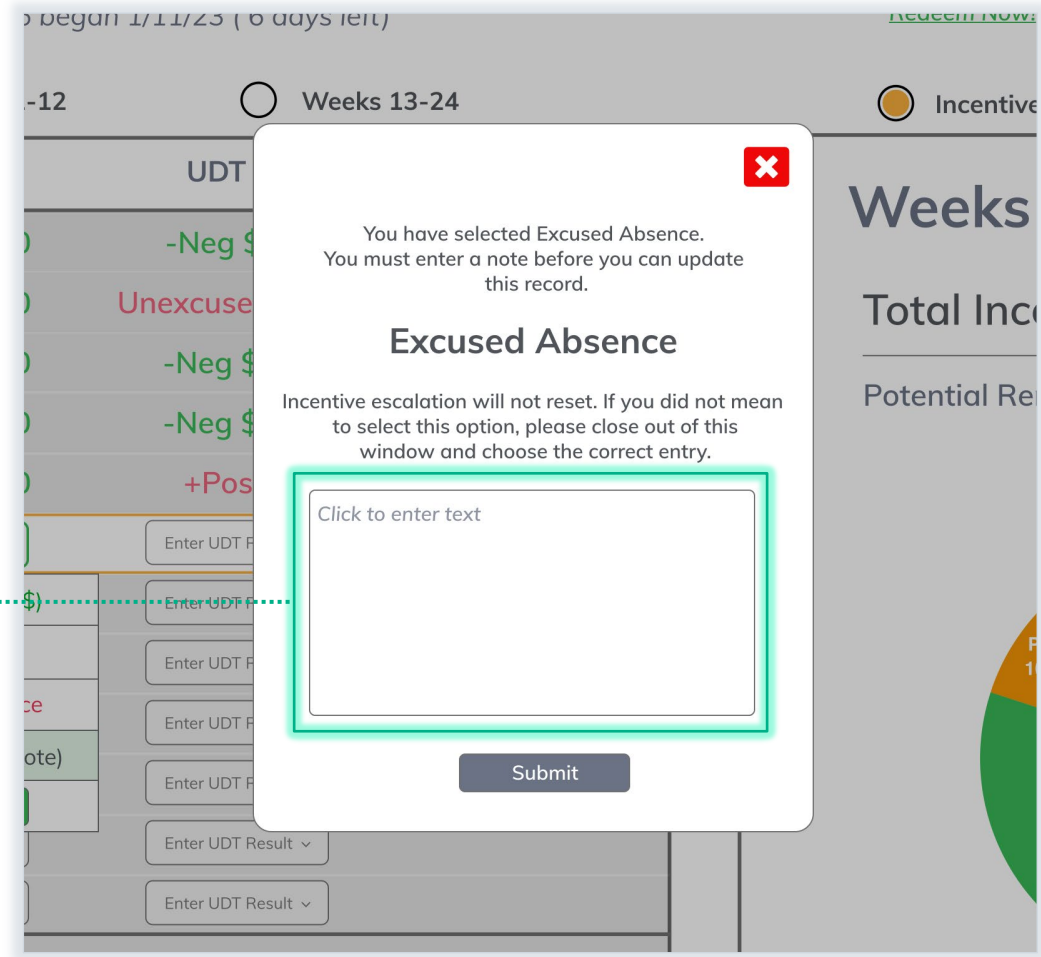
UDT Results: 80% Abstinent
 Missed 10.0%
 Pos+ 10.0%



Submitting Excused Absences

CM Coordinator

- In addition to confirming submission of the “excused absence”, **you will be asked to input a note.**
- This note should capture the reasoning behind the excused absence.
- **Note:** In the subsequent visit, you will be asked to confirm that documentation was provided to support this reasoning.
- **Note:** You must track this information in your EHR as well.



