



Health Care Agency 2024 Annual Provider Training

The new Annual Provider Training (APT) is available to all county employees, extra-help, interns, volunteers, and community-based organizations/contract providers. However, not all employees are required to take APT. It is determined by staff's role and program affiliation.

This year's APT will be provider specific, and there will be four different versions available.

- APT for Adult and Older Adult service provider
- APT for SUD / DMC-ODS service provider
- APT for Children and Youth Services provider
- General APT for non- MHP or non-DMC-ODS service provider **If an employee who is required to complete the APT does not provide services under one of the Behavioral Health Plans (MHP or DMC-ODS), the user will take the General Annual Provider Training*

The following section will include instructions on how to navigate the Annual Provider Training (APT).

Technical Issues/Troubleshooting:

If you are experiencing any technical issues regarding opening the training, completing the evaluation, and print the certificate, please contact bhts@ochca.com with subject: "APT Technical issues" or call 714-667-5600.

Annual Provider Training Instructions



Helpful Tips:

- ◆ Enable the Pop-up blocker. (Click [here](#) for instructions on how to enable the Pop-up blocker)
- ◆ Once a module has completed, please bookmark / save as favorites of the completion page. (Click [here](#) for instructions on how to bookmark)
- ◆ It is possible to enable live caption on the browser if needed. (Click [here](#) for instructions on how to enable live caption.)
- ◆ Try to schedule undisturbed/uninterrupted time in order to complete the module.
- ◆ Modules are in sequential order and must be taken as listed.
- ◆ Before moving onto the evaluation after the quiz (*for AOA, SUD, and CYS APT only*), it is recommended to take a screenshot of the quiz completion if you encounter certificate issues/troubleshooting.
- ◆ Do not attempt to complete the evaluation more than once.

Below is the training duration for each APT training.

Annual Provider Training

Adult and Older Adult service provider

Children and Youth service provider

SUD / DMC service provider

General for Non-Clinical Staff, Non-MHP
or Non-DMC-ODS service provider*

Training Duration

Approximately 2 hours

Approximately 2 hours 15 minutes

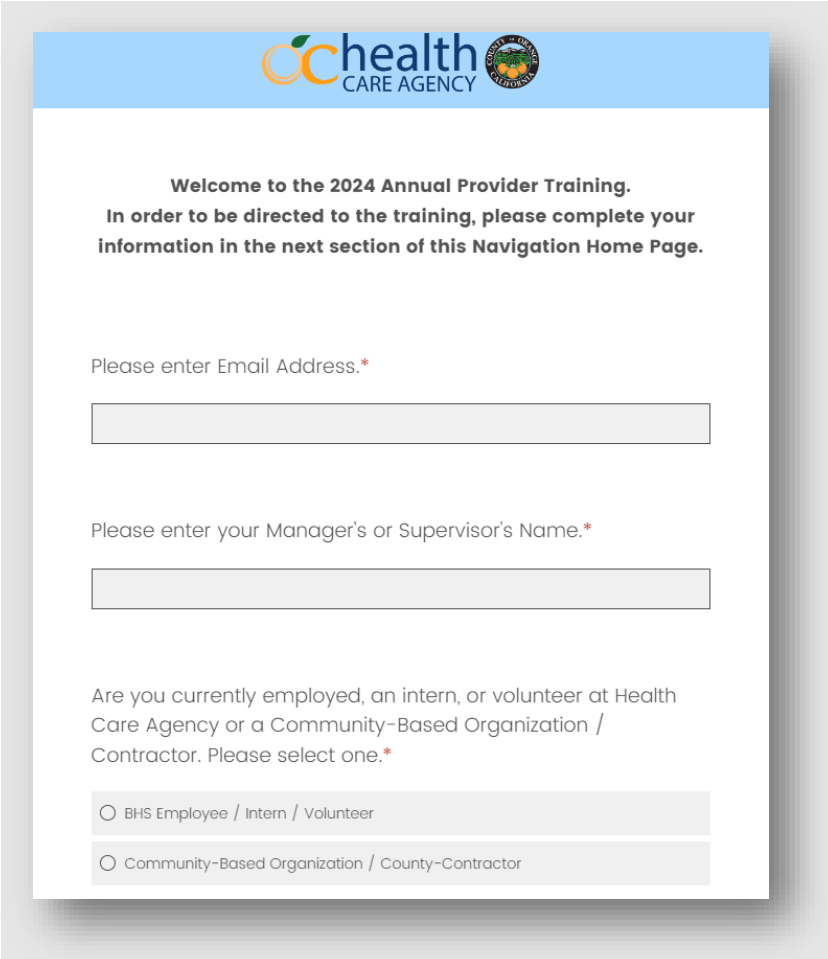
Approximately 2 hours 30 minutes

Approximately 1 hour

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Before Starting the Training

1. Click the link provided in the memo or copy/paste onto a web browser to access the APT Navigation Home Page. If the link does not work, you may access the page through ohealthinfo.com/QMS website.
2. Type in your email address, your supervisor's name, and select the department and/or populations you serve.



