Last Updated: 4/17/2024

One of post integration change involves using the PIE ticket system for support requests instead of utilizing ebptrackerhelpdesk@chdi.org for any data or data entry related issues for MATCH-ADTC and TF-CBT treatment episodes. CHDI is still working to support all of the agencies and any technical issues, but can only fix EBP related issues.

Opening a NEW support ticket: **When completing a support request it is essential that you include some identifying information so we (CHDI) can determine which case specifically requires assistance**. The easiest way to do this is to open the support request directly from the case requiring attention. You can do this by opening the Case Home Page of the client that you are having trouble with, and then selecting "New Support Request" **or** "To Request Data Fix for the Information on this Page Click Here". Doing this will automatically direct you to the New Support Request page and will fill in the Participant Information section in your ticket (see pages 1-2 of attached PDF). If you cannot get into the Case Home Page, you can open a new support request from the PIE home page and include the PSDCRS Client ID # and initials for the case that needs support in the body of your request.

Support Categories: CHDI is continuing to support all of the EBP related issues, but is limited in what we can do within the PIE system. Any support request with the category "EBP Treatment Model Functionality Questions/data fixes" will come to CHDI. **We are able to support any questions about EBP practices/ forms, delete EBP case data, answer questions about attention items, case assessment issues, change a clinician prior to finalizing an intake, and set up EBP access for users.** ALL other requests should be made using one of the other categories. See attached information from the Training info section from PIE on what the different categories should be used for.

Needs More Info From Submitter: Once CHDI views your support tickets we may have follow up questions, when this happens we will change the status of the ticket to "Needs more info from submitter." You will get an email saying the support ticket was updated and requires your attention.

How to access an ongoing support ticket: When on the PIE home page click "Support requests" on the left hand side under the Help and Support section. (see page 4 of attached PDF). This will direct you to the Existing Support Requests page. Here you can search by status or by the assigned support requests ID.

Closing a support ticket: When an issue no longer requires support, CHDI will change the status of the ticket to "closed: needs final review by submitter". As the submitter, you will then change the status to "closed and reviewed by submitter. No more action required." This alerts all involved that the issue has been solved and no longer needs attention.
Friendly reminders:

Check out the Help & Support section of PIE for training videos or questions.

ARC, Bounce Back, CBITS, and CPP will continue to use ebptrackerhelpdesk@chdi.org for all support needs.

BATCH Documentation, Support Requests, & Questions

EBP batching guidelines can be found on the *Training Info* page in PIE. The document is titled "OPCC: EBP project level, including BATCH provider guidelines" under the OPCC-EBP-specific section.

For specific batching questions, fix requests, etc. you can open a ticket in PIE using the steps below. It should be noted that batch support requests go directly to Data Silo Solutions.

1) **Click on New Support Request under Help & Support in the left-hand navigation.**

2) **Under Request Category, Select: BATCH: Any questions related to the batch process.**

PIE VERSION 9.5
Updated: 09/24/2019

Logged in to:
KJMB-OPCC
Project began in PIE
06/01/2010
Client Type: Child
Logged in as:
EBP_HelpDesk
CHANGE ACCESS
READ ONLY ACCESS
CHANGE PASSWORD
ACCOUNT INFO
REQUEST NEW ACCESS
LOGOUT

Help & Support
NEW SUPPORT REQUEST
SUPPORT REQUESTS
TRAINING INFO
HELP DOCS & FORMS
PAPER FORM GENERATOR
DATA DEFINITION
WHAT'S NEW (07/09/2019)
DASHBOARD
RBA REPORT CARD
QUERIES

EBP Actions:
ATTENTION ITEMS
MY OPEN EBP CASES
MONTHLY SESSION
EBP DATA EXPORTS

ALERTS
ADD REFERRAL
VIEW REFERRALS
SEARCH CLIENTS
REPORTS

Current Client:
Edison, Thomas
Current Episode:
09/09/2019 -
CLIENT INFO
ASSESSMENT SCORES
INTAKE
ACTIVITY OCCURRENCE
CURRENT VALUES
FISCAL YEAR END
OHIO SCALES (ONE TIME AT 90

TO REQUEST DATA FIX FOR THE INFORMATION ON THIS PAGE CLICK HERE   Click link to create a NEW support request
Note: The data to be fixed should be the page you are currently on, as this information will be tied to the support request.

Client/Episode Information

Provider's Unique Client ID:	547784	**PSDCRS ID:**	███
First Name:	███	**Last Name:**	███
DOB:	███	**Sex Assigned At Birth:**	Male
Episode Dates:	09/09/2019 -	**Episode ID:**	EP2R4X3A
PIE Treatment Model Case ID:	23	**EBP Tracker Case/Child ID:**	N/A
Treatment Model:	MATCH-ADTC	**Treatment Model Dates:**	09/12/2019 -

MATCH Primary Problem Area

> Select "Update" to enter Top Problems for child and caregiver. Once you have entered the top problems for your client, the TPA will appear in your Monthly Assessments and you will be able to rate the identified problems.

