

USER ROLE GUIDE

Call Center Lead- This role is for the Call Center hub managers, who can add users from their organization.

Call Center Agent- This role is for staff of one of the hub call centers.

Regional Lead- This role is for administrators of user accounts who can view ALL cases for their service provider.

Regional Crisis Agent- This role is for an agent supporting REACH who can self-dispatch to cases.

ES Lead- This role is for Emergency Services Managers.

ES Agent- This role is for emergency services staff members.

Provider Account Admin- This role is for administrators of user accounts for a service provider.

Provider Agent- This role is for staff of a service provider who are assigned cases.

Provider Billing- This role is for someone who supports the billing for a provider.

Mobile Dispatcher- This role is for someone who dispatches mobile team members for their provider.

Mobile Team Member- This role is for someone on the mobile team who are dispatched to a case.

Care Navigator- This role is for someone who will be assigned to conduct a follow-up on cases.

Facility Account Admin- This role is for a crisis bed facility user account administrator.

Facility Admin- This role is for a crisis bed facility administrator of their bed waiting list & bed criteria.

Facility User- This role is for staff of a crisis bed facility who handle bed referrals.