



CCNB IMPLEMENTATION WAVE 1 - SOUTHWEST ZONE

SERVICE PROVIDER HUDDLE

NOVEMBER 6, 2024



Topic	Updates/Decisions
Tips	For all up to date information about Community Care NB visit www.socialsupportsnb.ca/partnerresources and use communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)
Community Care Updates	<ul style="list-style-type: none"> • More clients/service requisitions added this week. (253 across 18 providers, range of 76 – 1 new). <i>You will receive emails for each new SR.</i> Begin billing for services in November and beyond in the new system. • Monthly Max. Some providers have run into an issue with how the system was configured. We anticipate a quick fix will take approximately 2 weeks to ‘go live’. For the next few weeks you have 2 options 1) If you have a service confirmation that does not validate, but you have delivered the amount of approved hours which are more hours than the system accepts, in the interim, you may submit a partial amount (you can reach out to the support team for the partial amount to submit communitycaresupports@gnb.ca). or 2) Hold submitting non validated item(s) until quick fix is in place (approximately 2 weeks), then submit. We will follow up when the quick fix is in place and we will cover this at our Nov 20th Huddle. Thank you for bringing this to our attention and we apologize for inconveniences. • Nov 20 Huddle will be used to demo and review improvements, please share the meeting invitation with any others in your organization who should attend. Guides and resources will be updated www.socialsupportsnb.ca/partnerresources. Changes a) log out option, b) Dashboard (new SRs, expiring SRs, all active SRs, all terminated SRs), c) rescinded SR (if rescind will receive an email notifying and no longer visible in pending), d) cancelled SR, email notification and will still see in SR listing, e) new connected tab (to show original and ‘new), f) service name added to SR list view, f) service confirmations with a total value of 0 dollar displays an error, g) goal and needs visible in SR
Questions :	<ul style="list-style-type: none"> • Do I need to do anything with the new service requests; No, unless there is an issue (wrong rate, wrong amount) • We have transportation in NB families and hours in CommunityCare, can we get these combined; <i>send the specifics to the communitycaresupports@gnb.ca inbox and they will sort this out with you.</i> • We have a SR that expired Oct 31st but there’s not a new one in CCNB. <i>Please send the specifics to Communitycaresupports@gnb.ca inbox and they will review to address issues that may have resulted from migrating the data.</i>

OCTOBER 23, 2024

Topic	Updates/Decisions
Tips	For all up to date information about Community Care NB visit www.socialsupportsnb.ca/partnerresources and use CommunityCareNB@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)
Community Care Updates	<ul style="list-style-type: none"> • More clients/service requisitions will be added by the end of the first full week of November. (253 across 18 providers, range of 76 – 1 new) We will send you a list of the new clients who will be added the first week of November. <i>Please review and let us know if there are any issues.</i> Begin billing for services in November and beyond in the new system. • Changes coming end of Nov a) log out option, b) Dashboard (new SRs, expiring SRs, all active SRs, all terminated SRs), c) rescinded SR (if rescind will receive an email notifying and no longer visible in pending), d) cancelled SR, email notification and will still see in SR listing, e) new connected tab (to show original and 'new'), f) service name added to SR list view, f) service confirmations with a total value of 0 dollar displays an error, g) goal and needs visible in SR, translations • Nov 20 Huddle will review the above changes and resource videos will be added to www.socialsupportsnb.ca/partnerresources • Changes we're working on likely go live in early 2025: a) Name on offered service requests, b) search by name and order number, c) way to send note to SD worker on terminated SR, edit vendor confirmation number • New users have 7 days to set up password (rather than 24 hours) • Support, if you would like someone to call you, it might be easiest to send email, provide phone number and ask for a callback. If you call 1 888 487 5050 (note this is ServiceNB, reference CommunityCareNB.
Questions :	<ul style="list-style-type: none"> • Does system update changes to rates and if there are changes in SR: when you create your service confirmation and select the time period, the active service requisition (and their associated rates) for that time period will be included. • Can you delete a Service Confirmation (before submission). Can you add a service confirmation item after you have created a service confirmation. Not at this time. You can delete a service confirmation, but not add one. • Outstanding support issue (Wendy following up). Please let me know if you are not receiving adequate/timely support. • What can we do when two SRs in 1 month, both with client contribution/co-pay? We are aware of this issue and working on a solution. For now, submit and send a request to communitycaresupports@gnb.ca and they will create a correction. • Why are some KMs weekly and others monthly? Mileage is connected to the base service (e.g, home support) if home support is weekly KMs will be weekly if its monthly, KMs monthly.

