

Opioid Services Locator Training – Provider Users

Prepared for:



SYNTASA[®]

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AGENDA



- Opioid Services Locator
 - Search and filter options
 - Location results and details
- Agencies
 - Request workflow
 - Approval and login
 - Agency update
- Locations
 - Location service(s)
 - Location statuses: Draft, Published, In Progress
 - Update availability
- User Management
 - New users
 - User roles
- Rollout / Next Steps
 - Production soft rollout
 - Questions & support
 - Go live
- How-To Guides
 - Agencies
 - Locations
 - User Management

SY OPIOID SERVICES LOCATOR



Stand-alone web application, linked from the AHCCCS website, to find and review opioid use disorder services.

Provider locations and services, including current treatment availability, created and updated directly by providers so information is up to date.

Visit OpenBooks | Ombudsman-Citizens Aide | Get the facts on COVID-19 | AZ.Gov | az.gov

Learn more about coronavirus (COVID-19)

AHCCCS Arizona Health Care Cost Containment System

ENHANCED BY Google | Advanced search

HOME | AHCCCS INFO | MEMBERS/APPLICANTS | PLANS/PROVIDERS | AMERICAN INDIANS | RESOURCES | FRAUD PREVENTION | CRISIS?

Fighting the Opioid Epidemic

AHCCCS Arizona Health Care Cost Containment System | SIGN IN | REGISTER

Are you looking for opioid use disorder services in the area?
Enter a zip code to find a program that is right for you or for your loved one.

Zip Code | Within 25 miles | Service Type(s) ALL

☐ Accepting Clients | Show Filters | Search

Disclaimer: The Opioid Use Disorder (OUD) Service Locator is made available by the Arizona Health Care Cost Containment System (AHCCCS) to assist the public and others in locating general information about medication assisted treatment services in Arizona. The OUD Service Locator is intended solely to provide convenient electronic access to possible resources for medication assistance treatment. It can be used as a helpful tool in finding providers by zip code that may be available to provide these services. The inclusion of providers in the OUD Service Locator is not an endorsement of the quality or competence of the listed provider.

AHCCCS strives to offer the most current, correct, and complete information in the OUD Service Locator. Please keep in mind that this information is subject to change. Therefore, the information in the OUD Service Locator may not reflect the most current information. Note that the OUD Service Locator includes links to websites maintained by other entities. AHCCCS is not responsible for those websites or for the information or opinions expressed in those websites.



LOCATION SEARCH & RESULTS



- **Search and filter options**

- Zip code
- Service Types:
 - Naloxone Distributor
 - OBOT
 - OTP
 - Residential
- Accepting Clients
- Population Group
- Counties Served
- Agency
- MAT
- ACC Health Plans

- **Location cards**

- Location and contact info
- Current availability
- Info summarization

AHCCCS
Arizona Health Care Cost Containment System
SIGN IN REGISTER

Within

Service Type(s)

☐ Accepting Clients

1 Hide Filters

SEARCH

Population Group

Counties Served

Agency

Medication-Assisted Treatment (MAT)

ACC Health Plans

Sort By ↑ Distance

● Accepting Clients

♂ ♀

Residential - 90 / 100 Available

OTP - 90 / 100 Available

S

My Res. + OTP

567 6th St, Phoenix, AZ 85001

ACC Health Plans - Accepting 3 Plans
Medication-Assisted Treatment (MAT) - Methadone

Counties Served - Serving 1 Counties
OUD Services Provided - Adolescents

(123) 456-7890 [www.syntasa.com](#)

20.8 miles

● Accepting Clients

Naloxone Distributor - Available

S

My Naloxone Dist.

987 Court Dr, Phoenix, AZ 85001

Counties Served - Serving 3 Counties
OUD Services Provided - Naloxone Distributor

(123) 456-7890 [www.syntasa.com](#)

23.9 miles

Map

Satellite

☰

👤

+

-

SY

LOCATION DETAILS



- **Location details**
 - Full location information, as entered and updated by providers
 - Current availability, entered per service
 - Details / available fields vary per service
- **Agency info**
 - Agency captures company HQ info
 - One or more locations per agency

AHCCCS

Arizona Health Care Cost Containment System

SIGN IN REGISTER

< Back to search results

My Res. + OTP

Accepting Clients

Residential

Live-in care, lasting for one month to one year.

Accepting Clients

Number of Beds: 90 / 100 Available

Gender Specific: Male, Female

Medical Assisted Treatments (MAT) Services

Methadone

Controls withdrawal symptoms and blocks cravings. Given in-person at a clinic, usually every day.

OUD Services

Adolescents

Number of Beds: 20 / 20 Available

My services for adolescents...

Agency Details

My Agency

1001 E Speedway Blvd, Tucson, AZ, 85719

Year of Establishment: N/A

(345) 345-3453

Locations for this Agency: 3 [View All](#) →

Contact Details

567 6th St,
Phoenix, AZ 85001

[Get directions](#)

(123) 456-7890

[www.syntasa.com](#)

Services: **Opioid Treatment Program (OTP)**
Residential

Agency: **My Agency**

Map

Satellite

Keyboard shortcuts

Map Data

Terms of Use

Report a map error

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AGENCY WORKFLOW



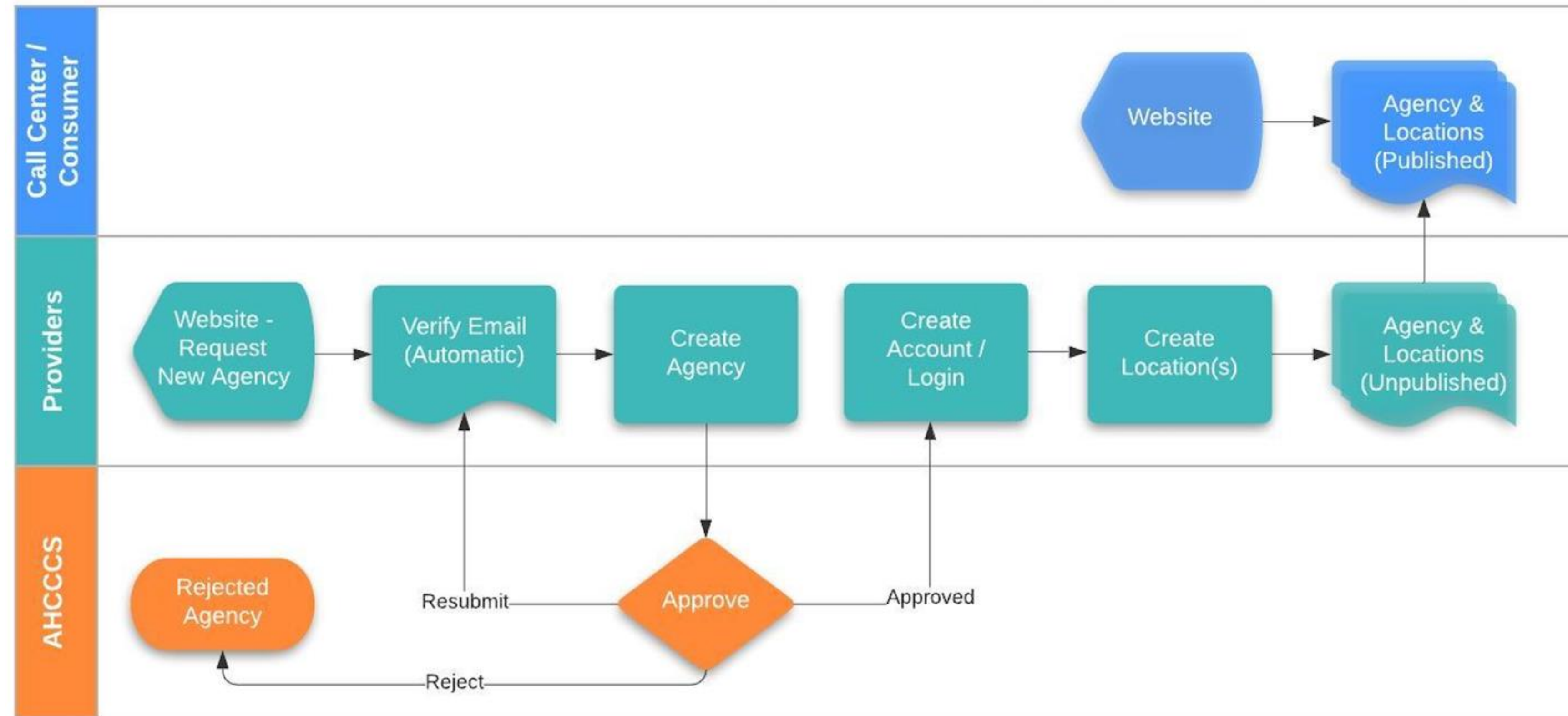
- **Agency info**

- Agency captures company HQ info
- One or more locations per agency

- **New agency**

- Request workflow initiated from application
- Can be created by AHCCCS on behalf of a provider

AHCCCS - Agency Onboarding



SY AGENCY APPROVAL



- **New agency**

- Agency request confirmed/rejected via email
- If created by AHCCCS, new-user email will be received

- **Login**

- Available upon approval
- Edit agency
- Add location(s)

The image shows a screenshot of the AHCCCS web application. At the top is a dark red header with the AHCCCS logo and a user profile icon. Below the header, on the left, is a sidebar with a map of Arizona showing several red location pins. The main content area displays an 'Edit Agency' form. The form has several input fields: 'Agency Name' (containing 'My Agency'), 'Year Established (Optional)', 'Phone Number' (containing '(345) 345-3453'), 'Address' (containing '1001 E Speedway Blvd'), 'Website (Optional)', and 'Apartment, Suite, etc. (Optional)'. There are also buttons for 'ADD NEW' and 'DEACTIVATE'.

