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# CCO Contract Deliverables Portal Training

CCO Quality Assurance

July 2023 / September 2023 System Update

The logo for the Oregon Health Authority. It features the word "Oregon" in a smaller, orange, serif font positioned above the word "Health", which is in a larger, blue, serif font. Below "Health" is the word "Authority" in a smaller, orange, serif font. A thin blue horizontal line is positioned between "Health" and "Authority".

Oregon  
Health  
Authority

# Agenda

- What is the CCO Portal?
- What is the Tracking App?
- How to submit a deliverable
  - Dashboard
  - Submitting
  - Attestation
  - Notifications
  - Navigating
  - Adding notes
  - Next steps / what to expect
- Accounts and resources

# What is the CCO Portal?

The **CCO Contract Deliverable Portal** is the external application CCO staff will use to submit deliverables. The CCO Portal populates the OHA Deliverable Tracking App.

<b>CCO Portal Features</b>
<b>External access</b> Accessible by CCO staff
<b>Replacement for emails</b> Eliminates back and forth email traffic
<b>Self-service</b> Deliverable submissions, status checks, system-generated alerts and reminders
<b>Better user experience</b> Simple navigation, intuitive design, single solution
<b>Scalable</b> Can grow to meet our needs as we restructure deliverables

## Welcome to the Contract Deliverables portal

Submit a deliverable now or use the menu above to see status updates, access training, or get more information.

Submit Document

## Quick Links

[Contract Announcements](#)

[Contract Forms](#)

[Quality Assurance](#)

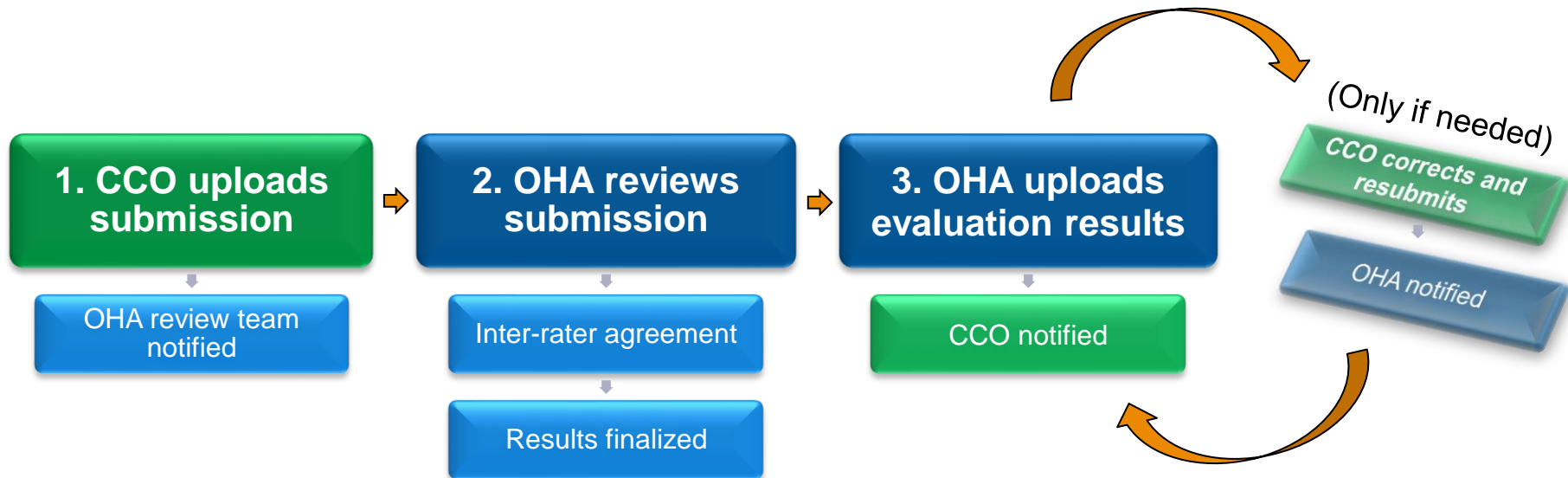
[CCO Weekly Updates](#)

# CCO Portal screenshot

# What to submit

Current deliverable submission method	Submission via CCO Portal
<b>Email:</b> CCO.MCOCDeliverableReports@odhsoha.oregon.gov	Yes
<b>Online:</b> Member Materials SharePoint	Yes
<b>Email:</b> HSD.Transplants@odhsoha.oregon.gov; Enrollment.reconciliation@odhsoha.oregon.gov; OHA.Provider.Review@odhsoha.oregon.gov; DHS.PrivacyHelp@odhsoha.oregon.gov; Personal.injury@odhsoha.oregon.gov; OHA.VBP@odhsoha.oregon.gov; Actuarial.Services@odhsoha.oregon.gov OPI.Referrals@oha.oregon.gov Medicaid.Fraud.Referral@doj.state.or.us	No
<b>Online:</b> OAFA SFTP; NAIC; SurveyMonkey; CCO SFTP mailbox; OPAR PIL; Report TPL; FCO SmartSheet ODHS FIU Report client fraud OHA OPI Report provider fraud	No
<b>Phone/fax:</b> Fraud hotline; DHS Privacy hotline; IRMS DOJ/MFCU	No

# Process overview



# How to submit a deliverable

# Submission dashboard

## My Dashboard

From your dashboard, you can submit a new file or check the status of a previous submission.


All submissions for your CCO will appear here, not just what you have personally submitted.

Click  
submit



## Submissions

Click the Submit button to add a new document or check a status by using the orange arrow to expand a submission.

