

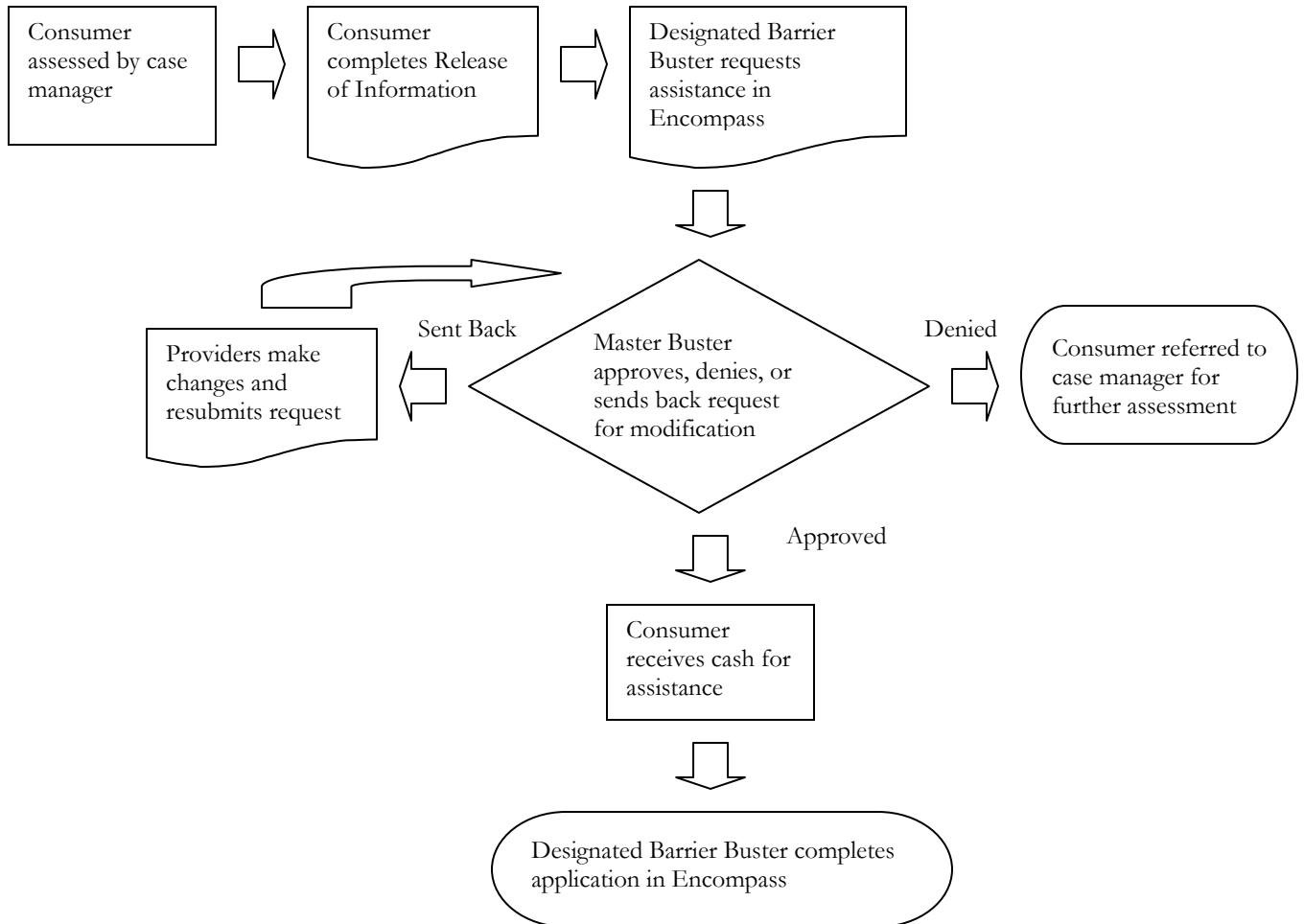
# Barrier Buster Provider Manual

## Table of Contents

Barrier Buster Requests.....	2
Barrier Buster History.....	8
Barrier Buster Funding Sources.....	10

## Barrier Buster Requests

### *How to View, Add, Change, Submit, Delete, and Print Barrier Buster Requests*



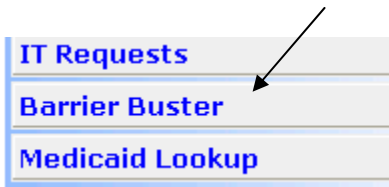
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**Note:** Don't share your Encompass user name and password with others. Each person is responsible for completing his or her own forms. Other staff members cannot complete a form for someone else once it has already been started by another person. If additional staff need access to Encompass, contact Mike Scholl at 734-544-6856.

