



# North Carolina Behavioral Health Statewide Central Availability Navigator (BH SCAN)

## Go Live at 12:01 1/31/2023

### Overview

*Go Live for North Carolina's BH SCAN is effect immediately. This document will outline Go Live procedures and expectations. Below is a brief overview of topics detailed:*

- Login process
- Expectation of updating **available beds** and **operational/licensed beds**
- Introduction to **Virtual War Room**
- Contact information for **Customer Support**

### Login

*Follow the instructions below to login*

- Go to <https://nc.openbeds.net>
- Select **Forgot Password**
- Enter in your **work email** as your **Username**
- Select **Request Password** and follow the instructions sent to your email.
  - **Be sure to check junk folders for the inbound email.**

### Availability Updating Expectations

*Bed Counts must be updated as frequently as possible (even if no change in availability) but at least once per day. Immediately after logging in on January 31<sup>st</sup> you **must**:*

- Update bed counts in the **Service Availability tab**
- Set **reminders to update** in the **Service Availability tab** in **Update Bed Availability Reminder Alert Notification**
- Update your **Organizational/Individual Operational and Licensed** bed counts in **Service Administration**

## Virtual War Room

*The Virtual War Room will be open from 9AM – 2PM ET on 1/31 and 2/1 . You can join via the **Microsoft Teams Link below** to raise any questions, concerns, or issues in using the BH SCAN:*

### Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: 257 947 739 142

Passcode: WVuQRk

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

[+1 689-206-9329,,402109756#](#) United States, Orlando

Phone Conference ID: 402 109 756#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

## Bamboo Health Customer Support


*Customer support can be contacted below via the **Customer Support** hyperlink or phone number for any technical issues such as password resets not arriving or error messages you may receive.*

**Contact: [Customer Support](#)**

**Phone:(833) 275-2045**

**Hours: 24/7**

- **Please note that if you are contacting customer support via the Hyperlink above, then you will need to register on your first ticket:**

- Click **“Submit Ticket”** in the upper right-hand corner of the screen 
- Click the **“Sign Up”** next **“New to Bamboo Health Support Center?”**
- Enter your **full name** and **email address**, then select **“Sign Up”**
- An email will be sent to your email address to setup a password and login!

## DMH/DD/SAS Contact

*Any questions for the state can be directed to [bh\\_scan@dhhs.nc.gov](mailto:bh_scan@dhhs.nc.gov)*