# CT WiZ CVP Provider Re-enrollment Training Guide

# State of Connecticut



November 15, 2019 Version 1.0



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#### Introduction

Welcome to the CT WiZ Training Guide, a detailed and user-friendly document for the clinics.

All providers must re-enroll in CT WiZ. This is an electronic form and signature. If you are currently not "live" with CT WiZ, re-enrolling **does not** automatically make you "live".

This guide is for the CT WiZ Immunization Information System. It focuses on how to complete your enrollment into the Connecticut Vaccine Program (CVP). Additional training materials can be found on the Connecticut Immunization Program website at:

https://portal.ct.gov/DPH/Immunizations/CVP--Provider-Profile-Enrollment Reenrollment

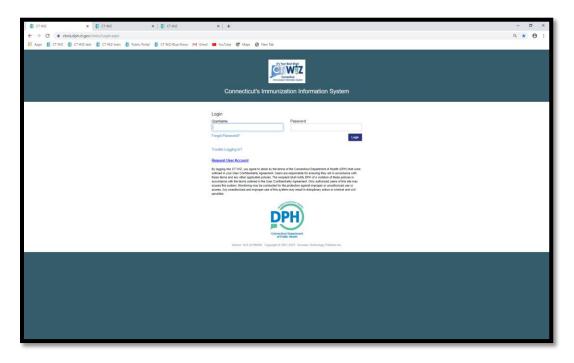
# Request a User ID

Before you get started with the re-enrollment, you want to make sure you have a few things completed.

Make sure the primary coordinator and the physician signing the agreement (or equivalent) have access to CT WiZ. If you already have access, you do not need to request access again.

**NOTE:** If you already have a CT WiZ username but do not see the Clinic Tools module in the left menu, send a <u>helpdesk ticket</u> to have your permissions updated. Please indicate this is for the Provider Profile re-enrollment.

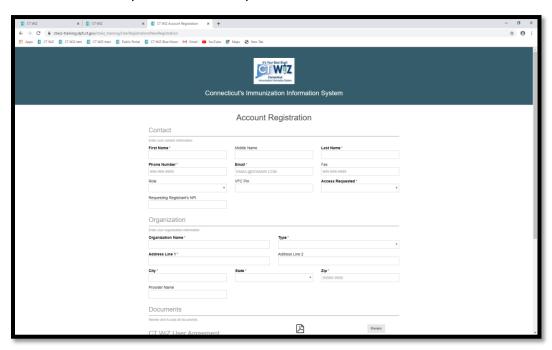
1. If you need to request access, you may do so on our website by clicking on the Request User Account link. You must have a unique email address in order to request a user account.



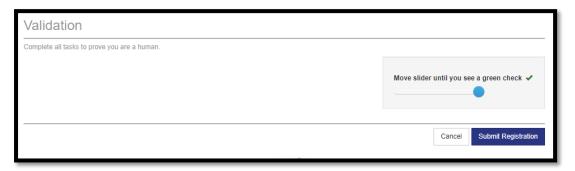
- 2. Fill in all fields with a red asterisk.
  - a. Your Access Requested depends on your role in the clinic.
  - b. Coordinators should choose Primary or Backup Coordinators from the drop down.



- c. Physicians signing the agreement or equivalent should choose Provider Profile Only Access.
- d. If you belong to multiple pin numbers, do not register multiple times. Complete the registration form and enter the PINs (separated by a comma) in the "Organization Name" field. We can link multiple pin numbers to your user account.
- e. Review the CT WiZ User Agreement. You must open this document, review it, close it and click accept in order to complete this section.



3. Move the slider until you see a green check and click on "Submit Registration".



Once your request has been approved, you will be sent 2 e-mails. One e-mail contains your username, and the second email contains your password.

**NOTE:** You may need to check your spam or junk folder in your email if you do not receive them.

- 4. Login to CT WiZ once you receive the emails.
- 5. Once signed in, reset your password and set up your security questions.

In the future, if you forget your password, you can use your security questions to reset your password by using the "forgot my password" link.

# Review the checklist

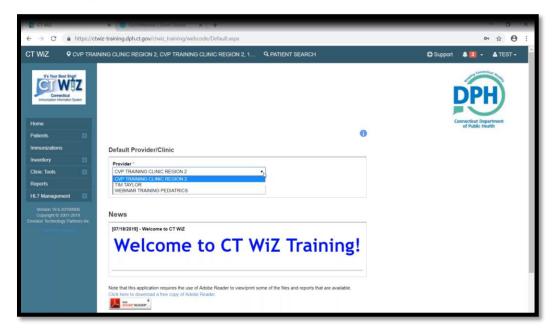
Refer to the checklist, also available on our webpage, for steps to take before you re-enroll.