<u>Submission Name</u>	<u>Submission Status</u>	<u>Deliverable</u>	<u>User</u>	<u>CCO</u>	<u>Created On</u>	<u>Review Due</u>	<u>Corrections Due</u>	<u>Approval Date</u>
<u>S-1087</u>	Submitted	SHARE Spending - Report	TIFFANY REAGAN	IHN CCO	7/11/2023 6:18 PM			

Submit



# Submit file(s)

Select CCO



Submission Name

—



Submission ID# auto assigned after you click submit

CCO \*

User

TIFFANY REAGAN



User auto populates

Select the deliverable



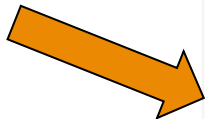
Deliverable Name

Let reviewers know if this is an attestation



Is this an attestation?

Upload submission file(s)



After you hit submit, it may take a few moments for the document to appear. Refreshing the page may interrupt the upload.

Attach file(s)

Choose Files No file chosen

Submit



Click submit

# Deliverable name lookup

Use the scroll or page functions to find the appropriate deliverable. You can also use the search box. Start with the first word in the deliverable's title.

Or for keywords, add an asterisk directly before the word. Example: \*behavioral

### Lookup records

To search on partial text, use the asterisk (\*) wildcard character. ×

🔍

Choose one record and click Select to continue

<input checked="" type="checkbox"/> <u>Form Name</u>	<u>Created On</u>
<input type="checkbox"/> Designee for Perinatal Care and Family Connects Oregon	4/8/2023 5:52 PM
<input type="checkbox"/> Preferred Drug List, Prior Authorization Criteria for All Outpatient Drugs	4/8/2023 5:52 PM
<input type="checkbox"/> Annual Interpreter Services Self-Assessment	4/8/2023 5:52 PM
<input type="checkbox"/> Organizational Chart	4/8/2023 5:52 PM
<input type="checkbox"/> Members Assigned to a PCPCH Provider Report	4/8/2023 5:52 PM
<input type="checkbox"/> Non-Emergent Medical Transportation Policies and Procedures	4/8/2023 5:52 PM
<input type="checkbox"/> Intensive Care Coordination Policies and Procedures	4/8/2023 5:52 PM

< 1 2 3 4 5 6 7 8 .. 20 >

Select Cancel Remove value

# Due date added – \*September 2023 update

**Deliverable Name \***

Delivery System Network - Quarterly Provider Capacity Report



**Deliverable Due Date \***

11/14/2023



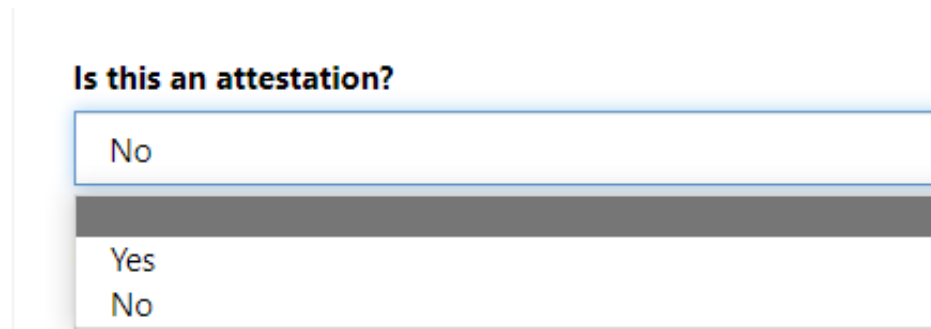
After selecting the deliverable name, the Deliverable Due Date field will appear.

Select the appropriate due date from the list. This field is not optional.

For **ad hoc** deliverables, due date is last day of current year.

# Attestation

- The attestation field is optional and includes a simple YES/NO dropdown



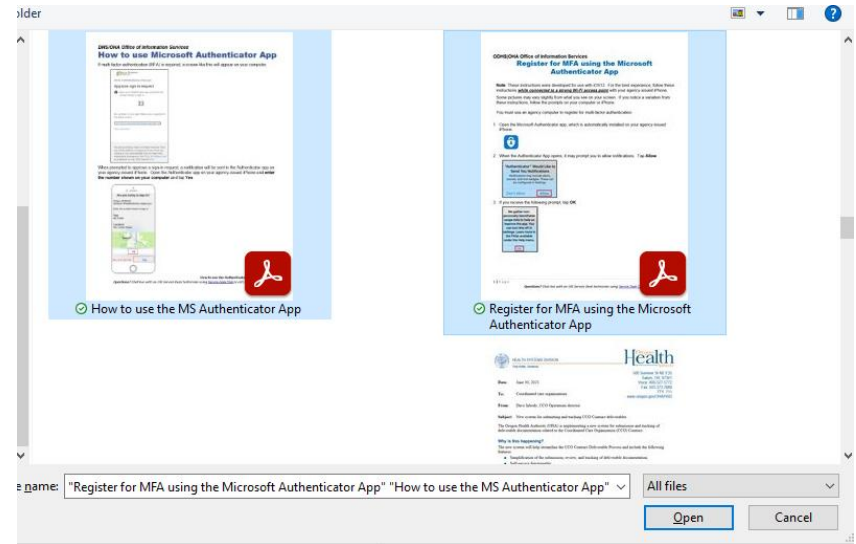
The image shows a screenshot of a web form. At the top, the text "Is this an attestation?" is displayed in a bold, black font. Below this text is a dropdown menu. The menu is currently open, showing two options: "No" and "Yes". The "No" option is highlighted with a dark grey background, indicating it is the selected choice. The "Yes" option is visible below it with a white background. The dropdown menu has a light blue border.