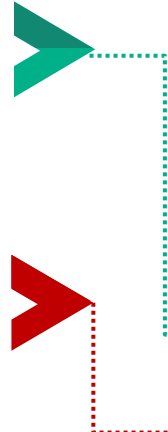
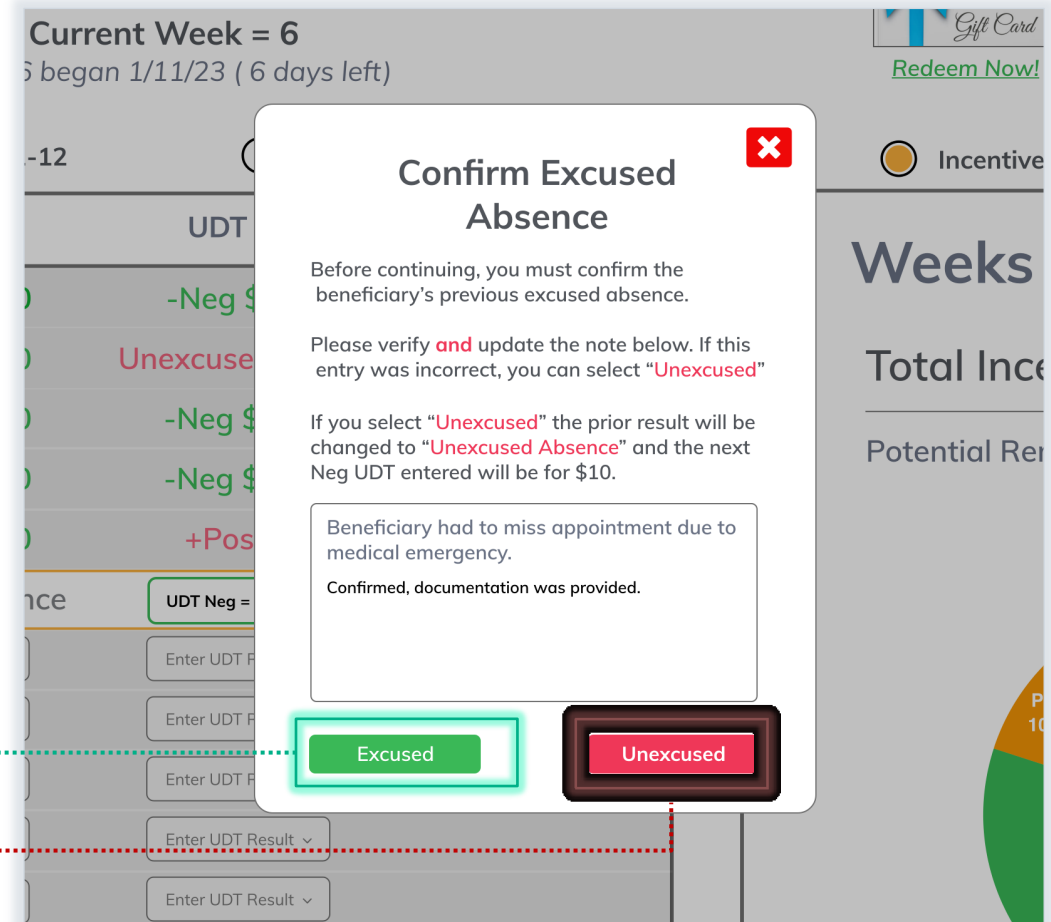


Confirming Excused Absences

CM Coordinator

In the subsequent visit, you will be asked to confirm your input:

- If the member provides adequate documentation supporting their excused absence, please confirm.
- You will **confirm by clicking “excused”**.
- If the member does not provide documentation, you must reverse the excused absence.
- You will **change entry by clicking “unexcused”**.
- **Note:** Unexcused absences trigger a “reset”.
- **Note:** Only 2 excused absences are allowed in a row.





Missed Entries and Corrections

Missed Entries:

• **Weeks 1-12**

- CM coordinators must make 2 entries per week per member (i.e., you must log unexcused absences on the day the absence occurred).
- If you do not do this, the system will automatically create an absence entry (for M-W or W-S).
- Upon subsequent visit, the system will prompt you with the same screen as confirming an excused absence (i.e., select excused or unexcused absence).
- If no entries are made in a week, they will be assumed as unexcused absences.

• **Weeks 13-24**

- CM coordinators must make 1 entry per week per member (i.e., you MUST log unexcused absences on the day the absence occurred).
- If no entries are made in a week, they will be assumed as unexcused absences.