| Provider Profile Checklist   |  |                |          |           |       |  |  |
|--|--|----------------|----------|-----------|-------|--|--|
| lease use the following checklist to help you complete all the sections in the Provider Re-enrollment rocess. Review the checklist to make sure your clinic has completed all the proper paperwork and teps needed.  |  |                |          |           |       |  |  |
| rior to completing the Re-enrollment  Make sure the Primary Coordinator and the Physician Signing the Agreement (or equivalent) have access to CT WiZ. If you need to request access, please visit <a href="https://ctwiz.dph.ct.gov/ctwiz/Login.aspx">https://ctwiz.dph.ct.gov/ctwiz/Login.aspx</a> and click on "Request User Account." Coordinators should pick the appropriate "Access Requested" (primary or backup), and physician's signing the agreement (or equivalent) should choose "Provider Profile Only" access. |  |                |          |           |       |  |  |
|  | Confirm that the primary and backup have completed these 2 CDC "You call the Shots" modules:  Vaccines for Children (VFC) and VFC Storage and Handling, or have had a site visit in the last 12 months.  If you have not completed this yet, please visit <a href="https://www.cdc.gov/vaccines/ed/youcalltheshots.html">https://www.cdc.gov/vaccines/ed/youcalltheshots.html</a> to complete. |                |          |           |       |  |  |
|  | To avoid having to do so during the re-enrollment, update all clinic information in CT WiZ using the Clinic Tools, Clinic Information screens. This includes your clinic's address, contact information, delivery hours, staff and staff training.   |                |          |           |       |  |  |
| Gather the insurance breakdown of all children in your practice. It is important to get these amounts as accurate as possible. You may need to consult with your billing department or your EHR to complete this portion. The breakdown of the insurances are as follows:  |  |                |          |           |       |  |  |
|  |  | Birth to 1 yr. | 1-6 yrs. | 7-18 yrs. | Total |  |  |
|  | VFC Eligible-Medicaid/Medicaid Managed Care (Husky A)  |                |          |           | 0     |  |  |
|  | VFC Eligible-Uninsured (Patients without Insurance)  |                |          |           | 0     |  |  |
|  | VFC Eligible- American Indian/Alaska Native  |                |          |           | 0     |  |  |
|  | CHIP (Husky B)   |                |          |           | 0     |  |  |
|  | VFC Eligible-Underinsured at FQHC  |                |          |           | 0     |  |  |
|  | Not VFC Eligible (Private Insurance)   |                |          |           | 0     |  |  |
|  | Total Number of All Patients in your practice who will be<br>administered state supplied vaccine (must equal the<br>sum total for rows 1-6 above)  | 0              | 0        | 0         | 0     |  |  |
| Vhen Filling Out the Re-enrollment  Visit our website to find a video tutorial on how to complete the re-enrollment process. This can be found at: <a href="https://portal.ct.gov/DPH/Immunizations/CVPProvider-Profile-Enrollment Reenrollment">https://portal.ct.gov/DPH/Immunizations/CVPProvider-Profile-Enrollment Reenrollment</a>   |  |                |          |           |       |  |  |
| Please remember that the Physician Signing the Agreement (or equivalent) must log in to CT WiZ to electronically sign the agreement. The primary coordinator cannot sign the document for the physician.   |  |                |          |           |       |  |  |
|  | In the Comments field, please enter your Federal Tax ID. This is the last section of the re-enrollment.  |                |          |           |       |  |  |
|  | The 2020 Re-enrollment must be completed by Friday the 13 <sup>th</sup> of December. Failure to do so will result in suspension from the program and you will not be allowed to order any vaccines until the reenrollment is complete.   |                |          |           |       |  |  |



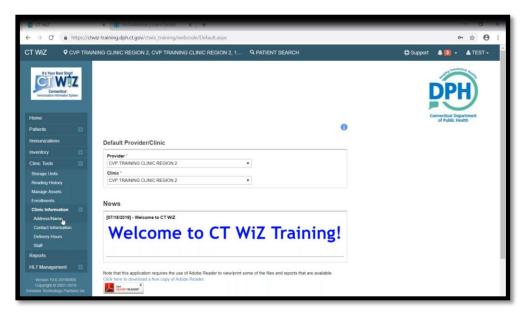
#### **Review Clinic Information**

Before you begin, make sure you are in the correct Provider and Clinic. In the Provider and Clinic dropdowns in CT WiZ, you can see all the providers and clinic's your username is associated with. A re-enrollment must be processed for each clinic.



Your clinic information may be outdated so you'll want to review the information and make any needed updates. When you make changes to a clinic's information such as a name or contact, a notification is submitted to the CVP team to review and either approve or reject the change. Keep this in mind before you begin the enrollment.

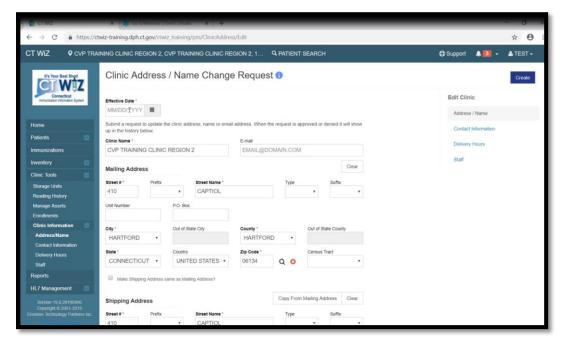
In CT WiZ, click on Clinic Tools in the left navigation menu then Clinic Information. These four screens show your clinic's name and address, phone and fax numbers, shipping information and the staff in your clinic.



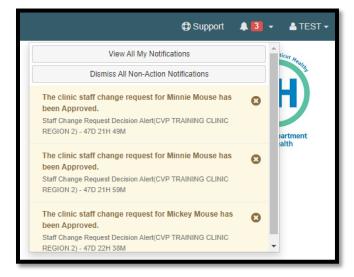


#### Update Clinic Address/Name

On the Address/Name screen, you can make changes to the clinic's name, email address, mailing or shipping address. Please enter the effective date the change is taking place. The shipping address is what will be used to ship your vaccines to. Click Create when finished.



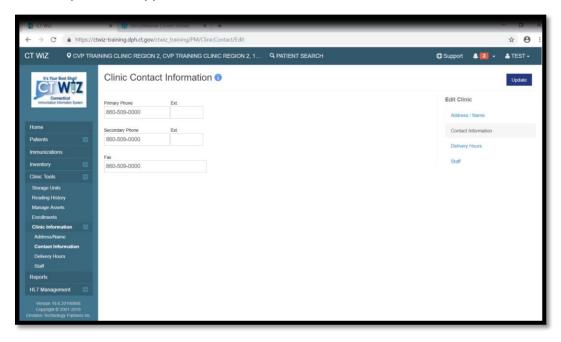
Changes made on this screen require CVP approval. You will receive a notification in your bell icon when the change is approved or rejected. You cannot make additional changes on this screen while the change is waiting to be approved.





