Change of Provider (COP)

Provider Application Portal

User Manual

Version 2024.1

May 30, 2024

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Purpose

The Change of Provider solution will allow Directly Operated and Legal Entity Providers to submit and track change of provider requests from consumers.

 The internal application allows the Patients' Rights Office to track, modify, and extract the monthly reports based on submission from Directly Operated and Legal Entity providers. The implementation of the Change of Provider application will replace the current antiquated manual/paper process.

Accessing the Portal

To access COP application, copy and paste the below link into your web browser. The recommended browsers are Google Chrome and Microsoft Edge.

Portal Change of Provider Link:
Click or copy the URL into web browser: https://lacdmhpp.powerappsportals.us/

Click 'Azure AD' button to log in

Click "COP" icon

COP Home

After you successfully log in to the COP Portal, you will see the COP Home page. You will see all your associated programs. Click on the blue Program Code you will perform tasks from.

For example:

Change of Provider	Help ▾

Home > **COP Home**

Program Code	Program Name
0004I	0004I NAPA STATE HOSPITAL
0057R	0057R LA PAZ GERO_PSYCHIATRIC CENTER

Provider Home View

When you arrive at your location's home page, you will see the following:

1. Selected site Information – displays the site's Provider Number and Name
2. Panel – Identifies the list of entries at the selected site
3. Search field at the top right of the No Change Request panel allows you to search records within that panel only
4. + New NO Change Request – click on this to create a new No Change Request entry
5. Search field at the top right of the New COP Request panel allows you to search records within that panel only
6. + New COP Request – click on this to create a new COP Request entry
7. Help – access the User Manual and view Release Notes

The top row has a few functions – Home will take you back to your Applications and if you click on the displayed Program you will go back to the 'COP Home' to see your list of associated programs

How to create NO Change of Provider request

Click "+New NO COP Request" to create a new entry

Fill the (*) required fields

1. "Reporting Month" dropdown field is required
2. "Reporting Year" required 4 digit year field
3. "No Change" checkbox will be automatically checked and not editable
4. "Program Code" field will display and auto populated with the selected provider code, but not editable
5. "Program Name" field will display and auto populated with the selected provider name, but non editable

Click "Submit" when done; to be routed back to the 'COP Requests' landing page

How to create Change of Provider request

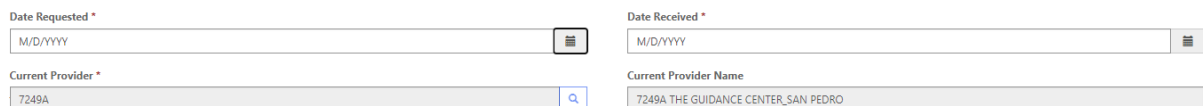Click "+New COP Request" to create a new entry

General Information page,

Section 1: Current Provider Information

Fill (*) required fields

- "Date Requested" field is required
- "Date Received" field is required
- "Current Provider" field is required and not editable
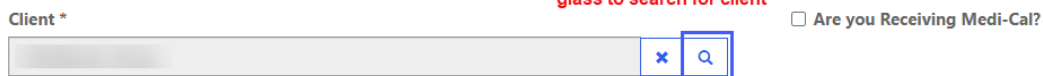- "Current Provider Name" field is not editable

- "Client" – required lookup field; click the magnifying glass to search for client
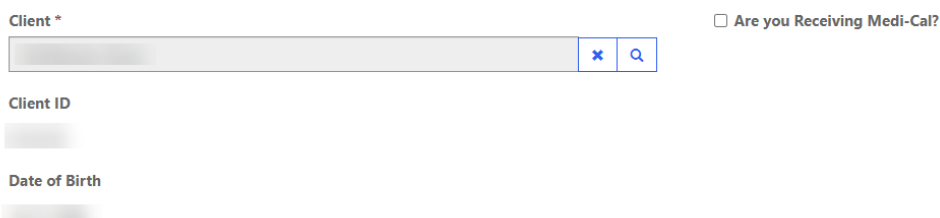
- "Are you Receiving Medi-Cal?" select if applicable
- "Confirmation #", "Client Name" and "Client ID" will display top right when the client is selected

- "Client ID" and "Date of Birth" will display under "Client" field when the client is selected

1. I am requesting a change in:
   - "Change Request Type" – is a required dropdown field
       o Practitioner
       o Provider

   If "Practitioner" is selected, then "Current Practitioner NPI" field is required

   When the "Current Practitioner NPI" is selected, then "Current Practitioner Name will auto populate

2. Please select the reason(s) for requesting a change: (choose at least one)
   - "Change Request Reason(s)" – is a required dropdown field
   - "Other Reason" - free text field

3. Outcome
   - "Was Request Granted" – is a required dropdown field
     - Yes
     - No

   The following fields will depend on the kind of "Change Request Type" option selected
   - "Date Decision Made" is required
   - "Provider Not Listed" checkbox – if the provider is not listed in the "New Provider" field; check the box and enter the provider into the "New Provider Name" field.
   - "New Provider" – displays the current provider
   - "New Provider Name" – displays as a locked field and will auto populate name of the current provider selected; unless the "Provider Not Listed" checkbox is checked then the field will allow you to type in the field "New Practitioner NPI" – look up field
   - "New Practitioner NPI" – is a required lookup field
   - "New Practitioner Name" – locked field will auto populate name when "New Practitioner NPI" lookup is selected
   - "Reason(s) Request Not Granted" – is a required free text field

   Click "Submit" when done; to be routed back to the 'COP Requests' landing page

   Created By and Created On fields will auto populate the logged in user
   Modified By and Modified On fields will auto populate logged in user when edits are made

Created By	Created On
Belloso, Elsa'o	—
Modified By	**Modified On**
Belloso, Elsa'o	—

Sample

New COP Request - "Change Request Type" 'Practitioner' fields:

1. I am requesting a change in:

Change Request Type *

Practitioner ∨

Current Practitioner NPI *

[🔍]

Current Practitioner Name

[ ]

2. Please select the reason(s) for requesting a change: (choose at least one)

Change Request Reason(s) *

Language ✕

Other Reason

[ ]

3. Outcome

Was Request Granted *

[∨]

☐ Provider Not Listed

New Provider

[🔍]

New Practitioner NPI *

[🔍]

Date Decision Made *

M/D/YYYY   📅

New Provider Name

[ ]

New Practitioner Name

[ ]

Reason(s) Request Not Granted

[ ]

New COP Request - "Change Request Type" 'Provider' fields:

1. I am requesting a change in:

Change Request Type *

Provider ∨

2. Please select the reason(s) for requesting a change: (choose at least one)

Change Request Reason(s) *

Select or search options ∨

Other Reason

[ ]

3. Outcome

Was Request Granted *

[∨]

☐ Provider Not Listed

New Provider

[🔍]

Date Decision Made *

M/D/YYYY   📅

New Provider Name

[ ]

Reason(s) Request Not Granted

[ ]

Filter and/or Sorting

From the COP Request Form, to filter or sort by column header, click the dropdown arrow next to the header you wish, to sort by ascending or descending order. Use the search box to search and/or help filter

NO Change Requests

Use search box to filter by column

Sort by ascending or descending order by column

Search 🔍 ➕ New

Name ↓   Reporting Year   Reporting Month

Editing an entry

Select your entry to make corrections or updates.

Note: COP Portal Users can only edit entries they enter and can view all entries for their associated provider. If you need to deactivate, make a correction or update an entry you did not create, contact the COP Admin to modify the entry.

Need Help?

If you need to correct a record, please email - patientsrightsoffice@dmh.lacounty.gov