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**To View Barrier Buster Requests:**

1. Click on the **Barrier Buster** link in the Main Menu.



2. Click on the [View Barrier Buster Requests](#) link to the right of the Main Menu.



3. Search for a consumer by entering any of the following and clicking **SEARCH**:
  - a) Consumer Last Name
  - b) Consumer Last Name and First Name
  - c) WCHO Consumer ID
  - d) Social Security No.
  - e) Birth Date
  - f) Case #
  - g) AKA or Other Information

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**Note:** If the consumer was not found then he or she isn't in the system. Review the search criteria to make sure everything was entered correctly. If there are no errors, you will have to add the consumer to the system as outlined below in "To Add Barrier Buster Requests" on **page 3**. If a consumer's record is displayed, he or she is already in the system and a request has been made for that consumer in the past.

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4. Click the [Select](#) link to the right of the consumer you want to view information on.
5. Click the [View](#) link to the right of the record you want to view.

**1 Barrier Buster Requests**

Consumer	Agency	Request Date	Request Type	Amount	Status	<a href="#">Add Request</a> <a href="#">View</a> <a href="#">Print</a> <a href="#">Request</a>
John Doe	Community Support and Treatment Services - CSTS	06/25/2007	Utilities - Gas/Electric	\$650.00	Approved	

**To Add Barrier Buster Requests:**

When adding a request, two possible links can be used. The [Add Request](#) link is used for consumers who are already in the Barrier Buster system. The [click here](#) link is used to make a request for consumers who aren't in the Barrier Buster system. The only difference between the two forms is that the form for consumers who are not yet in the system has a few extra fields at the top of it.

1. Follow steps 1-4 under "To View Barrier Buster Requests" on **page 3**.

- Click on the [Add Request](#) link if it is available. If the consumer wasn't found click on the [click here](#) link in the box below the search fields.

Please review your search results below. If you **could not** find an existing consumer record [click here](#) to continue.

**1 Barrier Buster Requests**

Consumer	Agency	Request Date	Request Type	Amount	Status	<a href="#">Add Request</a>
John Doe	Community Support and Treatment Services - CSTS	06/25/2007	Utilities - Gas/Electric	\$650.00	Approved	<a href="#">View</a> <a href="#">Print</a> <a href="#">Request</a>

- If you click the [click here](#) link, fill in the information as instructed in the table below. If a consumer was found and you used the [Add Request](#) link, skip this step and go to step 4.

Field/Section:	Instructions:
<b>Release From Agency</b>	Enter the name of the agency where the Release of Information was completed.
<b>Release To Agency</b>	The name of the agency the Release of Information was sent to will pre-fill.
<b>Date Consumer Signed</b>	Enter the date the consumer signed the Release of Information.
<b>Effective Date</b>	Enter the date the consumer signed the Release of Information.
<b>Expiration Date</b>	Enter the date that is 2 years after the effective date. This is the date the Release of Information expires.
<b>Condition of Expiration, Restrictions Requested for this Specific Disclosure, and Comments</b>	<b>These fields are generally not used.</b> If these fields are needed use them to explain when the Release of Information will expire and any restrictions the release has.

- Fill in the information as instructed in the chart below. If the consumer was found and you clicked on the [Add Request](#) link, this is where the form will start. If you used the [click here](#) link to add a consumer, these fields will be in the middle of the form.

Field/Section:	Instructions:
<b>Request Date</b>	The date of the Barrier Buster request will pre-fill. Change it if incorrect.
<b>Barrier Buster Name, Phone, Email address, and Agency</b>	The name of the current user will pre-fill. The user's phone, email address, and agency they work for will also pre-fill if the information is available.