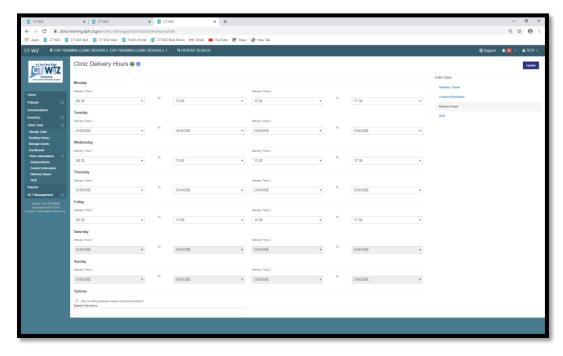
### **Update Clinic Contact Information**

Here you can update your clinic's phone and fax numbers. Click on Update when finished. These changes do not require CVP approval.



## **Update Delivery Hours**

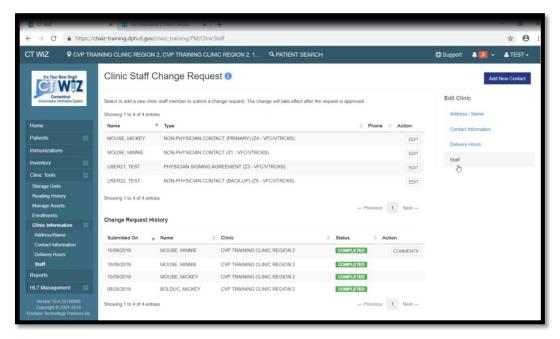
These are the hours you are allowing vaccines to be shipped to you. As you use CT WiZ, please remember to update this section around holidays, vacations and any other times your office may be closed. You cannot put dates or date ranges so you need to remember to update these when your office will be closed. These changes also do not require CVP approval.





#### **Update Clinic Staff and Training**

Review the list of clinic staff shown. It is important that you have a primary vaccine coordinator, a backup vaccine coordinator and a physician signing agreement listed in your contacts. A Provider Profile Roles document is on the website for your reference.



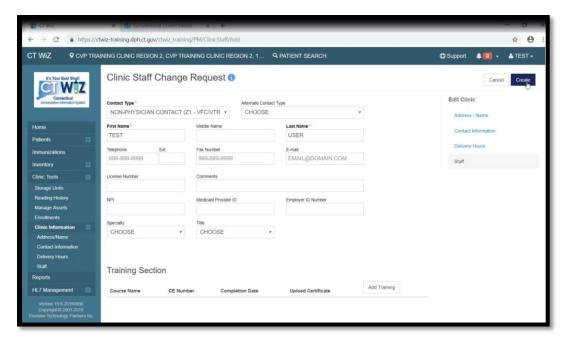
If you do not have all three contact types listed and do not document them now, you will have to leave the enrollment screens later to complete this information. Any missing information will prevent you from submitting the re-enrollment.

**NOTE:** Changes made on this screen require CVP approval. The CVP team receives a notification when there is a change. We review the change and approve or reject the change with a comment. When you receive a notification in the bell icon that your change has been approved, you may continue with the re-enrollment process. If you do not wait for the approval of these changes, the changes will not reflect on your enrollment.

**To add new staff:** (Do not overwrite existing staff with new staff):

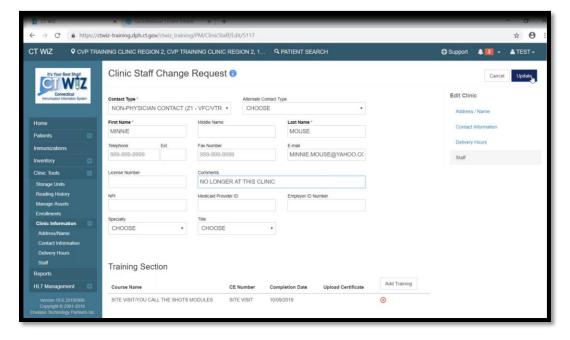
- 1. Click on the "Add New Contact" button.
- 2. Select the correct contact type from the dropdown. If they have an alternate role, choose this from the alternate contact type dropdown.
- 3. Complete the remaining fields. Be sure to include the license number, NPI, specialty and title.
- 4. When finished, click on "Create".





#### To remove staff:

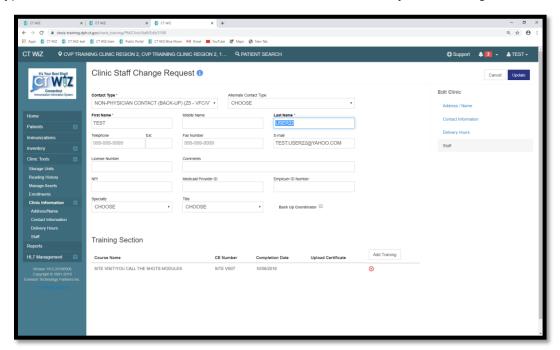
- 1. Click on "Edit" next to the staff's name.
- 2. Type in a note in the "Comments" field to remove the staff who is no longer there.
- 3. Click on "Update".





#### To make an update:

- 1. Click on "Edit" next to the staff's name.
- 2. Type the new information over the existing information into the specific field. For example, a staff member's last name changed due to marriage or divorce.
- 3. Type a note in the "Comments" field to let the CVP know of any other changes.