- Identifying if your submission is an attestation helps speed up the review process.
- *Please note:* This field does not replace the required signed attestation form.
- **Member materials team:** Please mark as attestation if you are submitting a document as “File & Use”

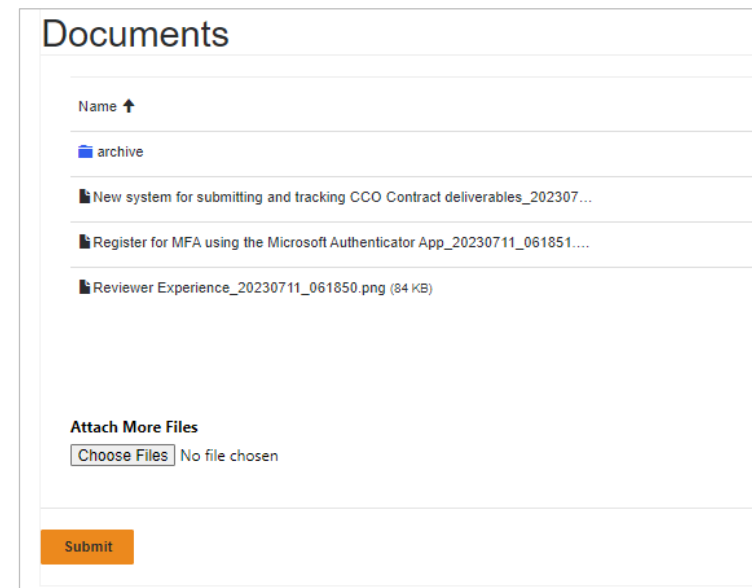
# How to upload multiple files

You can upload multiple files in one of the following ways:

1. Use Ctrl to highlight and attach multiple files to the initial submission.



2. Attach a single file to the initial submission, then use your dashboard to access the submission at later time and attach additional files.



File size limit: 70MB

# Notification to CCO after submission

You successfully submitted the Behavioral Health Policies and Procedures Deliverable.



Wed 7/5/2023 7:57 AM

Hello [NAME]

Thank you for submitting the Behavioral Health Policies and Procedures deliverable for [CCO]. You will receive a notification when the status changes.

Access your deliverable dashboard at <https://oha-cco-dev.powerappsportals.us/Submission-Details/?id=ea7d1706-b416-ee11-913a-00155da3b6b9>

Other helpful links:

- [CCO Contract Forms](#)
- [CCO Contract Announcements](#)
- [CCO Quality Assurance](#)

Emails will be sent from:

CCO.MCOCDeliverableReports@odhsoha.oregon.gov

# FYI: Notification to OHA reviewers

- OHA notifications are generated when a CCO submits a new deliverable or uploads files to an existing deliverable.
- Emails will be sent from:  
**CCO.MCOCDeliverableReports@odhsoha.oregon.gov**

SHARE Spending - Report - Report Submission Received

From: CCO.MCOCDeliverableReports@odhsoha.oregon.gov



Tue 6/27/2023 3:02 PM

[CCO] has submitted their deliverable. Please begin the evaluation process.

Follow this link to review the submission:

[https://oha-mce-deliverables-uat.crm9.dynamics.com/main.aspx?appid=fb9327f0-5cbf-ed11-83ff-001dd806a7d0&pagetype=entityrecord&etn=oha\\_submission&id=196e390c-3615-ee11-913a-00155da3ac65](https://oha-mce-deliverables-uat.crm9.dynamics.com/main.aspx?appid=fb9327f0-5cbf-ed11-83ff-001dd806a7d0&pagetype=entityrecord&etn=oha_submission&id=196e390c-3615-ee11-913a-00155da3ac65)

# Navigate the dashboard

Once submitted, deliverables will populate the submissions dashboard.

To filter by submission status, choose a status and click Apply



View details about each submission by clicking the ID# or orange arrow



Sort by clicking column headers



### Submission Status

Submission Status Filter: Submitted, Under Review, Corrections Needed, Approved

Apply

Submission Name: S-1087 [View details](#)

[View details](#)

<u>Submission Name</u>	<u>Submission Status</u>	<u>Deliverable</u>	<u>User</u>
<u>S-1021</u>	Corrections Needed	Community Advisory	Andrea Smith
<u>Submission Name</u>	<u>Submission Status</u>	<u>Deliverable</u>	<u>User</u>
<u>S-1087</u>	Submitted	SHARE Spending - Report	TIFFANY REAGAN



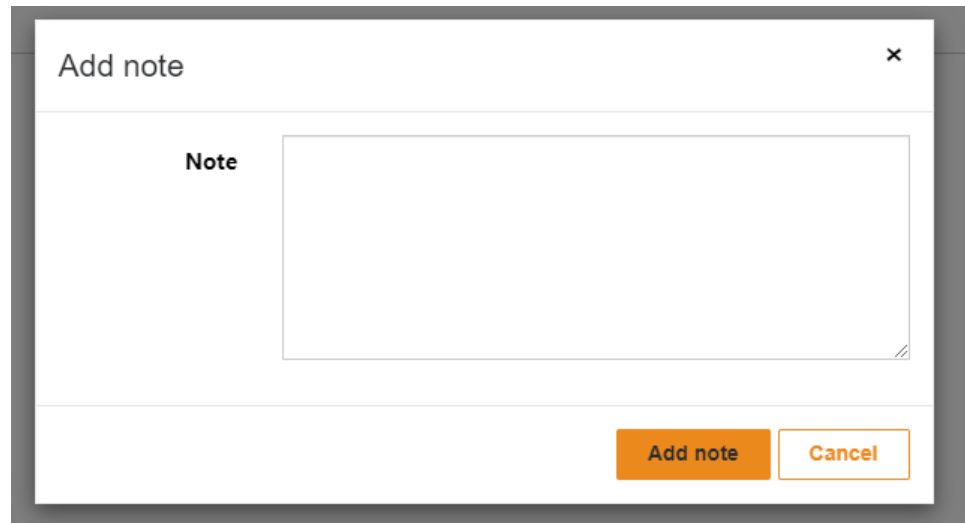
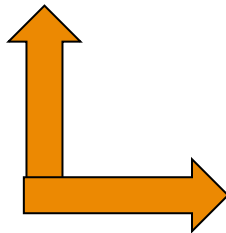
# Add notes

Notes can only be added to existing files. To add a note, choose a submission and click “View details.” On the submission page, click the orange + Add note button. Notes are visible to OHA reviewers and other staff in your organization.