The screenshot shows a web form titled "Welcome to the 2024 Annual Provider Training." The form includes the OC Health Care Agency logo at the top. The main text reads: "Welcome to the 2024 Annual Provider Training. In order to be directed to the training, please complete your information in the next section of this Navigation Home Page." Below this, there are three input sections: 1. "Please enter Email Address.*" with a text input field. 2. "Please enter your Manager's or Supervisor's Name.*" with a text input field. 3. "Are you currently employed, an intern, or volunteer at Health Care Agency or a Community-Based Organization / Contractor. Please select one.*" with two radio button options: "BHS Employee / Intern / Volunteer" and "Community-Based Organization / County-Contractor".

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- ◆ **County Employee / Intern / Volunteer – Select your BHS program. If you are not sure, please consult with your supervisor.**

Note: If you do not provide services under one of the Behavioral Health Plans (MHP or DMC-ODS) an Office Support Staff, you will select Other include your department to be directed to Course 01: BHS - APT Standalone (General APT).

In what Behavioral Health Services department do you currently work?

If you do not provide services under one of the Behavioral Health Plans (MHP or DMC-ODS) or you are an Office Support Staff, select Other to be directed to take the General Annual Provider Training.*

<input type="radio"/> Adult and Older Adult	<input type="radio"/> Crisis and Acute Care Services
<input type="radio"/> Children and Youth Services	<input type="radio"/> Outreach and Engagement
<input type="radio"/> SUD / DMC-ODS	<input type="radio"/> Quality Management Services
<input type="radio"/> Forensics	<input type="radio"/> Other
<input style="width: 100%;" type="text"/>	

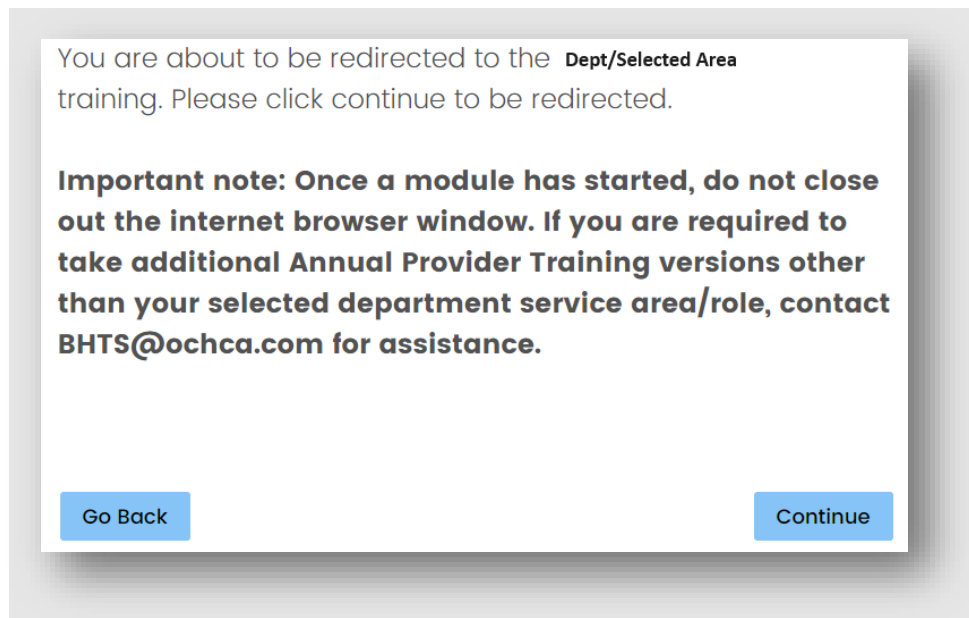
- ◆ **Community-Based Organization/County-Contractor – Select the division under which you provide services. If you are not sure, please consult with your supervisor and/or your contract monitor.**

Note: If you do not provide services under one of the Behavioral Health Plans (MHP or DMC-ODS) or you are an Office Support Staff, you will select the General Annual Provider Training.

Please select the Annual Provider Training by the division under which you provide services. If you do not provide services under one of the Behavioral Health Plans (MHP or DMC-ODS) or an Office Support Staff, you will select the General Annual Provider Training.*

- Adult Mental Health Plan
- Children and Youth Services Mental Health Plan
- Substance Use Disorders / DMC-ODS
- General Annual Provider

3. The next page will confirm the department/service area you have selected.
 - ❖ Verify that the “Dept/Selected Area” is correct.
 - ❖ If this is correct, click “Continue” to proceed to the training.
 - ❖ If not, click “Go Back” to the previous page to select the correct department/service area.



4. Click continue to be directed to the training page according to your department/service area. The training is pre-selected for you based on your selections in the Navigation Home Page.



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Annual Provider Training Courses

Note: If you do not provide services under one of the Behavioral Health Plans (MHP or DMC-ODS) or you are an Office Support Staff, you will only need to take Course 01: BHS - APT Standalone (General APT).

