

## 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.

**Regional Lead Dispatcher –** This role is for administrator of user accounts who dispatches mobile team members for their provider.

**ES Lead-** This role is for Emergency Services Managers.

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

**ES Mobile Team Member –** This Role is for emergency services staff with mobile team REACH capabilities.

**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 Coordinator -** 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.