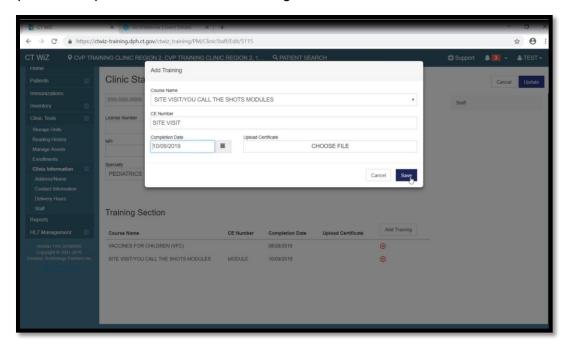
#### Add Training for Clinic Staff

For the Primary and Back-up vaccine coordinators, training must also be documented in order to complete the re-enrollment. As shown on the checklist, this training can be either a "site visit" or watch the two CDC "You call the shots" videos.

Just a reminder that if you **have not** received a site visit in the last 12 months, the primary and back-up vaccine coordinators need to complete both CDC videos.

**NOTE:** You must enter the training otherwise you will receive an error message when you are completing the re-enrollment.

- 1. Click on "Edit" next to the clinic staff.
- 2. Click on "Add Training" at the bottom to document training.
- 3. Select the course name of "Site Visit or You call the Shots modules".
- 4. In the **CE Number** field, type in the training that was completed, either "Site Visit" or "You call the shots modules".
  - a. If you watched the "You call the shots" videos, just add 1 line of Training indicating this. No need to add 2 lines.
- 5. Enter the date the training was completed. If you have the certificate saved for the modules, you can upload it here but it is not required.
- 6. Click on "Save" when finished.
- 7. When finished with all the updates on this screen, click on "Update" then "Cancel".
- 8. Repeat the steps above to document training for additional staff.



Changes made on this screen require CVP approval. The CVP team receives a notification when there is a change. We review the change and approve or reject the change with a comment.

Review all staff and confirm their information is correct. When you receive a notification in the bell icon that your change has been approved, you may continue with the re-enrollment process. If you do not wait for the approval of these changes, the changes will not reflect on your enrollment.

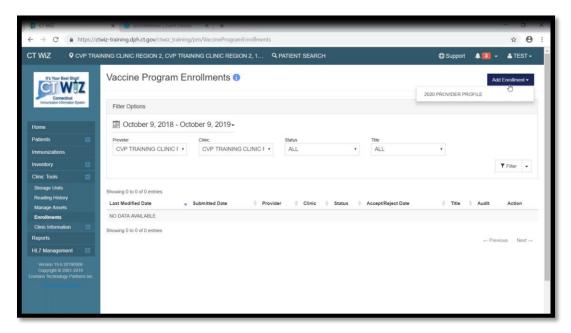
#### Complete the Re-enrollment

After all your clinic updates and training have been documented, you can begin the re-enrollment.

- 1. Click on "Clinic Tools" in the left navigation menu.
- 2. Click on "Enrollments". This screen lists all your enrollments, past and present. You can also see when the enrollment was submitted as well as if it was accepted or rejected with the date.
- 3. If you do not see any enrollments in "Not Submitted" status, click on "Add Enrollment".

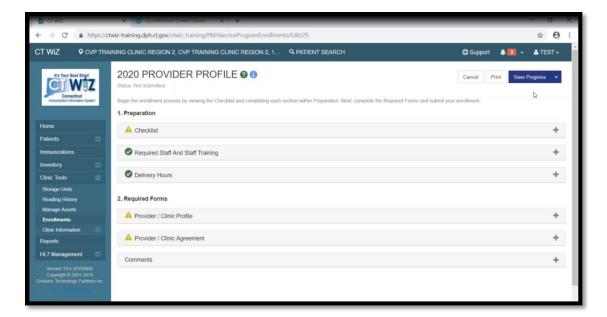
**NOTE:** If you see a row with "Not Submitted" status, DO NOT start a new one. A "Not Submitted" status indicates you have already started to complete the re-enrollment. Click on "View" to the right of the "Not Submitted" one. You can continue working on this one.

4. Select the 2020 Provider Profile.

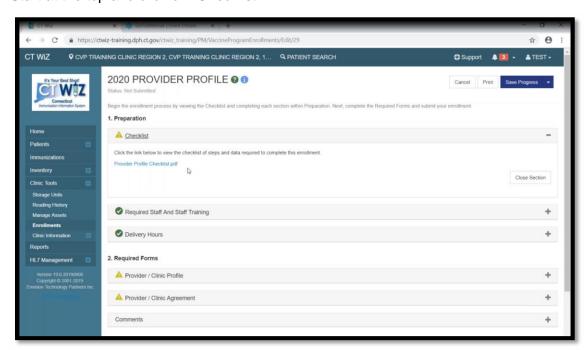


When in the enrollment, there are 2 modules and sections within each module that must be completed. Each section with a yellow exclamation point indicates the section has not been completed yet. A green checkmark indicates the section is complete.





- 5. Click on the "+" sign on the right side of each section to open it and complete the information.
- 6. Start at the top and click on "Checklist".

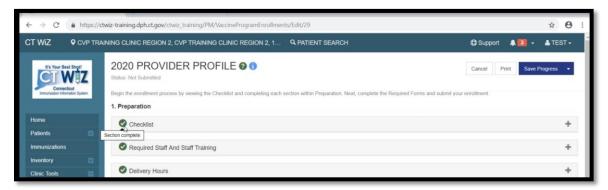


- 7. Click on the blue link for the Provider Profile checklist.
  - a. This opens in a separate window showing you everything that needs to be done prior to re-enrolling, as well as things to help you fill out the re-enrollment.
  - b. This PDF includes links to the CDC training modules mentioned earlier, as well as the insurance breakdown table.
  - c. Once you have reviewed this PDF you can minimize or print it.
  - d. You do not need to complete this checklist.