Incorrect Entries:

• **Input positive UDT when intended to do negative UDT**

- Call the call center
- Keep member in the office
- This change will (ideally) be made within minutes
- Worst case, this will be made within 24-48 hours and the reward will be placed in the rewards bank

• **Input negative UDT when intended to do positive UDT**

- Call the call center
- This change will be made within 24-48 hours

• **Input wrong type of absence**

- Correct upon subsequent visit as shown on previous page



Appropriate Disclaimer(s)

CM Coordinator

- Incentive rewards cannot be used for the following uses:
 - Alcohol
 - Tobacco
 - Gambling
 - Cannabis
- Vendor-specific gift cards are either for vendors who do not offer these items OR have inherent restrictions
- Incentive rewards cannot be re-distributed once already delivered
- “Please remember this gift card cannot be used to purchase alcohol, tobacco, cannabis, and/or lottery tickets or other gambling services.”
- Wal-Mart additionally restricts the purchase firearms or ammunition.

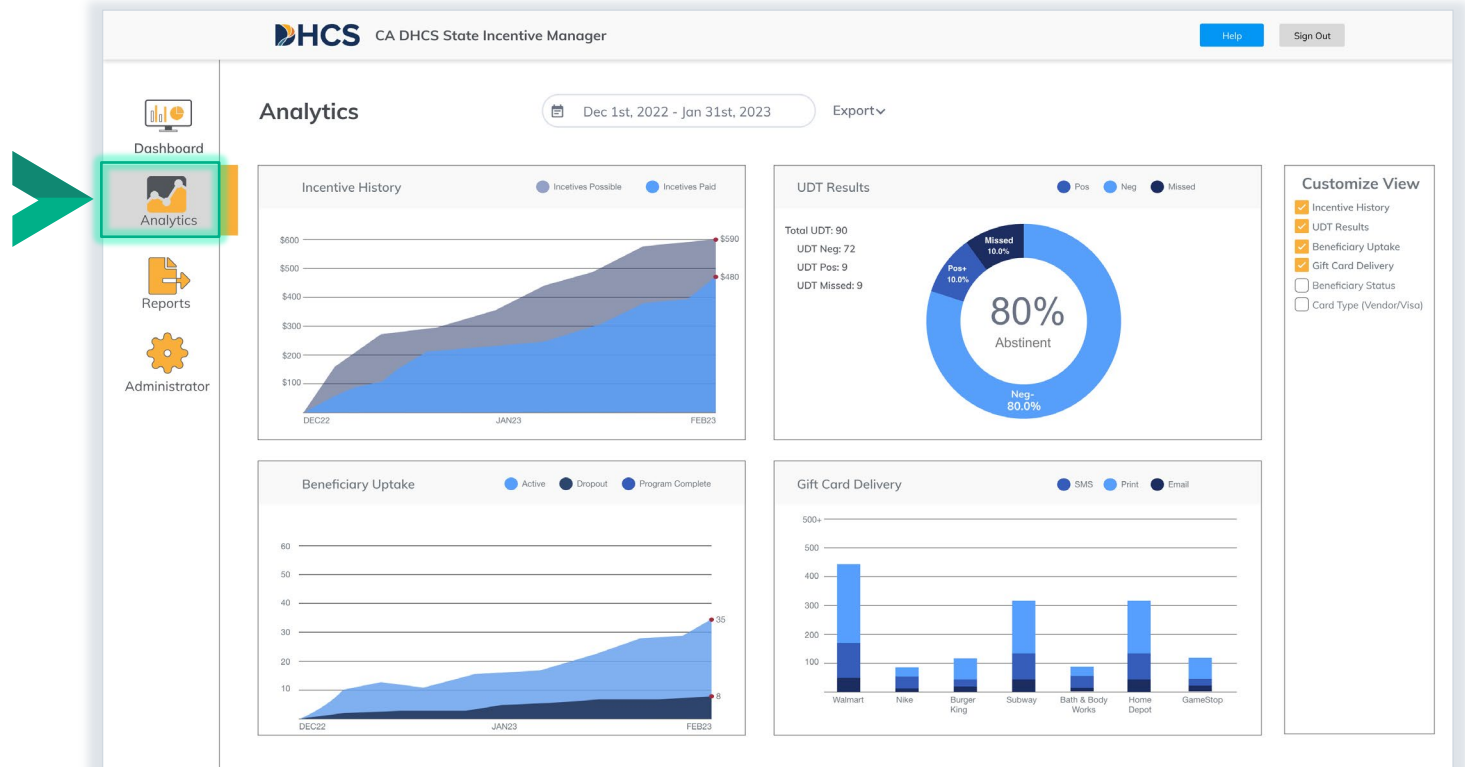
Analytics and Reports



Analytics Pane

CM Coordinator

- The analytics pane is available by clicking “analytics” on the left pane.
- The analytics pane is highly customizable by the user using the “customize view” pane on the right side
- Data can be downloaded as charts (.pdf)
- Data can be selected based on a specific date range

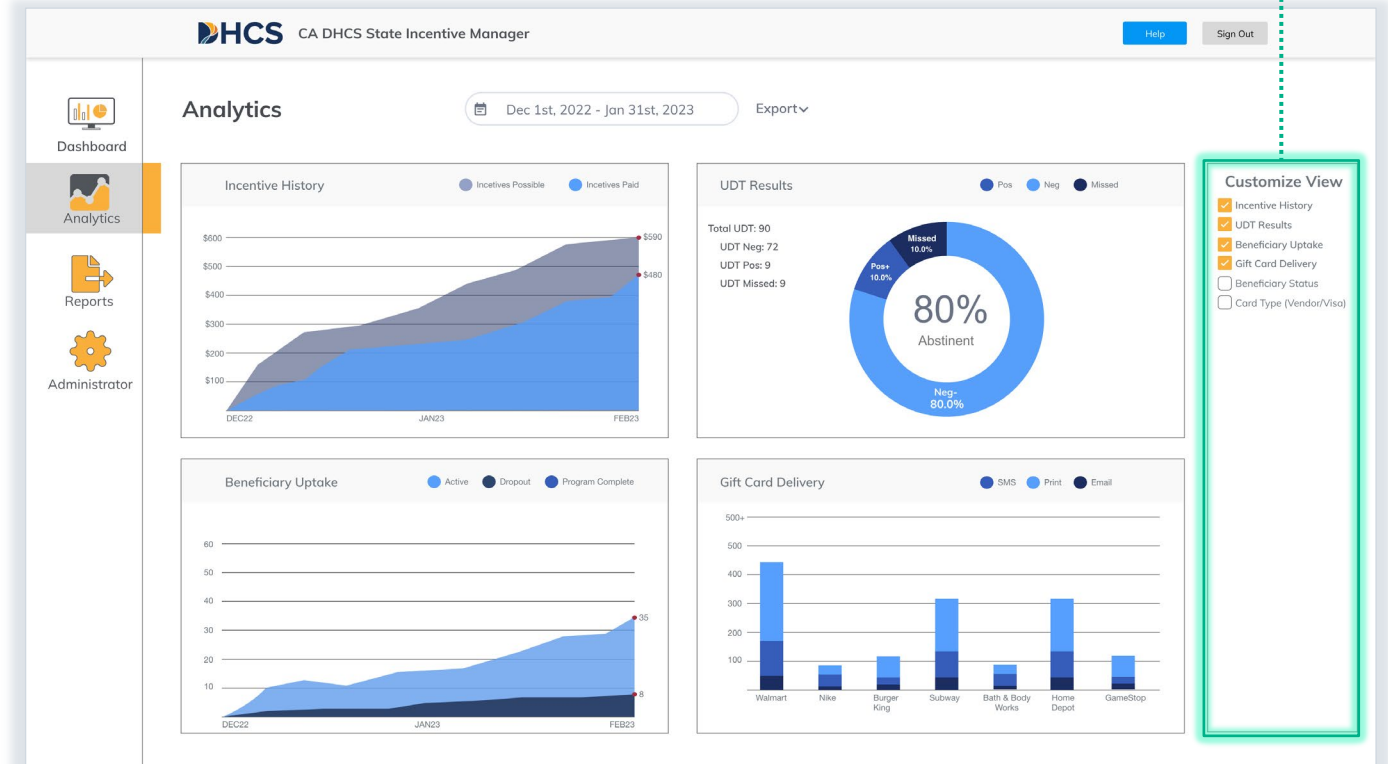




Analytics Customization

CM Coordinator

- Analytics panes can be customized based several factors (as can be see at right)
- Selections by county will filter the data available in the charts on the left
- Other selections will add new charts to the left side (here shown as reward history, UDT results, Member Uptake, and reward delivery type)






