# End User Manual for Creating an Admission Process (FFS1)

## ProviderConnect NX

Los Angeles County

Department of Mental Health

JAN 2026 v5.0

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# Forms and Instructions for the process to apply for access to ProviderConnect NX

**Request Forms for Provider Connect NX Access:**

- APPLICATION ACCESS FORM (AAF)
- CONFIDENTIALITY OATH
- COUNTY OF LOS ANGELES AGREEMENT FOR ACCEPTABLE USE AND CONFIDENTIALITY OF COUNTY INFORMATION ASSETS (AUA)
- ELECTRONIC SIGNATURE AGREEMENT
- SECURITY AGREEMENT NON-LACDMH USER

****Below is an example of the email an Onboarding Provider will receive****

This is a reminder for Legal Entity (LE) Providers that they are required to onboard a designated Legal Entity Representative (liaison). The LE liaison will be the point of contact for any LE staff requesting access to Department of Mental Health (DMH) resources/applications. To facilitate staff requests, the DMH Provider Advocacy Office (PAO) has developed the online **Systems Access Request (SAR)** portal. The SAR portal will enable liaisons with a quick, reliable, and more accountable way to request access to existing and future DMH applications.

*****IMPORTANT***** Mailed access request forms and/or emailed access request forms will **NO longer** be processed. Any requests for application access or New C-Number/C-Number business agreement renewals **MUST** be created in the SAR portal by the LE liaison.

The SAR portal is only accessible to LE liaisons. To request SAR portal access for an LE liaison, please complete and email the "**Individuals Authorized to Sign Application Access Forms**" in addition to the "**Contractor Number Request Packet**" to the DMH Systems Access Unit at SystemsAccessUnit@dmh.lacounty.gov with subject line "***ONBOARDING SAR PORTAL LIAISON ACCESS***." For your convenience, we have provided the direct link to the above-mentioned forms below:

**Contractor Number Request Packet:**
http://file.lacounty.gov/SDSInter/dmh/1076333_CNumberRequestPacket.pdf

**Individuals Authorized to Sign Application Access Forms:**
http://file.lacounty.gov/SDSInter/dmh/1055863_Individuals_Authorized_to_Sign_Access_Forms.pdf

***NOTE*** Please make sure that the forms are filled out or typed in the PDF form. All scanned documents should be legible, and all parties must either use a wet or digital signature. Requests with typed signatures, incomplete forms, or signature dates older than 60 days will **NOT** be processed.

If you have any questions or require additional assistance, contact the DMH Systems Access Unit at SystemsAccessUnit@dmh.lacounty.gov, and we will assist you. We sincerely thank you for all your time and cooperation.

# Introduction to Avatar NX for Service Providers

Avatar NX is an Electronic Health Record System (EHRS) that the Los Angeles County Department of Mental Health (LACDMH) has implemented. **ProviderConnect NX** is a web-based interface that communicates with Avatar NX. **ProviderConnect NX** is a standard browser-based application that can be launched from any web browsing application, such as Edge, Chrome, or Firefox. **ProviderConnect NX** has real-time communication with Avatar NX; hence, any information submitted is directly entered or updated into Avatar NX immediately.

## Access and Limitations

In this manual, Users will be shown how to search for clients associated with **ProviderConnect NX**, enter clients that have not been associated with **ProviderConnect NX**, create an Admission for clients, and set up Financial Eligibility for clients.

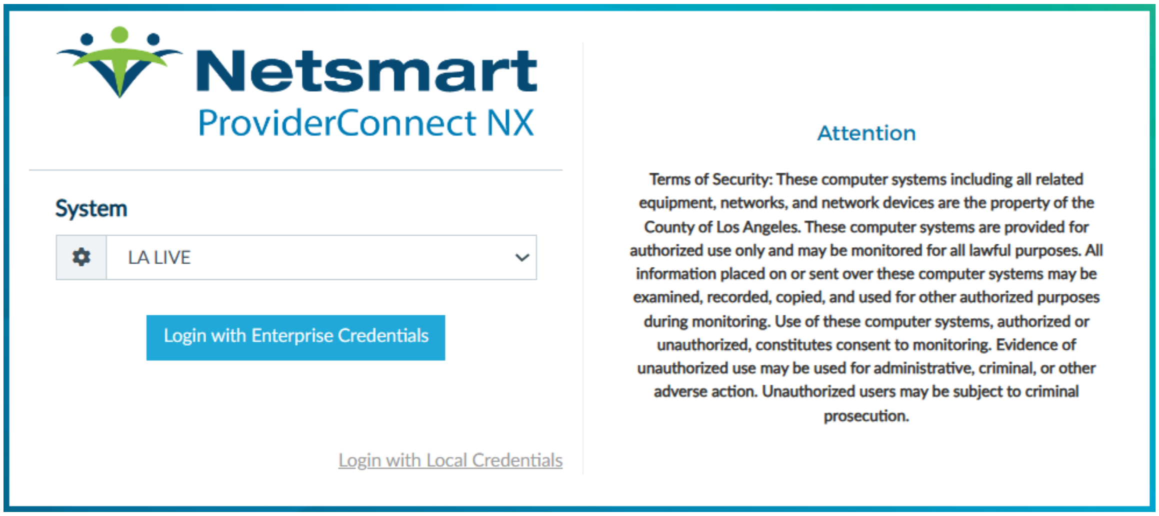
- Once your request for access to **ProviderConnect NX** is approved, a User ID and system-generated password will be issued to the designated users by LACDMH. This initial password must be changed upon the first login to the application.
- **ProviderConnect NX** is a browser-based application that can be accessed using a web address Uniform Resource Locator (URL) https://lapcnx.netsmartcloud.com/#/home.
- New and current Users will use DMH Multi Factor Authentication (MFA) login to access **ProviderConnect NX**.
- Once an Admission is submitted via **ProviderConnect NX**, designated users will not be able to make any changes in the submitted admission.

If changes or updates are required, Users will need to complete a HEAT ticket to have changes or updates completed in **ProviderConnect NX**. If Users do not have access to HEAT, Users can call the Help Desk. The Help Desk can assist Users in creating a Heat ticket or gain access to HEAT. So, they can create tickets on their own.

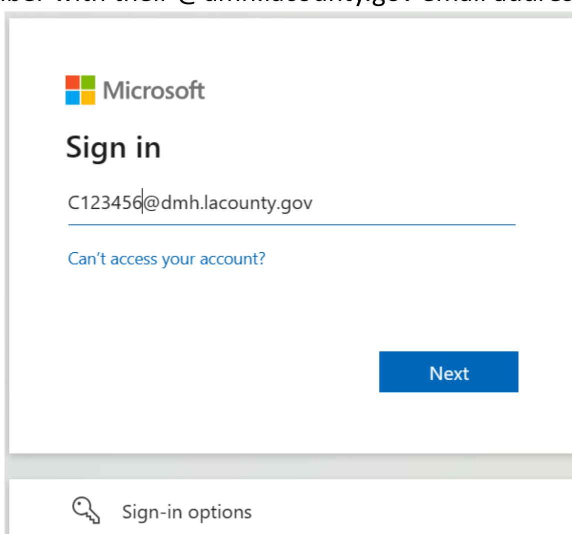
# Provider Connect NX: Login using Enterprise Credentials

Start the web browser (Edge, Chrome, or Firefox) on your computer. Type or cut and paste the following web address in the address line https://lapcnx.netsmartcloud.com/#/home to access the link for **ProviderConnect NX**. We also suggest that Users save this link to their Favorites Bar for ease of access.

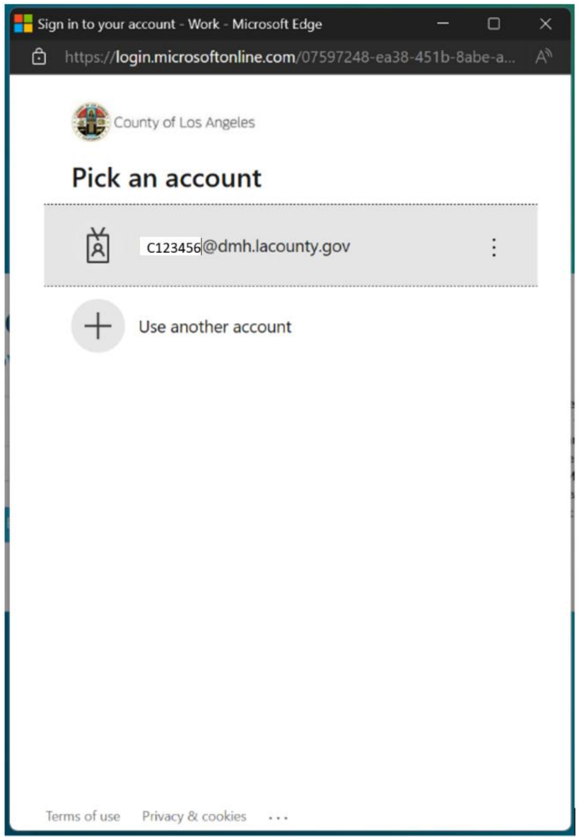
Select the "**Login with Enterprise Credentials**" button. This will navigate the User to the Microsoft MFA login screen.



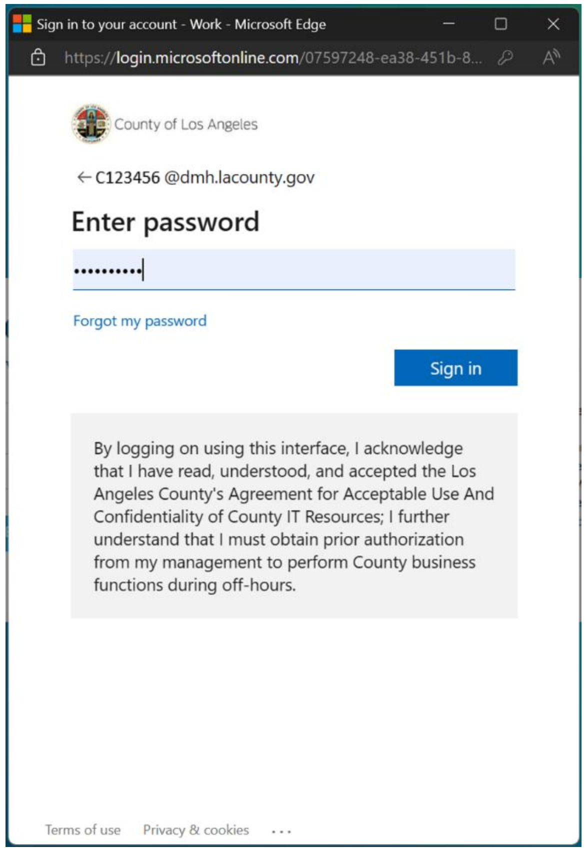

Users will either enter their "**C**" number with their @dmh.lacounty.gov email address and click the "**Next**" button, or



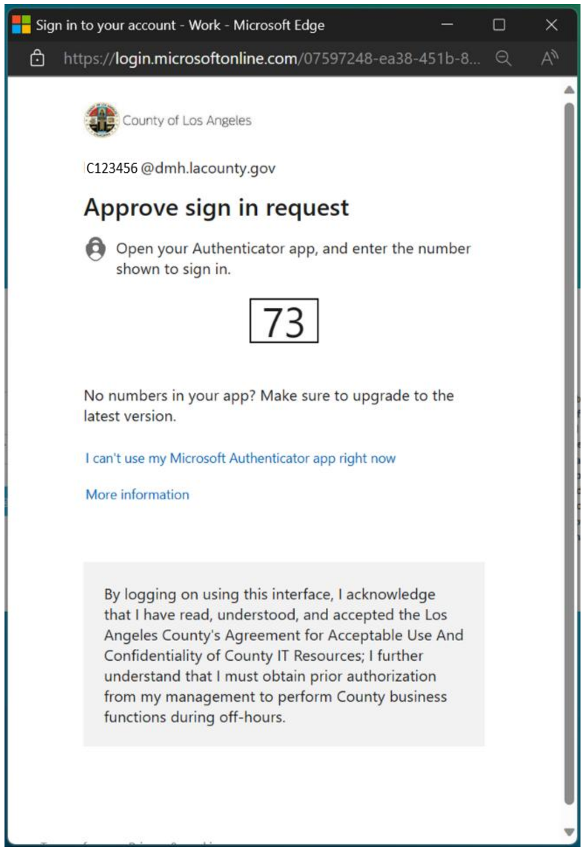
select the LA County email address on the “**Pick an account**" pop-up screen. This will navigate the User to the “Enter Password" pop-up screen.