September 18, 2024

Topic	Updates/Decisions
Welcome	<p>www.socialsupportsnb.ca/partnerresources. These updates will be posted to the website on Thursdays.</p> <ul style="list-style-type: none"> • When reaching out for support, please email communitycaresupports@gnb.ca. This is better than contacting Wendy. I'm happy to try and help, but we have a dedicated team to help you who have proper access to help. If you would prefer you can ask for a virtual call to share your screen or a phone call to talk it through. • When you need to add/remove/edit a staff person to CommunityCareNB, you can find the form and instructions at the website-here. <p style="text-align: center;">Help with Partner Portal User Accounts</p> <p>If you need to add, modify, or deactivate a user account follow the steps below:</p> <ul style="list-style-type: none"> • Complete the Service provider account setup & updates form • Email your completed form to communitycaresupports@gnb.ca
Community Care Updates (Wendy)	<ul style="list-style-type: none"> • Another Milestone; A handful of agencies submitted service confirmations and payments were received. Yahoo! • Please double check that all of the clients assigned to you in the new system are yours. They should be, but please double check. • Please remember to continue to use your regular processes (e.g, invoices via VEIS) for clients NOT IN Community Care NB. • We will be introducing Multifactor Authentication and would like to test with a few service providers in advance. MFA adds additional security when you login to make sure you are the right person. Basically you need an app on a cellphone. Please let me know if a) you are interested in a quick test and b) if your agency would like to start using it as an 'early adopter'.
Questions :	<ul style="list-style-type: none"> • What happens to client contribution if you have 2 orders in one month. We'll get back to you with this answer. • Download brought in terminated SRs. This was done in case you need to bill for a service terminated.
What Could be Improved?	<ul style="list-style-type: none"> • It would be easier to submit by province, if not then by zone, rather than service center- many agreed • It would be helpful to have download for active and terminated SRs and ** list of clients approved for stat holidays. • There are issues with names in new system (character limit, data merge, duplicate client); perhaps bring back client ID. • Email confirmation when service confirmation submitted to finance role

SEPTEMBER 04, 2024

Agenda and Update	
Topic	Updates/Decisions
1. Welcome	www.socialsupportsnb.ca/partnerresources . 52 people have visited the site a total of 302 times already! This is the one stop shop for resources to support your use of Community Care. These updates will be posted to the website on Thursdays.
2. Access to Community Care	Did everyone receive email? Able to login?
3. Community Care Updates (Wendy)	<ul style="list-style-type: none"> • Training and Director confirmation required for access to Community Care. i. If you were not able to attend training in person, please view the recorded sessions at the link above and let Lisa Little know once complete. • Community Care is for services from September 1st on, do not bill for August. For services provided prior to September 1, please use the process you usually use. • All service providers received a list of clients who will be served in CommunityCareNB last Friday. Clients not on this list will be communicated and billed with via your usual process. • You will be notified within the system and via email of any changes or new service requests. • A few agencies found issues which are being resolved - Thank you!! • <i>#1 there was an issue with service requisitions not having the client information in the top section. This will be fixed by end of day tomorrow. You will not need to do anything. When you log in later tomorrow or Monday the proper information should be visible.</i> • <i>#2 there was an issue in the data migration with stat holidays. This will also be resolved by Monday. If you already submitted hours for September, you will need to submit again. The next time your stat holiday hours should go through. If you have NOT already submitted for payment of services in SEPTEMBER, it should work for you when you submit your service confirmation.</i> • Alerts: if there's something related to safety (e.g, dangerous dog, allergy) that is important for SD to know, use observable change to notify SD. It is not really meant for this purpose, but this is how you can let us know in the system, for now.
4. What's Working Well?	Most users able to login and seeing what should. Huddle is helpful
5. What Could be Improved?	There is no ability to communicate with worker about a terminated service request. Is it possible to download active service requisitions. Add called caregiver to actions taken in Incident Report

September 11, 2024

Topic	Updates/Decisions
1. Welcome	www.socialsupportsnb.ca/partnerresources . These updates will be posted to the website on Thursdays.
2. Community Care Updates (Wendy)	<ul style="list-style-type: none"> • A few agencies found issues which are being resolved - Thank you!! • service requisitions not having the client information in the top section. Resolved. You should be able to see all information in the requisition. • stat holidays. Resolved. Submitting service confirmation allows stat holidays (if approved in requisition). • We will continue to gather suggestions before we make improvements to make sure we create the best solution for example we're gathering suggestions for incident report before making change suggested last week. • Coming up: We're working on dashboards to provide a 'birds eye view', download will be incorporated. Will include a view of service requisitions to expire within 30 days. <p>We anticipate, in about 6-8 weeks we plan to add more SD staff and clients to CommunityCareNB. We will alert you in advance.</p>
3. What's Working Well?	Validation was slick, it was clear what failed. Email notification when there's a request or a change is convenient
4. What Could be Improved?	Service confirmation: <ul style="list-style-type: none"> • Having to create a service confirmation for each service centre is more work. Perhaps allow by zone or a 'select all'. We will be looking for feedback as others submit service confirmations. • When you enter reference number you cannot change. Would be helpful for field to be editable before final submission From 3 numbers to 1: <ul style="list-style-type: none"> • There is no more 'individual ID. Each Client and their service requisition has a unique number, there will not be any duplicate numbers. Finding Clients <ul style="list-style-type: none"> • It would be helpful to be able to see all requisitions and reports / client • It is not currently possible to search by client name. This can be explored. Here are some alternatives in the meantime: <ul style="list-style-type: none"> • You can SORT by client name in the list • You can select 'active' service requisitions, select the information, copy, and paste into excel