

Date: _____

713.3 Crane Access/User Account Request

OnPoint delegates responsibility for credentialing and re-credentialing of employed and subcontracted direct service providers to contracted provider organizations. Credentialing and Re-Credentialing carried out by provider organizations must uphold all contractual requirements and be done in accordance with OnPoint policies and MDHHS Credentialing and Re-Credentialing Processes. Please see www.onpointallegan.org/providers for more information.

Instructions:

1. A Manager or Supervisor must complete this form to request new access, change access, or deactivate an employee's access.

By signing this form, I approve the new access request, change, or deactivation of this employee's account. Further, I certify the permissions requested is the minimal number of User Groups this employee will need to perform their job duties. Finally, I agree to notify OnPoint via the Crane Support email address when employee access permissions need to be updated or deactivated (position change, end of employment, etc.). Requests to deactivate an account should be an immediate request, but no longer than three business days from when it is known access is no longer needed for this user.

Manager/Supervisor Name & Title _____

Manager/Supervisor Signature _____

2. Account Request

<input type="checkbox"/> New Account Request		<input type="checkbox"/> Change Request	<input type="checkbox"/> Deactivate Employee (Including Date of deactivation)
Organization Name		Site Location(s) where employee will work	
Employee Name		Employee Email Address	
NPI:	NPPES NPI Registry (hhs.gov)		
List staff names that this employee's permissions should mirror:			

Please email this completed form to: CraneSupport@onpointallegan.org

3. For New or Updated job duties, please place an "x" in the first empty box to the left of the User Group name, selecting the minimal number of User Groups the employee will need to complete their job functions, based upon the User Group Permissions description.

User Group Option(s):	User Group Permissions	Appropriate Staff
Provider-Autism	Allows access to view <ul style="list-style-type: none">• Basic demographics, Authorizations• Diagnosis• IPOS, pre-plan, Addendum, Periodic reviews, IPOS in-service forms	ABA Provider staff
Provider-Behavior Supports	<ul style="list-style-type: none">• View basic demographics, Authorizations, Diagnosis, IPOS, pre-plan, Addendum, Periodic reviews, IPOS in-service forms.• View Biopsychosocial Assessment, Psychiatric Evaluation, Med Reviews, Progress Notes.• View and Complete Functional Behavior Assessment, Behavior Treatment Plan, BTP Review Summary.	Provider staff that deliver behavior treatment services outside of the autism benefit.
Provider – Claim 837 Submission	<ul style="list-style-type: none">• Upload 837 Claim file into Crane and view 835 response file.• No access to client records. Claim file upload only.	Billing Staff
Provider – Scan/Upload	Provides the ability to upload scanned documents into Crane client record.	Clerical Staff

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Provider – Claim Data Entry	<ul style="list-style-type: none"> View basic information and demographics View authorizations for my organization, payments, EOB's and remittance advices. Adjudicate claim batches to check for errors before submission to OnPoint. Enter claim and submit using HCFA-1500 OR UB-04 claim form. <p>Note: can view client chart when active authorization or program assignment is present for assigned organization. Access is limited to the dates of authorization/assignment + 90 days.</p>	Billing Staff
Provider External Prog Notes	<ul style="list-style-type: none"> View client chart Create and view external progress notes <p>Note: can view client chart when active authorization or program assignment is present for assigned organization. Access is limited to the dates of authorization/assignment + 90 days.</p>	Staff working with clients in services (i.e CLS-15 minute) that directly documents progress notes within Crane.
Provider – Residential Shift Notes	<ul style="list-style-type: none"> View client chart & IPOS Details Create Residential shift notes Add attachments, scanned & uploaded documents <p>Note: can view client chart when active authorization or program assignment is present for assigned organization. Access is limited to the dates of authorization/assignment + 90 days.</p>	Staff working in specialized residential settings that will be documenting shift notes directly into Crane.
Provider – SUD Add Client	<ul style="list-style-type: none"> Create SUD request for service & a new client record in Crane Create Admission/treatment episode View client chart details Ability to scan/upload documents <p>Note: The number of provider staff with this permission will be limited.</p>	SUD Staff at a provider who delivers lower level of care/outpatient services that is in a role required to enter new clients in Crane.
Provider – SUD Outpatient	<ul style="list-style-type: none"> Create SUD Request for service & ASAM Continuum Create SUD Admission and Treatment episode View Client Chart & SUD Admissions Ability to upload/scan documents into Crane <p>Note: can view client chart when active authorization or program assignment is present for assigned organization. Access is limited to the dates of authorization/assignment + 90 days. Additionally, Provider shall maintain proof of ASAM training in their record.</p>	SUD staff at a provider that delivers lower level of care/ outpatient services.
Provider – SUD Residential/ WDM	<ul style="list-style-type: none"> Create and View Admissions Create ASAM Continuum and Ancillary Authorization request View authorizations for my provider View client chart View/Add SUD Admissions <p>Note: Provider shall maintain proof of ASAM training in their record.</p>	SUD staff at a provider that delivers Higher Level of Care SUD services (Detox, short and long-term SUD residential). Clinicians who complete ASAM, determine level of care needs.
Provider – SUD Scan/Upload	<ul style="list-style-type: none"> View chart details Add and view Residential/Behavioral Health Provider Documents and SUD Provider Scanned Documents. <p>Note: Ability to view all open and closed clients and all documents for the selected client.</p>	Clerical staff
Rendering Provider	None – Rendering providers will not have a user ID or access to Crane. This is used when submitting claims. <u>An NPI number MUST be submitted with this request.</u>	Staff who provide service encounters submitted under their name and NPI number such as Physicians/Medical Staff, Case Managers, etc.

For OnPoint Use Only

Complete and return this form to the requesting provider as verification. Maintain in Provider Contracts file.

Crane Setup/Update/Deactivation Complete

Provider Employee Username (if not rendering provider): _____

Denied - Additional Information Needed: _____

OnPoint Staff: _____

Printed Name

Date

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