The image shows a screenshot of the AHCCCS web application. At the top is a dark red header with the AHCCCS logo and a user profile icon. Below the header, on the left, is a sidebar with a map of Arizona showing several red location pins. The main content area displays an 'Agency' overview card. The card has a green header with the text 'New Agency' and a green square with the letters 'SY'. Below the header, the card displays the agency's name 'New Agency', address '123 Main St, Phoenix, AZ 85001', year of establishment '2021', phone number '(123) 456-7890', and a note 'Locations for this agency: 0'. To the right of the card is a 'Locations' section with the text 'No locations found for the agency.' and an 'ADD NEW' button. Below the card and locations section is a large map of Arizona showing several red location pins. At the bottom of the page is a blue banner with the text 'Agency Approved'. Below the banner is a white box with the text 'Please login into your account by clicking on the button below and complete your agency's location specific information. If the button below does not work, please visit [Opioid Services Locator](#) and click the "Forgot Password?" link.' Below this text is a blue button labeled 'Visit Your Account'. At the bottom of the page is a small disclaimer: 'AHCCCS disclaimer. You are receiving this email because you have requested an agency account.'

SY NEW LOCATION



- All fields required except those labelled “optional”
- Service-specific fields shown after service(s) are added.
 - Naloxone Distributor
 - OBOT
 - OTP
 - Residential
- Location saved in Draft status, not yet shown in search results until published

The screenshot displays the AHCCCS 'Create Location' form. The form is divided into two main sections: 'Location Details' and 'Operating hours'. The 'Location Details' section includes fields for Location Name, Address, Apartment, Suite, etc., City, Phone Number, and Website (Optional). The 'Operating hours' section is currently empty. An 'Add Service' modal is open, prompting the user to select services for this location. The modal lists four options: Naloxone Distributor, Office-Based Opioid Treatment (OBOT), Opioid Treatment Program (OTP), and Residential. Each option has a checkbox and a brief description. The modal also includes 'CANCEL' and 'ADD' buttons. The background form shows a 'Return to Agency Overview' link, a 'Create Location' header, and 'ADD SERVICE', 'CANCEL', and 'SAVE' buttons.

AHCCCS
Arizona Health Care Cost Containment System

[Return to Agency Overview](#)

Create Location [ADD SERVICE](#) [CANCEL](#) [SAVE](#)

Location Details

Location Name [Return to Agency Overview](#)

Create Location

Address

Apartment, Suite, etc.

City

Phone Number

Website (Optional)

Operating hours

Add Service

Please select the services of this location:

- ☐ **Naloxone Distributor**
Naloxone is a medication designed to reverse the harmful effects of opioid overdose.
- ☐ **Office-Based Opioid Treatment (OBOT)**
Buprenorphine practitioners; prescribes buprenorphine outside of an OTP setting.
- ☐ **Opioid Treatment Program (OTP)**
SAMHSA-certified Opioid Treatment Program (OTP)
- ☐ **Residential**
Live-in care, lasting for one month to one year.

[CANCEL](#) [ADD](#)

SY LOCATION STATUS



- **Draft**
 - Location not available in search results
 - Is the initial status on creation or a previously published location that has been unpublished
- **Published**
 - Location available in search results
 - User to choose to publish
 - Availability values entered at time of publishing
- **In Progress**
 - Published version still seen in search results
 - Edited version saved but not yet published

AHCCCS

Arizona Health Care Cost Containment System

Agency

DEACTIVATE

EDIT

My Agency

1001 E Speedway Blvd, Tucson, AZ 85719

Year of Establishment: N/A

(345) 345-3453

Locations for this agency: 3

SY

Map

Satellite

Not Accepting Clients

Residential - N/A / 100 Available

OTP - N/A / 100 Available

My Res. + OTP

567 6th St, Phoenix, AZ 85001

ACC Health Plans - Accepting 3 Plans

Medication-Assisted Treatment (MAT) - Methadone

Counties Served - Serving 1 Counties

ODS Services Provided - Adolescents

(123) 456-7890 www.syntasa.com

Draft Updated : Jun 14, 2021

Accepting Clients

OBOT - 90 / 100 Available

My OBOT

123 Main Rd, Phoenix, AZ 85001

ACC Health Plans - Accepting 2 Plans

Medication-Assisted Treatment (MAT) - Buprenorphine

Counties Served - Serving 1 Counties

ODS Services Provided - Pregnant Women

(123) 456-7890

Published UPDATE AVAILABLE

Accepting Clients

Naloxone Distributor - Available

My Naloxone Dist.

987 Court Dr, Phoenix, AZ 85001

Counties Served - Serving 3 Counties

ODS Services Provided - Naloxone Distributor

(123) 456-7890 www.syntasa.com

In Progress Updated : Jun 18, 2021 UPDATE AVAILABLE



UPDATE AVAILABILITY



- **Capacity**

- Capacity values updated when editing a location
- Capacity value per service
- Residential service has optional sub-values for Adolescents and Pregnant Women

- **Availability**

- Initially set at time of location publishing
- Update Avail button available on location cards in Published and In Progress statuses



[Return to Agency Overview](#)

Edit Location

[ADD SERVICE](#)

CANCEL

[SAVE](#)

Services

▼ **OTP Service** [REMOVE](#)

Client Treatment Capacity
100

MAT Services

☐ Buprenorphine

Works similar to methadone

☒ Methadone

Controls withdrawal symptoms usually every day.

☐ Naltrexone

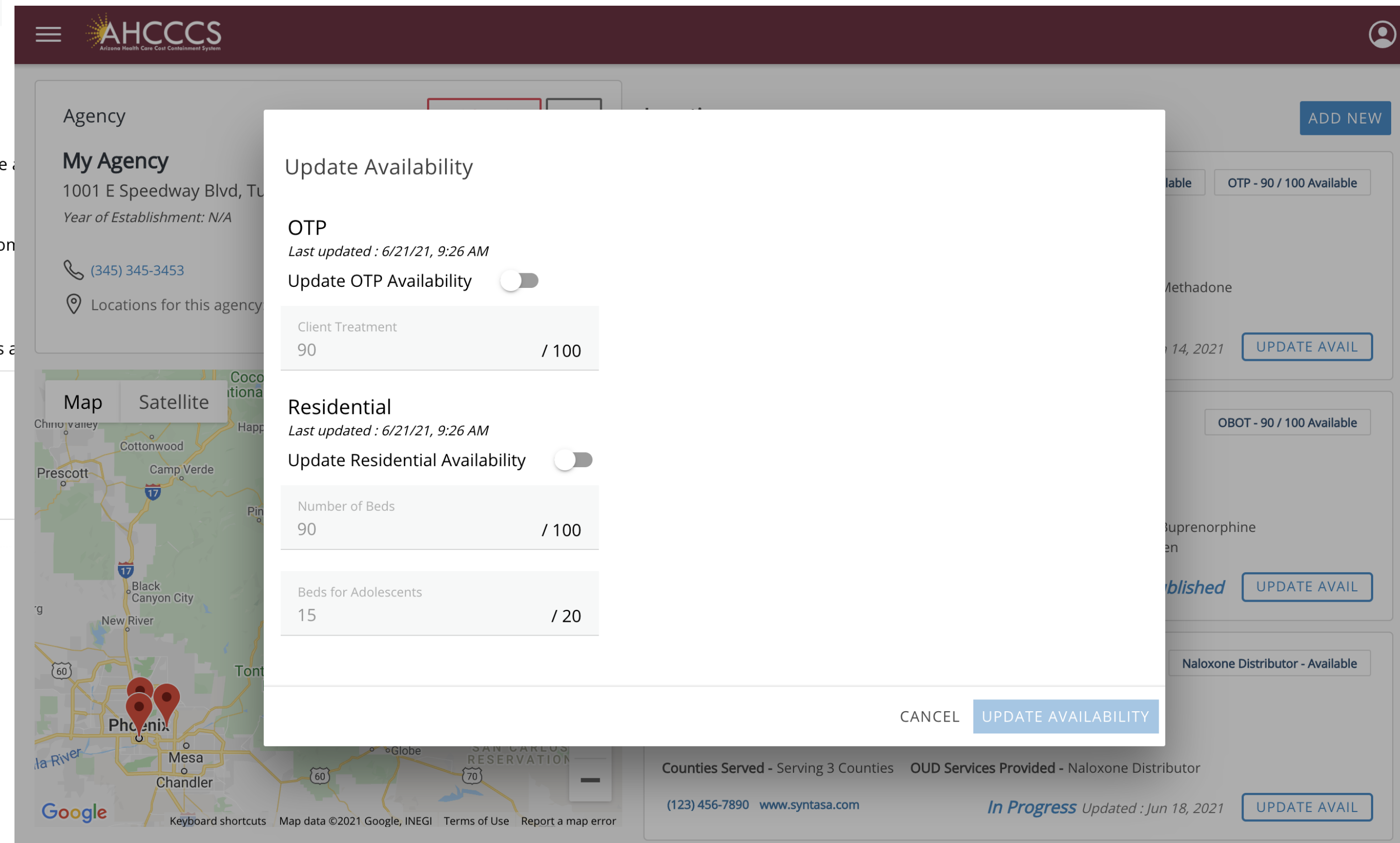
Blocks the effects of opioids

ODU Services

☒ Adolescents

Description

My services for teens



SY

USER MANAGEMENT



- **Users**
 - Users assigned to a single agency
 - Users have access to all locations of an agency
- **User management**
 - Agency Admins can add/remove users for the agency
 - AHCCCS can also add/remove users for an agency
- **User roles**
 - **Agency Admin** – All rights within assigned agency
 - **Avail. Reporter** – Only update location availability values within assigned agency

AHCCCS

Arizona Health Care Cost Containment System

Users

CREATE

Filter By

Name ↓	Email Address	Role	Status	Created On	Last Sign In
Sergey2 Cherman2	sergeyc@gmail.com	Agency Admin	Active	06/09/2021	06/09/2021
Shahdy Ali-Hassan	shahdy.ali hassan+availreport@gmail.com	Agency Availability Reporter	Active	06/14/2021	06/14/2021
Shahdy Ali-Hassan					

AHCCCS

Arizona Health Care Cost Containment System

Users

CREATE

Filter By

New User

First Name

Middle Name (Optional)

Last Name

Email Address

Agency Admin

Availability Reporter

CANCEL

CREATE

session.