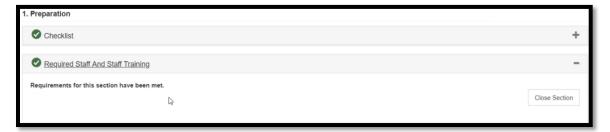
e. If you are all set reviewing the information, simply close the checklist then click on Close Section.

Notice that the yellow exclamation point changed to a green checkmark.

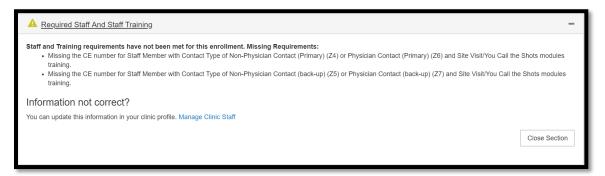


**NOTE:** Click on "Save Progress" in the top right corner to save your work as you go.

- 8. You can also print your re-enrollment. The printout shows all the information that has been entered thus far, as well as any PDF documents included in the re-enrollment.
- 9. Click on "Required Staff and Staff Training".
  - a. If all the necessary training was documented on the Clinic Staff screen for the primary and back-up vaccine coordinators, you should see a green checkmark.



b. If the training was not documented, the missing requirements for each staff member will be listed in this section. The error message specifically lists the staff contact type who is missing the training.

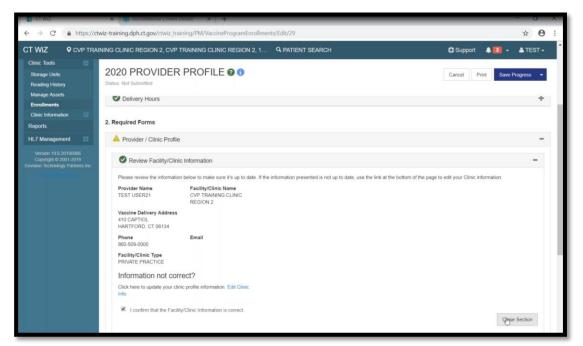


c. You can document the missing training by clicking on Manage Clinic Staff. This link brings you out of the Enrollment and to the Manage Clinic Staff Change Request screen where you can document the required training.

10. You'll notice there is already a green checkmark in "Delivery Hours". Since you have your delivery hours loaded in CT WiZ and reviewed them prior to completing the enrollment, no further action is required.



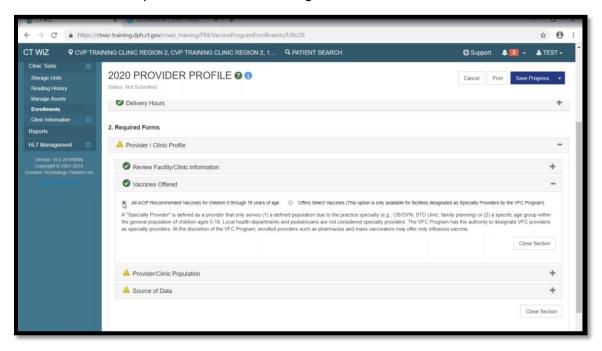
- 11. Click on "Save Progress" to save the work you have completed thus far.
- 12. In the "Required Forms" section, click on "Provider/Clinic Profile".
- 13. Click on Review Facility/Clinic Information. This shows the provider name, the clinic name, the delivery address, phone number, email and clinic type.
  - a. Verify the information is correct. If you made changes before starting the enrollment ensure the changes you made show here. Remember, any changes to the clinic staff must be approved first by the CVP Team in order for it to reflect in the enrollment.
  - b. **If you need to make changes**, click on the blue Edit Clinic info link. Again, this link brings you out of the Enrollment and to the Manage Address Name Change Request screen where you can make changes.
  - c. **If the information is correct**, check the box confirming all information is correct. You should see a green check mark for this section.





- 14. Click on "Vaccines Offered".
  - a. Click on "All ACIP Recommended Vaccines for children 0 through 18 years of age".

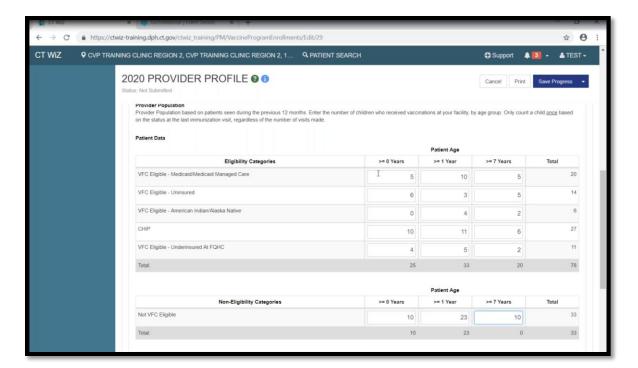
**NOTE:** The other option listed is for specialty providers only. Specialty providers are providers who only serve a defined population due to the practice specialty. If you fall under the group of specialty providers, select this option and check all vaccines you offer in your specialty practice. Once again health departments and pediatricians are **not** specialty providers and should select the All ACIP Recommended Vaccines option. You should see a green check mark for this section too.