## Note Text

2 months ago  
RAMILA BHANDARI

Submission\_file.pdf



Add note

Note

Add note Cancel

# Next steps: Review, corrections, approval

When a reviewer accesses your submission, they will change the status and add a due date.

The status and date will populate on the submission details page.

The CCO user who submitted the deliverable will receive a notification when the status changes.

STATUS	REVIEWERS USE WHEN
Submitted	System default after submission
Under Review	Review begins
Corrections Needed	Review is complete but changes are needed
Approved	Review is complete and deliverable is final / approved

## Deliverable Name

SHARE Spending - Report

## Is this an attestation?

No

## Status

Under Review



## Review due from OHA

7/20/2023



## Corrections due from CCO

—

## OHA approval date

—

# Uploading revised or additional documents

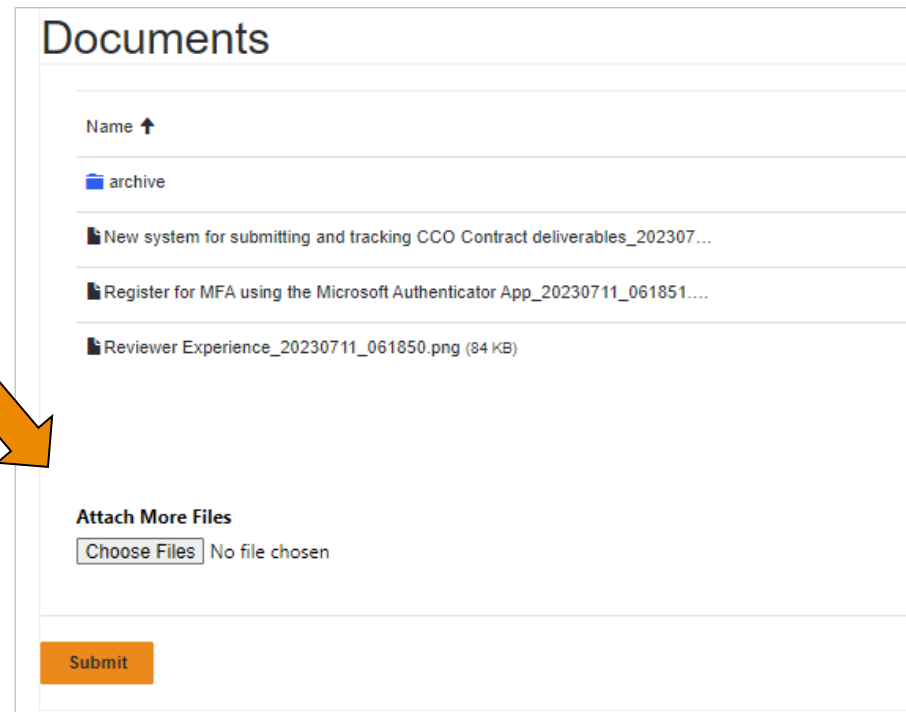
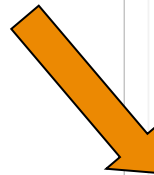
- When OHA asks for corrections or more information, you will submit revised or additional files under the same Submission ID#.
- On the dashboard, find your submission and then click the ID# or “View details”



- Scroll to the bottom of the submission details page and then click “Choose Files” under the Attach More Files section.

- Click “Submit”

- New files will load in the Documents folder and an alert will be sent to OHA reviewers



# Accounts and resources

# How to request improvements, report issues

Please use the [CCO Portal System Issue form](#) for the following needs:

- System errors
- Troubleshooting requests
- Missing or incorrect due dates
- Missing or incorrect deliverable titles
- System improvements

# How to request accounts

\*Please use the [CCO Portal Account Request form](#) for the following needs:

- New account requests
- Account disable or removal requests

Accounts may take up to 14 business days to complete.

*\*Note: This form replaced email requests*

# Initial account setup

- Please use [the setup video](#) or the following slides to guide you through the initial setup process.
- External partners must use Citrix to reset their password and set up multi-factor authentication.

# Reset your temporary password

- For new accounts, you will get a temporary password via email from the OIS Service Desk. Passwords are sent directly to the individual.
  - The email subject will say: “Welcome to DHS|OHA”
  - QA will send your Partner Number and OHA email separately.
- Change your temporary password. Use your Partner Number and temp password to login at <https://1click.dhsoha.oregon.gov/>
  - Your new password must have 10 characters and include: Uppercase, Lowercase, Symbol, Number
- Call the Service Desk at 503-945-5623 for password resets.
  - Tell them you are an external partner. You will be asked questions to verify your identity, like office address or title.
  - *Please note:* The OIS Service Desk does not respond to email requests from external accounts.
- After you change your password, you will setup MFA and then receive an invitation to the CCO Portal.



# Set up multi-factor authentication (MFA) using Citrix (1click)

After you change your temporary password. It's time to set up MFA.

- Go to <https://1click.dhsoha.oregon.gov> and login with your Partner Number (P#) and new password.