Course 01 : BHS – APT Standalone

Module name	Duration
BHS Annual Provider Training	61 mins

Course 02: AOA – Annual Provider Training

Module name	Duration
AOA – BHS Annual Provider Training	61 mins
AOA Behavioral Health Services	17 mins
AOA Documentation Standards	28 mins
AOA Additional State Requirements	13 mins
AOA Final Quiz	10 mins

Course 03: SUD – Annual Provider Training

Module name	Duration
SUD – BHS Annual Provider Training	61 mins
Substance Use Disorder (SUD)	29 mins
SUD Personal Obligation for Accurate Documentation and Billing	55 mins
SUD Reimbursement Rules	30 mins
SUD Additional State Requirements	22 mins
SUD Final Quiz	10 mins

Course 04: CYS – Annual Provider Training

Module name	Duration
CYS – BHS Annual Provider Training	61 mins
CYS Behavioral Health Services	18 mins
CYS Documentation Standards	28 mins
CYS Additional State Requirements	21 mins
CYS CCPU	9 mins
CYS CAST/CAT	6 mins
CYS CEGU	6 mins
CYS YRC	7 mins
CYS- County Psychiatrist	7 mins
CYS - County Regional	10 mins
CYS – County Rehab	8 mins
CYS - Contract Provider Psychiatrist	7 mins
CYS - Contract Provider - Regional	10 mins
CYS - Contract Provider - Rehab	8 mins
CYS - Contract Provider TAY	7 mins
CYS - Contract Provider STRTP	12 mins
CYS Final Quiz	10 mins

CYS Service Providers Only

Depending on the CYS service area/role, there will be multiple versions of this training. Each version of the CYS Annual Provider Training will consist of the trainings under required along with additional versions for your service area/role.

- **Required:**
 - **BHS Annual Provider Training**
 - **CYS BHS**
 - **CYS Document Standards**
 - **CYS Additional State Requirements**

*Please note that CYS providers only need to take one of the program specific modules

CYS – County Operated & County Contracted Programs

Select your specific County Program based on your role to continue with that module.

County Operated Programs

Children & Youth Services – County Psychiatrist

Children & Youth Services – County Regional

Children & Youth Services – Rehab

Children & Youth Services – CCPU

Children & Youth Services – CAST/CAT

Children & Youth Services – CEGU

Children & Youth Services – YRC

County Contracted Programs

Children & Youth Services – Contract Provider – Psychiatrist

Children & Youth Services – Contract Provider – Regional

Children & Youth Services – Contract Provider – Rehab

Children & Youth Services – Contract Provider TAY

Children & Youth Services – Contract Provider STRTP



Note: Before exiting the module, it's important to bookmark this module so you can continue with the other modules later.

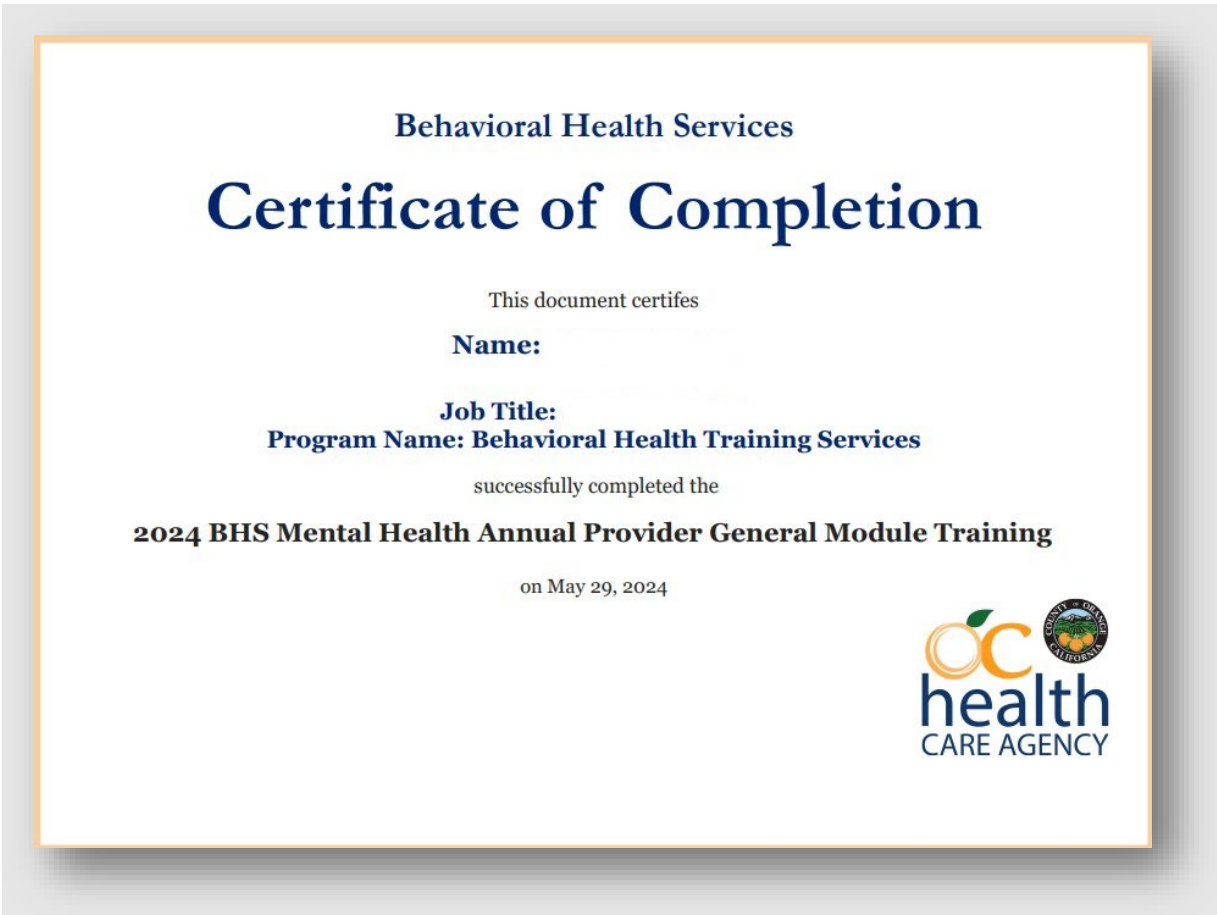
- Once you complete the final quiz with a passing score of 80% (for AOA, CYS, and SUD only), there will be a clickable link to the evaluation.
 - ❖ Once your evaluation responses have been submitted, do not close the browser.
 - ❖ The Certificate of Completion will appear at the end of the evaluation.
 - ❖ Each training will have its own unique certificate. Please share a copy with your supervisor and retain one for your records.