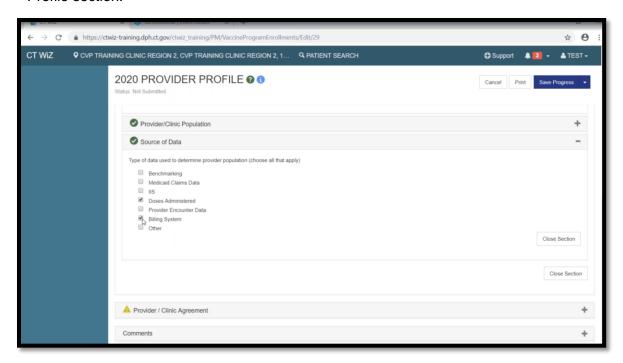
15. Click on "Provider/Clinic Population". This table is provided in the checklist and shows the breakdown of all the insurance types in your practices. If you do not have any children in a specific age group, type a zero (0). All fields must have a number in order to continue.

**NOTE:** As you enter amounts, the totals automatically calculate at the bottom of each eligibility section.





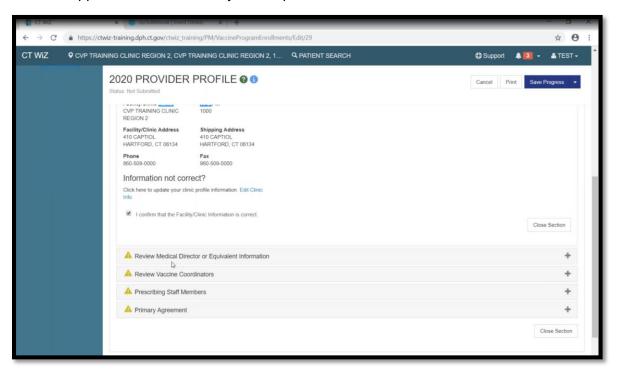
- 16. Remember to click on "Save Progress" during this section so your work is not lost.
- 17. When finished, you should see a green check mark. Remember, all fields must have a number in them.
- 18. Click on "Source of Data". Select how you determined your insurance breakdown. Select all that apply. You should see a green check mark when done. This completes the Provider/Clinic Profile section.





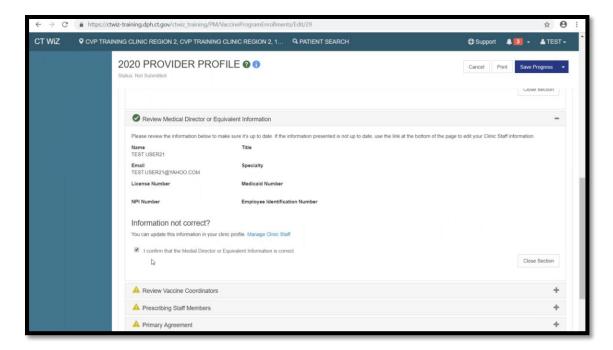
In the Provider /Clinic Agreement section, you need to confirm the clinic information, the medical director or equivalent, vaccine coordinators, and prescribing staff members' are entered correctly in CT WiZ.

- 19. Click on "Review Facility/Clinic Information".
  - a. Confirm the information is correct.
  - b. If any changes need to be made, click on the blue link. Remember, this brings you out of the enrollment and to the appropriate screen.
  - c. If everything is correct, click on the "I confirm" checkbox. Green check marks should appear for each section you complete.

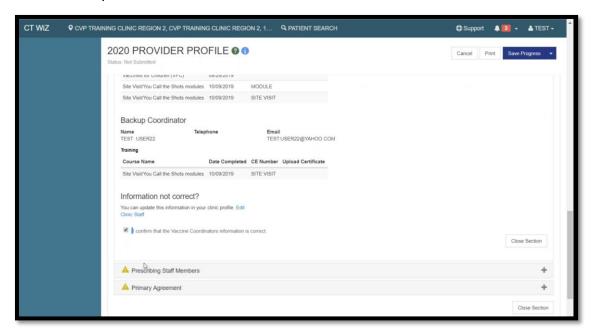


- 20. Click on "Review Medical Director or Equivalent Information".
  - a. Confirm the information is correct.
  - b. If any changes need to be made, click on the blue link. Remember, this brings you out of the enrollment and to the appropriate screen.
  - c. If everything is correct, click on the "I confirm" checkbox. Green check marks should appear for each section you complete.





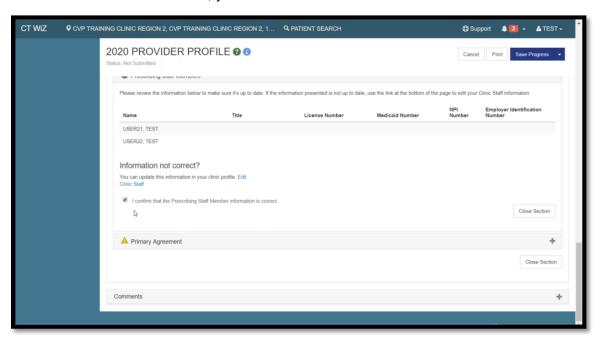
- 21. Click on "Review Vaccine Coordinators".
  - a. Review the information.
  - b. The Primary and Back-up Coordinators names only display when their training has been documented on the Clinic Staff screen.
  - c. If any changes need to be made, click on the blue link. Remember, this brings you out of the enrollment and to the appropriate screen.
  - d. When the Coordinators information is listed and training documented correctly, click on the "I confirm" checkbox. Green check marks should appear for each section you complete.