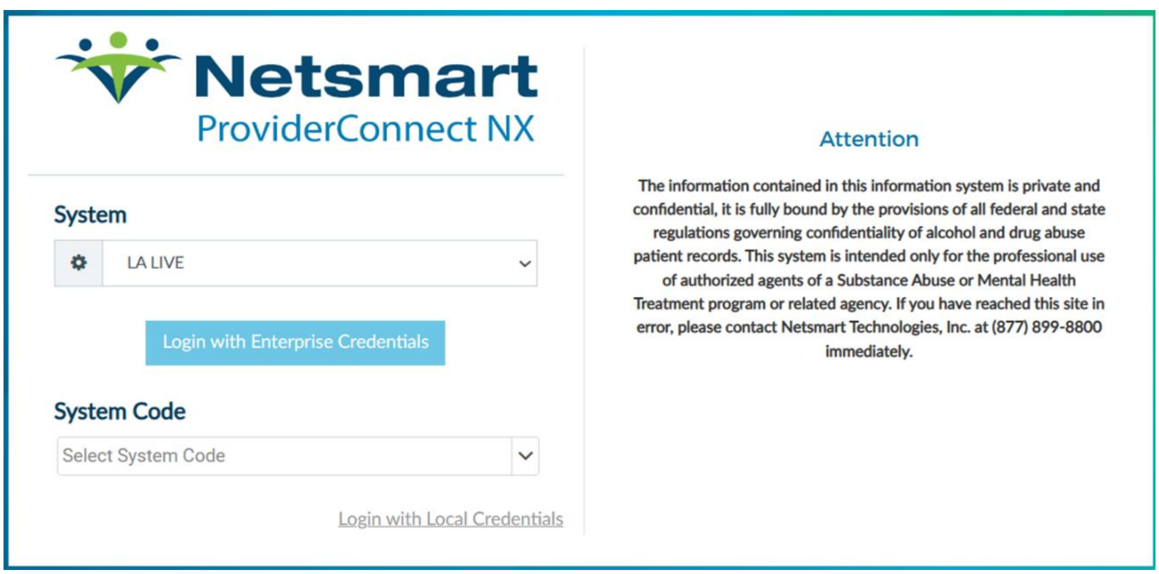
The User will enter their password and click the "**Sign in**" button. This will navigate the User to the Netsmart **ProviderConnect NX** login.



The User will receive the number to be entered into the "**Authenticator App**". The User will enter the number in the app and click the checkmark. This will navigate the User back to the Netsmart **ProviderConnect NX** login screen.

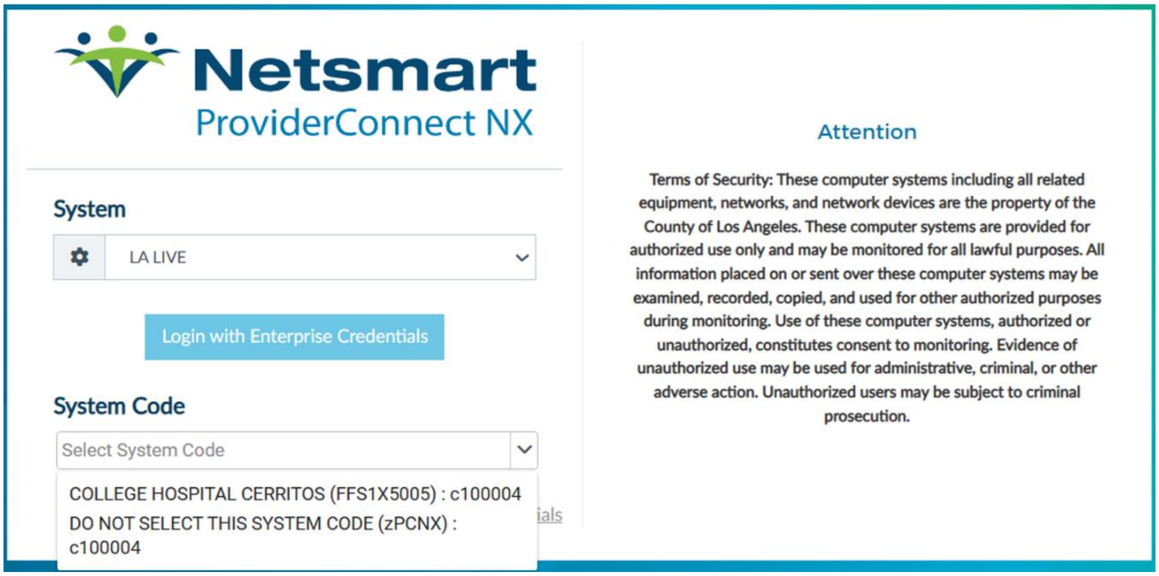



Using the "**System Code**" dropdown, select the code for the Users agency. The User will only see the system codes they are authorized to view to access **ProviderConnect NX**.

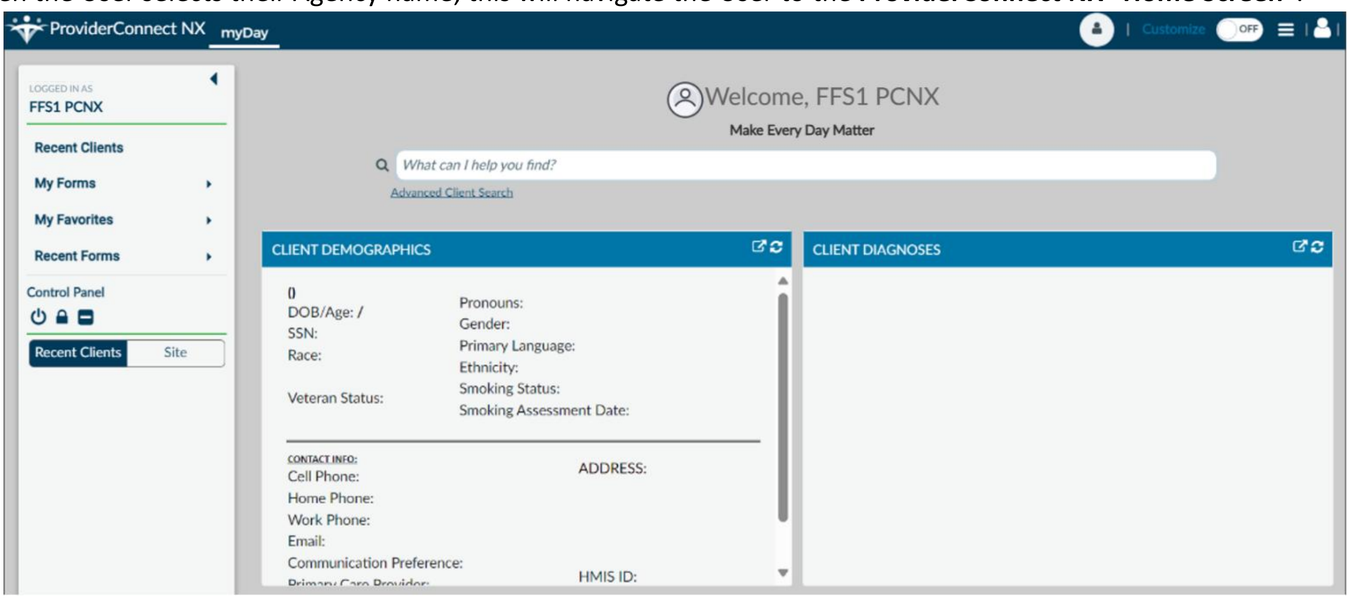


Click the arrow to open the dropdown menu for “**System Code**”. The User must select their Agency name from the dropdown.

NOTE: DO NOT SELECT THE “DO NOT SELECT THIS SYSTEM CODE”

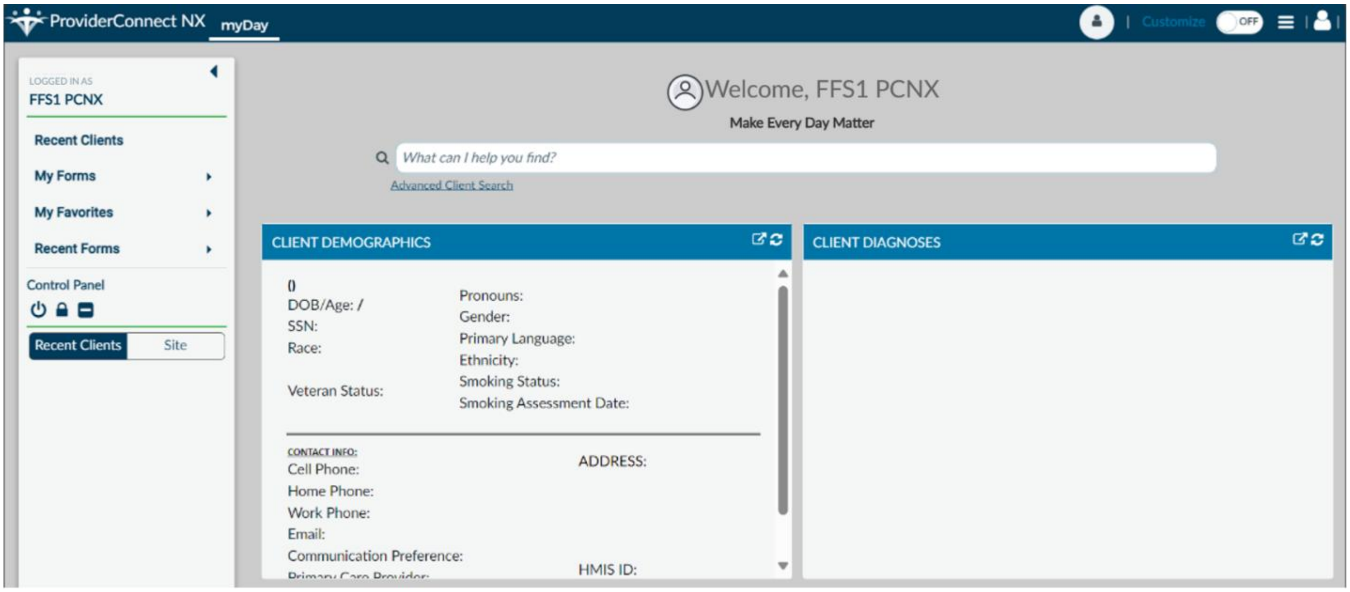



When the User selects their Agency name, this will navigate the User to the **ProviderConnect NX** “**Home Screen”**.