Analytics Report Pane

CM Coordinator

Reports will be compiled automatically by the system:

- Reports are available monthly
- Reports are available at all levels available for your role (see access rights) – you can select **via dropdown**
- Reports can be selected for specific counties or providers – and at the aggregated levels
- To select a report, click the “” icon
- These reports do not contain any member-level information (i.e., PHI).
- These reports can be downloaded, printed, or emailed.

CA DHCS State Incentive Manager

Help Sign Out

September 2023

Export All in Date Range v

September 2023	
August 2023	
July 2023	
June 2023	
May 2023	
April 2023	
March 2023	



Reports

CM Coordinator

- Once a specific report is selected, it will be downloaded as a .pdf to your local machine.
- Once these reports are **downloaded** you can open the .pdf file to view the contents
- These reports do not contain any member-level information (i.e., PHI).



CA DHCS State Incentive Manager

Help Sign Out

Reports All Time

August 2023	
July 2023	
June 2023	
May 2023	
April 2023	
March 2023	
February 2023	

February 2023 Report Details:

- Number of Members: 990
- Provider Site Report
- Provider Site Name: DHCS Site
- Number of CM Coordinators & Supervisors: 3
- Total M: 20
- Active Members: 20
- Completed Members: 5
- Dis-enrolled Members (All Reasons): 5

Incentives:

- Incentives Earned: \$6,000
- Incentives Received: \$4,800
- Incentives Banked: \$1,200
- Incentives Per Member: \$200

CM Visit Results:

- CM Visits: 580
- Stim Neg: 464
- Stim Pos: 58
- Unexcused Absences: 32
- Excused Absences: 14
- Missed Entries: 13

80% Abstinence

Download Print Email



Help Center and Support



Locating the Portal Help Center

- From any pane you can find the **help button**
- The button is in the same spot for each portal view