ROLLOUT



- **Production soft rollout**
 - Production environment available to select providers
 - Soft rollout, initially available but not yet promoted or linked from AHCCCS
 - During this time the providers are to request agencies and create/publish locations
- **Questions & support**
 - Splash page disclaimer and all auto-emails from system request users to email opioidservicelocator-support@azahcccs.gov
 - Further clarifications or needed fixes to be reported by AHCCCS to Syntasa
- **Go live**
 - AHCCCS will promote and link Opioid Services Locator from AHCCCS website
 - Search results will include published locations entered during soft rollout and future additions and updates made within the application in real time

Thank You

Email: Info@syntasa.com

Twitter: @syntasa

Linkedin: www.linkedin.com/company/syntasa



HOW-TO GUIDES



- Agencies
 - Request a new agency
 - Agency update
- Locations
 - Create a new location
 - Publish a location
 - Unpublish a location
 - Delete a location
 - Update availability
- User Management
 - Create a new user
 - Update user
 - Reset password

SY HOW-TO GUIDE: AGENCY REQUEST



1. Click “Register” button
2. Enter email address
3. Verification email will be received
4. Click “Sign in to...” link within the email
5. Confirm email address
6. Complete agency info
7. Agency is now entered into AHCCCS approval process

If an issue occurs before step 6, e.g., link from verification email has expired, then restart the process from step 1.

Hello,

We received a request to sign in to Opioid Services Locator using this email address. If you want to sign in with your john.smith@email.com account, click this link:

[Sign in to Opioid Services Locator](#)

If you did not request this link, you can safely ignore this email.

Thanks,

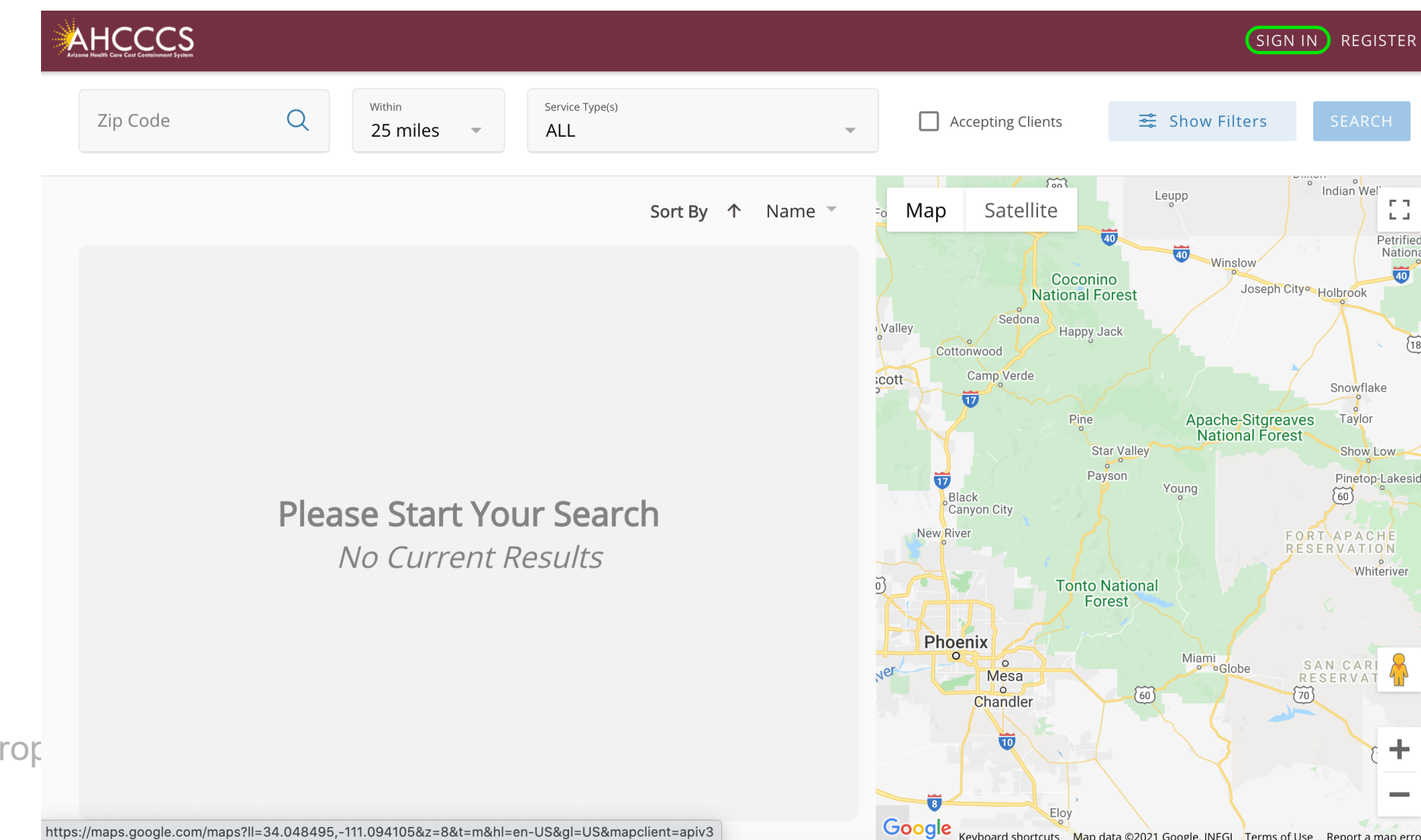
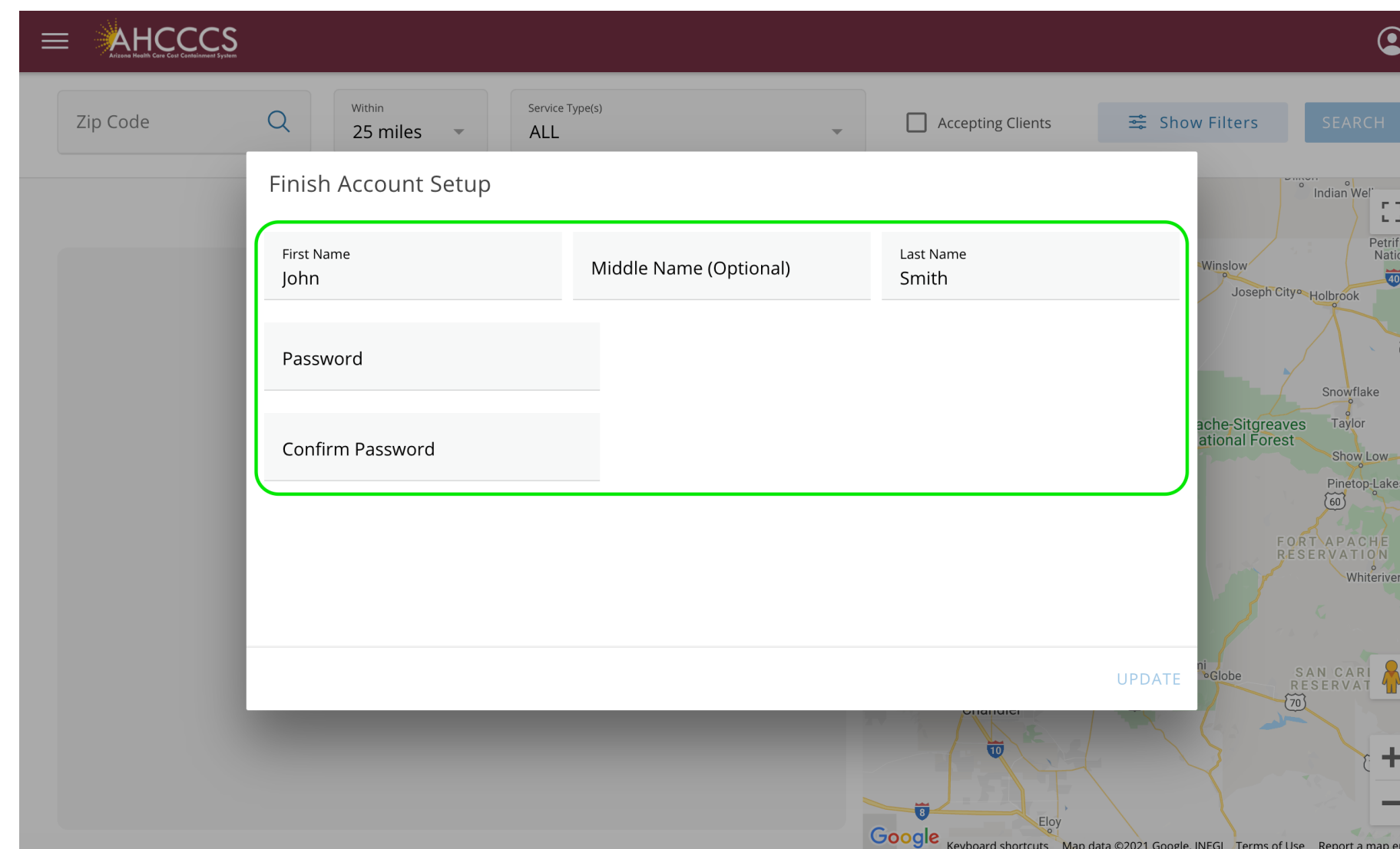
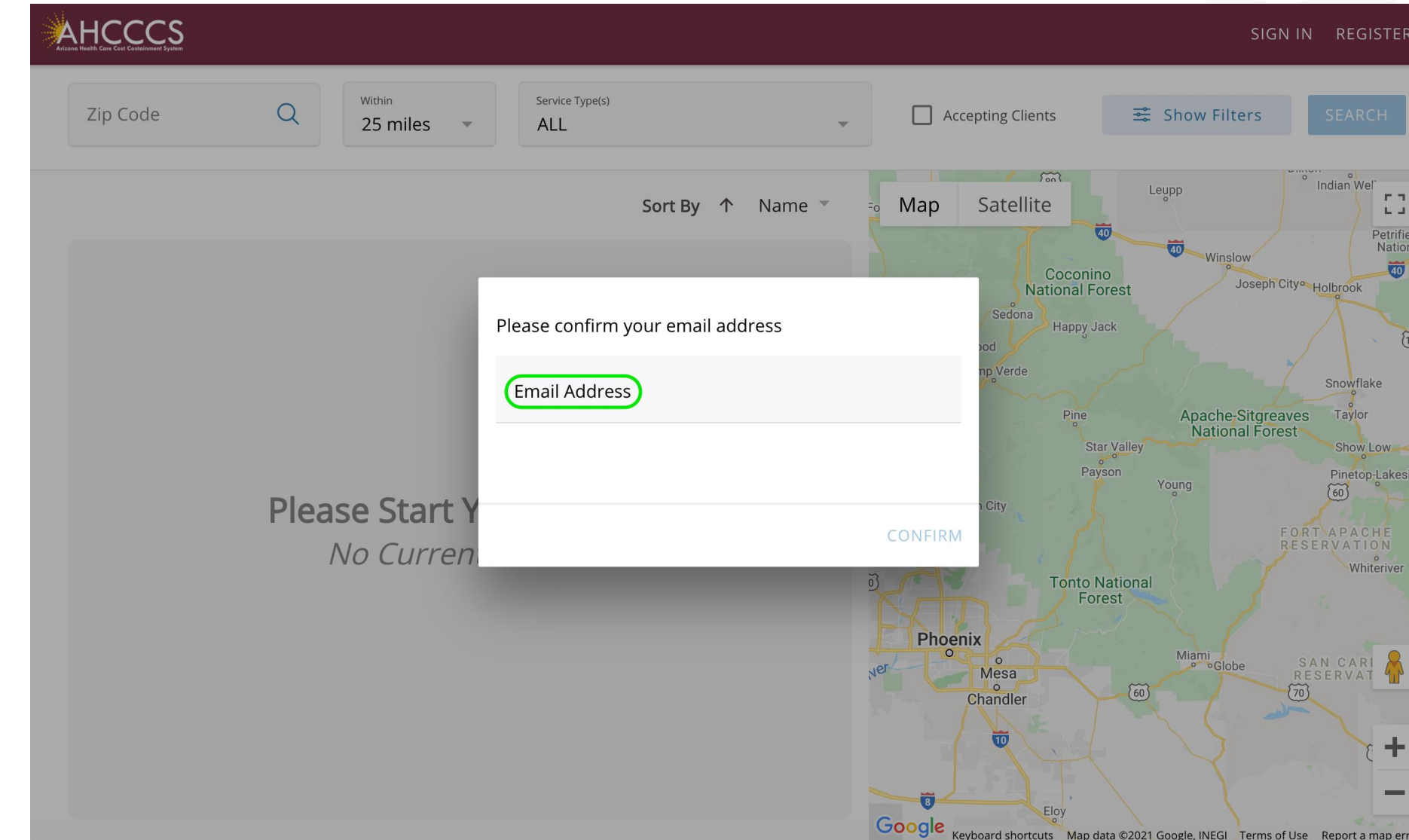
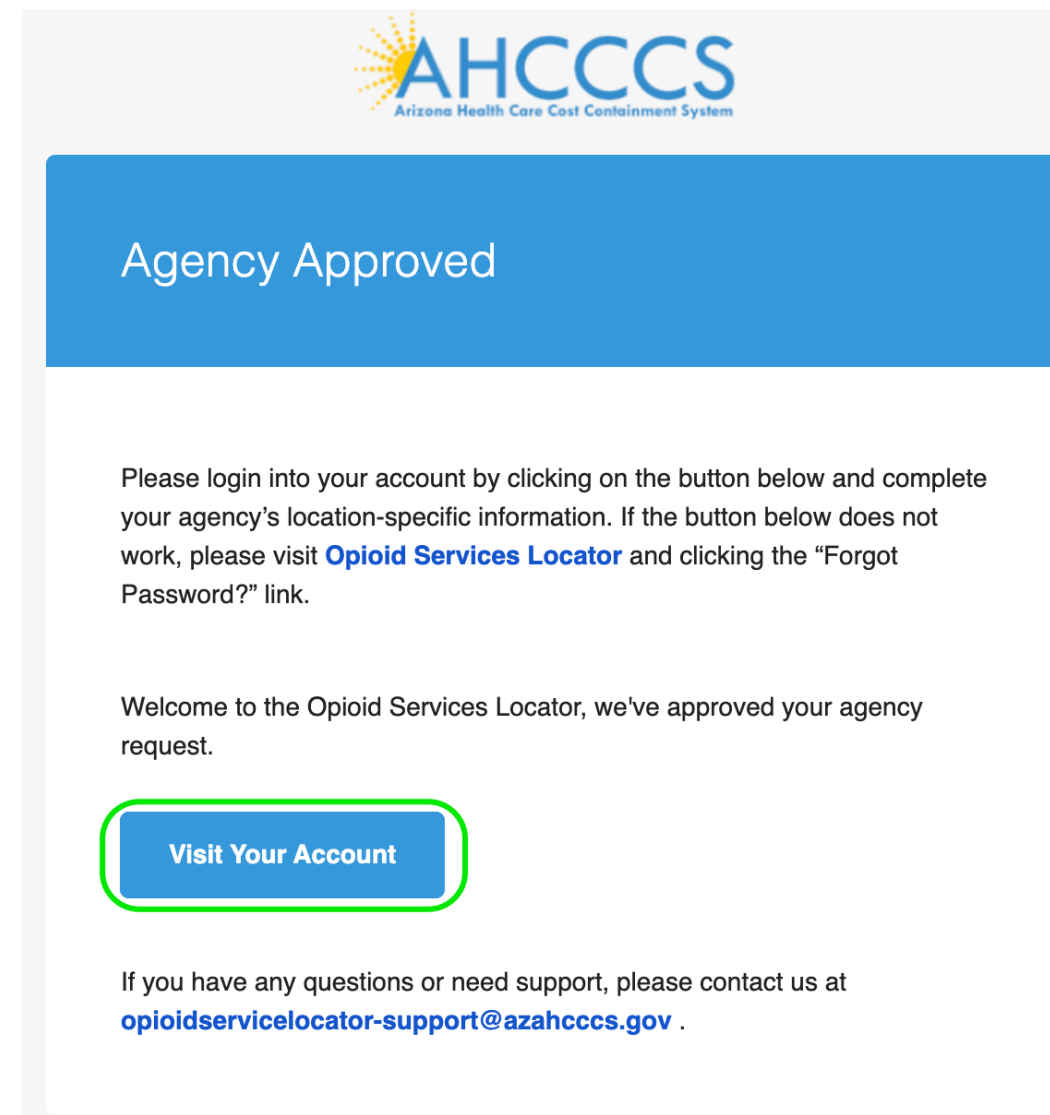
Your Opioid Services Locator team