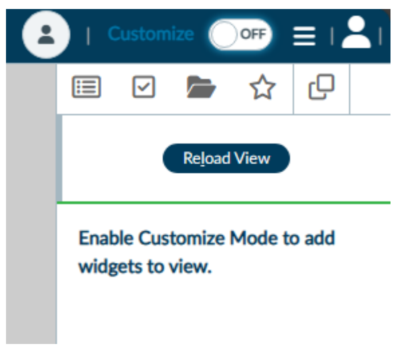


# Provider Connect NX: How to Add a Widget

From the **ProviderConnect NX “Home Screen”**.



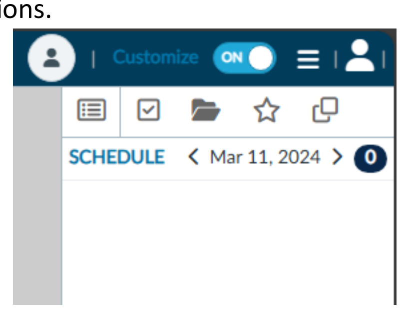

In the upper right corner of the screen Users will see a “**Customize**” selector.



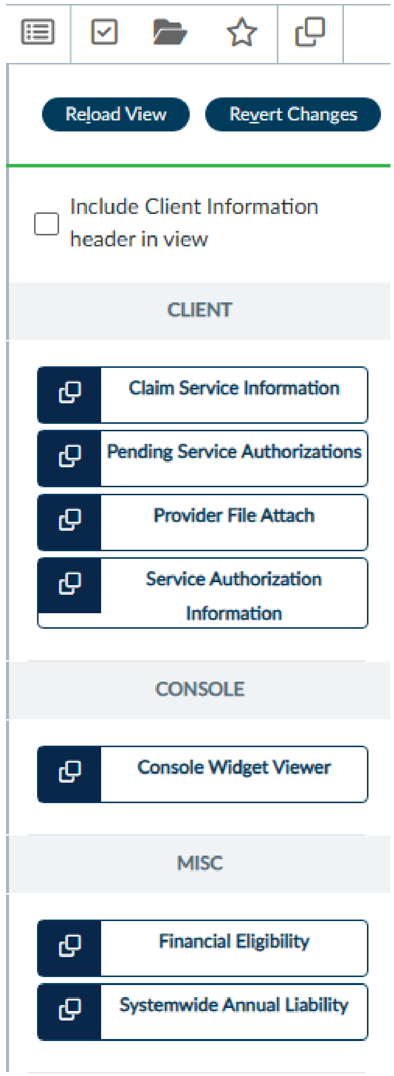

Turn the “**Customize**” selector from the “**OFF**” selection to the “**ON**” selection.


Select the icon  to open the side bar.

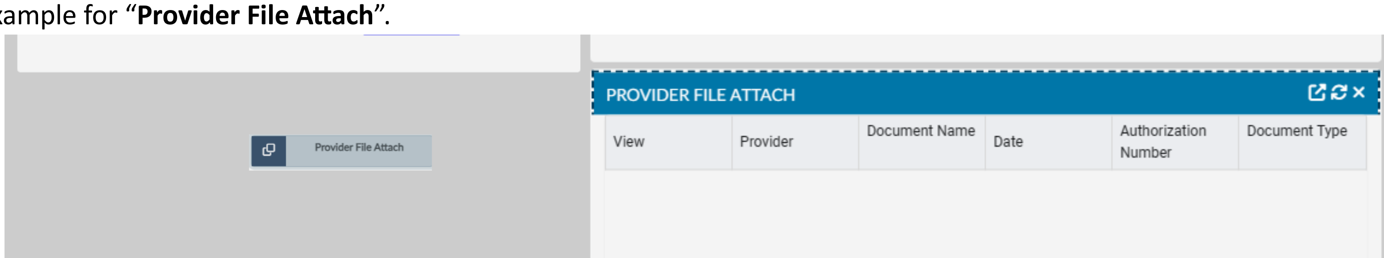
Select the icon  to open the widget options.



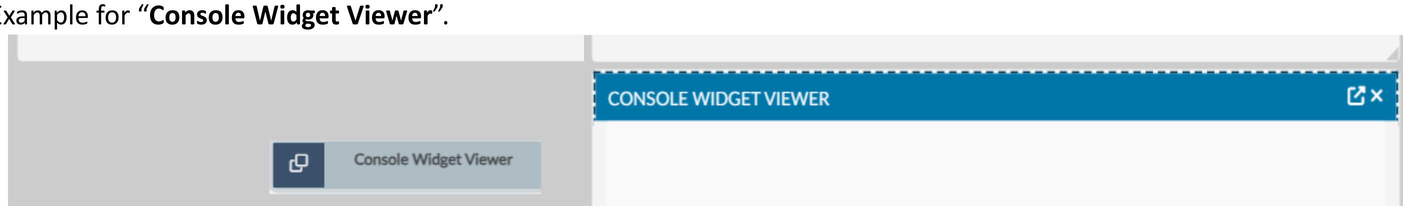
In the widget options select, drag and drop the "**Provider File Attach**" and "**Console Widget Viewer**" widgets to the **"Home Screen"**.




Example for "**Provider File Attach**".



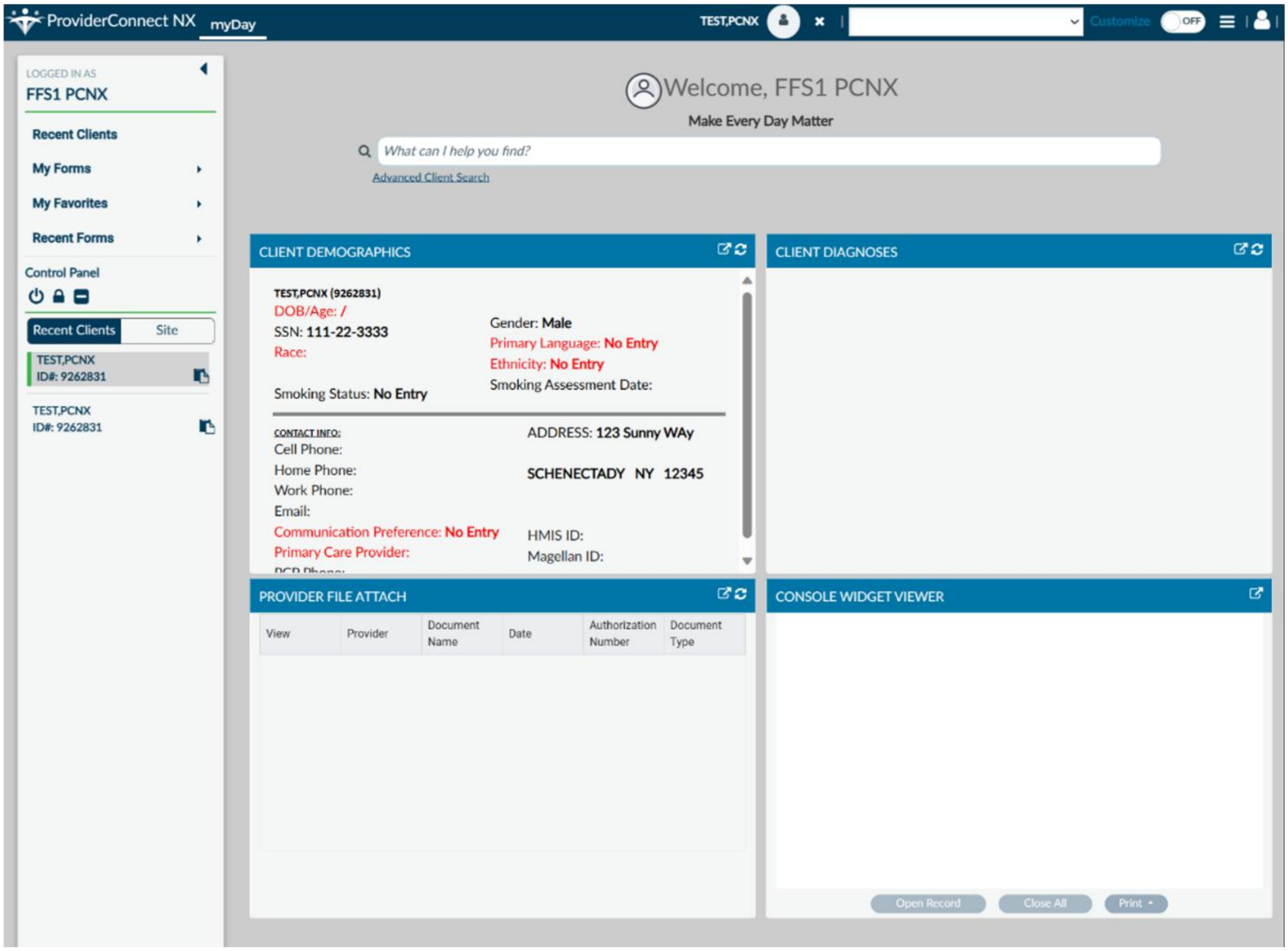

Example for "**Console Widget Viewer**".



Once completed, turn the “**Customize**” selection from the “**ON**” selection to the “**OFF**” selection.