Oregon Department of Human Services

Oregon Health Authority | DHS Oregon Department of Human Services

**Oregon DHS/OHA Remote Access Portal.**  
Call the OIS Service Desk at (503) 945-5623 for additional assistance.

User name

Password

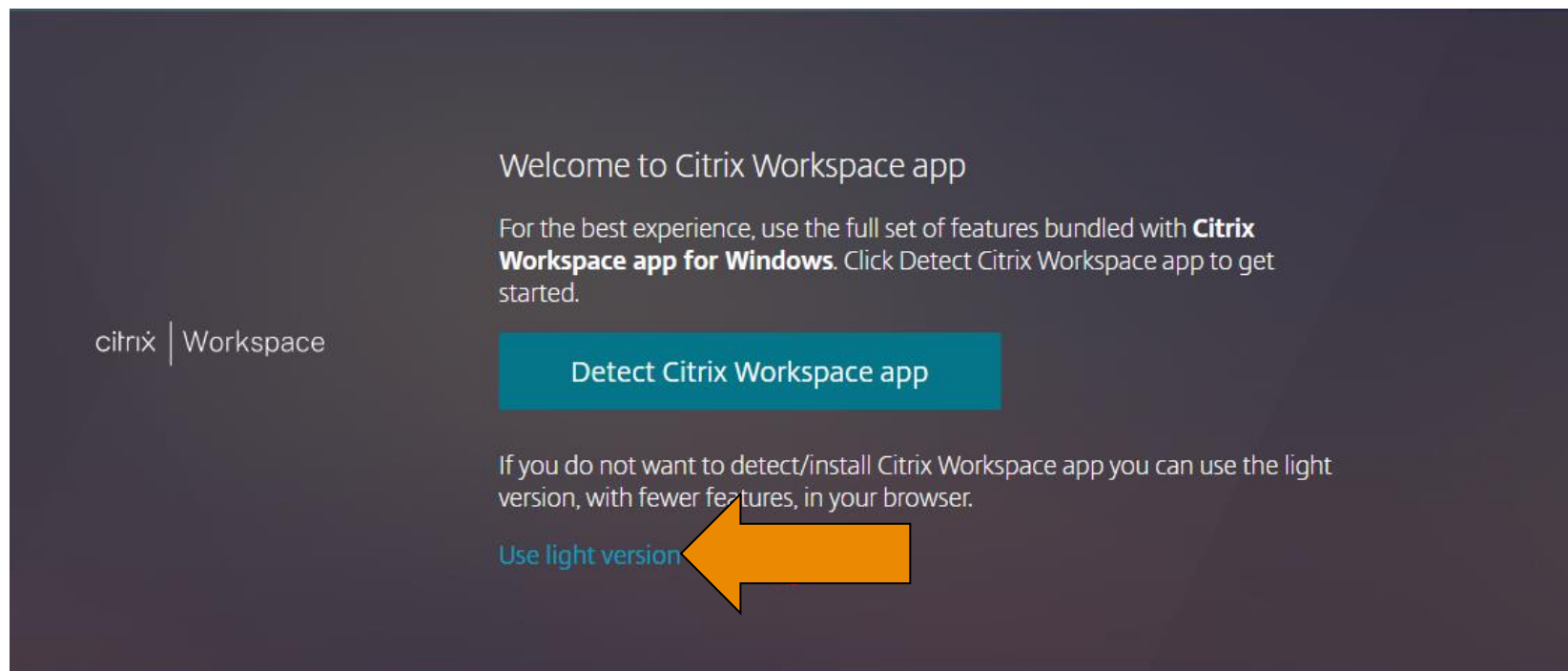
I accept the [Terms & Conditions](#)

enter OR# or P#

your Password

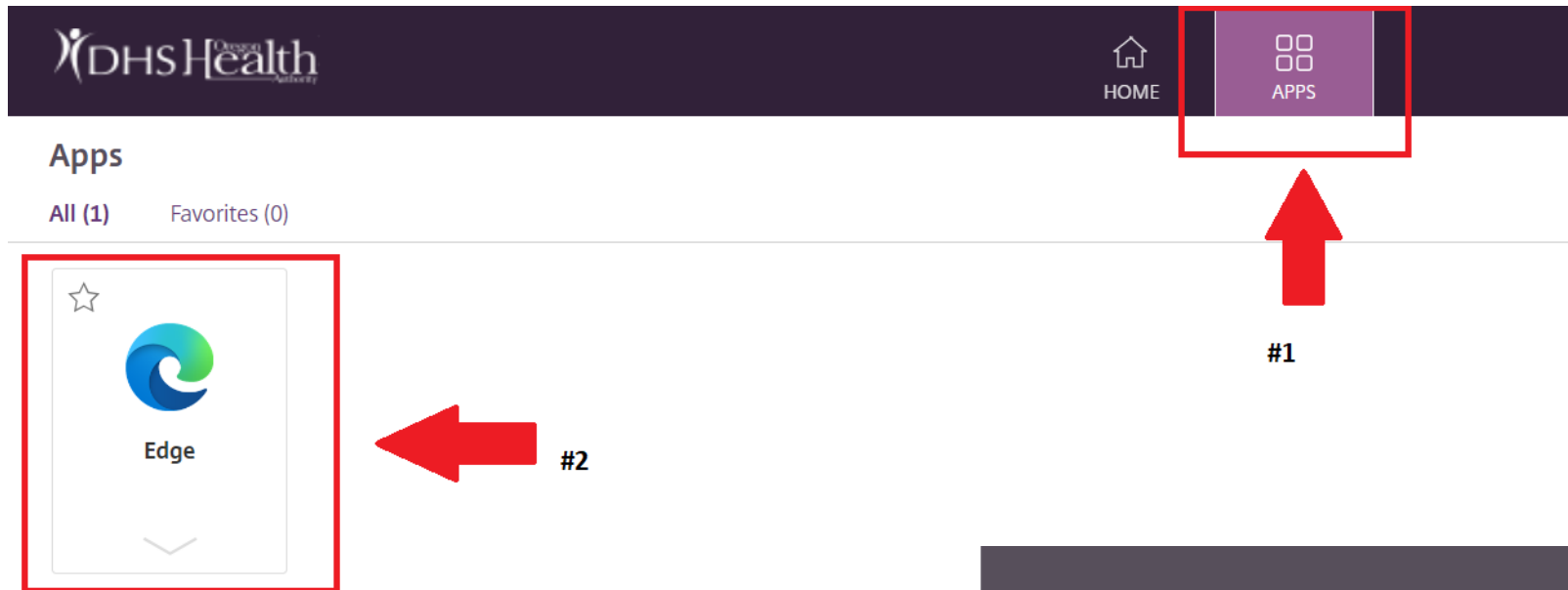
# Launch Citrix

- Your browser will check for Citrix workspace/receiver app on your computer. If it's not installed or the browser can't find it, you will get the message below.
- Please click "Use light version."