SY HOW-TO GUIDE: AGENCY UPDATE (1/2)



1. Click “Visit Your Account” button from agency approval email
2. Confirm email address
3. Confirm name and set password
4. Click “Sign In” button
5. Enter email address & password
6. Click “Edit” button
7. Agency info can be edited, including option to add logo

If an issue occurs, e.g., link from approval email has expired, then sign in directly or click “Forgot Password?”.



SY HOW-TO GUIDE: AGENCY UPDATE (2/2)

1. Click “Visit Your Account” button from agency approval email
2. Confirm email address
3. Confirm name and set password
4. Click “Sign In” button
5. Enter email address & password
6. Click “Edit” button
7. Agency info can be edited, including option to add logo

If an issue occurs, e.g., link from approval email has expired, then sign in directly or click “Forgot Password?”.

Welcome
Opioid Services Locator

Email Address

Password

Forgot Password?

LOGIN

AHCCCS

Agency

John's Agency
123 Main St, Phoenix, AZ 85001
Year of Establishment: N/A

(123) 456-7890

Locations for this agency: 0

DEACTIVATE EDIT

Locations

No locations found for the agency.

ADD NEW

Map Satellite

Phoenix

AHCCCS

Agency

John's Agency
123 Main St, P
Year of Establishm
(123) 456-789
Locations fo

DEACTIVATE EDIT

Locations

ADD NEW

Edit Agency

Agency Name
John's Agency

Year Established (Optional)

Phone Number
(123) 456-7890

Address
123 Main St

Website (Optional)

Apartment, Suite, etc. (Optional)

City
Phoenix

State
AZ

Zip Code
85001

Please select an agency logo to be displayed (Optional)

Created: John Smith, 06/21/2021 3:57:55 PM
Updated: N/A, 06/21/2021 3:59:11 PM

CANCEL UPDATE

AHCCCS

Agency

John's Agen
123 Main St, P
Year of Establishm
(123) 456-789
Locations fo

DEACTIVATE EDIT

Locations

ADD NEW

Edit Agency

Please select an agency logo to be displayed (Optional)

Drop an Image

OR

UPLOAD LOGO

Created: John Smith, 06/21/2021 3:57:55 PM
Updated: N/A, 06/21/2021 3:59:11 PM

CANCEL UPDATE

SY

HOW-TO GUIDE: NEW LOCATION



1. Click “Add New” button from Agency Overview screen

2. Complete location information - all fields required except those noted as optional

3. Click “Add Service” button to add service

4. Complete service information - all fields, including capacity, are required except those noted as optional

5. Click “Save” button - will only be enabled when all required fields are complete

AHCCCS

Arizona Health Care Cost Containment System

Agency

DEACTIVATE

EDIT

John's Agency

123 Main St, Phoenix, AZ 85001

Year of Establishment: N/A

(123) 456-7890

Locations for this agency: 0

Map

Satellite

Map

Locations

No locations found for the agency.