<b>First Name, MI, Last Name, Address, City, State, and Zip</b>	If the information doesn't pre-fill, enter the consumer's first name, middle initial (optional), last name, Social Security number, address, city, state, and zip code. You can use the <b>lookup</b> button to select the consumer's zip code.
<b>SSN</b>	When entering the consumer's Social Security number, <b>do not enter a false number</b> . If you or the consumer is concerned about security issues, use only the last four digits (ex. 000-00-4321).
<b>City of Ann Arbor Resident?</b>	Select "Yes" or "No" if this doesn't pre-fill.
<b>Phone</b>	Enter the consumer's phone number.
<b># of Adults in Household</b>	Enter the number of adults living in the consumer's house.
<b># of Children in Household</b>	Enter the number of children living in the consumer's house.
<b>Gender</b>	Select either male or female if it doesn't pre-fill.
<b>Ethnicity</b>	If the information doesn't pre-fill, select Hispanic or Latino, Not Hispanic or Latino, or Unknown. Please note if the consumer is Hispanic or Latino, "white" must be select in one of the race/ethnic origin fields.
<b>Race/Ethnic Origin 1</b>	If this field doesn't pre-fill, select the primary race or ethnicity of the consumer.
<b>Race/Ethnic Origin 2</b>	If the consumer has more than one race or ethnicity, select the second most prominent race or ethnicity the consumer identifies. This field might pre-fill.
<b>Race/Ethnic Origin 3</b>	If the consumer has more than two races or ethnic origins, select the consumer's third race or ethnicity. This field might pre-fill.
<b>Living Arrangement</b>	Select rent or own.
<b>Monthly Rent</b>	If the consumer rents housing, enter the amount of the consumer's monthly rent. Do not enter a dollar sign.
<b>Annual Income</b>	Enter the consumer's annual income. This information can be found on the verification sheet. Do not enter a dollar sign.
<b>Check here if you authorize that this electronic narrative can be considered equal to a letter on your agency's letterhead</b>	Click on this box to verify this form is filled out like a formal document and that all the data is correct.

<b>Explanation of Need</b>	Explain the nature of the emergency and why the consumer has this need. Make sure to include the consumer's account number, the amount of money he or she needs, and a brief history of the consumer and his or her need.
<b>Amount Requested</b>	Enter the amount of money requested. Do not enter a dollar sign.
<b>Date by which check is needed</b>	Enter the date the money is needed by. This date will help the Master Buster determine the consumer's level of emergency.
<b>Check Payable to (agency/company name)</b>	Enter the name of the agency or company the check is payable to.
<b>Check Payable to (Address)</b>	Enter the address of the agency or company the check is payable to. Make sure to include the city, state, and zip code of the company or agency.
<b>Choose One of the Following (Mail Check or Hold Check for Pickup by)</b>	Select whether the check will be mailed or held for pickup. If the check is held for pickup, enter the first and last name of the person who will be picking up the check, along with the person's phone number and email address in the provided fields. If possible, have the payee make the payment arrangements or mail the check. This is quicker and more efficient than having the check held for pickup.
<b>Required Documentation Attached or has Been Sent</b>	Click on this box if there is a receipt or invoice. Enter the account or reference number in the field provided, if applicable.
<b>Request Type</b>	Use the drop-down menu to select the type of request the consumer needs. Enter an explanation of the request in the "Please explain" field.
<b>Other Funding Sources</b>	For each option in the list, choose whether the funding source was not applicable (NA), denied, or utilized. If the consumer utilized any funds, enter the amount of those funds in the box to the right. Do not enter a dollar sign.

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**Note:** The fields from "# of Adults in Household" through "Race/Ethnic Origin 3" are required for reporting purposes. Please fill in these fields and **don't** skip over them.

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- Click the **SAVE & SUBMIT FOR APPROVAL** button to save the information and submit it for approval. Click the **Save** button save the form and submit it later. To exit the form without saving any information click **CANCEL**.

**To Change and Submit Barrier Buster Requests:**

If you added and saved a request but have not yet submitted it (the form status is pending), the form can be changed or submitted by using the [Change/Submit](#) link. This link is also used to change a request if the Master Buster sends the form back for modifications.

- Follow steps 1-4 under “To View Barrier Buster Requests” on **page 3**.
- Click on the [Change/Submit](#) link.

**2 Barrier Buster Requests**

Consumer	Agency	Request Date	Request Type	Amount	Status	Add Request
John Doe	Community Support and Treatment Services - CSTS	06/25/2007	Utilities - Gas/Electric	\$650.00	Approved	<a href="#">View</a> <a href="#">Print Request</a>
John Doe	Community Support and Treatment Services - CSTS	06/25/2007	Health - Prescription Costs	\$650.00	Returned to Barrier Buster	<a href="#">Change/Submit</a> <a href="#">View</a> <a href="#">Print Request</a>

- Make any needed changes. If the record is ready to be submitted click on the **SAVE & SUBMIT FOR APPROVAL** button.
- If changes were made and the form isn't ready to be submitted, click on the **SAVE** button. Follow steps 1-3 in this section when the form is ready to be submitted.

