

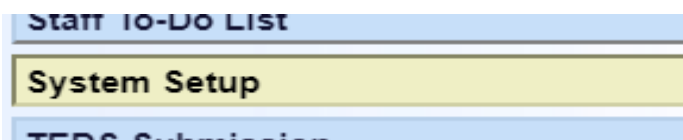
Staff File Maintenance Staff set up in MHWIN – Quick Tips

***PLEASE NOTE- this process does not apply to Hospitals. If the Provider is a hospital, they must submit the New Hire forms for all staff who need access to MHWIN as hospital staff records are managed by DWIHN. They need to include their Billers, (if third party, parent company etc) on a New Hire form as well.**

1. The New Hire Staff Record Request form can be found at DWIHN.org under the Provider Supports tab, then go to the green MHWIN box & select Instructions and Guidelines. A ticket will automatically be generated and sent to the MHWIN Help Desk.

New Hire Staff Record Request
Form (MHWIN)

2. Once the Staff File Maintenance Staff (AKA – administrator) is set up by the Help Desk, that person should submit a New Hire request for each Staff person who will require a Staff ID in the system. The Help Desk will conduct a record search in MHWIN to see if that Staff record already exists.
3. If it does exist, the Help Desk will update the record and assign the Staff to the Provider. If it does **NOT** exist, the administrator will receive notice to set up the Staff ID based upon the instructions below.
4. If the requested staff appears to be tied to another organization and are no longer employed there, the Help desk will update the record and assign the staff to the requesting provider. If they are tied to another organization and will remain employed there, the administrator will receive notice to set up the staff id based upon the instructions below; also, to reach out to the Office of Recipient Rights to attach any existing New Hire Training certificate or equivalent.
5. Go to the System Set up Tab on the left of the MHWIN screen:



6. Go to Staff Directory Link

[Staff Directory](#)



Update Staff and System User information including user name, address, and system function authorization. [+ myPage](#)

7. Select the 'Add Staff Member' option:
 - For standard Mental Health services, select PIHP as the affiliation; For SUD, affiliate should be DWMHA-SUD.

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- Your company's information should be pre-populated under the "Primary Provider" section.

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Staff

Affiliate / PIHP
*PIHP Staff ▼

Primary Provider **lookup** **clear**
Select a location / provider for provider staff

Address

City **State** **Zip**

- Complete all identifying information; including the practitioner type fields (mark Not Applicable if this is not a credentialed staff).

First Name **Middle Initial** **Last Name**

Date of Birth **Last 4 SSN**

Phone **Fax** **Email Address**

☐ Automatically Send Calendar Appointments to Email ⓘ

Hire Date **Termination Date**

Title

State ID / Driver's License Number

Supervisor **lookup** **clear**

Department (Agency Staff Only)
* Select Department (Agency Staff Only) ▼

Primary Practitioner Type
* Select Primary Practitioner Type ▼

Additional Practitioner Type
* Select Additional Practitioner Type ▼

- When creating the record, you will need to know if your staff member will access the system (MHWIN) or not:

User Information

Staff Type
Other ▼

☒ Select if this staff will not have a User ID and will never log into EMR system

☐ Select to connect this staff to an existing User ID

☐ Select to create a User ID specified above for this staff

☐ Check here if this staff member is no longer active

- Under “User Information” select the first option for staff members that will not need to access MHWIN; Generally, these people are being added to the system for training purposes.

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- Under “User Information”, the second option should not be used.
- Under “User Information” select the third option for staff members that will need to access MHWIN and create a user id – user id formats are usually first initial and last name (up to 8 characters)
 - Staff’s user name and password will be the same for the first-time login.
 - Additionally, only give staff access that is necessary. If excessive access is found, DWIHN reserves the right to restrict access for staff and staff file maintenance persons.
 - Select the Initial Menu to the right of this section – usually the consumer menu
- Hit Save.
- Once the record has been created access the “Assigned Location” option.

0 Assigned Locations	0 Credentials	0 Enrollments	1 Group
Assigned Location	Effective	Is Primary?	Add Staff Assigned Location
Zero Assigned Locations Found			

- Make sure the staff is assigned to the Vendor location for your company.
- Make certain to mark the location as “Primary”.
- Add effective date to match the hire date, otherwise the date the record was added will be populated as the hire date. **Whatever date is used in this section is the date the person will be visible to your organization.**
- Do not put an end date under the record – if you do it will not show the employee under your company when you search for them.
- If your staff has credentials that need to be added to the system (NPI, degree, license, etc.) that information can be added under the credentials tab.

0 Assigned Locations	0 Credentials	0 Enrollments	1 Group
Credentials	Expiration	Add Signature Credentials Add License Add Degree Add Pin Add Taxonomy Add Billing Exclusion Add Certification Add Job Function	

NOTE: There is a limit of 2-3 Staff File Maintenance personnel per Provider Organization

Helpful Hints

- If you are looking for staff that can’t be located under the Vendor account use the “Assigned Location” option and search under all your company’s locations.
- If you need to reactivate an inactive account, uncheck the inactive box in the record and reset the password. Resetting the password resets the 60 day login

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clock. (If you don't login the system for 60 days the system will automatically inactivate the account.)

User Information		
User ID	Staff Type	Initial Menu
	Other	Consumers
Reset Password		
Unlink User ID from this staff profile		
<input checked="" type="checkbox"/> Check here if this staff member is no longer active		

How to Remove Staff from Provider Roster

1. Identify the staff record within MHWIN & select the Assigned Location tab

Staff	Status	User ID	Type
[Redacted]	Active		Other
1 Assigned Location 1 Credential 0 Enrollments			

2. Locate your organization & click Change tab

1 Assigned Location	1 Credential	0 Enrollments	0 Attachments
Assigned Location	Effective	Is Primary?	Add Staff Assigned Location
Gateway Pediatric Therapy, LLC (29236)	08/04/2023	Yes	Change View Delete

3. Complete Expiration Date field & click Save

Effective Date *	Expiration Date
08/04/2023	
Use Current Date	Use Current Date

4. An expiration/end date will now appear under assigned location & staff will now be removed from the roster

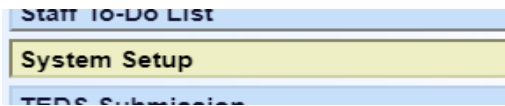
1 Assigned Location	1 Credential	0 Enrollments	0 Attachments
Assigned Location	Effective	Is Primary?	
Gateway Pediatric Therapy, LLC (29236)	08/04/2023 - 05/03/2024		

Important Note

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MHWIN provides the ability for providers to run a report showing their staff in MHWIN. To do so, follow the steps outlined below:

1. Go to the System Set up Tab on the left of the MHWIN screen



2. Go to Staff Directory Link

[Staff Directory](#)



Update Staff and System User information including user name, address, and system function authorization. [+ myPage](#)

3. Select 'Export to Excel File'

A screenshot of the Staff Directory search form. It contains various input fields for searching staff, including Affiliates, Staff Name, Staff ID, Staff Type, User Group, Supervisor, Credential Expires, Credential Type, Staff DOB, Staff Email, Staff State ID, and User ID. There are also checkboxes for 'Show Active Staff Only' and 'Exclude Contract Provider Staff'. At the bottom right, there are two buttons: 'Export to Excel File' (highlighted with a red box) and 'Export to CSV File'.

4. As the report is being completed, a message at the top of the screen will be displayed and user can locate report in the messages for review