ADD NEW

AHCCCS

Arizona Health Care Cost Containment System

Return to Agency Overview

CREATE LOCATION

ADD SERVICE

Location Details

Location Name

Address

Apartment, Suite, etc. (Optional)

City

State

Zip Code

Phone Number

Website (Optional)

Hours of Operation

Set Hours of Operation per Service

Add Service

Please select the services of this location:

☐ Naloxone Distributor

Naloxone is a medication designed to reverse the harmful effects of opioid overdose.

☐ Office-Based Opioid Treatment (OBOT)

Buprenorphine practitioners; prescribes buprenorphine outside of an OTP setting.

☐ Opioid Treatment Program (OTP)

SAMHSA-certified Opioid Treatment Program (OTP)

☐ Residential

Live-in care, lasting for one month to one year.

CANCEL

ADD

AHCCCS

Arizona Health Care Cost Containment System

Return to Agency Overview

CREATE LOCATION

ADD SERVICE

Location Details

Location Name

Address

Apartment, Suite, etc. (Optional)

City

State

Zip Code

Phone Number

Website (Optional)

Operating hours

Services

OBOT Service

REMOVE

Buprenorphine Treatment Capacity

MAT Services

☒ Buprenorphine

Works similar to methadone and can be prescribed to take at home.

☐ Naltrexone

Blocks the effects of opioids and alcohol completely.

OUD Services

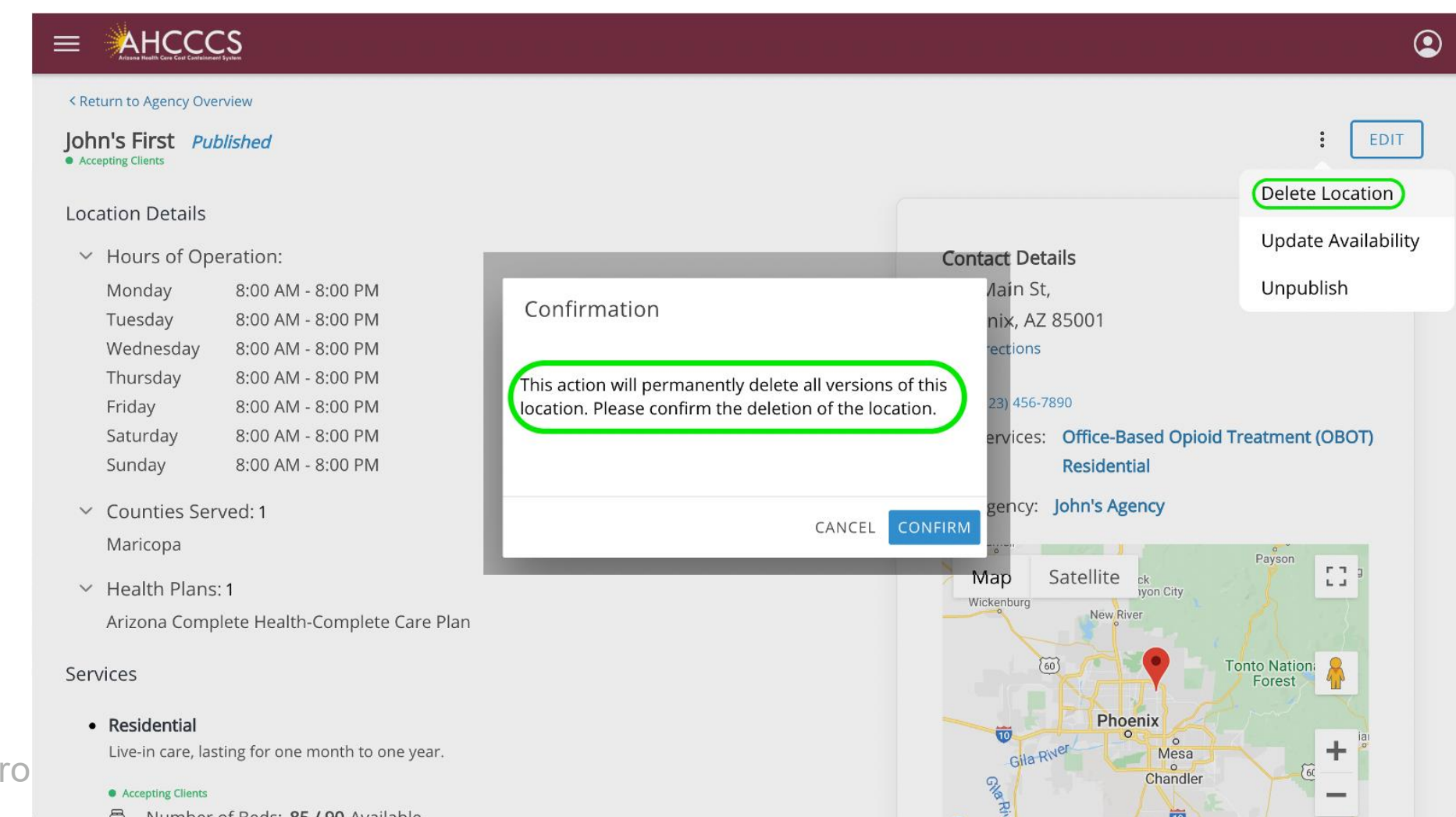
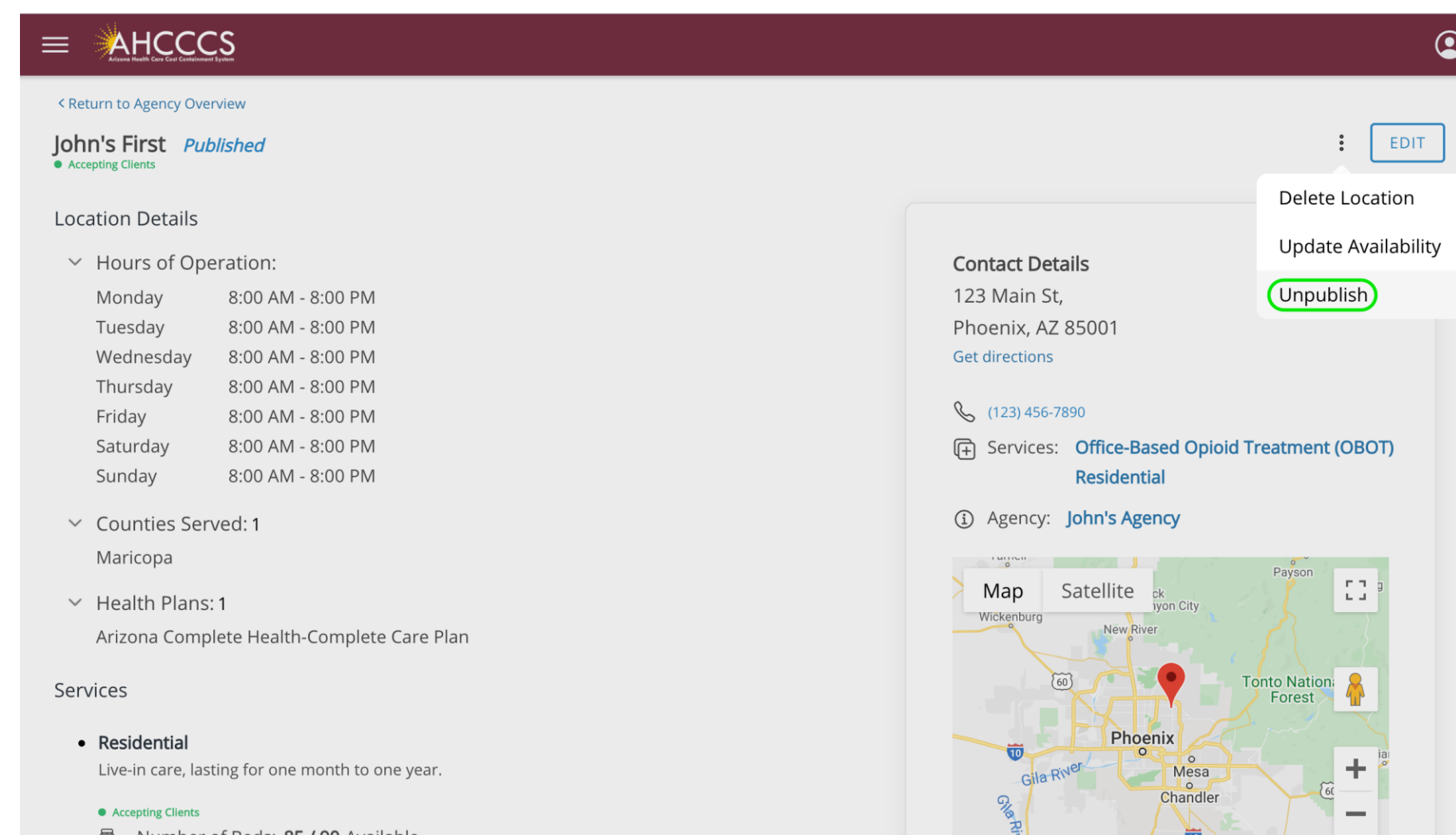
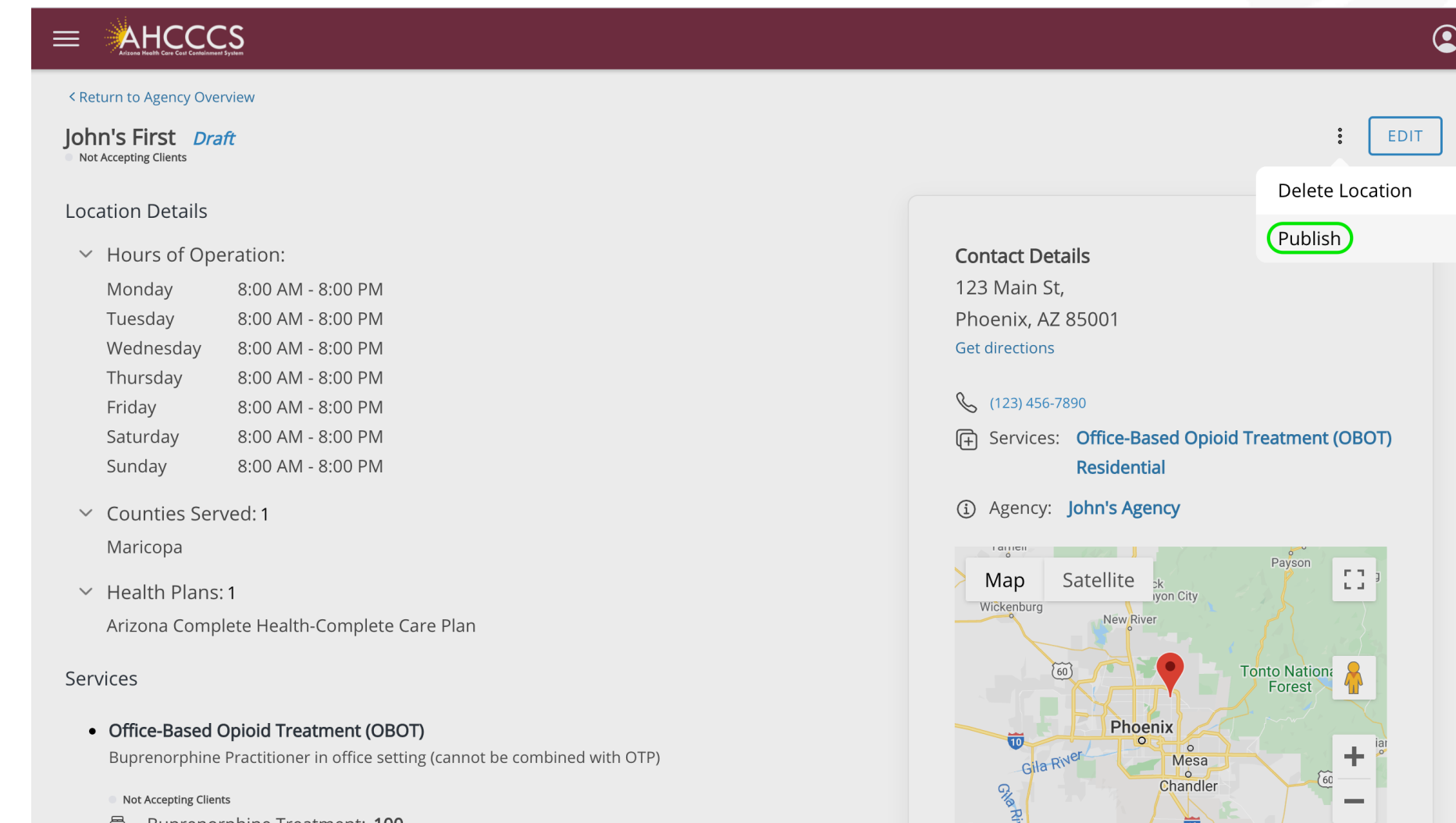
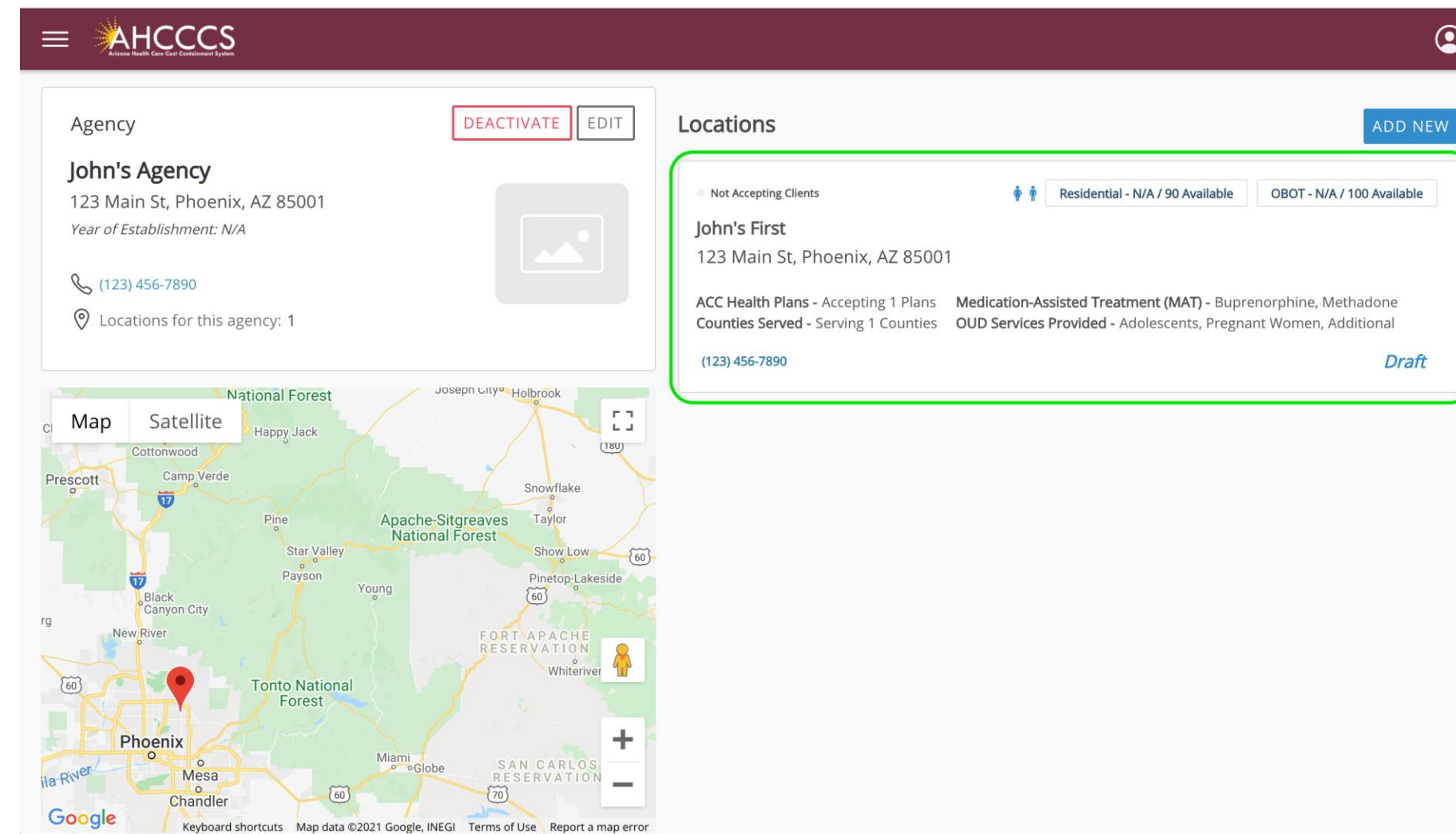
☐ Adolescents