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Example: Certificate of Completion for BHS Annual Provider Training


The Annual Provider Training version name will change based on the training you selected and completed.

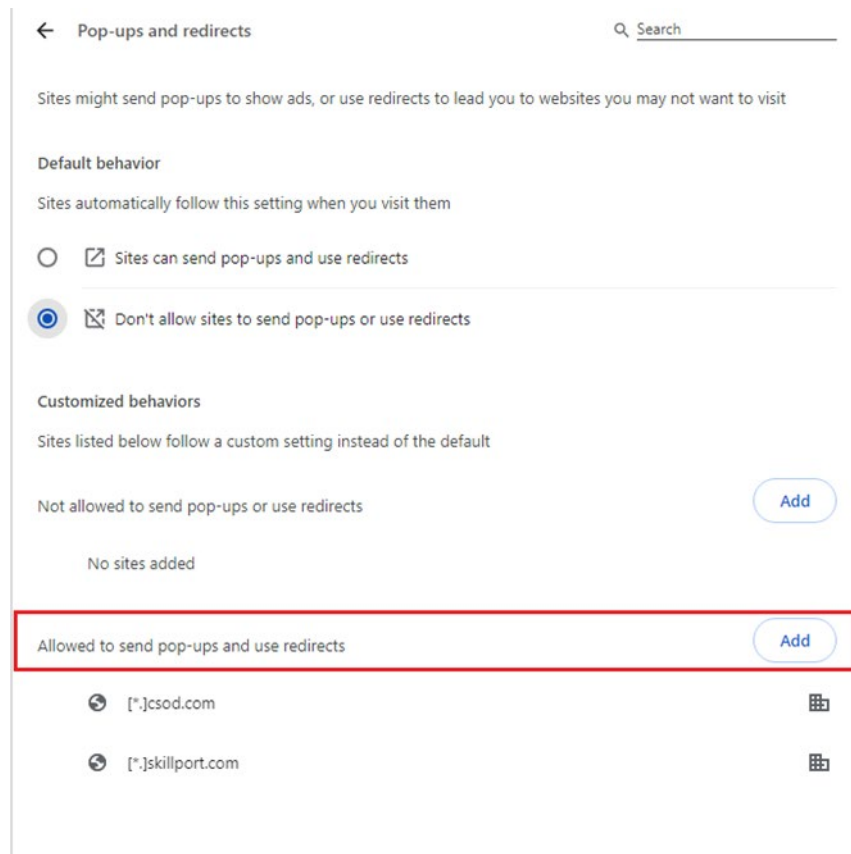


How to Enable Pop-ups in the Browser

Follow the below steps to enable the pop-ups in the web browser.

Google Chrome

1. On your computer, open **Chrome**.
2. At the top right, click the three dots , and select **Settings**.
3. Click **Privacy and security** -> **Site settings** -> **Pop-ups and redirects**.
4. At the bottom, click Add under Allowed to send pop-ups and use redirects.



