

# Grievance Reporting for Behavioral Health Agency Providers

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## North Sound BHO CIS Portal

<https://rweb.nsmha.org>

### Home Page



### Login



You will receive two emails that have your login information. One will contain your user name that will come from Michael White, IS/OT Administrator. The other will be generated by the CIS Portal. On your first login to the CIS Portal, you will be required to select a security question and provide an answer. This is to help to verify who you are if you forget your password.

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## Change Password Question and Answer



The screenshot shows the North Sound BHO CIS Portal interface. At the top, the header reads "North Sound BHO CIS | Portal". Below the header is a navigation bar with links for HOME, DATA DICTIONARY, NSMHA.ORG, CONTACT US, Logout, and michael\_gr is logged in. The main content area is titled "Welcome" and "Change Password Question and Answer for michael\_gr". It contains three input fields: "Current Password:" with a text box, "New Password Question:" with a dropdown menu showing "Please Select", and "New Password Answer:" with a text box. A button labeled "Change Password Question and Answer" is located at the bottom right of the form area.

## Successful Change Password Question and Answer

If you successfully changed your Password Question and Answer, you will see a screen like this:



The screenshot shows the North Sound BHO CIS Portal interface after a successful password change. The header and navigation bar are the same as in the previous screenshot. The main content area is titled "Welcome" and "Change Password Question and Answer for michael\_gr". A large message in red text reads "Your Password Question and Answer has been changed." The "Client Data" link in the left sidebar is highlighted in orange.

To continue, click the orange Client Data link on the left.

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## Grievance Home

Normally, after you log in to the CIS Portal you will be presented with this screen:



Here is where you will have an opportunity to change the system-generated password that has been provided to you.

## Change Password

Clicking the orange 'Change Password' link will take you to this screen:



Note the requirements on the page for the minimum length and complexity.

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## Add a Grievance

From the Grievance Reporting home screen, click the link to 'Add a grievance'.

The screenshot shows the 'Grievance Reporting' form in the North Sound BHO CIS Portal. The form includes the following fields:

- Client First Name
- Client Last Name
- Client Date of Birth
- Client Patient Number
- Reporting Agency (dropdown menu, currently showing NSMHA)
- Date the Grievance was Received
- Date of Written Acknowledgement to Consumer

Enter the information in the applicable fields.

## Error Checking

Throughout the Grievance Reporting form is a number of checks for validity of the supplied data. If any data entered is identified as invalid, you will see a pink box at the bottom of the page identifying what needs to be corrected.

The screenshot shows the error checking section of the Grievance Reporting form. It includes the following elements:

- Were Ombuds involved during this grievance? (Yes/No radio buttons)
- Resolution Letter (PDF only) (Choose File button, no file selected)
- Submit button
- A pink box containing the following error messages:
  - Missing Client First Name.
  - Missing Client First Name.
  - Missing Client First Name.
  - Missing Client Date of Birth.
  - Client Date of Birth is not a valid date.
  - Missing Client Patient Number.
  - Missing Date Grievance Received.
  - Date the Grievance was Received is not a valid date.

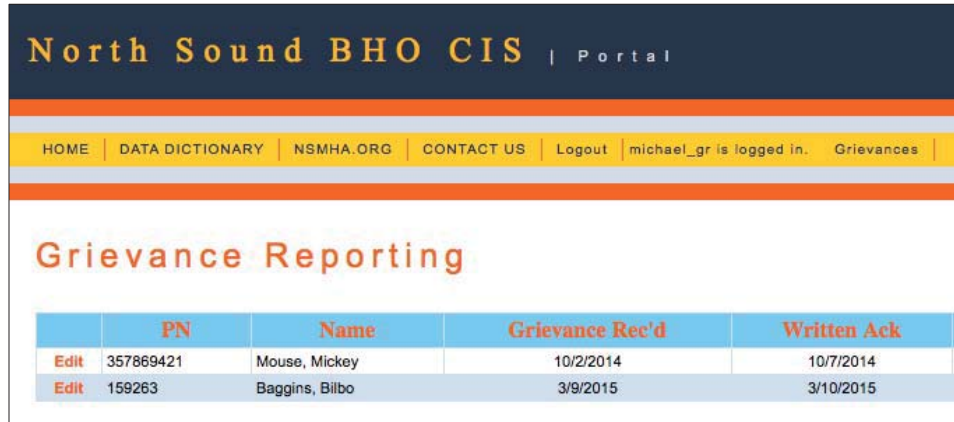
Make the identified corrections and re-submit.

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## Grievance Listing

On the Grievance Listing page, you will be able to see all of the grievances that have been reported by your agency.



	PN	Name	Grievance Rec'd	Written Ack
<a href="#">Edit</a>	357869421	Mouse, Mickey	10/2/2014	10/7/2014
<a href="#">Edit</a>	159263	Baggins, Bilbo	3/9/2015	3/10/2015

## Questions

If you have any technical questions about the functionality of the CIS Portal, please direct them to Michael White at [michael\\_white@northsoundbho.org](mailto:michael_white@northsoundbho.org). Questions regarding the Grievance System, other than technical reporting via the CIS Portal, should be addressed to [grievance@northsoundbho.org](mailto:grievance@northsoundbho.org).