☐ Pregnant Women

SY HOW-TO GUIDE: LOCATION STATUS UPDATE



1. Click location card from Agency Overview screen
2. Status updates available from triple dot – choices vary based on current status:
 - **Publish** – Available from Draft and In Progress
 - **Unpublish** – Available from Published and In Progress
 - **Delete** – Available from all statuses, does delete location entirely



SY HOW-TO GUIDE: UPDATE AVAILABILITY

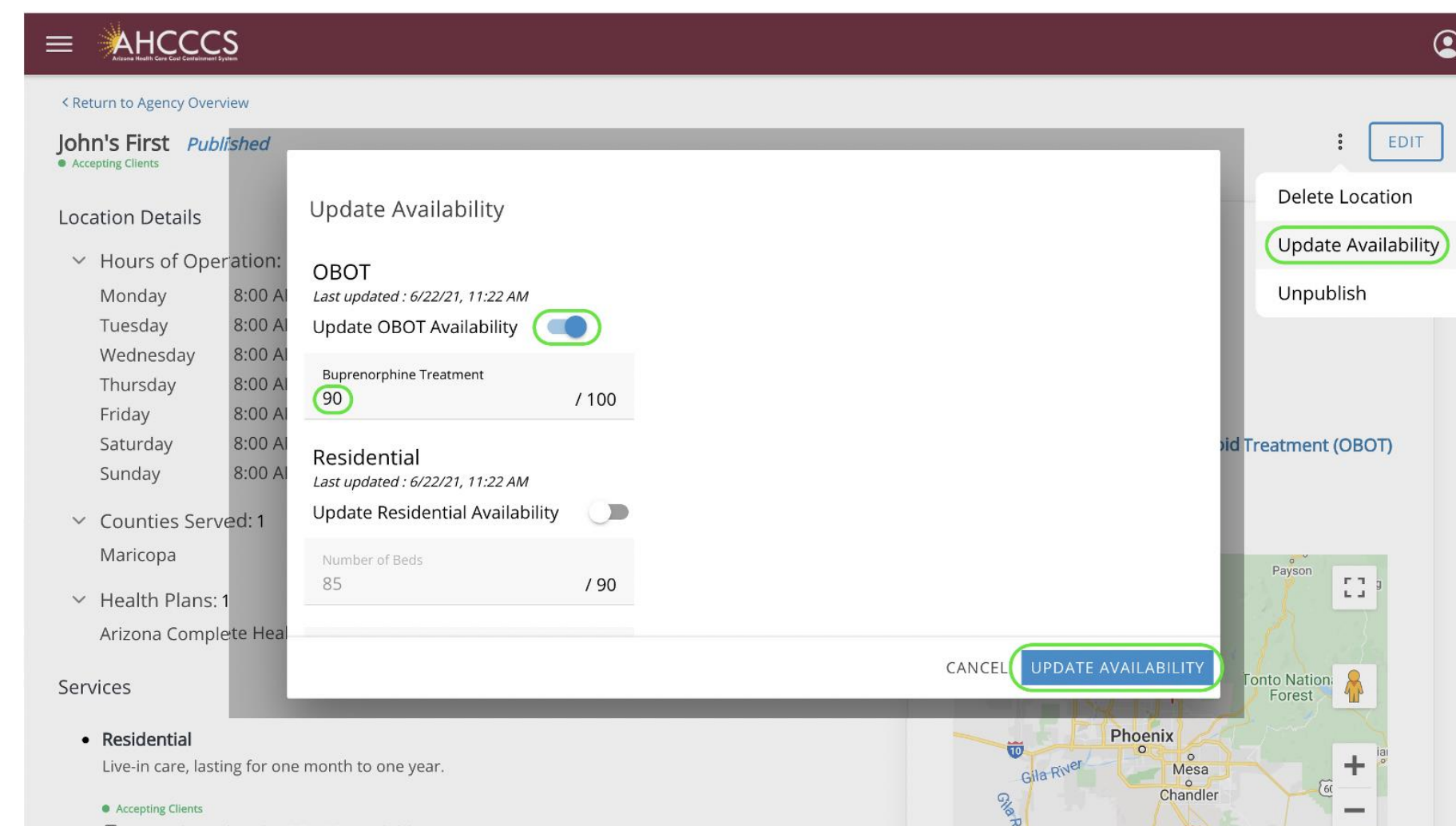
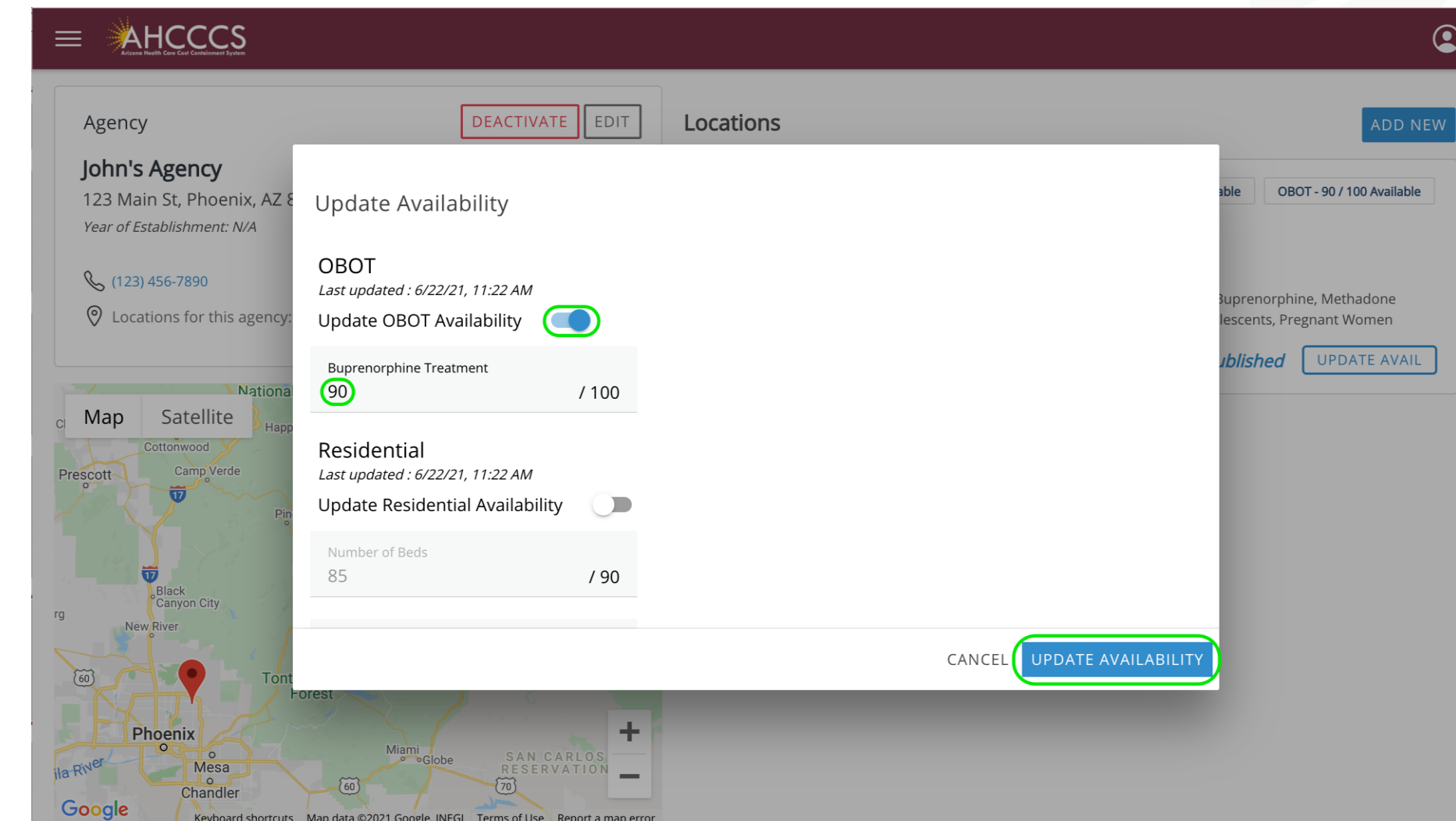
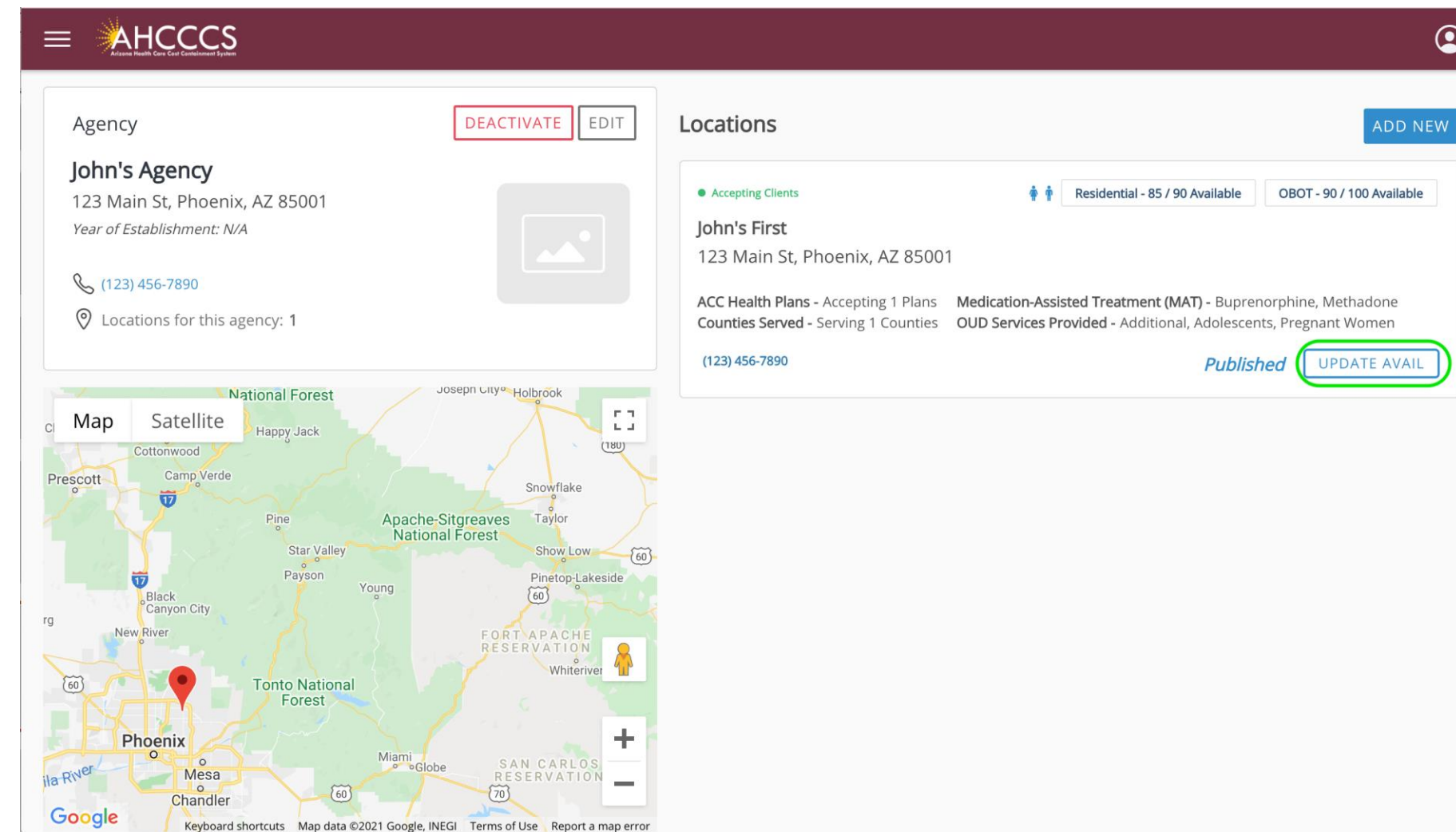


Availability values available on Published and In Progress locations; unavailable in Draft