#### 22. Click on "Prescribing Staff Members".

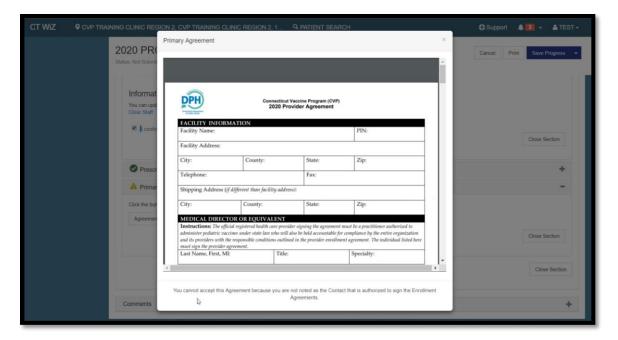
- a. Confirm the information is correct.
- b. If any changes need to be made, click on the blue link. Remember, this brings you out of the enrollment and to the appropriate screen.
- c. If everything is correct, click on the "I confirm" checkbox. Green check marks should appear for each section you complete.
- d. For new prescribers or prescribers that are no longer there and are not listed on the Clinic Contacts screen, you need to document the name in the "Comments" section.



The next section is the Primary Agreement. Only users with the physician signing the agreement or equivalent access can electronically sign the agreement. The Primary Agreement attachment is NOT a fillable PDF. This document does not need to be filled out and sent to us. The physician signing the agreement simply has to check the box at the bottom of the section to electronically sign off on the agreement. Please click on Print to keep a copy of what you entered for your records.

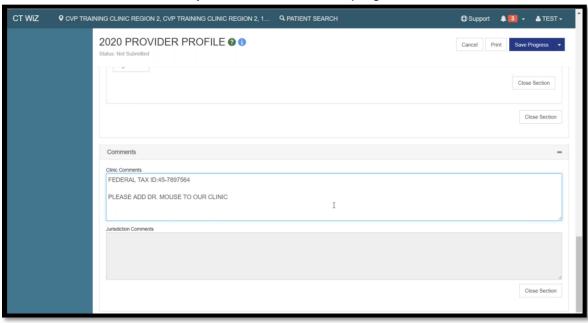
The following message appears if you do not have the proper access: "You cannot accept this Agreement because you are not noted as the Contact that is authorized to sign the Enrollment Agreements".





#### 23. In the Comments section, enter:

- The Federal Tax ID (your enrollment is not approved until this information is received)
- Any changes to your Provider
- Any prescribers that need to be removed
- And other comments you would like the CVP program to see.



24. Click on "Save Progress" to save your work.

At this time, the physician signing the agreement or equivalent must complete the enrollment by logging into CT WiZ.



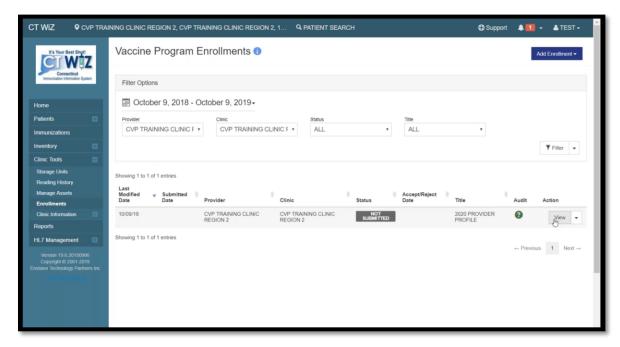
#### Sign the Agreement

We have provided a separate video on how to complete this available on the webpage:

https://portal.ct.gov/DPH/Immunizations/CVP--Provider-Profile-Enrollment\_Reenrollment

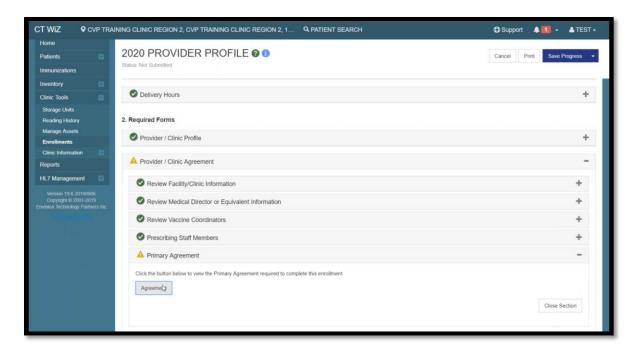
When the physician is ready to sign the enrollment, they should see all the sections complete except for the Agreement.

- 1. Log into CT WiZ with your username and password.
- 2. Click on "Clinic Tools" in the left navigation menu.
- 3. Click on "Enrollments".
- 4. Click on "View" for the 2020 Provider Profile. There should be one with a "Not Submitted" status.



- 5. Click on the "Provider/Clinic Agreement" section.
- 6. Click on "Primary Agreement".
- 7. Click on "Agreement".





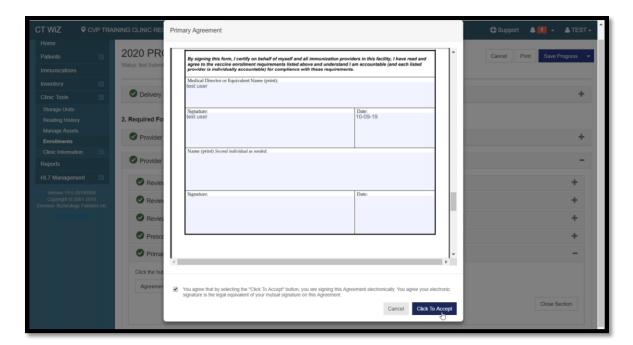
The provider agreement appears in a separate window.

- 8. Review the agreement and scroll to page 5.
- 9. Type in your name in the Medical Director or Equivalent Name field
- 10. Enter your name in the Signature field.
- 11. Enter today's date.

