

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 who can self-dispatch to cases and receives All dispatch notifications.

Regional Crisis Specialist- This role is for an agent who can self-dispatch to cases and does NOT receive dispatch notifications.

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 ES staff members that can self-dispatch to cases.

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 Coordinator- This role is for a crisis bed facility administrator of users and bed criteria.

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

REACH Regional Lead- This role is for the regional lead with REACH enrollment capabilities.

REACH Regional Crisis Agent- This role is for the regional crisis agents with REACH enrollment capabilities.

REACH Agent- This role is for the agents who can add service requests with REACH enrollment capabilities.