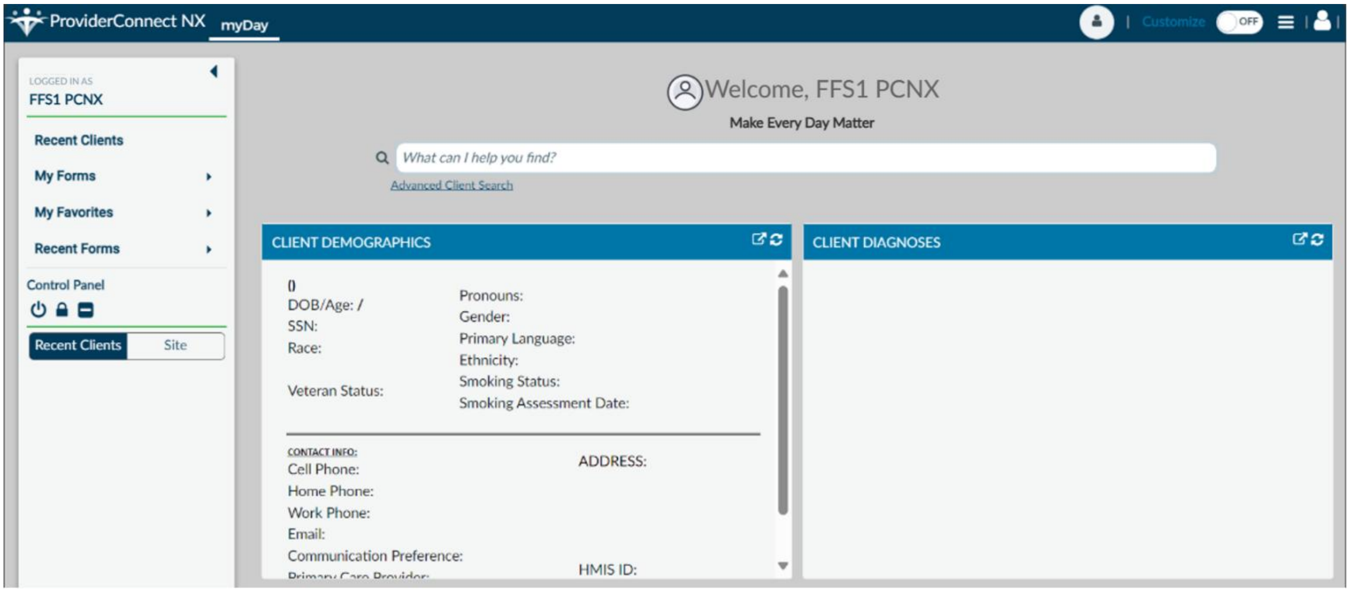

Select the icon  to close the sidebar.

Users will now be able to view the Client file attachments from the **“Home Screen”**.

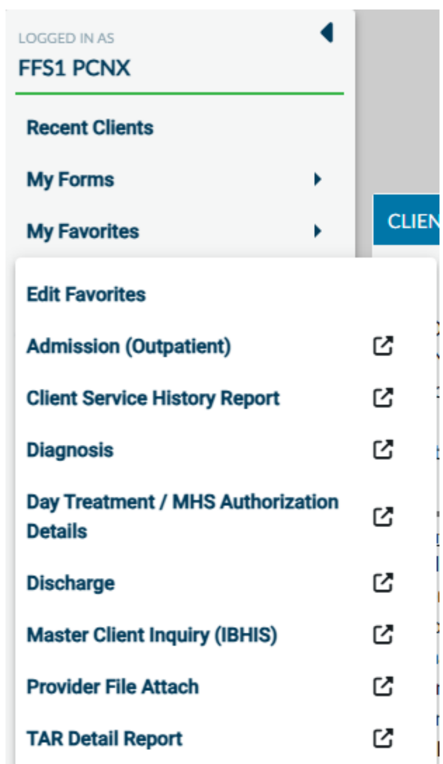


# Provider Connect NX: How to Create Admissions

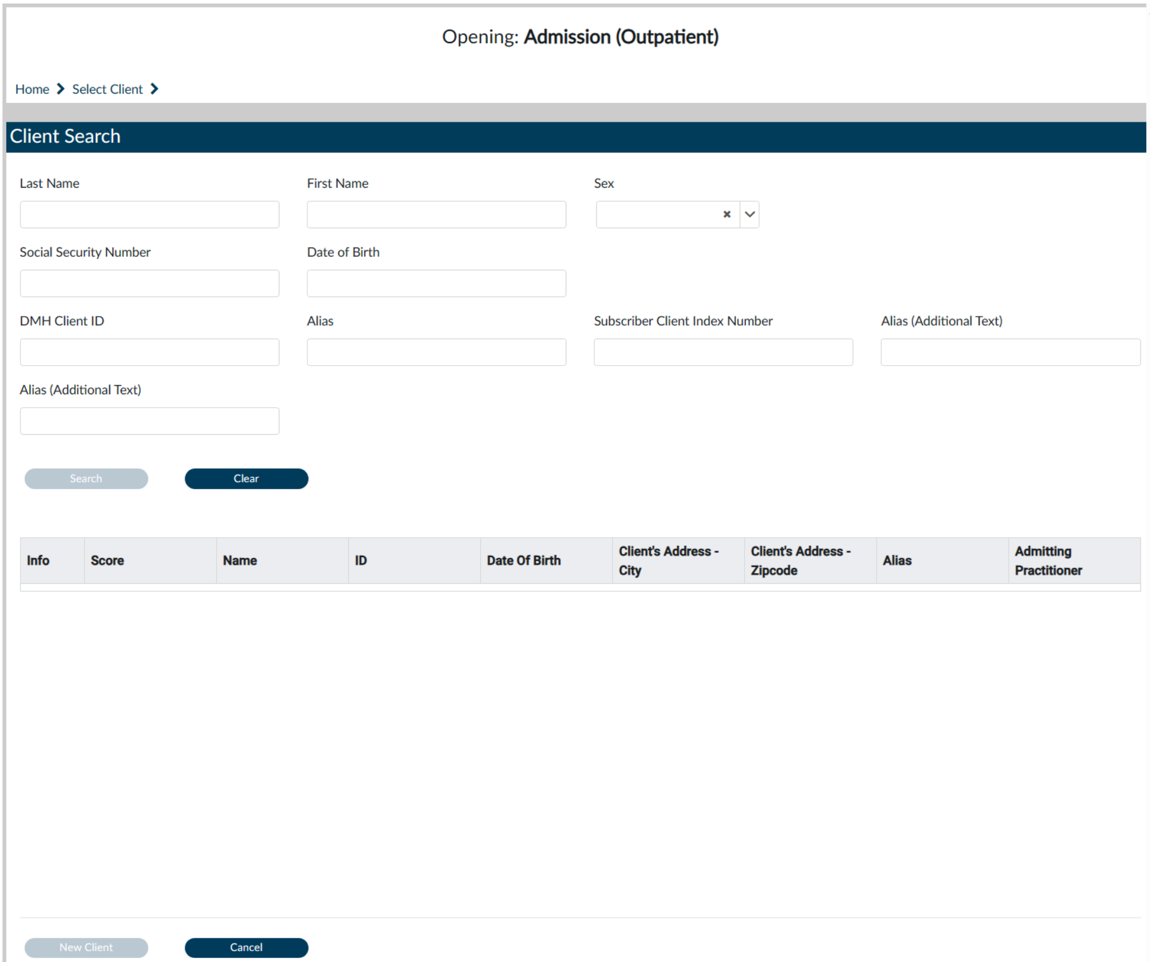
On the Admission form, Users will create a new or ongoing client admission for their clients in **ProviderConnect NX**. From the **"Home Screen"**.



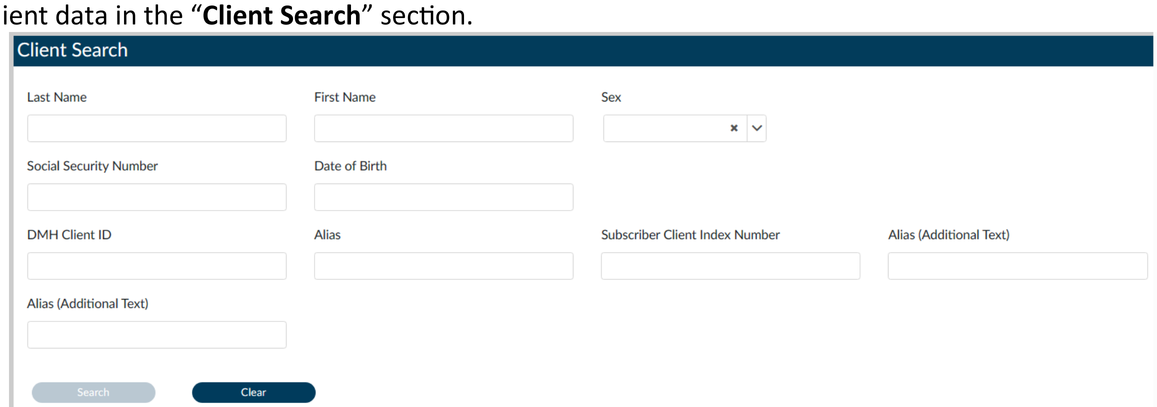

The User can go to their favorites in the TASK Navigation and select "**Admission (Outpatient)**" from the dropdown menu.



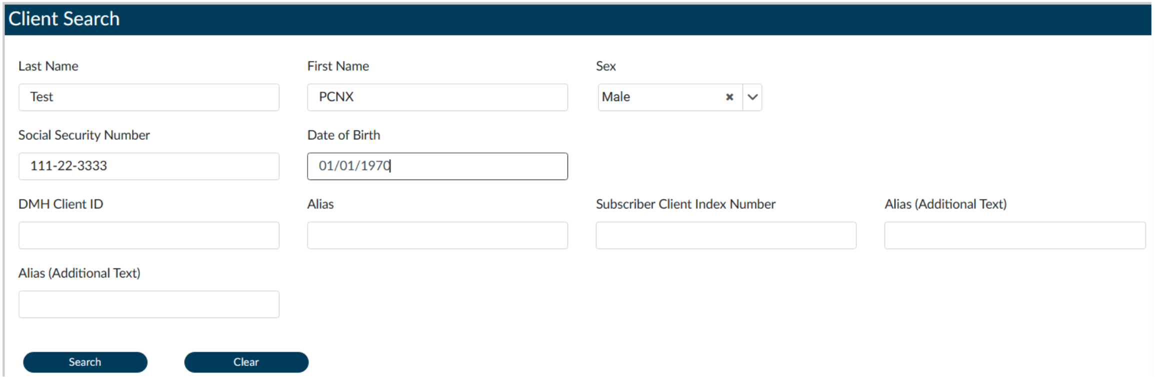
The **"Client Search"** allows the User to add new client admissions or search clients who may have an existing admission within the system from other providers.



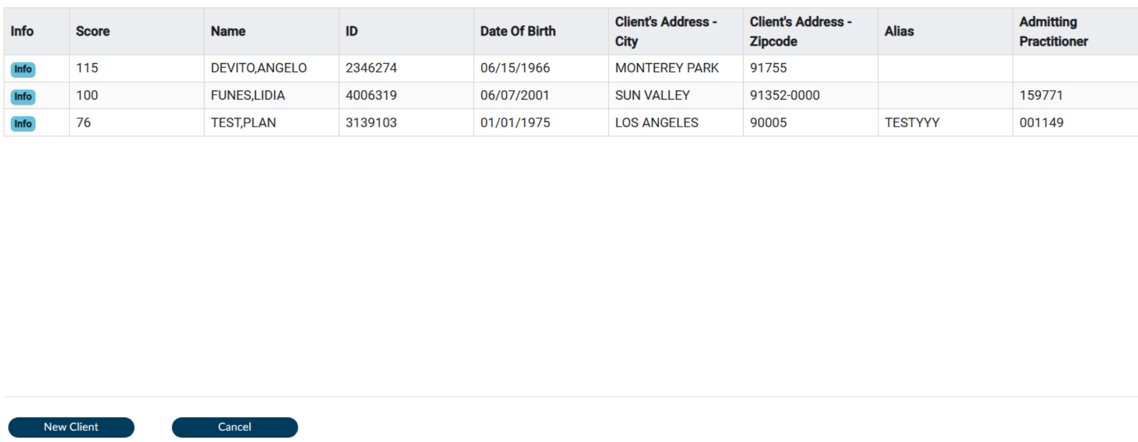

Enter the client data in the "**Client Search**" section.