Primary Problem Area: (none selected)   **Update**

Click link to create a NEW support request

Treatment Model Case Intake, Periodic, Discharge Checks

Overall Status	Status	Action	Type	Date	Shortcut	Next Scheduled Date
⚠️	⚠️	Finish Intake	Intake	09/12/2019	Assessments	

Monthly Session

Status	Action	Clinician	Period	Due Date	Complete Date	Visit in Month
❌	Add	Zorba, Bethany	January 2020	02/10/2020		N/A
❌	Add	Zorba, Bethany	December 2019	01/10/2020		N/A
❌	Add	Zorba, Bethany	November 2019	12/10/2019		N/A
❌	Add	Zorba, Bethany	October 2019	11/10/2019		N/A

PIE VERSION 9.5
Updated: 09/24/2019

Logged in to:
KJMB-OPCC
Project began in PIE
06/01/2010
Client Type: Child
Logged in as:
EBP_HelpDesk
CHANGE ACCESS
READ ONLY ACCESS
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Help & Support
NEW SUPPORT REQUEST
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ALERTS
ADD REFERRAL
VIEW REFERRALS
SEARCH CLIENTS
REPORTS

EBP Case Reports
SCORE PROFILE REPORT
TREATMENT COMPONENTS REPORT

EBP Case
Treatment Model:
MATCH-ADTC
Case Status:
Open
Session Status:
Enrolled
Assigned To:
Zorba, Bethany
CASE HOME PAGE
CASE ASSESSMENT SETUP
CASE ASSESSMENT BULK UPDATE
CASE TRANSFER
DISCHARGE

Event/Incident Reporting
ADD NEW REPORT
VIEW REPORT LIST

TECHNICAL ASSISTANCE
Provided By

Request ID

Your request ID is: **A number will be assigned to this request after it is added.** (**Note**: Please refer to this request id when contacting support.)

User/User Access Information

UserID: EBP_HelpDesk   **Name:** Ashley Nelson
Email Address: ebptrackerhelpdesk@uchc.edu   **User Access:** KJMB-OPCC
Program: OPCC -- Outpatient Psychiatric Clinics for Children
Lead:Programlead Ramirez, Phone: 8608608608 ext. , Email: sheila@kjmbsolutions.com
Provider: KJMB -- Kids Jump More Brilliantly KJMB Test Provider
Lead: Al Ramirez, Phone: 860-555-5555 ext. 23, Email: sheila@kjmbsolutions.com
Project: KJMB-OPCC -- KJMB-OPCC
Lead: Al Ramirez, Phone: 860-555-5555 ext. 23, Email: sheila@kjmbsolutions.com

Participant Information (automatically filled out based on the currently selected participant)

PSDCRSID: ▬▬▬▬
Participant: ▬▬▬▬

MDM Link Status: Pending Match with MDM
Episode Dates: 09/09/2019 12:00:00 AM-
Treatment Model: MATCH-ADTC

This information is filled in automatically by linking the case.

DOB: ▬▬▬▬
Sex: Male
Client Person Link ID:
Survey Date:
Tx Model Dates: 09/12/2019 -

Request Details

Date/Time: 1/6/2020 2:43:33 PM ET
Request Category:

Select the category that relates to the issue you are experiencing.

Request:

I got an error in PIE (Include Error #)
Client Entered in wrong PIE project
Data Fix for CLIENT level fields
Data Fix for Episode/Periodic/etc... (NOT client fields)
Referral Entered in wrong PIE project
Referral problem (data fix, incorrect assignment, etc...)
EBP Treatment Model functionality questions/data fixes
Reports/Extract Question
Batch Question (Batch submittal of data)
Understanding Data Elements/Data Meaning/Training
PIE User's Access to project is incorrect
Provider Admin Account Request to re-activate
PIE User Unable to Log in to System
Event/Incident Reporting component
DCF User Question
Data Entry question (How To - see also Training Info page)
Authorized Lead Request: New AL or Re-assignment
Problem using the system (not related to above categories)
Medication Management Survey

Add all additional information about the issue you are experiencing. The more details the better!

B *I* U̲ a̶b̶c̶

Design   HTML   Pre

☐ Add Signature

--Demo Testing EBP Help Desk
Not sure if live account sync' will overwrite email address and signature?

Save

Current Status:
Update Status to: Submitted (initial status) ▼

Status	Meaning
Submitted (initial status)	First request for help. Need help from KJMB Solutions Support

Save

Click save to submit ticket to helpdesk.

Connecticut State
Department of Children and Families

PIE Provider Information Exchange

How can I review and/or improve my data?

Data Element Master List

How much did we do?

Episode List
Client List
Referral Detail Report
Referral Summary Report
TANF Eligibility by Provider
Activity Report

EBP Tracker Reports

Treatment Model Case List
Attention Items
Who Did We Serve
How Much Did We Do
How Much Did We Do Monthly Volume Report
TFCBT QI Indicators
Is Anyone Better Off? - Assessments Over Time
Is Anyone Better Off? - Assessments Over Time by Demographic
Cross Model Point in Time
Cross Model Trend
Provider List
Active Email Report
EBP Credentialing and Certification
Training Cohort
Training Counts
Data Exports

Click here to access ongoing support requests

How well did we serve them?