CA DHCS State Incentive Manager

Provider Site Total Member Population: 12

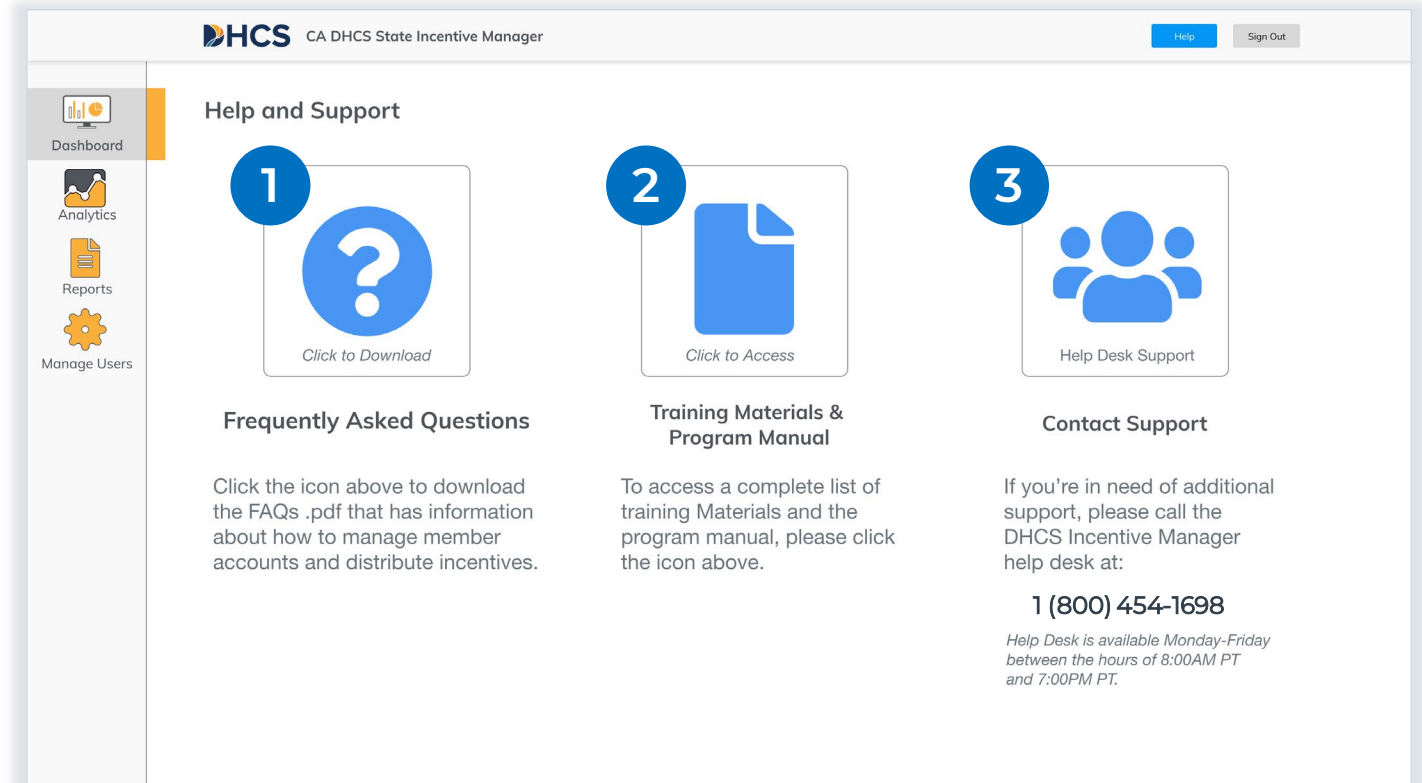
Member	Results Entered	Week Number	Week Number	CM Coordinator	CM Start	CM End	Incentives Earned	Incentives Received	UDT Results			
									T	P+	N-	M
DHCS Member	1/2	1	6	DHCS Coordinator	12/6/22	5/23/23	\$89.00	\$79.00	10	1	8	1
DHCS Member	1/2	1	6	DHCS Coordinator	12/6/22	5/24/23	\$76.00	\$76.00	10	2	7	1
DHCS Member	0/2	5	5	DHCS Coordinator	12/11/22	5/28/23	\$40.00	\$40.00	9	3	4	3
DHCS Member	0/2	6	5	DHCS Coordinator	12/13/22	5/30/23	\$41.50	\$30.00	9	3	5	1
DHCS Member	0/2	6	4	DHCS Coordinator	12/18/22	6/4/23	\$60.00	\$60.00	8	2	6	0
DHCS Member	0/2	7	4	DHCS Coordinator	12/20/22	6/6/23	\$30.00	\$0.00	7	3	3	1
DHCS Member	1/2	2	3	DHCS Coordinator	12/28/22	6/14/23	\$41.50	\$20.00	5	1	4	0
DHCS Member	1/2	2	2	DHCS Coordinator	12/30/22	6/16/23	\$31.50	\$31.50	3	0	3	0
DHCS Member	1/2	3	1	DHCS Coordinator	1/2/23	6/19/23	\$10.00	\$0.00	1	0	1	0
DHCS Member	1/2	6	6	DHCS Coordinator	1/6/23	6/23/23	\$21.50	\$21.50	10	3	4	3
DHCS Member	1/2	5	5	DHCS Coordinator	1/7/23	6/24/23	\$0	\$0	9	1	0	8
DHCS Member	1/2	6	6	DHCS Coordinator	1/12/23	1/29/23	\$20.00	\$10.00	9	2	2	5



Overview of the Portal Help Center

There are 3 types of support available in the portal:

- 1 Frequently Asked Questions Documents (.pdf)
- 2 Training Materials (UCLA site)
- 3 Call center available by phone





Q2i Call Center

Call Center

DHCS Program Call Center
+1 (800) 454-1698