**NOTE:** Entering more information on a client greatly narrows the search results.



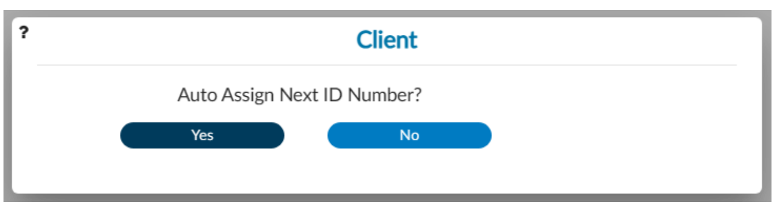

Click the "**Search**" button to see search results.



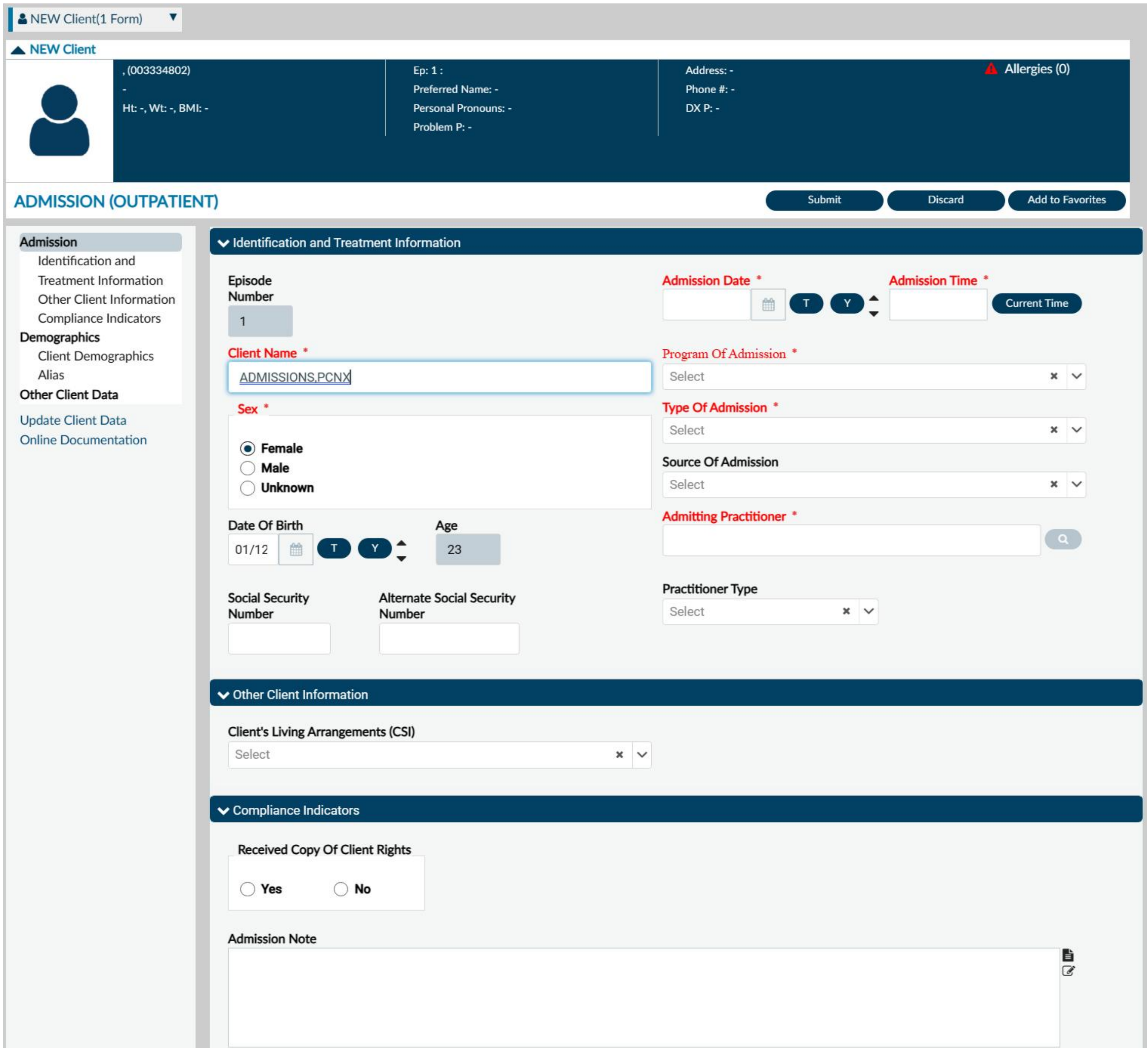
| Info | Score | Name | ID | Date Of Birth | Client's Address - City | Client's Address - Zipcode | Alias | Admitting Practitioner |
|---|---|---|---|---|---|---|---|---|
| Info | 115 | DEVITO,ANGELO | 2346274 | 06/15/1966 | MONTEREY PARK | 91755 | | |
| Info | 100 | FUNES,LIDIA | 4006319 | 06/07/2001 | SUN VALLEY | 91352-0000 | | 159771 |
| Info | 76 | TEST,PLAN | 3139103 | 01/01/1975 | LOS ANGELES | 90005 | TESTYYY | 001149 |

New Client
Cancel

If the search results are "**No matches found,**" then click the "**New Client**" button.
A pop-up box will appear asking if the User wants to "**Auto Assign ID Number**" for the new client. The User will always select the "**Yes**" button.

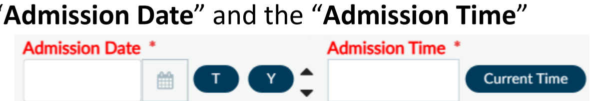


The User will be navigated to the “**Admission (Outpatient)**” form.

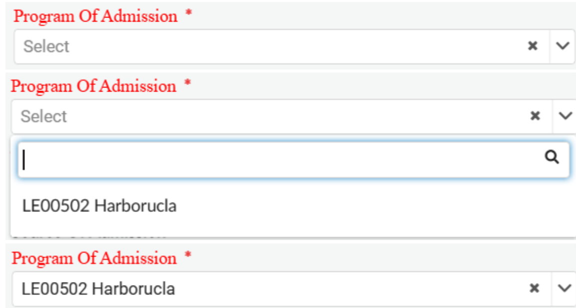



**NOTE:** All field names in **RED** with **RED Asterisk** are required fields and must be completed before the admission can be submitted. Other fields are not marked as “**Required**”. They are needed to complete the admission.

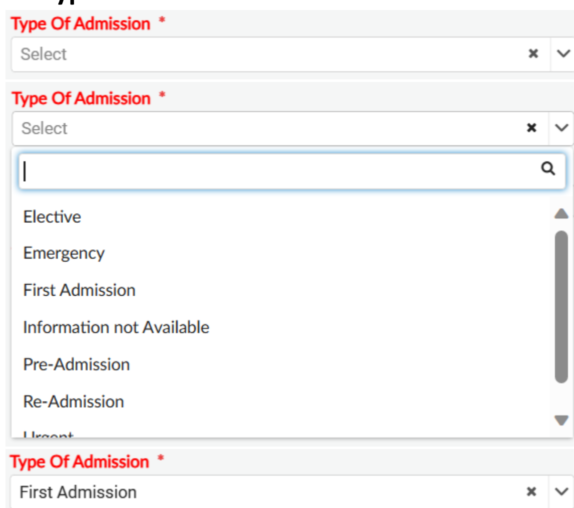
Enter the “**Admission Date**” and the “**Admission Time**”




Using the dropdown menu, select the "**Program of Admission**".

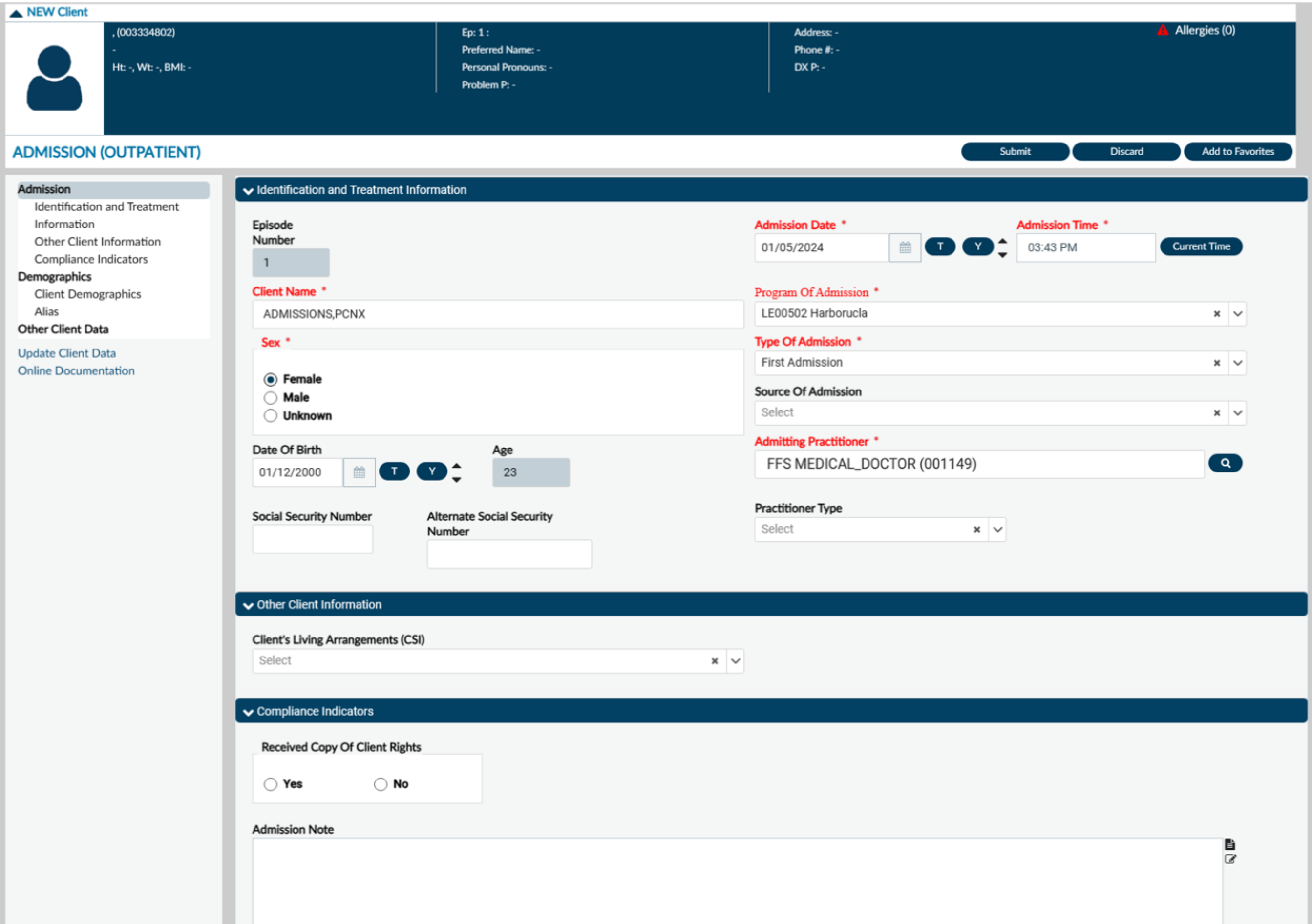



Using the dropdown menu, select the "**Type of Admission**".