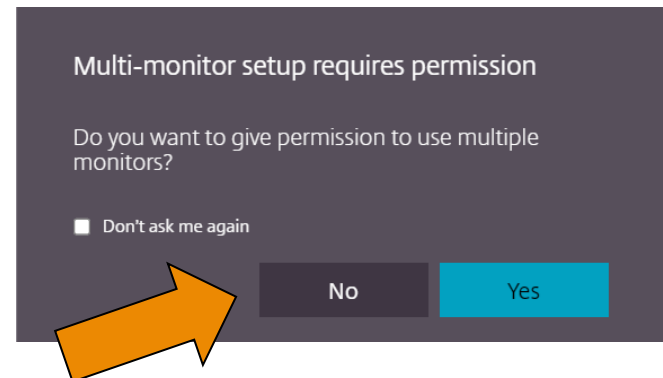


# You must use Edge browser via Apps

- Once you are logged in, please click APPS on the top right.
- From your apps screen, click the Edge browser icon.

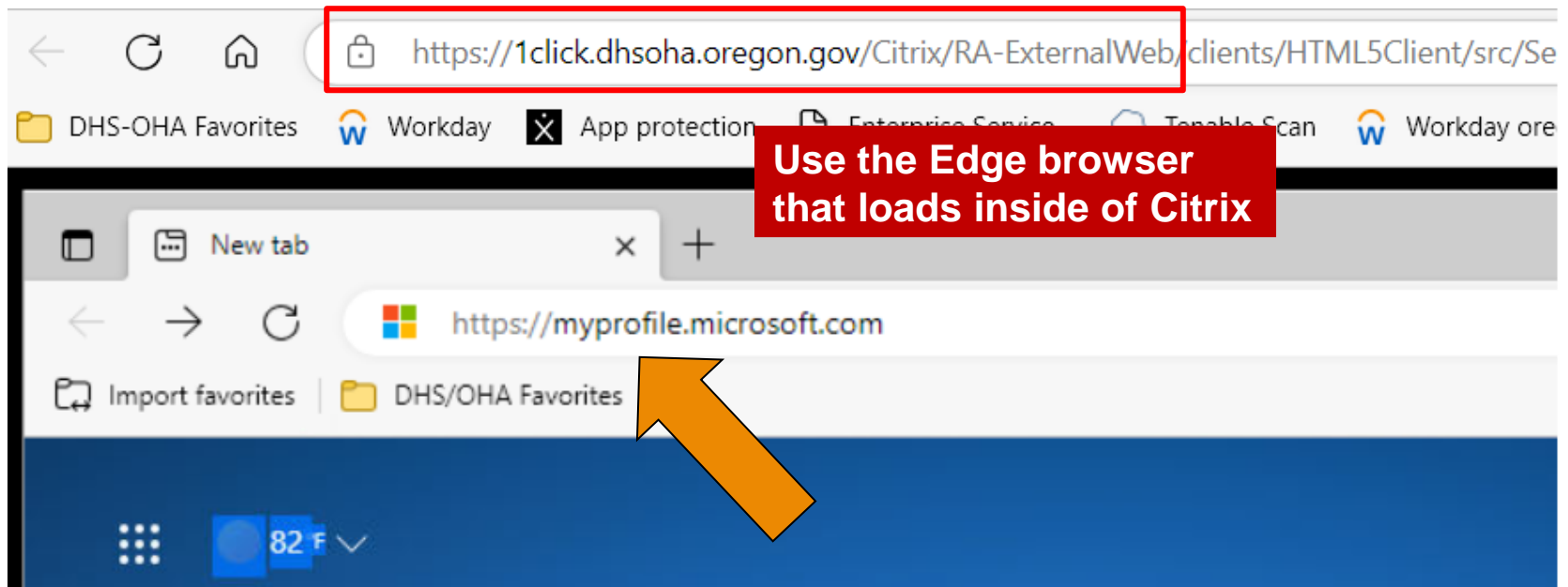


- Edge will launch as a new tab. If you have multiple monitors, you will receive a pop-up. Click No.