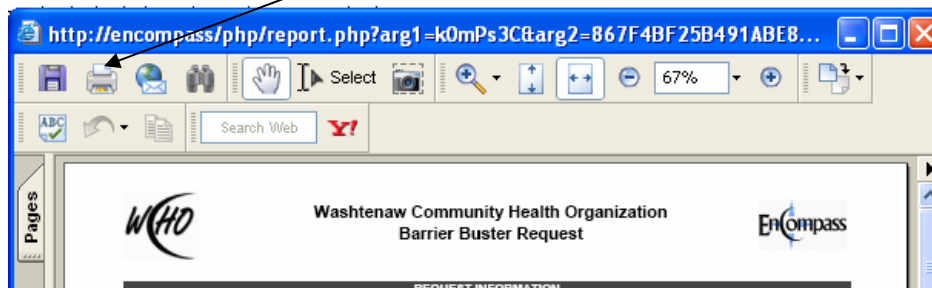
**To Print Barrier Buster Requests:**

- Follow steps 1-4 under “To View Barrier Buster Requests” on **page 3**.
- Click on the [Print Request](#) link to the right of the record you want to print.

**1 Barrier Buster Requests**

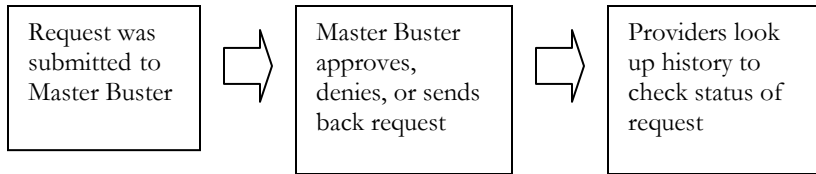
Consumer	Agency	Request Date	Request Type	Amount	Status	Add Request
John Doe	Community Support and Treatment Services - CSTS	06/25/2007	Utilities - Gas/Electric	\$650.00	Approved	<a href="#">View</a> <a href="#">Print Request</a>

- The Barrier Buster request will open in a new Adobe Acrobat window. Click on the print icon in the upper-left side of the screen.



## Barrier Buster History

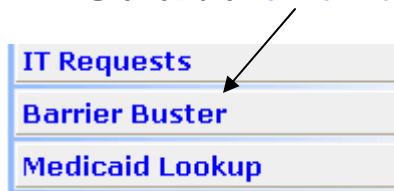
### How to View and print the History of Barrier Buster Requests



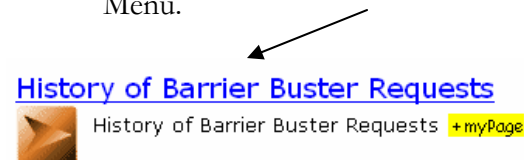
This form is used to check the status of a submitted request. The status of a request can also be viewed by looking up a particular consumer in the Barrier Buster Request List. This can be accessed by clicking on the [Barrier Buster](#) link in the Main Menu and then clicking on the [View Barrier Buster Requests](#) link. For more information, read the “Barrier Buster Requests” instructions on [pages 2-7](#).

#### To View History of Barrier Buster Requests:

1. Click on the [Barrier Buster](#) link in the Main Menu.



2. Click on the [History of Barrier Buster Requests](#) link to the right of the Main Menu.



3. Look up requests by entering any of the following and clicking **SEARCH**:
  - a) Provider
  - b) Request Type
  - c) Status
  - d) Consumer Last Name
  - e) Consumer ID
  - f) Request Date on or after

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**Note:** To bring up a list of all requests, even for consumers who do not yet have an account, leave all the fields blank then click **SEARCH**. If the Master Buster has not yet created an account for a consumer, he or she will not show up in the search results if any of the fields are filled out. Once the Master Buster has created an account for a consumer, he or she will show up when data is entered into a search field.

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- Click on the [View](#) link to the right of the record you want to view.

769 Barrier Buster Requests ◀PREVIOUS Page 1 of 77 NEXT▶

Consumer	Agency	Request Date	Request Type	Ann Arbor Resident	Amount	Status	
John Doe	Community Support and Treatment Services - CSTS	06/25/2007	Health - Prescription Costs	No	\$650.00	Returned to Barrier Buster	<a href="#">View</a> <a href="#">Print</a> <a href="#">Request</a>

- Use the [PREVIOUS](#) and [NEXT](#) links on the top and bottom of the list to view different pages.