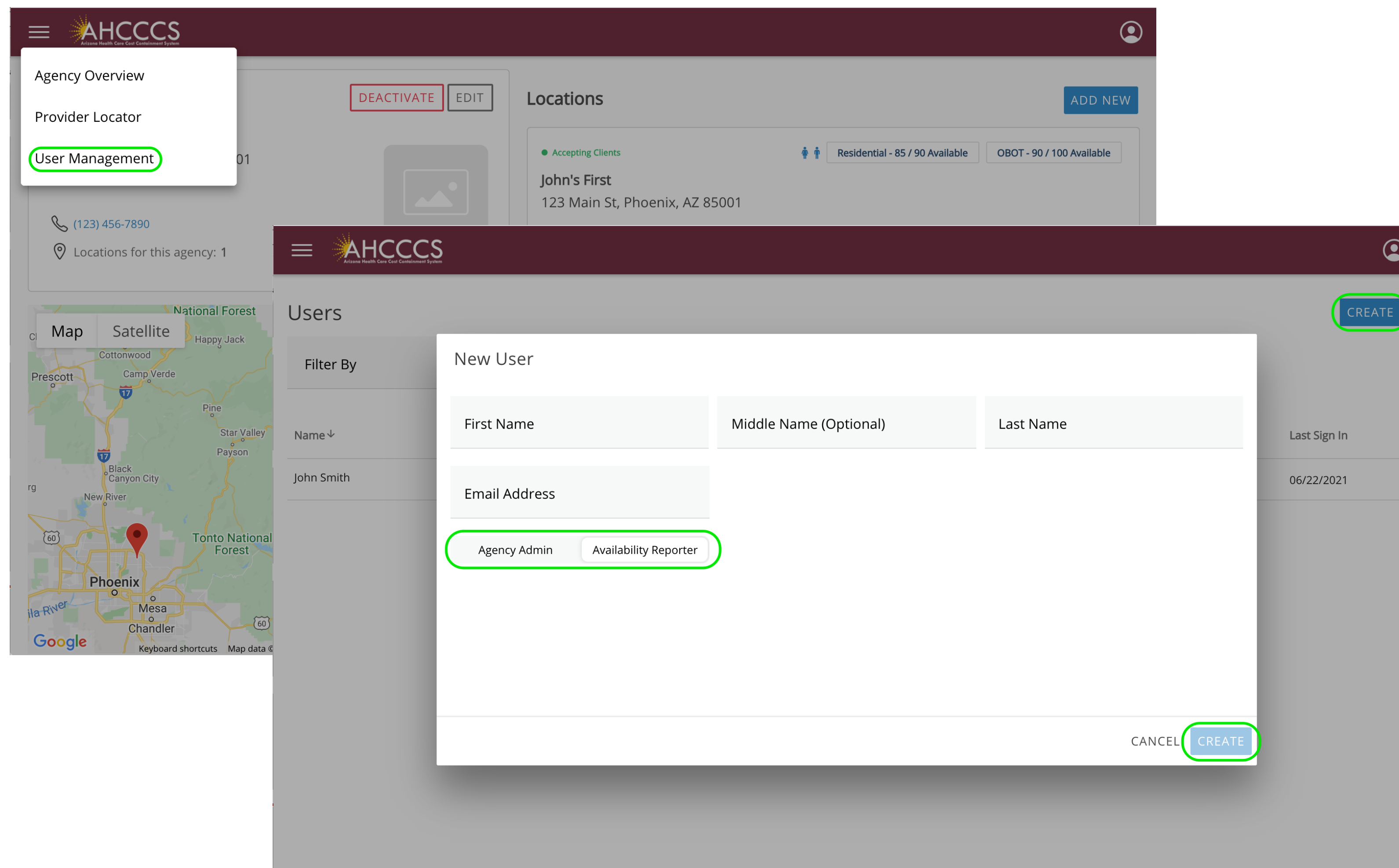
1. Click “Update Avail” button from location card within Agency Overview screen
2. Toggle service’s availability to be updated
3. Update value(s) and click “Update Availability” button

Agency Admin role can also update within the location detail screen:

1. Click on location card from Agency Overview screen
2. Click “Update Availability” from triple dot



1. Select “User Management” from top-left navigation
2. Click “Create” button
3. Enter user information
4. Select role:
 - **Agency Admin** – All rights within assigned agency
 - **Availability Reporter** – Only update location availability values within assigned agency
5. Click “Create” button – Email is sent to new user at this time



The screenshot displays the AHCCCS User Management interface. On the left, a navigation menu is open, highlighting 'User Management'. The main content area shows a 'New User' form with fields for First Name, Middle Name (Optional), Last Name, and Email Address. Below these fields, two role selection buttons are visible: 'Agency Admin' and 'Availability Reporter'. A 'CREATE' button is located at the bottom right of the form. In the background, a map of Phoenix is visible, and a table lists existing users, including 'John Smith'.

SY HOW-TO GUIDE: USER UPDATE



- 1. Select “User Management” from top-left navigation
- 2. Click the triple dot next to user to be updated
- 3. Select Deactivate/Activate

AHCCCS

Arizona Health Care Cost Containment System

Users

CREATE

Filter By

Name	Email Address	Role	Status	Created On	Last Sign In
Jane Smith	shahdy.ali hassan+...	Agency Availability Reporter	Inactive	06/22/2021	
John Smith	assan+newagency@gmail.com	Agency Admin	Active	06/21/2021	06/22/2021

Edit

Deactivate

AHCCCS

Arizona Health Care Cost Containment System

Users

CREATE

Filter By

Name	Email Address	Role	Status	Created On	Last Sign In
Jane Smith	shahdy.ali hassan+availreport1@gmail.com	Agency Availability Reporter	Inactive	06/22/2021	
John Smith	assan+newagency@gmail.com	Agency Admin	Active	06/21/2021	06/22/2021

Edit

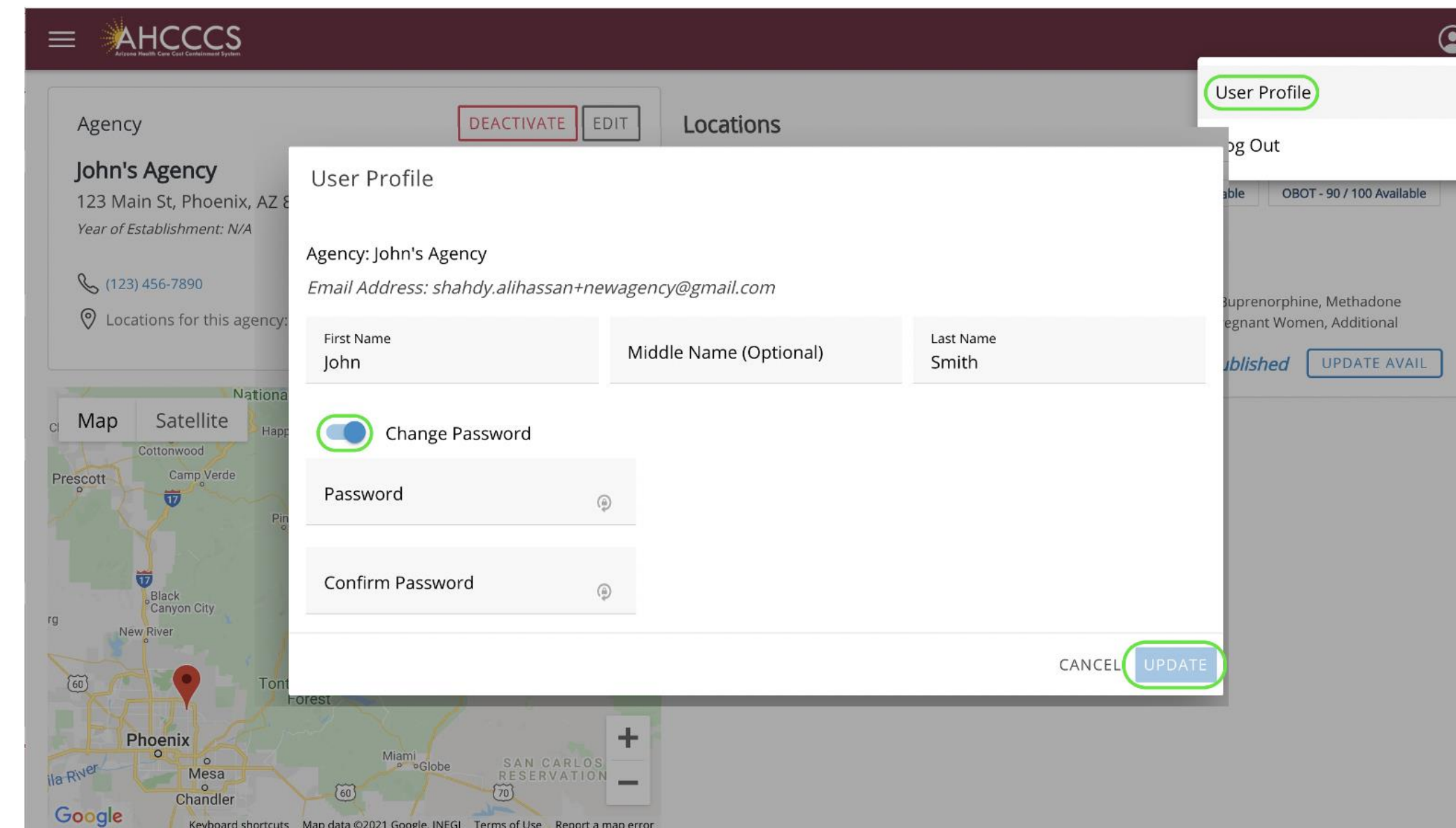
Activate



HOW-TO GUIDE: PASSWORD RESET

Logged in:

1. Select “User Profile” from top-right navigation
2. Click toggle to change password
3. Click “Update” button



Logged out:

1. Select “Sign In” from top-right navigation
2. Click “Forgot Password?”
3. Enter email address and click “Reset” button

