Argos CM Overview

Argos CM Login and Password Protocol

Login into Argos CM:

- ✓ Argos CM web address: http://argos.EmbraceFamilies.org/cm
- ✓ Initial Login protocol:
  - User Name: first initial last name (lower case, all one word, no spaces)
  - Password: Capitalized first initial, lower case last name, 123 (all one word, no spaces)
  - Hint: do not auto save this password in windows.
  - Upon completion of your initial login you will be requested to select another password

Example for worker: Stacy Peacock

> User Name: speacock
> Initial Password: Speacock123

Argos CM Password Protocol:

- ✓ Passwords expire every 90 days
- ✓ Passwords are case sensitive
- ✓ You are allowed to re-use a password as long as it is not one of the last 5 you used

When creating a password you should include the following elements:

- ✓ Minimum of 8 characters
- ✓ Must contain a minimum of 3 of the 4 following options:
  - lower case letters, upper case letters, numbers, special characters

Argos CM Password Reset:

Please contact your county assigned IES for Argos CM password reset.

Argos CM Overview

Argos CM Status Change Request

Accessing the Status Change request form:

Login to Argos CM: http://argos.EmbraceFamilies.org/cm

- ✓ There are three ways to access the status change request form:
    1. Select the " 📝 " button next to an assigned child from your Argos CM home page.
        - The " 📝 " = button links you to the status change request form.

    OR

    2. Select "Client Name" hyperlink from the Argos CM home page.
        - Select the " 📝 " button just above the view client section on your page. This button links you to the status change request form.

    OR

    3. Search by last name and DOB or search by SSN or Medicaid #.
        - Select the "Client Name" from your search for the client hyperlink Request you want to submit.
        - Select the " 📝 " button just above the view client section on your page. This button links you to the status change request form.

Completing the Status Change request form:

1. Identify the type of change you want to report:
    - ✓ Location = placement change/update
    - ✓ Medications = medication new, changes/updates
    - ✓ Case Information = case closure
    - ✓ Demographics = Name, DOB, SSN changes/updates
2. Complete the applicable section for the status change request you wish to submit to IES.
    - ✓ Once the applicable section is completed, add any additional comments and/or indicate if these changes apply to all participants on the case.
    - ✓ Hint: The additional notes area is the place to communicate more information to IES regarding your change submission.
3. Select Save.
4. IES is notified on the Argos CM data Management Dashboard of your change.
5. IES will update FSFN with your request or make contact with you within 24 hours of your request.

Argos CM Overview

Argos CM Add School Information Request

Accessing the Add School Information Request form:

- ✓ Login to Argos CM: http://argos.EmbraceFamilies.org/cm
- ✓ There are two ways to access the Add School Information Request form:
    1. Select the " 📚 " button next to an assigned child from your Argos CM home page.
        - The " 📚 " = button links you to the add school information request form.
    OR
    2. Select "Client Name" hyperlink from the Argos CM home page.
        - Select from the "My QuickLinks" the "Add school hyperlink" just above the view client section on your page.
        - Please note you must have this option set up in the "My QuickLinks". You can do this by selecting (edit) and adding this as a link to your user options.

Completing the Add School Information Request form:

1. Select the " 📚 " button or the "Add school hyperlink" for the identified child you wish to complete the request.

2. In the search text box type in the school name or part of the school name and select enter.

3. The results of the search should appear on your user screen. Select the option from the search results and complete the following from the available drop downs:
    - Grade level
    - Special Education Level
    - Type
    - Start Date
    - Reason For Change

4. Select Save.

5. IES is notified on the Argos CM data Management Dashboard of your change.

6. IES will update FSFN with your request or make contact with you within 24 hours of your request.

Argos CM Overview

Argos CM page: Documents and Images

1. Login to Argos CM: http://argos.EmbraceFamilies.org/cm

2. Search for the youth using: Last name and DOB or SSN or Medicaid #.

3. Select "Client name" from the search results.

4. Select "Documents and Images" on the youth's page.

5. Select "Add Image" and add date, documentation type, attached scanned documents and select save.

6. Resubmit your service request by going to my service request, selecting the pending status, and save request again.
    - ✓ You may also set up your user options from the "My QuickLinks" to include the "Add image hyperlink" just above the view client section on your page. You can do this by selecting (edit) and adding this as a link to your user options.

Argos CM Overview

Argos CM Service Request and Authorization

Accessing the Service Request and Authorization form:

- ✓ Login to Argos CM: http://argos.EmbraceFamilies.org/cm
- ✓ There are two ways to access the Service request and authorization form:

    1. Select the 💲 next to an assigned child from your Argos CM home page.

        - 💲 = button that links you to the new Service Request and authorization form.

    OR

    2. Select "My Request" from the Argos CM User Menu - This is the CM Service Request Queue.
        - You can "Add a New Service Request" here and view the status of your pending service authorizations.
        - Select "Add a new Service Request" – this takes you to the electronic Service Request & Funding Authorization form.

Completing the Service Request and Authorization Form:

1. FSFN client – Search by last name of the FSFN client the service is being requested for or associated to. Then, click "Request Service".
    - If the service is for a parent, always select the youngest child in the case.