Client Wait Days before Start of Service by Provider
Client Wait Days before Start of Service by Project

YSSF Outcomes
YSSF Outcomes By Project

YSS Outcomes
YSS Outcomes By Project

Referral Trend
Referral Trend By Region

Is anyone better off?

Reasons for Discharge
Reasons for Discharge by Demographic
Reasons for Discharge by Project

Met Treatment Goal
Met Treatment Goal by Demographic
Met Treatment Goal by Project

Ohio Scales Report (Functioning/Problem Severity)
Ohio Scales Report (Functioning/Problem Severity) By Demographic
Ohio Scales: Youth, Parent and Worker Ratings
Ohio Scales: Youth, Parent and Worker Ratings By Demographic

Racial Disproportionality Pathway Report

RBA Data

What helps me understand my Projects

Project Status
Project Capacity
Project List
Batch Status
User List

How well is KJMB serving us?

Customer Support Summary
Customer Support Detail

Guiding sound decisions to strengthen practice and maximize positive outcomes for children, families, groups, and communities

Department of Children and Families

PIE Provider Information Exchange

PIE VERSION 9.5
Updated: 09/24/2019

Logged in to:
OPCC

Logged in as:
EBP_HelpDesk

CHANGE ACCESS
CHANGE PASSWORD
ACCOUNT INFO
LOGOUT

Help & Support
BACK TO #91
NEW SUPPORT REQUEST
SUPPORT REQUESTS
TRAINING INFO
HELP DOCS & FORMS
PAPER FORM GENERATOR
DATA DEFINITION

WHAT'S NEW (07/09/2019)
DASHBOARD
RBA REPORT CARD

Authorized Lead Links:
ACCOUNT APPROVAL
USER ACCOUNTS
QUERIES
REQUEST CHANGE TO PIE

EBP Actions:
ATTENTION ITEMS
MY OPEN EBP CASES
SEARCH CLIENTS
MONTHLY SESSION
EBP ADMINISTRATION

REPORTS

TECHNICAL ASSISTANCE
Provided By

kjmb solutions

Existing Support Requests

You can filter through ongoing support tickets by changing the status.

Support Request Filters

Status:	▼
Request Category:	
ID:	
User First Name:	
Request Begin Date:	
Username:	

Submitted (initial status)
Open: initial response completed, needs more info from submitter
Open: initial response completed, needs more info from lead or other user
Closed: needs final review by submitter
Closed and reviewed by submitter. No more action required.
Open: reopened or responded to by submitter
Closed: closed due to lack of required response
Open: response on hold until future date
User unable to log in

Support Request Ticket

Request ID:	84	**Request Date Time:**	10/17/2019 10:05:37 AM ET
Requested By:	Joe Schmoe Ramirez	**Assigned To:**	Ashley Nelson
Project:	KJMB-OPCC: KJMB-OPCC		
Request Category:	Data Fix for Episode/Periodic/etc... (NOT client fields)		
Request:			

and for demo testing ticket re-assignment.

Status:	Submitted (initial status)		
Update Date/Time:	10/17/2019 10:06:34 AM ET	**Updated By:**	Sheila KJMB-DCFsuperD
Update			

Reassigning to EBP Help Desk
-Test DCF Super User Account
 State of Connecticut
 Provider Information Exchange Support

View/Edit

Request ID:	86	**Request Date Time:**	10/17/2019 3:31:48 PM ET
Requested By:	Ashley Nelson	**Assigned To:**	KJMB Solutions Support
Request Category:	EBP Treatment Model functionality questions/data fixes		
Request:			

Lead:

Request Details

Date/Time: 10/17/2019 3:31:48 PM ET
Request Category: EBP Treatment Model functionality questions/data fixes ▼

Request:

Delete monthly session form for A, L. at ███████

Ticket/Notes History

There is no data for the filters selected.

Add To History:

[toolbar] Verdana, A... ▼ 12px ▼ A ▼ ◇ ▼

B I U ab

[text editor area]

✎ Design   <> HTML   🔍 Preview

☐ Add Signature

--Demo Testing EBP Help Desk
Not sure if live account sync' will overwrite email address and signature?

After your support request is completed the status must be changed to "Closed and reviewed by submitter. No More Action Required". This alerts the help desk team that you are no longer in need of support and takes your ticket out of the queue.

Save

Current Status: Open: reopened or responded to by submitter
Update Status to: Closed and reviewed by submitter. No more action required. ▼

Status	Meaning
Closed and reviewed by submitter. No more action required.	Request is resolved or there is simply no more that can be done, and has been marked reviewed by original submitter.
Open: reopened or responded to by submitter	You still need additional help from KJMB Solutions Support. You can re-open a support request at any time if you would like KJMB Solutions Support to look at it further.

Save   **Always select save!**