5. Copy and paste <https://www1.ochca.com/> in the section under Site. Then click Add.



Add a site

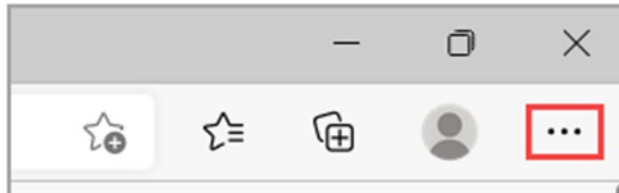
Site


<https://www1.ochca.com/>

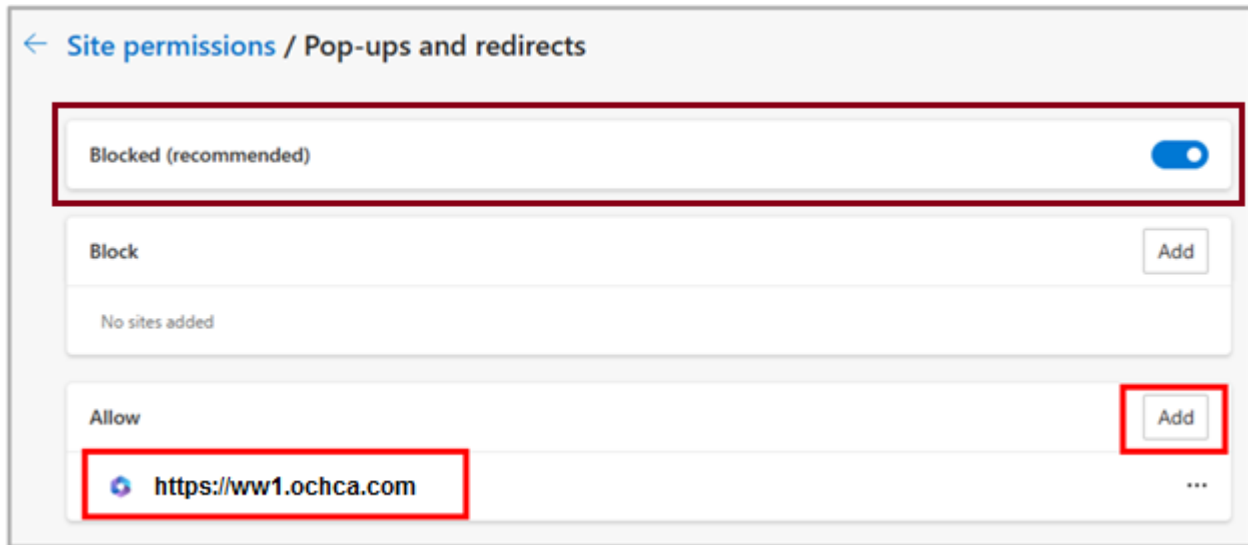
Cancel Add

Microsoft Edge

1. In Edge, go to **Settings and more** (three dots) at the top of your browser.



2. Select **Settings**  > **Cookies and site permissions**.
3. Under **All permissions**, select **Pop-ups and redirects**.
4. Go the **Allow** section, and then select **Add**.
5. Type in the URL that you want to allow to create pop-ups into the dialog box (starting with the **https://** portion at the beginning) and select **Add**. The URL should now appear in your Allow list.



As an alternative, you may toggle the “Blocked (recommended)” to disable entirely while you take the training and then enable when you are done.

For Apple device users (e.g. Ipad, etc)


1. Open the Settings app.
2. Scroll down and tap "Safari".
3. Turn off the toggle next to "Block Pop-ups".

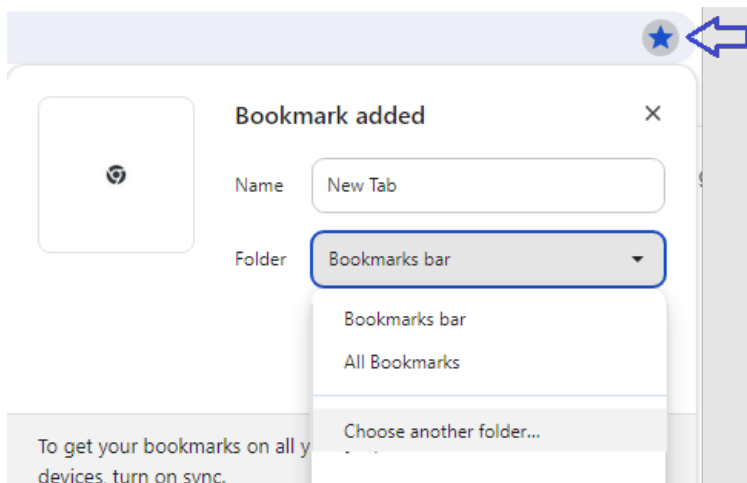
How to Bookmark in the Browser

Follow these steps on how to bookmark in the web browser (e.g. Google Chrome or Microsoft Edge).

Note: It is recommended to create a new folder named APT to save the bookmarks for these trainings.

Google Chrome

1. On your computer, open Chrome.
2. To the right of the address bar, select Bookmark 
3. In the window, select Choose another folder to create a folder to save the bookmark or select Bookmarks Bar.



Microsoft Edge

1. Open Microsoft Edge and go to the site you want to add to your favorites.
2. Select the **Add this page to favorites** button in the address bar.