2. Select Service – select from the drop down the type of service you are requesting.
    - If the service is not listed, add the service to the text box just below the drop down.

3. After selecting the service, the preferred provider dropdown will be filtered for the providers who provide the service selected.
    - If there are no preferred providers, you will be prompted to enter the new provider info and reminded to upload the provider's W-9 and receipt/invoice, if the service has already been rendered.

4. Requested by: Select from the drop down the worker requesting the service. Dropdown will default to the same option selected for the last request the user made.
    - Once the worker is selected the unit, phone, supervisor and supervisor phone will display below the selection. This data is pulled from what is entered for the worker in FSFN.

5. Other requestor information (foster parent, etc.) – Open text box to add additional information related to who is requesting the service.

6. Reason For Service - Open text box to add information related to why this service is being requested, i.e. prevent a removal, placement stabilization, etc.

7. Service Needs - Open text box to add information related to what are the service needs.

8. Units and Unit Type and Frequency – Specify duration requested.

9. Rate will populate based on provider and service selected.
    - If rate is different than default, please explain in box.

10. Case Plan Requirement? Please check the box if applicable.

11. Court Ordered? Please check the box if applicable.

12. Emergency Request? Please check the box if applicable.

13. Funding Sources Attempted - Open text box to add information related to the other funding sources attempted to use before submitting the service request for funding authorization by Embrace Families.

14. Additional Information regarding this request – Open text box to include any pertinent information.

15. Payment Preference - select from the drop down the method for payment.

16. Select Save.

Once your service request is completed, the following occurs:

1. CM receives confirmation e-mail: Service Request: Submitted

2. Supervisor receives request in Queue, supervisor authorizes, denies or requests for more information.

3. DCM receives e-mail:
   - Service Request: Need More Information
   - Service Request: Supervisor Approved
   - Service Request: Supervisor Denied

4. Once authorized by supervisor the request is sent to UM. UM authorizes, denies or requests for more information.

5. CM is notified by e-mail:
   - Service Request: Approved (UM)
   - Service Request: Denied (UM)
   - Service Request: Need More Information

6. Once CM receives final approval, CM prints authorization and distributes to the provider for service and payment.

Request for more information

If any service request requires more information, the request will be sent to the worker's "My request queue" with the status of "Need More Information". The worker will be responsible for adding requested information to the youth's Argos CM page: Documents and Images. Once this is completed, the worker may resubmit the request.

Argos CM Overview

Argos CM Service Request & Authorization: Supervisor

Accessing Worker requests to authorize service and forward to UM:

- ✓ Login to Argos CM: http://argos.EmbraceFamilies.org/cm
  1. Select "Worker Requests" from the Argos CM User Menu - This is the Supervisor Service Request Authorization Queue.
     - You can authorize service requests here and view the status of pending service authorizations.

Completing the Service Request authorization:

1. Directly beneath the section labeled "Service Requests" on the "Worker Requests" page are your pending service authorizations.
   - Pending supervisor service authorizations will have "Submitted" as a status.

2. Select "Submitted" and the blue hyperlink will take you to the pending service authorization form.
   - Review the pending Service Request & Funding Authorization completely.

3. Once you have reviewed the Service Request & Funding Authorization completely go to the "Status" drop down at the bottom of the page and select "Need more information, Supervisor approved or Supervisor denied".

4. Select Save.
   - Need more information: generate an e-mail to the DCM; Service Request: Need More Information. Make sure to note in the notes section of the authorization what information you need from the DCM to complete your authorization.
   - Supervisor Approved: will generate an e-mail to the DCM & UM; Service Request: Supervisor Approved. The service authorization is now pending UM authorization in the "Awaiting Authorization" section of the of the Worker requests page.
   The request now has a status of "Supervisor Approved".
   - Supervisor Denied: will generate an e-mail to the DCM; Service Request: Supervisor Denied.

Once the Service Request is authorized by the Supervisor the following occurs:

1. CM and UM receive confirmation e-mail: Service Request: Supervisor Approved

2. UM request in Queue; UM authorizes, denies or requests for more information.

3. CM and Supervisor are notified by e-mail:
   - Service Request: Approved (UM)
   - Service Request: Denied (UM)
   - Service Request: Need More Information

4. Once CM receives final approval, CM prints authorization and distributes to the provider for service and payment.

Argos CM Overview

Request for more Information

If any service request requires more information, the request will be sent to the worker's "My request queue" with the status of "Need More Information". The worker will be responsible for adding requested information to the youth's Argos CM page: Documents and Images. Once this is completed, the worker may resubmit the request.

Sample Service Authorization E-mail Notification:

This e-mail notification is issued once UM completes their final authorization. The CM is responsible for printing and distributing the final authorization form.

Request ID: -2147483637

Thank you.
A summary of your request is included below.
You can check the status of your request on Argos CM.

Case ID: 100583532
Child ID: 101973668
Service: ADOPTION SERVICES
Emergency?
Status Note: approved
Click here to view the Authorization.

Please forward a copy of this funding authorization to the provider so that services can begin and they can submit properly for payment.