

March 7, 2019

To: Provider Network  
From: Crisis Response Network  
Re: New and Exciting Changes to the Provider Submission Portal!

Greetings,

Our goal is to ensure the Serious Mental Illness (SMI) Determination process goes smoothly for both applicants and providers who submit on their behalf. These changes are to help capture the most accurate information during the submission process, which helps the SMI eligibility process run more efficiently. Here are the enhancements we are excited to share with you.

1. Instead of one long page, it is now broken out into four pages and one summary page. Each page will save your progress as you go.
2. When submitting updates, less information will be required.
3. Some additional demographic information has been requested for new submissions:
  - a. Gender
  - b. Preferred Pronoun
  - c. Preferred Language
  - d. Special Communication
  - e. Race
  - f. Is Homeless Y/N (not required)
4. Your Preliminary Recommendation has been added:
  - a. Assessor (person who completed the SMI determination form)
  - b. Assessor Credentials/Position
  - c. Date of Preliminary Recommendation (date the SMI determination form was signed)
  - d. If the recommendation is Not-SMI, tick the check box and write in the Non-SMI diagnosis
  - e. If the recommendation is SMI, select the qualifying SMI diagnosis from the drop down (you can select up to five)
5. Last Page is the Summary page. You can review all information before hitting "submit"

For any questions or concerns about these changes or the SMI determination process, please reach out to Kristine Hansen, Manager of Eligibility and Care Services via email at [Kristine.Hansen@CrisisNetwork.org](mailto:Kristine.Hansen@CrisisNetwork.org)

Thank you!

Kristine Hansen