



Frequently Asked Questions (FAQs) from Onboarding Providers:

1. What is MOConnect?

MOConnect is a platform that will identify, unify, and track all mental health and substance use disorder residential and outpatient treatment resources in a single, common network, available 24/7. This HIPPA-compliant, cloud-based solution:

- a. Replaces inefficient manual tracking, search, communication, and reporting functions;
- b. Facilitates rapid referrals and feedback; and
- c. Fosters collaboration and coordination among hospitals, primary care, behavioral health, law enforcement, courts, crisis systems, and other community service organizations.

2. Are MOConnect and OpenBeds the same thing?

MOConnect is Missouri's statewide behavioral health referral network. OpenBeds (aka Bamboo Health) is the platform on which the system will be hosted. OpenBeds is working in partnership with the Missouri Behavioral Health Council (MBHC) and the Missouri Department of Mental Health (DMH) as system administrator and network support. Please refer to the DMH Memo for additional information: [MOConnect | dmh.mo.gov](#)

3. Is my agency required to use MOConnect?

Yes, per DMH all contracted CPR, CSTAR, 988 Centers, and CCBHO providers are required to utilize MOConnect. Please refer to the DMH Memo for additional information: [MOConnect | dmh.mo.gov](#)

4. Is the MOConnect free for the provider?

Yes, MOConnect is 100% free for the provider. It is funded by the state of Missouri, so the cost of subscription is covered for selected providers. For more details on this no-fee subscription, please visit and complete the [no-fee Subscription Agreement link](#).

5. What is the crisis management module and how will my agency use it?

The Crisis Management Module is a function of MOConnect that provides a direct link between call center professionals and mobile crisis response teams for faster patient access to assessment and treatment. Call center professionals can perform their intake call, enter information into MOConnect, locate a mobile crisis responder, and digitally dispatch the

responder to the crisis location. Your facility will use the Crisis Management Module if you take hotline calls or provide mobile crisis response that is dispatched by either your organization or another organization. Link for referring/receiving [Configuration Form](#). Link for Crisis [Configuration Form](#).

6. Will MOConnect system updates be included in our subscription for free?

Yes, all MOConnect system updates are free of charge.

7. I am part of a large organization with many locations. Can I have multiple accounts with multiple users?

Many providers will have at least two accounts: 1) an account for receiving referrals, and 2) an account for sending referrals. For providers receiving referrals, it may be helpful to have a generic/group email (e.g. intake@comtrea.org) that can be managed by multiple staff members.

8. As a MOConnect user, I would like to send AND receive referrals. How do I do this?

You have the option to receive AND send referrals if you choose the "Receiving" configuration option in the [onboarding form](#). With this account configuration option, you can have one account for the organization with multiple users and can receive and send referrals from the same account. With the "Referring" account configuration option you can have one account for the organization with multiple users but *can only create and send* referrals.

9. Is MOConnect a secure network?

Yes, MOConnect is a secure network. OpenBeds has received [HITRUST certification](#). In addition to passing this assessment, OpenBeds NEVER shares Protected Health Information (PHI) in the body of an e-mail communication or notification. Also, patient information is deleted in the system within 7 days of creating and receiving a referral.

10. Where can I get training on MOConnect?

1. For agencies who have access to Relias:

- a. Crisis contact center staff and mobile crisis response staff shall complete trainings a, b, and c listed below.
- b. Referral/Receiving staff shall complete training d, e, f, and g listed below.

MOConnect | Crisis Administrator Training
Look up code: MBHC-OBCRISIS

MOConnect | Crisis Operator Training

Look up code: MBHC-CrisisOP

MOConnect | Mobile Crisis Unit Team Member Training

Look up code: MBHC-OBMobile

MOConnect | Referring Provider Training

Look up code: MBHC-ReferringP

MOConnect | Referring Administrator Training

Look up code: MBHC-OBReferring

MOConnect | Receiving Provider Training

Look up code: MBHC-ReceivingP

MOConnect | Receiving Administrator Training

Look up code: MBHC-OBReceiving

2. For agencies who do not have access to Relias, training links are below (**key for all: Openbeds1**)
 - a. Referring: https://patientping.skyprepapp.com/users/enrol?course_id=132348
 - b. Receiving: https://patientping.skyprepapp.com/users/enrol?course_id=132457
 - c. Crisis: https://patientping.skyprepapp.com/users/enrol?course_id=132820

11. Who should I contact if I have questions about MOConnect?

Drew Burnett at the MBHC is the Project Manager for MOConnect. Please contact Drew with any questions at 573-634-4626 x123 or dburnett@mobhc.org

Angie Plunkett is the contact at DMH (angela.plunkett@dmh.mo.gov)