



Community Care **NB**
Soins Communautaires

SERVICE PROVIDER HUDDLES



CommunityCare NB (CCNB) Huddle Date August 21, 2025:

Topic	Updates / Decisions/Take Aways August 21, 2025
Tips	<p>For all up to date information about Community Care NB visit CommunityCareNB Resource Centre – Save it as a favorite in your internet browser.</p> <ul style="list-style-type: none"> • Training resources (user guides, training videos, Q&As) • Form to request changes to users (new, change, remove) or information about your organization <p>For support email communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)</p>
CCNB Updates	Now new updates for this reporting period.
Issues/ Feedback	<p><i>Breath of fresh air.</i> <i>Able to get prompt support; had a few questions answered last week.</i></p> <p>Lois – Having an issue when submitting and invoice sometimes just part of it is processed successfully and other parts are rejected. When the adjustments are completed and the payments are then processed successfully, unable to tell to easy tell what the payment was for.</p> <p>Cindy – Understands that CCNB is not fully rolled out, however surprised between the Social Worker and EMP nurse, the EMP nurse was not familiar with his.</p> <ul style="list-style-type: none"> • Confirmed this is not a CCNB specific issue, more program / PDM related. <p>Consensus with meeting participants that with no immediate changes or training requirements, and issues have settled down getting used to CCNB, it's good to consider changing the meeting recurrence to monthly.</p>
Actions (Target completion for next meeting)	<ol style="list-style-type: none"> 1. Nath – Receive the related details from Lois via email and then follow up to investigate Lois's concern and provide a response. 2. Janice – Pass on Cindy's feedback for program awareness. 3. Janice & Nath – Revisit the timelines for upcoming changes and revise the meeting recurrence if there's nothing planned for release in the near future.

CommunityCare NB (CCNB) Huddle Date July 24, 2025:

Topic	Updates / Decisions/Take Aways July 24, 2025
Tips	<p>For all up to date information about Community Care NB visit CommunityCareNB Resource Centre – Save it as a favorite in your internet browser.</p> <ul style="list-style-type: none"> • Training resources (user guides, training videos, Q&As) • Form to request changes to users (new, change, remove) or information about your organization <p>For support email communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)</p>
CCNB Updates	<p>Target training / refresher demo provided on how to do the following in CCNB:</p> <ul style="list-style-type: none"> • Find and review orders (previously known as service requisitions) • Review frequency to define what a Week is like, why is a Month there, why is a Day there? • Review the modified lines and how they are calculated for the billing. • How to read the Social Workers notes, and there importance to review them; especially on modified orders. <p>Action Items:</p> <ol style="list-style-type: none"> 1. CCNB Support: Reconfirm if the list of clients Jeanne provided previously has also been used to determine flat rate, vs. kilometers, for clients. Closed. Assistance was provided to review flat rate and create a change request for the Social Worker. 2. CCNB Support: Connect with Flavia and assist with access to CCNB, and related clarifications to navigate CCNB as needed. Closed. The team has reached out to provide support and will assist when Flavia is available. 3. Jeanne: Provide examples of a Service Confirmation without the vendor number. Closed. This was confirmed to be resolved.
Issues/ Feedback	<p>“I personally like the system. I’m looking forward to having more clients available on there for us. I think it will make my job a little bit easier and hopefully, the Social Worker’s job easier too.”</p>
Actions (Target completion for next meeting)	<p>No specific takeaways were identified for this meeting.</p>

CommunityCare NB (CCNB) Huddle Date July 10, 2025:

Topic	Updates / Decisions/Take Aways July 10, 2025
Tips	<p>For all up to date information about Community Care NB visit CommunityCareNB Resource Centre – Save it as a favorite in your internet browser.</p> <ul style="list-style-type: none"> • Training resources (user guides, training videos, Q&As) • Form to request changes to users (new, change, remove) or information about your organization <p>For support email communitycaresupports_soinscommunautaires@gnb.ca.</p>
CCNB Updates	<p>Upcoming changes.</p> <ul style="list-style-type: none"> • Scheduling of the design and development is in progress to show the Postal code when an Order is pending. (Currently the full address details are visible only once the order is accepted). • Take aways from the previous meeting were confirmed completed (Password reset for Linda Rooney; determine which clients should be added or removed in CCNB for Jeanne Carter).
Issues/ Feedback	<p>Challenges working with modifications? Any pain points, or general feedback on using CCNB?</p> <ul style="list-style-type: none"> • “So far so good.” • Is there a way to change from kilometers to a flat rate? – If it’s a kilometer rate per the service agreement attached to the service, it may not be possible to switch to a flat rate. Confirmed in CCNB for the Service Provider (SP) asking the question it’s enabled with both kilometer transportation and trip per service types for daycare and medical. <ul style="list-style-type: none"> ○ Recommendation: Service Providers and submit a change request to the social worker from the CCNB portal for each Service Order by clicking down into the order and selecting the option to enter a change request. i.e. state in the change it would be easier to be a trip instead of a kilometer and then the Social Worker can submit a new order based on per trip. • Need assistance to learn CCNB: Flavia has been on vacation; it’s all new and having a difficult time accessing CCNB and unsure how to navigate in it. • When payment confirmation is entered, the invoice number is no longer listed, can they be added to the payment? It’s confirmed that the vendor confirmation number entered when the confirmation is created is not included in the payment remittance. Agreed this should be included.
Actions (Target completion for next meeting)	<ol style="list-style-type: none"> 4. CCNB Support: Reconfirm if the list of clients Jeanne provided previously has also been used to determine flat rate, vs. kilometers, for clients. 5. CCNB Support: Connect with Flavia and assist with access to CCNB, and related clarifications to navigate CCNB as needed. 6. Jeanne: Provide examples of a Service Confirmation without the vendor number.

CommunityCare NB (CCNB) Huddle Date June 26, 2025:

Topic	Updates / Decisions June 26, 2025
Tips	<p>For all up to date information about Community Care NB visit CommunityCareNB Resource Centre</p> <ul style="list-style-type: none"> • Training resources (user guides, training videos, Q&As) • Form to request changes to users (new, change, remove) or information about your organization <p>For support email communitycaresupports_soinscommunautaires@gnb.ca.</p>
CCNB Updates	<p>Upcoming changes.</p> <ul style="list-style-type: none"> • Adult Residential Facility Client migration planning has started; targeted for release in September. • Southeast Zone (Moncton area) migration planning has started. <p>Training Takeaways Updates (follow up from the CCNB training sessions held the week of Jun 02)</p> <ul style="list-style-type: none"> • Is there a way to indicate the dollar amount you are submitting for? For example, support worker funding in day care - we have approval to match ISP funding. ISP pays a different wage for employees with degree vs non-degree. The case worker may approve the funding for the maximum amount, but we may not want/need to submit the maximum amount for hourly funding - depending on the candidate we hire. Is it possible to provide alerts for changes to the order summary? • A feature is currently in the design phase to provide alerts with highlights of what's been changed. For example, if there are updated hours or a rate change. When receiving service offers for clients (particularly childcare services/daycares) is there a way to communicate with the case manager/worker regarding what we do have available for services if is different than what they are looking for, for example if the offer is 3 days a week at \$25/day but we have full-time/5 days a week at \$34/day available? <ul style="list-style-type: none"> ○ Yes. You can communicate with the Worker through the offered order.
Issues/ Feedback	<ul style="list-style-type: none"> • First impressions? • Onboarding insights? • Areas of opportunity? <p>Issue / Take aways for Support follow up:</p> <ol style="list-style-type: none"> 1. Follow up on the outstanding password reset request for Linda Rooney. 2. Receive list of clients from Jeanne Carter of who should be added/removed and follow up accordingly.