3. Rename the favorite (if you want to) and/or choose a different folder to save it in, and then select **Done**.


For Apple device users (e.g. Ipad, etc)

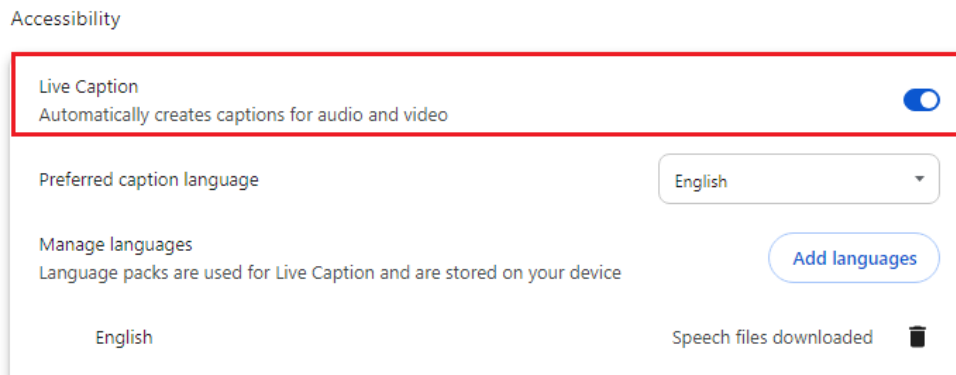
1. Open Safari
2. Go to the webpage you want to bookmark
3. Touch and hold the "Open Book" icon
4. Select "Add Bookmark"
5. Name your bookmark and select "Save" in the upper right-hand corner of the screen.

How to Turn on Live Caption in the Browser

Follow these steps to turn on live caption in the web browser (e.g. Google Chrome or Microsoft Edge). Google Chrome works best for live caption. Please be advised that this feature may not provide accurate captions.

Google Chrome


- On your computer, open Chrome.
- At the top right, select the three dots  **Settings → Accessibility.**
- Turn **Live Caption** on or off.



Microsoft Edge

There are two options to turn on live captions in Microsoft Edge.


Option 1:

- Press **Windows logo key**  + **Ctrl + L.**
- If this is the first time turning on live captions, then the live captions language (English) files need to be downloaded. will download the live captions language in the quick settings (to open quick settings, select the battery, network, or volume icon on the taskbar).

Option 2 (if option 1 does not work):

- Turn on the **Live captions** toggle in the quick settings **Accessibility** flyout.
- Select **Start > All apps > Accessibility > Live captions**.
- Go to **Settings > Accessibility > Captions** and turn on the **Live captions** toggle.

For Apple device users (e.g. Ipad, etc)

1. Go to Settings  > Accessibility > Live Captions, then turn on Live Captions (Beta).
2. Tap Appearance to customize the text, size, and color of the captions.
3. By default, Live Captions are shown across all apps. To get live captions only for certain apps such as FaceTime or RTT, turn them on below In-App Live Captions.

Technical Issues/Troubleshooting:

If you are experiencing any technical issues regarding opening the training, completing the evaluation, and print the certificate, please contact bhts@ochca.com with subject: "APT Technical issues" or call 714-667-5600.

Frequently Asked Questions

Here is a list of frequently asked questions for this training. To see the answers to the questions, click on the question that corresponds to you.

[What if the hyperlink to the training is not working?](#)

[If I closeout of the training, will I be able to resume where I left off?](#)

[Do I need to provide a work email? What if I do not have a work email?](#)

[How do I bookmark in Google Chrome or Microsoft Edge?](#)

[I need to take more than one version of the APT . How do I access the other versions?](#)

[I selected BHS Employee / intern/ volunteer option to begin my training but do not see the department that I currently working. Which one do I select?](#)

[Will the training require the use of any audio devices?](#)

[The link to the training is not working. What do I do?](#)

[I'm trying to click on the hyperlinks / resources embedded in the training, but I receive a "403 Access Forbidden " error, what's wrong?](#)

[My training froze during the training. What do I do?](#)

[What do I need to do if the caption does not show in the slides?](#)

[The arrow is "greyed out" to move forward in the training. What do I do?](#)

[What is the passing score of the final quiz for AOA, SUD, and CYS APT?](#)

[I am receiving the following error message when accessing the training: "This page cannot be displayed because an internal server error has occurred." What should I do?](#)

[I cannot print or download my certificate as a PDF. What should I do?](#)

[When can I get my certificate?](#)

[What if the certificate does not have my name printed on it?](#)



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[Why is the certificate not printing on one page?](#)

[Is the HCA evaluation available as PDF fillable?](#)

[How long will it take to complete APT?](#)

[I already took this training. Do I have to take it again?](#)

[If I selected the wrong training, what should I do \(e.g. You were supposed to do CYS APT, but click on AOA APT\)?](#)

What if the hyperlink to the training is not working?

If you are encountering technical difficulties with the hyperlink, contact bhts@ochca.com for assistance.

If I closeout of the training, will I be able to resume where I left off?

Unless it is bookmarked, you will not be able to resume where you left off. This year's APT is divided into several modules. Each module will open a new tab within your browser. To prevent from restarting the entire training, do not exit/close the main browser (e.g. Google Chrome, Microsoft Edge, etc). It is strongly advised to complete each module in its entirety before closeout / taking a break.

How do I bookmark in Google Chrome or Microsoft Edge?

Click [here](#) to be directed to instructions on how to bookmark.

Do I need to provide a work email? What if I do not have a work email?

If you have a work email address, please use your work email address. It is required to provide an email address to take the training. If you do not have access to a work email, a personal work email can be used.

I need to take more than one version of the APT. How do I access the other versions?

If you are required to take more than one version of the training, contact bhts@ochca.com for assistance.

I selected BHS Employee / Intern / Volunteer option to begin my training but do not see the department that I am currently working. Which one do I select?