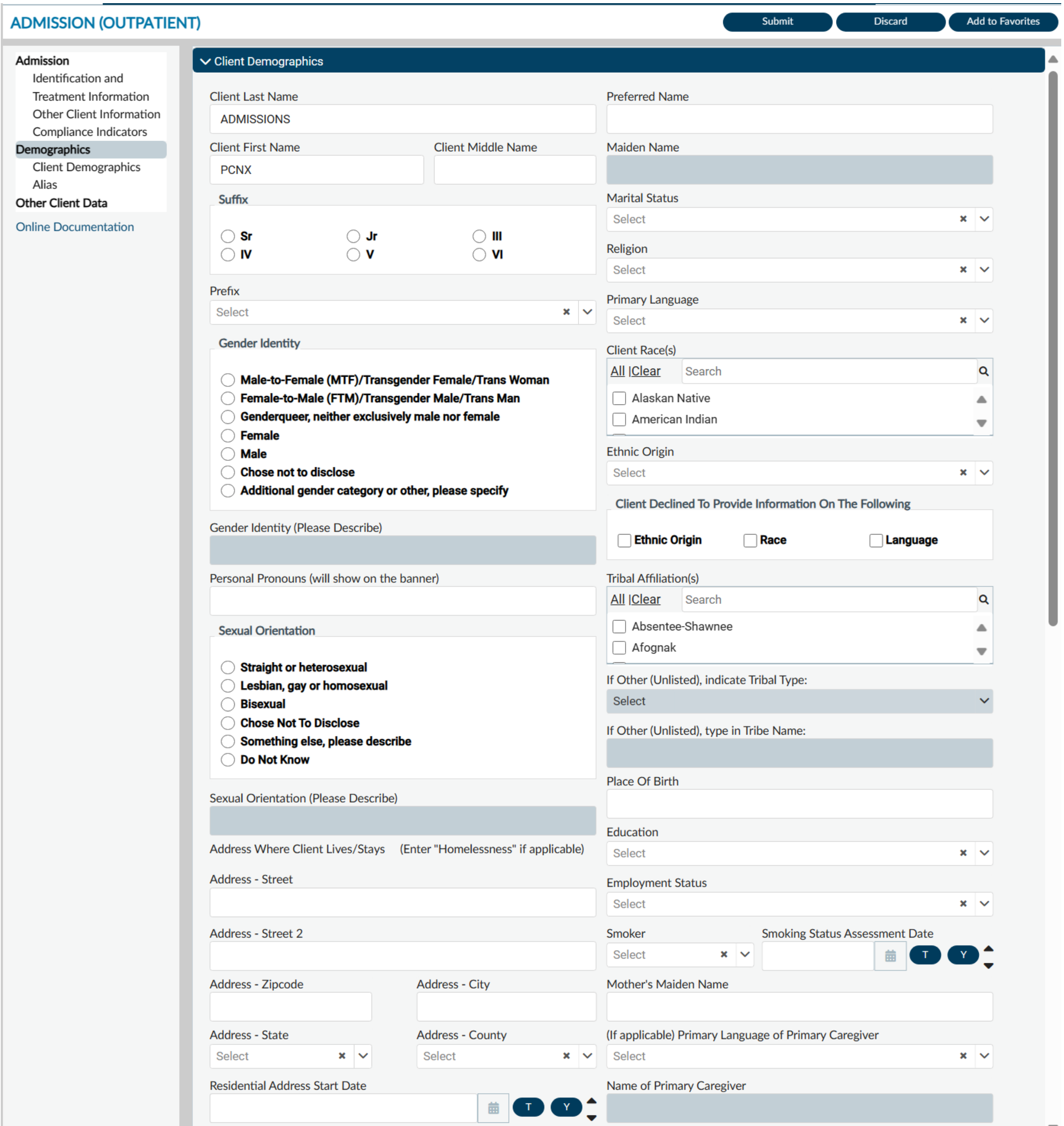


In the “**Admitting Practitioner**” field, enter either the Practitioner's Name or the Practitioner's Number.

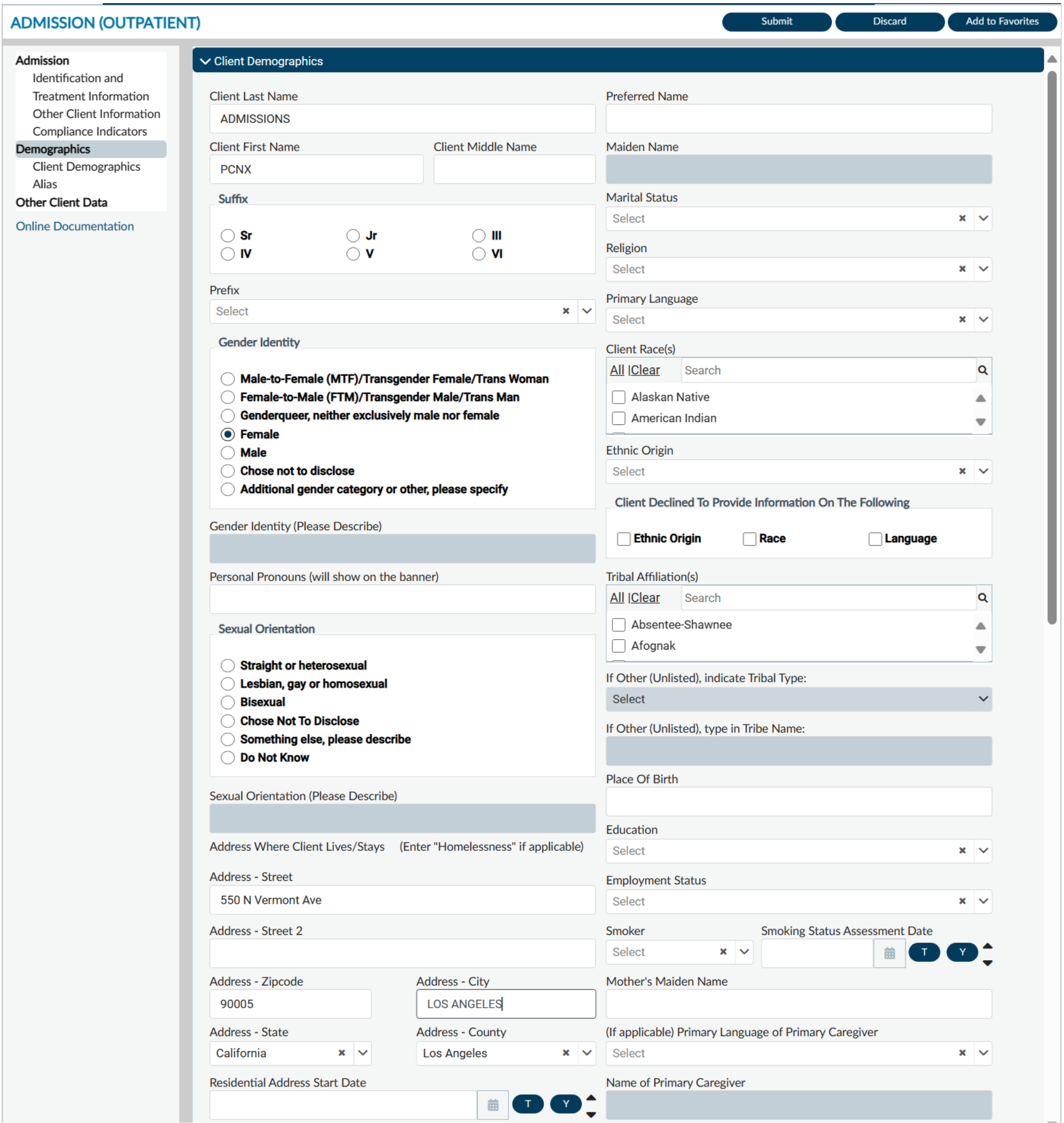
Once client data has been entered, the User should review the form to verify that all required fields have been completed and are correct.



In the TASK Navigation on the left, select the "**Demographics**" tab.

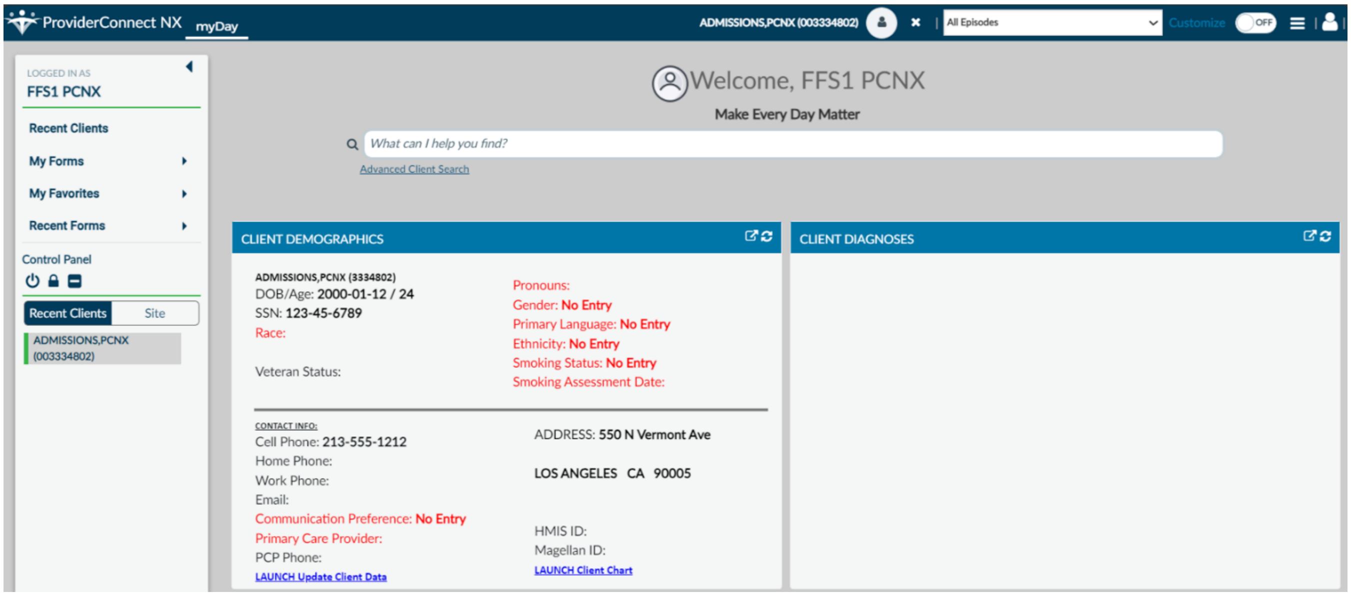


Add or update the client's demographics.



