



## Texas Provider Gateway: Quick Start Guide for 4Kids4Families' Providers

### **What is the Texas Provider Gateway?**

The Texas Provider Gateway (TPG) is a secure online portal which providers use to submit information to their SSCC's. This includes data related to placement resources, placement management, and performance metrics. TPG is a single place for data submission that communicates with all SSCC's a Provider contracts with. As such, providers only need to enter information into the Gateway once, and it will send that data to all SSCC's the provider partners with.

### **Who needs to use the Texas Provider Gateway?**

All Providers who contract with 4Kids4Families (4Kids) are required to submit their data via the Texas Provider Gateway (TPG). TPG expectations are provided in the 4Kids's Provider Manual.

### **How do I gain access to the Texas Provider Gateway?**

Once your organization has contracted with 4Kids, a representative from 4Kids will reach out to your agency to request a primary contact for the TPG. This primary contact will be identified as the Vendor Admin for your agency, and they will be given credentials to login to the TPG.

<https://texasprovidergateway.org/>

The Vendor Admin will act as your agency's Subject Matter Expert (SME) regarding the TPG. The Vendor Admin will be responsible for creating agency user accounts for staff within your agency to use the TPG.

### **What if I need help with the Texas Provider Gateway?**

Agency Staff should contact their agency's Vendor Admin as their first line of support.

Support resources for using the Texas Provider Gateway are located under the TPG's help module accessed via the home screen of the TPG. These resources include PowerPoint presentations and videos that demonstrate how to use the system.

Providers can access additional support through the 4Kids' online help center at <http://4kids4families.org/providers>. The help center will include this document, as well as links to submit a support request to live personnel.

### **What are the expectations of my agency's use of the Texas Provider Gateway?**

- ***Placement Resource Management***

Providers are responsible for entering all placement resources that are to be available for 4Kids' placements. This should include foster homes, GRO's, RTC's, Emergency Shelters, and out-of-region homes/facilities, if applicable. Providers are responsible for maintaining up to date information on their placement resources to include capacity, vacancies, placement preferences, and member information.

4Kids and other SSCC's utilize this information to perform matching and placement selection for clients in care.

- ***Placement Management and Discharges***

Once a placement has been made in one of your foster homes or facilities by the SSCC, that placement will be reflected in the TPG. Providers should monitor these placements for ongoing accuracy and notify 4Kids of any errors through the online help center <http://4kids4families.org/providers>.

Providers are required to utilize the TPG to notify 4Kids of all client discharges through the Discharge Notifications function. When received, 4Kids' Intake and Care Management departments will process the discharge notice and, if needed, begin identifying subsequent placements.

- ***Child Documents***

Providers are required to use the TPG to submit documents regarding their 4Kids clients. A list of required documents is available at the end of this guide.

- ***Two-Way Document Automation \*\*\****

TPG now supports two-way document automation for seven (7) document categories, allowing information to stay aligned between TPG and SSCC internal systems without duplication. When a Provider uploads a document into TPG, it will automatically flow into the SSCC internal system, and when SSCC staff upload the same document types into internal systems, the file will automatically appear in TPG.

To ensure proper automation, documents must be uploaded under the correct category; uploads placed in an incorrect category may not flow between systems.

Automated categories include:

- Court Documents – Court Order
- Court Documents – Court Hearing/Notices
- Health – CANS
- Legal – Birth Certificate
- Legal – Social Security Card
- Legal – State ID
- PAL – Ansell CASEY Life Skills Assessment

- ***Incident Reporting***

Providers are required to use the TPG to submit Incident Reports. Refer to the Provider Manual for requirements related to what constitutes a serious incident, timetables for submitting written reports, and which incident types require additional notification via phone call to 4Kids4Families.

### **Can I connect my agency's internal electronic case management system with the Texas Provider Gateway?**

If providers utilize an electronic case management system internally, an open API is available with the Texas Provider Gateway to offer automated integration and transfer of data to the TPG. The development of such an integration is the responsibility of the provider, and development resources are available.

## Required Child Documents in Texas Provider Gateway

\* *Indicates documents that are automated between TPG and SSCC internal systems.*

- Adoption Documents
  - Submit via 4Kids Helpdesk or email. Refer to 4Kids Provider Manual for additional information.
- Daycare Documents
  - Submit via 4Kids Helpdesk or email. Refer to 4Kids Provider Manual for additional information.
- Education Documents
  - Report Cards
  - Special Education Records
  - ARD Meetings
  - IEP's
  - FIE's
  - Standardized Testing
  - Transcripts
  - Other School Records
- Foster Care Documents
  - Special Supervision Plan
  - Service Plans
- Health
  - 3 Day Medical
  - 30 Day Medical
  - Annual Physical
  - Biannual Dental
  - CANS\*
  - Medicaid Card
  - Psychological Evaluation
  - Hospitalization Records
  - Physician Orders
  - Medication Orders/Prescriptions
  - Psychiatric Medication Monitoring
  - Other Medical Appointments
  - Shot Records
- Legal
  - Birth Certificate\*
    - *Submit via TPG unless provided by 4Kids staff.*
  - Driver's License\*
    - *Submit via TPG unless provided by 4Kids staff.*
  - State ID\*
    - *Submit via TPG unless provided by 4Kids staff.*
  - Social Security Card/Number\*
    - *Submit via TPG unless provided by 4Kids staff.*
- PAL
  - Ansell CASEY Life Skills Assessment (ACLSA)\*
  - PAL Documents

*\*\*\*Providers are not required to submit documentation to TPG when it was provided by 4Kids staff.*