If you do not see your Behavioral Health Services department in the selection, choose Other and list the name of your department. You will be directed to take the General Annual Provider Training.

Are you currently employed, an intern, or volunteer at Health Care Agency or a Community-Based Organization / Contractor. Please select one.*

BHS Employee / Intern / Volunteer

Community-Based Organization / County-Contractor

What Behavioral Health Services department do you currently work?*

<input type="radio"/> Adult and Older Adult	<input type="radio"/> Crisis
<input type="radio"/> Children and Youth Services	<input type="radio"/> Outreach and Engagement
<input type="radio"/> SUD / DMC-ODS	<input type="radio"/> Quality Management Services
<input type="radio"/> Forensics	<input type="radio"/> Other

Will the training require the use of any audio devices?

There is audio/sound for this training, so it is recommended to have speakers/sound device available but not required. Each training/module provides a script for users to read. The script is located on the left next to Menu. An alternative is to turn on live caption within your browser. Click [here](#) to see the instructions to turn this feature on. Please be advised that this feature may not provide accurate captions.



The link to the training is not working. What do I do?

Try to access the training on another computer without firewall and/or check your pop-up settings.

I'm trying to click on the hyperlinks / resources embedded in the training but am receiving a "403 Access Forbidden " error, what's wrong?

Most agencies have their own internal firewall that blocks opening of any pop-ups. Unfortunately, if your agency has this system in place, you may not be able to access some links and resources. If possible, go to your settings to enable pop-ups. Also, sometimes, it can be the browser you are using. Therefore, try using a different browser (e.g. Google Chrome, Microsoft Edge, etc.) to complete the training.

My training froze during the training. What do I do?

Click refresh to re-start the module or exit that module's tab only. Do not exit the entire browser. Unfortunately, the module will not resume where you left off.

What do I need to do if the caption does not show in the slides?

Click [here](#) to see the instructions how to turn the live caption feature on in the browser (e.g. Google Chrome or Microsoft Edge). Please be advised that this feature may not provide accurate captions.

The arrow is "greyed out" to move forward in the training. What do I do?

Make sure to click and open all required materials and resources for each slide or you may not be able to move forward in the training. Also, the audio/sound for the slide may need to finish before proceeding to the next slide

What is the passing score of the final quiz for AOA, SUD, and CYS APT?

The passing score must be 80% with the provision of "Unlimited attempts."

I am receiving the following error message when accessing the training: "This page cannot be displayed because an internal server error has occurred." What should I do?

If you have received this error message, try using a different browser (e.g. Microsoft Edge, Google Chrome, etc.) to access the training and/or check the pop-up settings.

I cannot print or download my certificate as a PDF. What should I do?

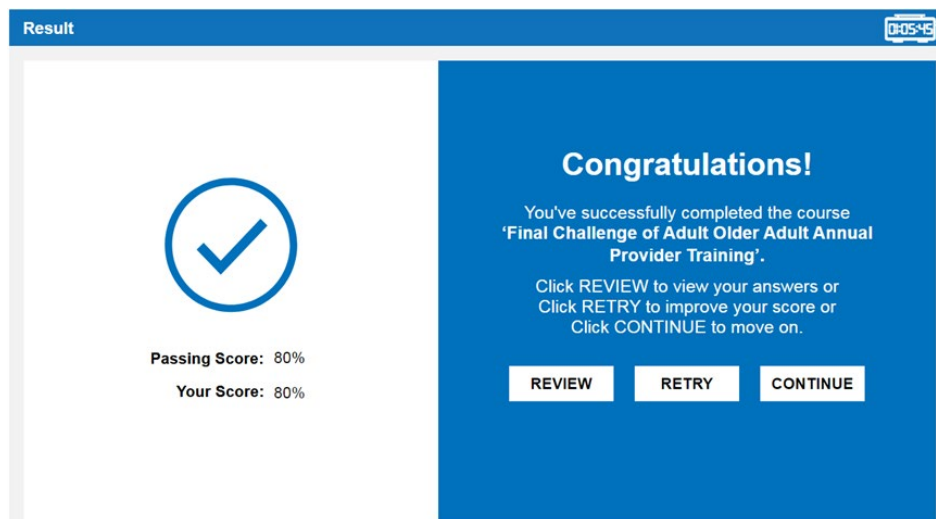
If you have completed the course and unable to print/download your certificate, it may be a problem with the browser you are using or there is a pop-up blocker. Try these options:

Option 1. Double check your pop-up settings.