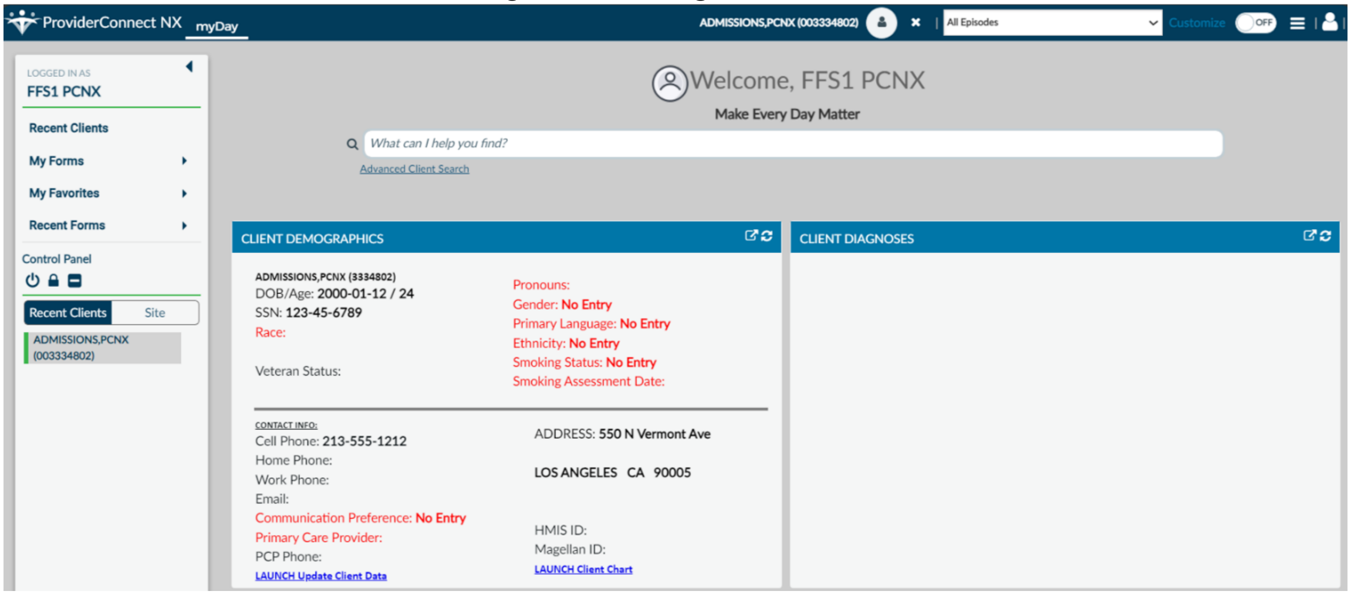

Once all data has been verified, Users must scroll to the top of the form and select the "**Submit**" button.

This will navigate the User back to the **"Home Screen"**.

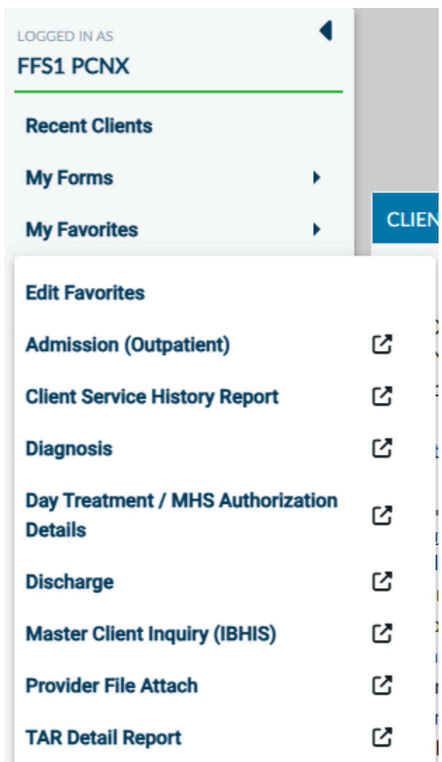


# ProviderConnect NX: Diagnosis

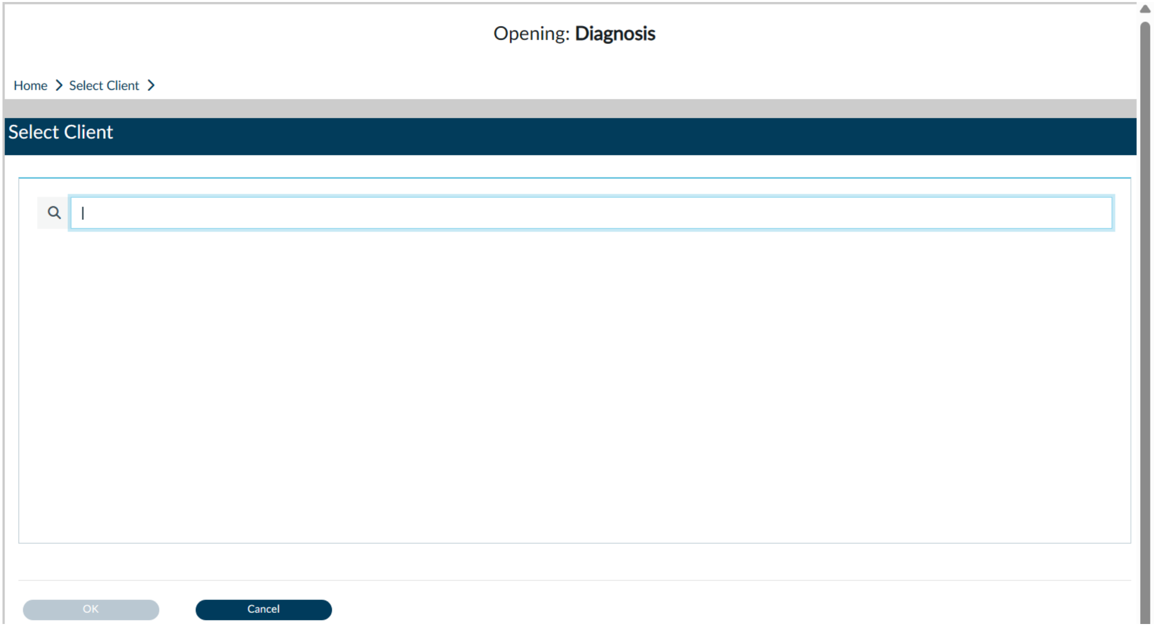
From the **"Home Screen"** form, Users can navigate to the "**Diagnosis**" form.



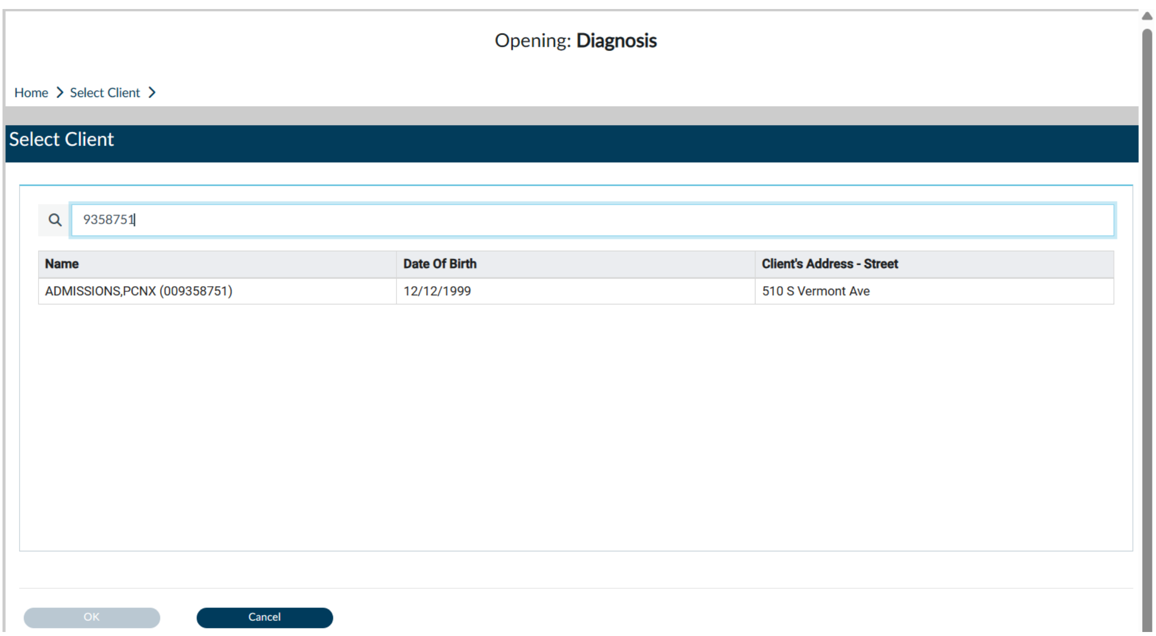

Users MUST go to their **My Favorites** in the TASK Navigation and select "**Diagnosis**" from the dropdown menu.