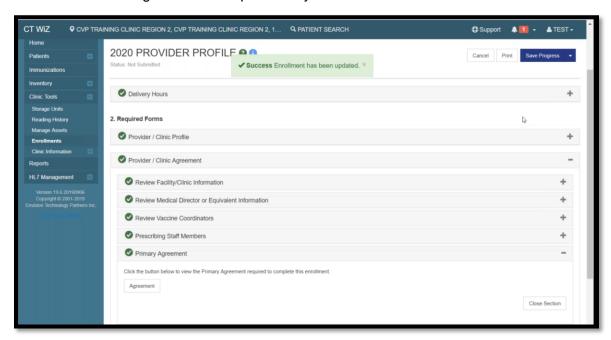
Please print or save a copy for your records. You do **not** need to send us a copy of the agreement.

- 12. Click on the checkbox, which provides your electronic signature to accept all things stated in the agreement.
- 13. Click on "Click to Accept."



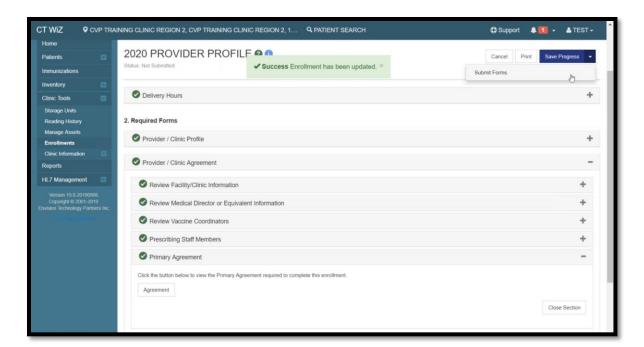


14. Click on "Save Progress" at the top to save your work.

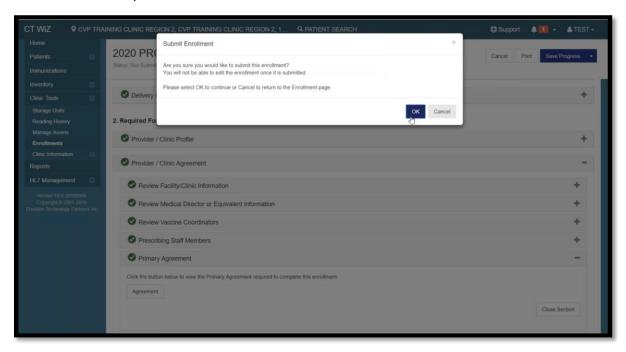


15. When you are ready to submit the re-enrollment, click on the Save Progress dropdown, and click on Submit Forms. If you do not have all the sections complete, CT WiZ will not allow you to click on this option.





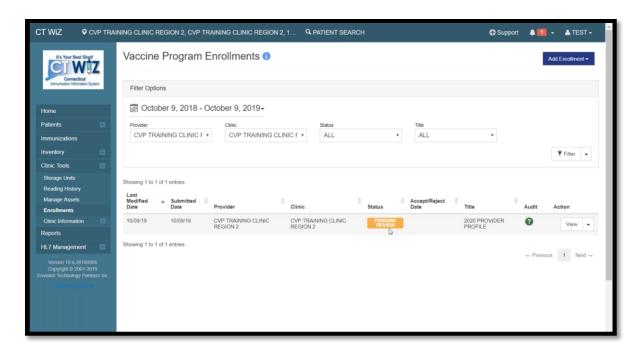
16. Click OK to complete the re-enrollment.



After you submit the re-enrollment, the CVP team is notified and reviews the submitted agreement. You can print your re-enrollment, or go back to the original enrollment screen to see your status.

When your re-enrollment was successfully submitted, the status shows Pending Review.





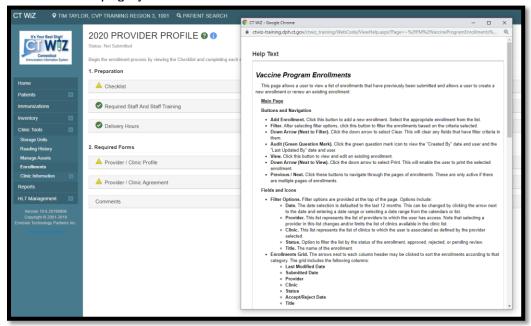
If your re-enrollment was approved, the status shows Approved and the accept date is listed in the next column. If you see a rejected status, you can click on View to see the comments made by the CVP team in the "Jurisdiction Comments" field.



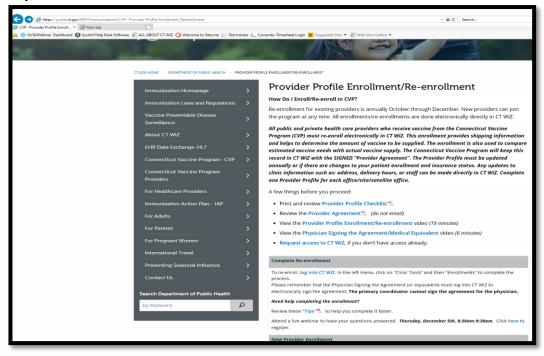
#### Help with CT WiZ

If you have additional questions about the process, there are many ways to find information and receive help.

1. In CT WiZ, there is an icon located next to the screen name. Click on the for a detailed explanation of the page you are on.



2. On our website, we have a specific enrollment webpage for CT WiZ where you will find documents and videos to help guide you in the completion of your 2020 Provider Profile and Provider Agreement. Once you have this webpage up, we highly recommend you bookmark it to quickly find it.





3. After you have exhausted all these help topics and still can't find your answer, simply email our helpdesk. We'll review it and respond to you in a timely manner.