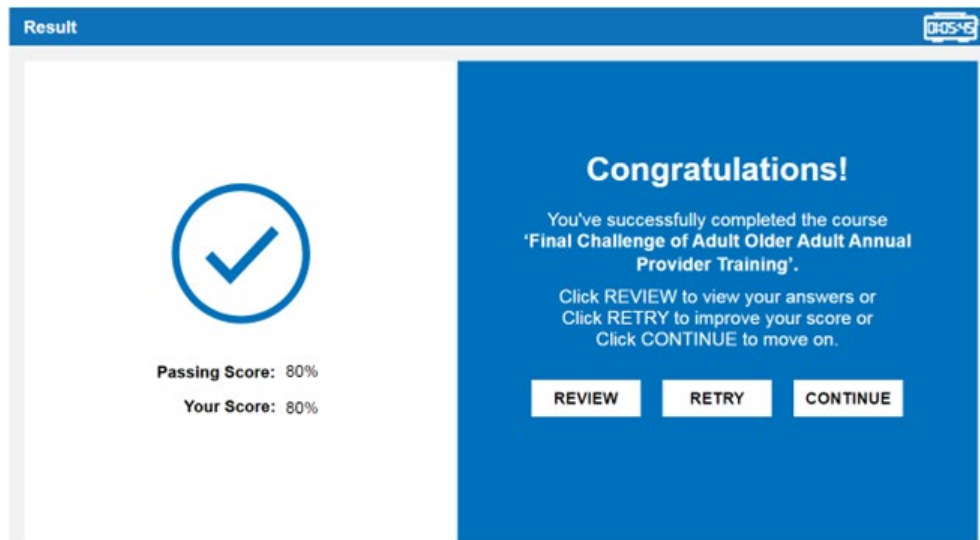
Option 2. Copy the html address of the certificate and paste it into another browser (e.g. Microsoft Edge, Google Chrome, etc.).

Option 3. Ask a colleague, who has taken the training and received a certificate, for assistance.

If you are still unable to print/download your certificate, please email bhts@ochca.com with subject: APT – Certificate Issue and attach a screenshot of your completion (See example below).



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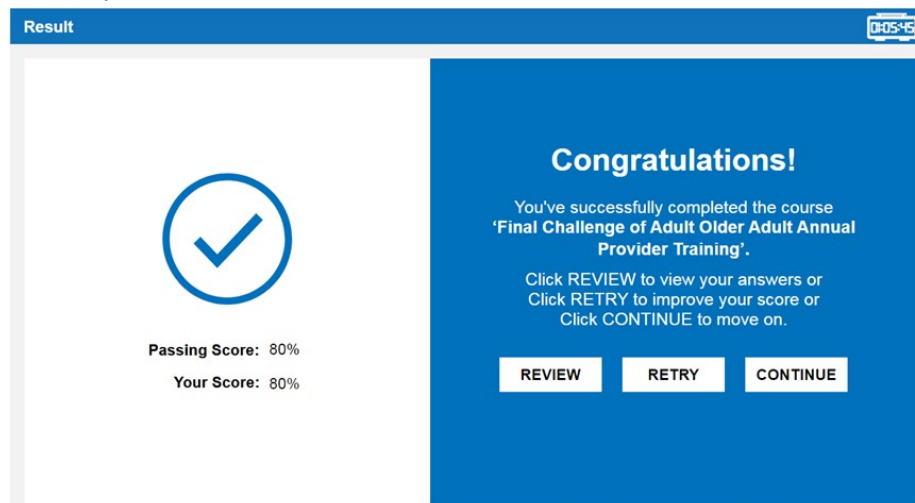


When can I get my certificate?

At the end of your training, you will be redirected in completing an evaluation. Once your evaluation responses have been submitted, do not close the browser. The Certificate of Completion will appear at the end of the evaluation. Please share a copy with your supervisor and retain one for your records.

What if the certificate does not have my name printed on it?

Please email bhts@ochca.com for assistance with subject: APT – Certificate Issue and attach a copy of the incorrect certificate along with a screenshot of your completion (See example below).



Why is the certificate not printing on one page?

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If you are seeing a second page on your certificate, the default print settings may need to be changed. To change the print settings, follow the below steps.

- Click on “Print Certificate” and a pop-up window will appear with print options.
- Change Layout to your preference, Portrait or Landscape.
- Click More settings to adjust the Scale (%) option “Actual size” as an additional step if necessary.

Is the HCA evaluation available as PDF fillable?

No, the evaluation form is not available in PDF fillable format. It is only available through an electronic link.

How long will it take to complete APT?

<u>Annual Provider Training</u>	<u>Training Duration</u>
Adult and Older Adult service provider	Approximately 2 hours
Children and Youth service provider	Approximately 2 hours 15 minutes
SUD / DMC service provider	Approximately 2 hours 30 minutes
General for Non-Clinical Staff, Non-MHP or Non-DMC-ODS service provider*	Approximately 1 hour

I already took this training. Do I have to take it again?

Even if you have completed the APT as a new hire or for credentialing, you need to complete this new APT for 2024.

If I selected the wrong training, what should I do (e.g. You were supposed to do CYS APT, but click on AOA APT)?

- If you have not started the training on the website, click the link provided in the memo or go to ochealthinfo.com/QMS website to access the Home Navigation Page.



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- If you have completed the training in its entirety or halfway, unfortunately you will need to restart the correct training again by clicking on the link provided in the memo or go to ochhealthinfo.com/QMS website to access the Home Navigation Page. Contact bhts@ochca.com if you need further assistance.

Technical Issues/Troubleshooting:

If you are experiencing any technical issues regarding opening the training, completing the evaluation, and printing the certificate, please contact bhts@ochca.com with subject: APT – technical issues or call 714-667-5600.