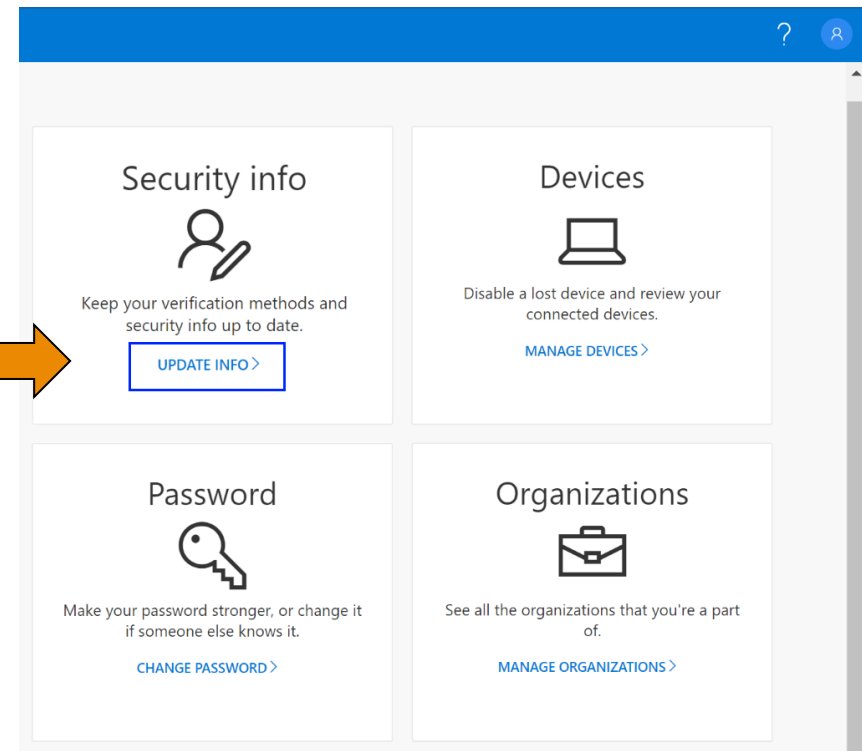
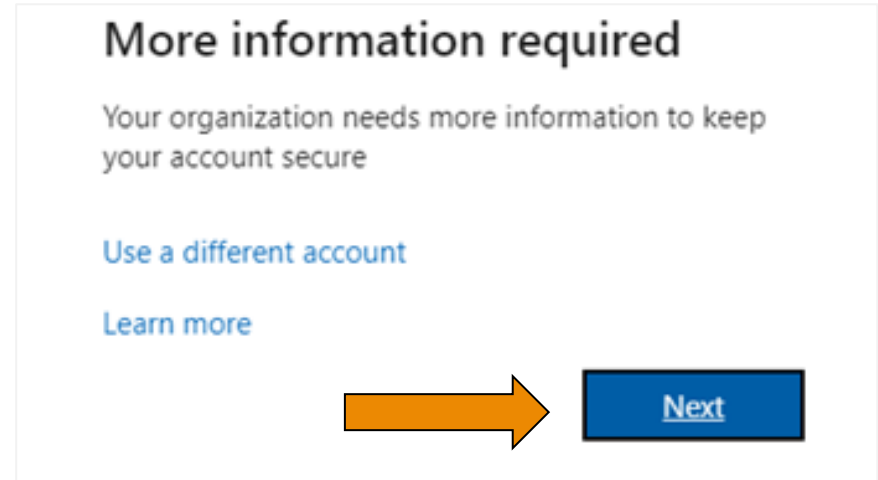
# Using the Edge Citrix app, login to set up your MFA account.

- Using the **Edge browser in Citrix**, go to <https://myprofile.microsoft.com> and login using your OHA email and your new password.
- Your email will be a variation of `Firstname.Lastname@odhsoha.oregon.gov`



# Microsoft Profile

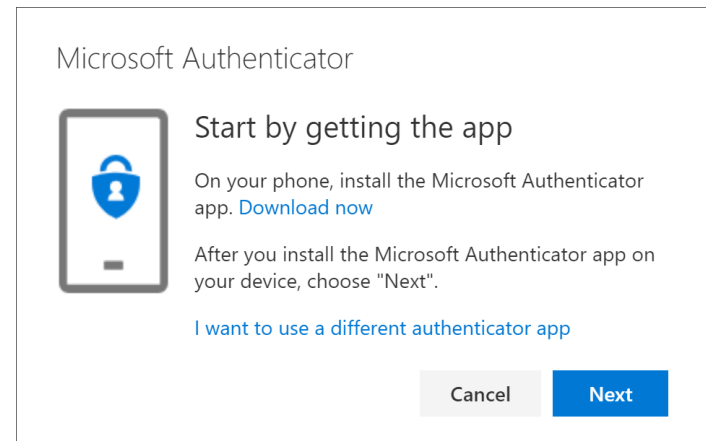
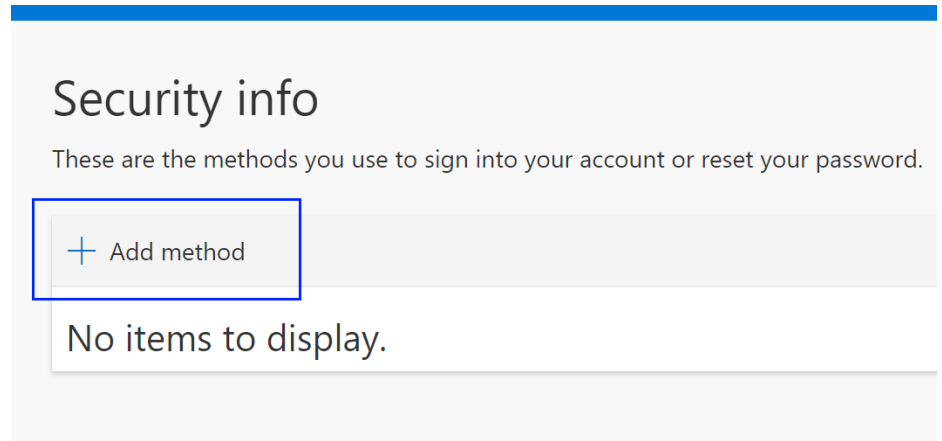
- Please make sure your OHA email address is displayed. If it's not, click "Use a different account."
- Click Next through the sign-in prompts
- Once you are logged into your Microsoft profile, click **Update Info** under the Security Info section.



# Add MFA to your profile and phone

1. Click +Add method on the Security Info screen
2. Next choose add Authenticator app.
3. Click Next until the prompt shows a QR code. Download the Microsoft Authenticator app on your phone.
4. Scan your QR code and follow the final prompts.