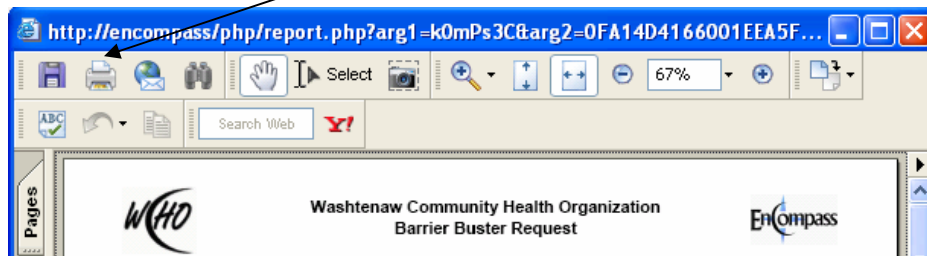
**To Print History of Barrier Buster Requests:**

- Follow steps 1-3 under “To View History of Barrier Buster Requests” on **page 8**.
- Click on the [Print Request](#) link to the right of the record you want to print.

769 Barrier Buster Requests ◀PREVIOUS Page 1 of 77 NEXT▶

Consumer	Agency	Request Date	Request Type	Ann Arbor Resident	Amount	Status	
John Doe	Community Support and Treatment Services - CSTS	06/25/2007	Health - Prescription Costs	No	\$650.00	Returned to Barrier Buster	<a href="#">View</a> <a href="#">Print</a> <a href="#">Request</a>

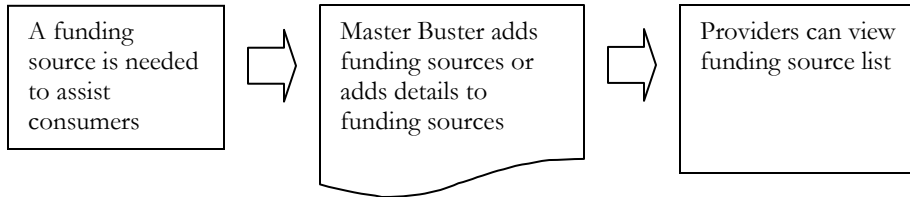
- The Barrier Buster request will open up in a new Adobe Acrobat window. Click on the print button in the upper-left side of the screen.



# Barrier Buster Funding Sources

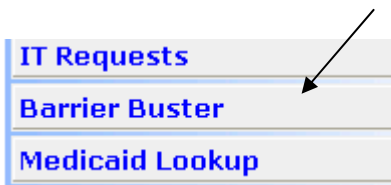
## How to View, View Details, Add, Add Details, Change, Change Details, and Delete Funding Sources

**Note for Providers:** Providers can only see the unofficial funding source record—only the Master Buster has access to the official record. When searching through this record please keep in mind some of the information may not be accurate.

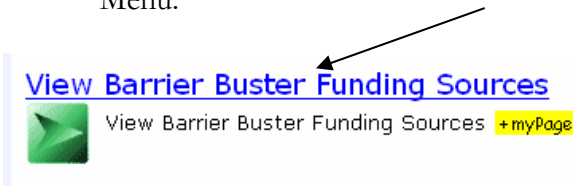


### To **View** Funding Sources:

1. Click on the **Barrier Buster** link in the Main Menu.



2. Click on the [View Barrier Buster Funding Sources](#) link to the right to the Main Menu.



A list of all the funding sources will be displayed. Use the [PREVIOUS](#) and [NEXT](#) links on the top and bottom of the list to view different pages.

3. Click on the [View](#) link to the right a record to view it.

13 Barrier Buster Funding Sources [◀PREVIOUS](#) Page 1 of 2 [NEXT▶](#)

Category	Source Name	Description	Balance	
Ann Arbor Community Foundation	Bach Home Fund	Ages 60+	\$3834.00	<a href="#">View Details</a>
Ann Arbor Community Foundation	Hurricane Katrina Local Relief Fund	Available to individuals and families in Washtenaw County displaced by Hurricane Katrina	\$126.24	<a href="#">View Details</a>

**To View Details of Funding Sources:**

1. Follow steps 1-2 under “To View Funding Sources” on **page 10**.
2. Click on the [Details](#) link to the right of the desired record. This will take you to a new chart.

**13 Barrier Buster Funding Sources**

[◀PREVIOUS](#) Page 1 of 2 [NEXT▶](#)

Category	Source Name	Description	Balance	
Ann Arbor Community Foundation	Bach Home Fund	Ages 60+	\$3834.00	<a href="#">View Details</a>
Ann Arbor Community Foundation	Hurricane Katrina Local Relief Fund	Available to individuals and families in Washtenaw County displaced by Hurricane Katrina	\$126.24	<a href="#">View Details</a>

3. Click on the [View](#) link to the right of the detailed record you want to view.

**17 Barrier Buster Funding Source Detail(s)**

[◀PREVIOUS](#) Page 1 of 2 [NEXT▶](#)

Detail Date	Description	Amount	
06/25/2007	Barrier Buster Request for John Doe	\$-650.00	<a href="#">View</a>