*Helpful link:*  
[More detailed instructions](#)



## Microsoft Authenticator

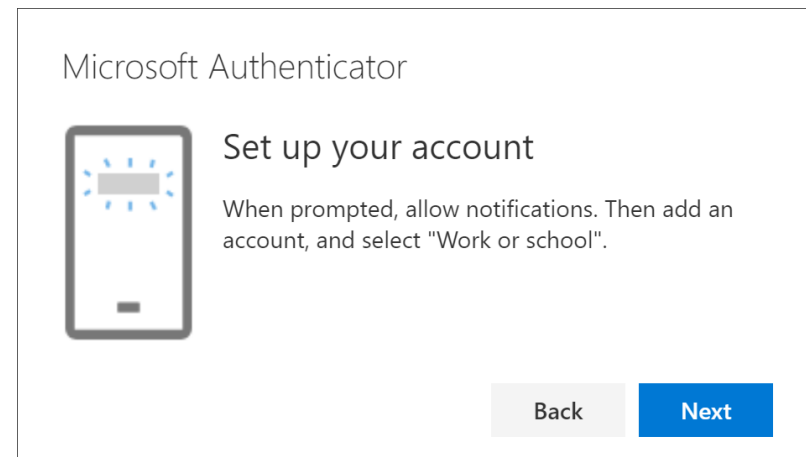
### Scan the QR code

Use the Microsoft Authenticator app to scan app with your account.

After you scan the QR code, choose "Next".



Can't scan image?



# What to do if you get an MFA error

- If you receive an error during initial MFA setup, please let us know via [HSD.QualityAssurance@odhsoha.oregon.gov](mailto:HSD.QualityAssurance@odhsoha.oregon.gov)
- **Important:** Please make sure you are using the Edge browser in Citrix to complete this step. You cannot access MFA setup outside of Citrix or a state office.

## Error:

### Your sign-in was blocked

We are currently unable to collect additional security information. Your organization requires this information to be set from specific locations or devices.

[Sign out and sign in with a different account](#)

[More details](#)

## Correct screen:

### More information required

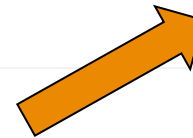
Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)



[Next](#)


Click next to follow prompts






# You will get an invitation to the CCO Portal

## CCO Deliverable Portal Invitation

 To  Tiffany T Reagan

 Follow up. Start by Thursday, July 13, 2023. Due by Thursday, July 13, 2023.

Start your reply all with:     Feedback

 Reply  Reply All

Tiffany Reagan,  
This is the invitation link that CCO Users will need to click in order to access the portal.

Please follow the link below to register for the CCO Contract Deliverable Portal.

Important: Remember to select the 'I have an existing account' check box and then select 'Register'

 **CCO Contracts** Home | Sign in

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### Sign up with an invitation code

\* Invitation code

I have an existing account



The invitation email will include your unique invite code.

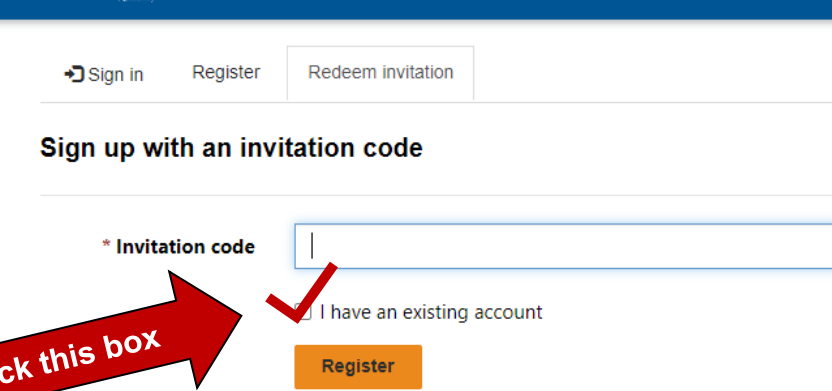
<https://oha-cco-train.powerappsportals.us/register/?returnurl=%2f&invitation=AfkPeds5F1GTPVBNdfxGaP69SYxO4cXgncqaPsUthtVD-KSyOMsOpWKxUS7kzyqx-dymtHc5fQoyWmxAD7A-5VSlSkynhOvxiCzBNI0iRitOTPS68dPNhNI1NC1pBMGMVOW-HO21Aj54Lfd5Fjkhu-qUuLBBqT05TrKadBwTQ0->



# Accessing CCO Portal for the first time

CCO staff who request access will receive an email with a sign-up invitation code. Please follow these steps after setting up MFA:

1. Copy the link in the email (see previous slide for example)
2. Open a private / incognito browser and paste link
3. Click Sign in > Redeem Invitation. Your invite code should auto load.
4. **\*Important\*** Check the “I have an existing account” box
5. Click the Register button. Then click the Azure AD button to sign in. You will use your **OHA email address** and password to sign in.



→ Sign in Register Redeem invitation

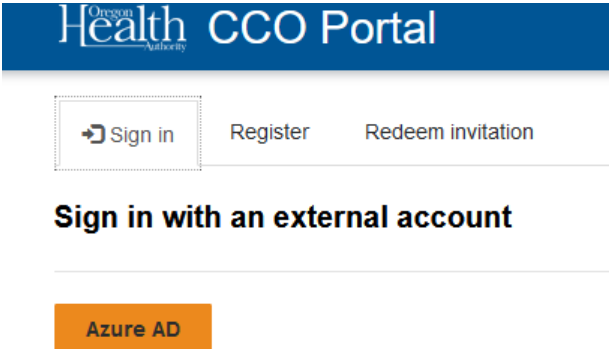
Sign up with an invitation code

\* Invitation code

I have an existing account

Register

**Check this box**



Oregon Health **CCO Portal**  
University

→ Sign in Register Redeem invitation

Sign in with an external account

Azure AD

# Use any browser after initial setup

Now that your account is setup, you can use any browser to access the CCO Deliverables Portal.

## Training system

- Training version of CCO Contract Deliverables Portal  
<https://oha-cco-train.powerappsportals.us/>

## Live system

- Live version of CCO Contract Deliverables Portal  
<https://oha-cco.powerappsportals.us/>

# Thank you!

Questions? Please reach out to:

[HSD.QualityAssurance@odhsoha.oregon.gov](mailto:HSD.QualityAssurance@odhsoha.oregon.gov)