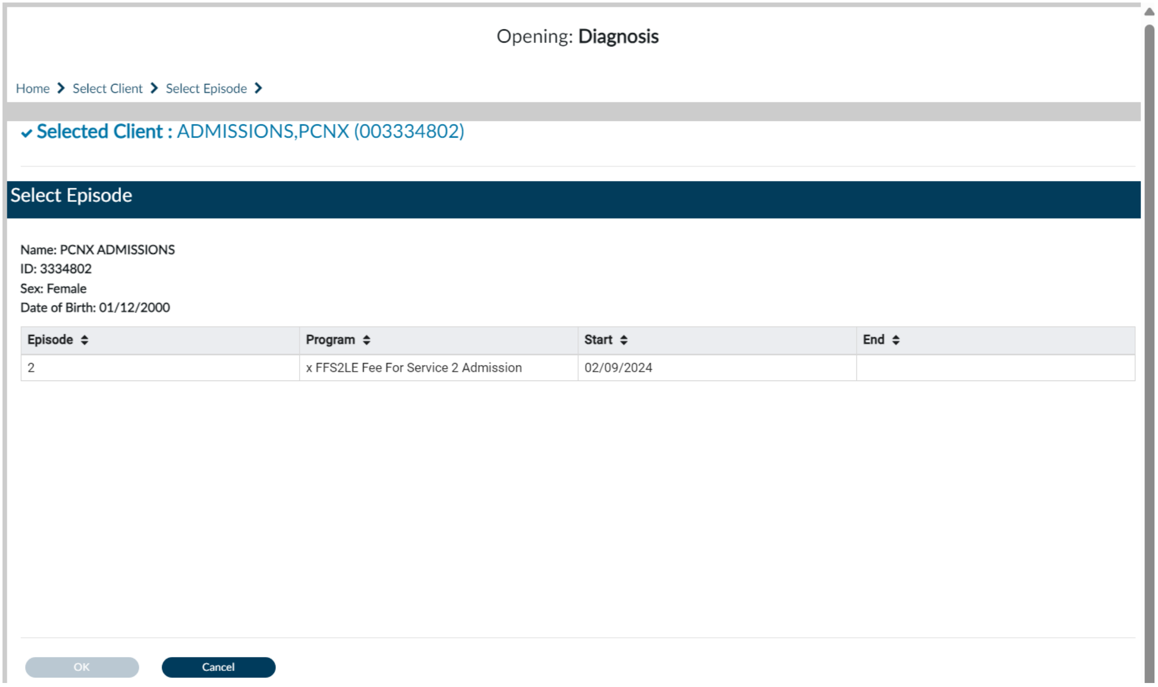
On the "**Diagnosis**" search, the User must enter the **Client ID** in the "**Select Client**" field.



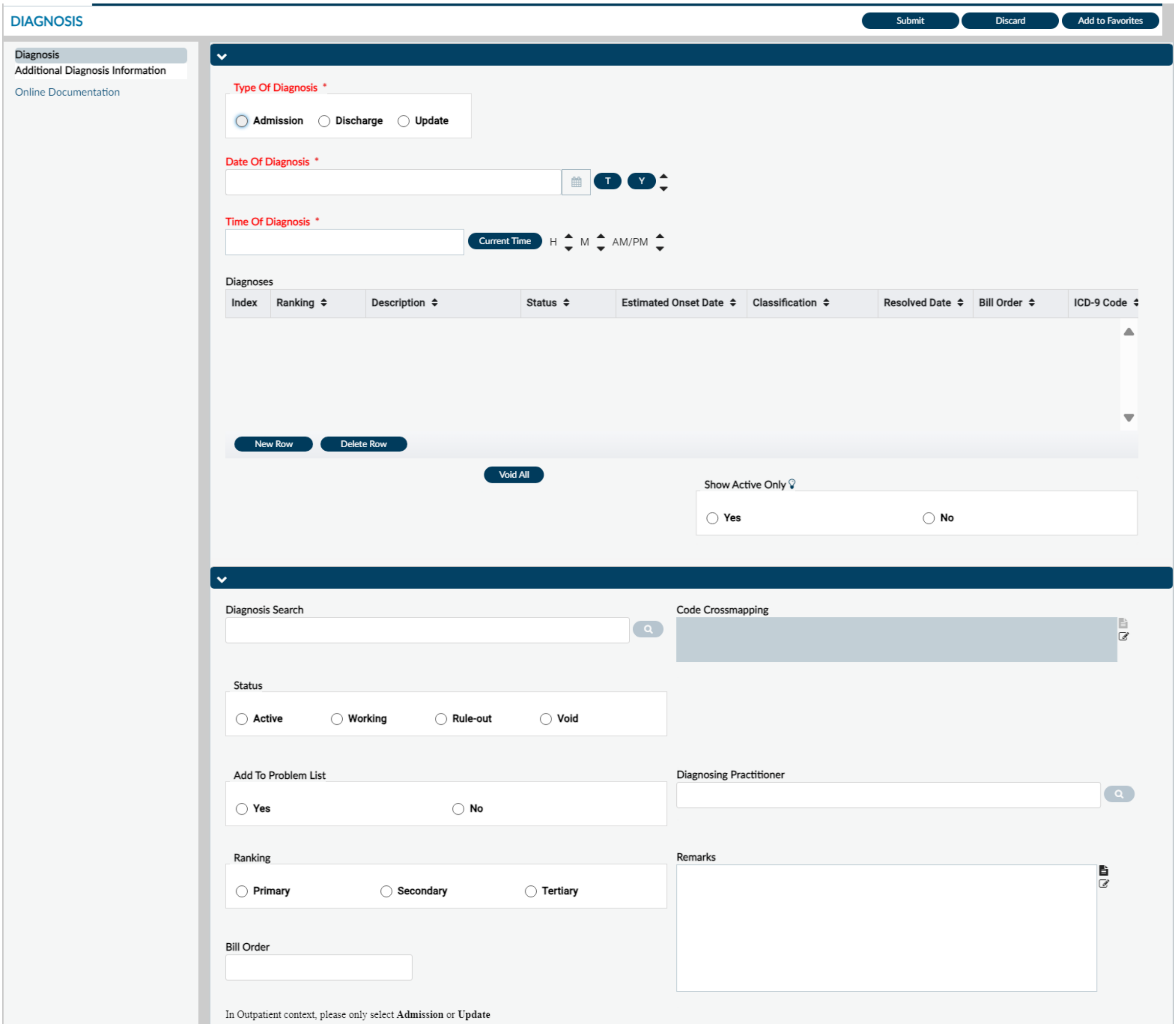

The User will select the Client's name in the results.



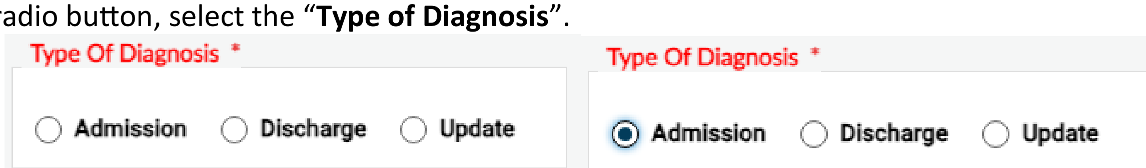
On the “**Diagnosis**” pre-display screen, select the **Episode** to add the client's diagnosis. This will open the diagnosis form.



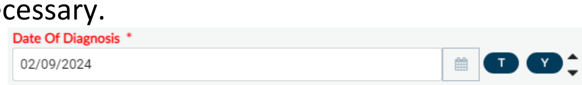
**NOTE:** All field names in **RED** with **RED Asterisk** are required fields and must be completed before the diagnosis can be submitted.



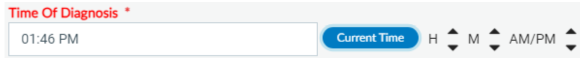

Using the radio button, select the "**Type of Diagnosis**".



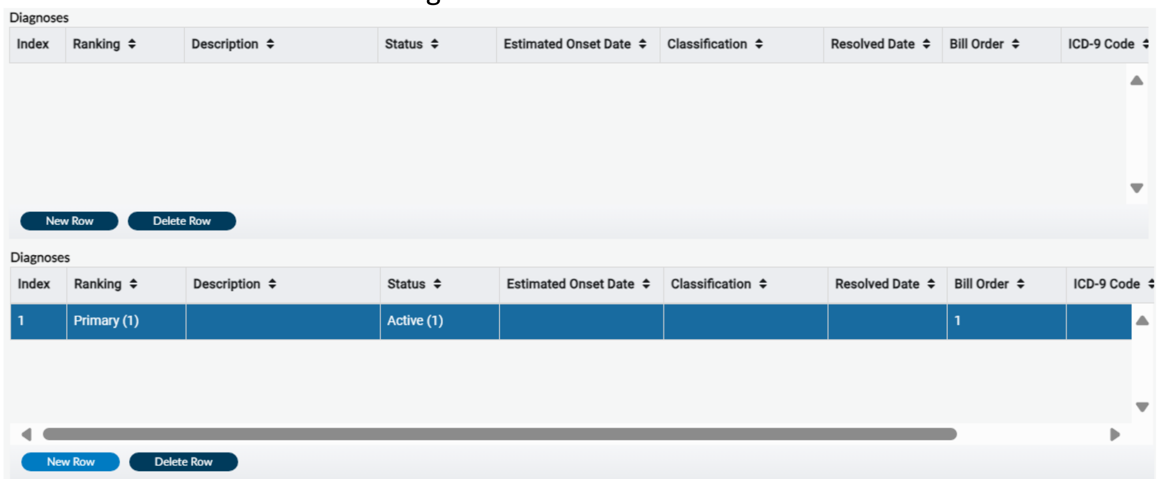

**Note:** The diagnosis date auto-populates with the date the diagnosis is created. The date of the diagnosis can be changed to another date if necessary.



Enter the time in the "**Time of Diagnosis**" field.

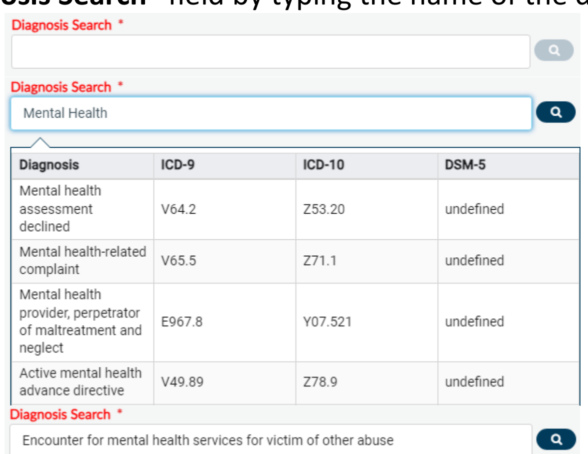



Here, the User will add a row to add the diagnosis.



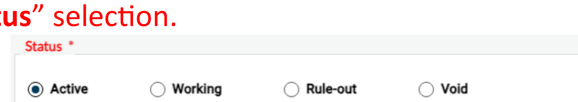

**NOTE:** Once a "**New Row**" has been added to the "**Diagnosis Search**", "**Status**", "**Diagnosis Practitioner**", and "**Bill Order**" become required fields.

Enter the diagnosis in the "**Diagnosis Search**" field by typing the name of the diagnosis.

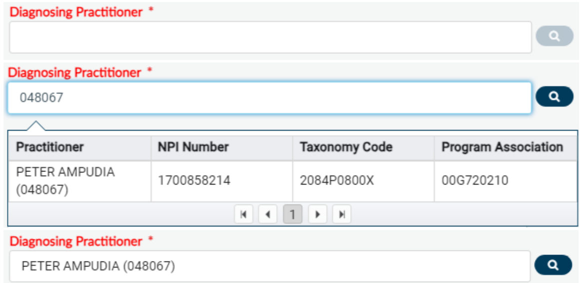



The "**Status**" auto-populates with the "**Active**" radio button selected. Users can change to the desired status, if necessary.

**NOTE: DO NOT** change the "**Status**" selection.

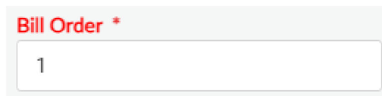


Enter the "**Diagnosing Practitioner**" name or number in this field.

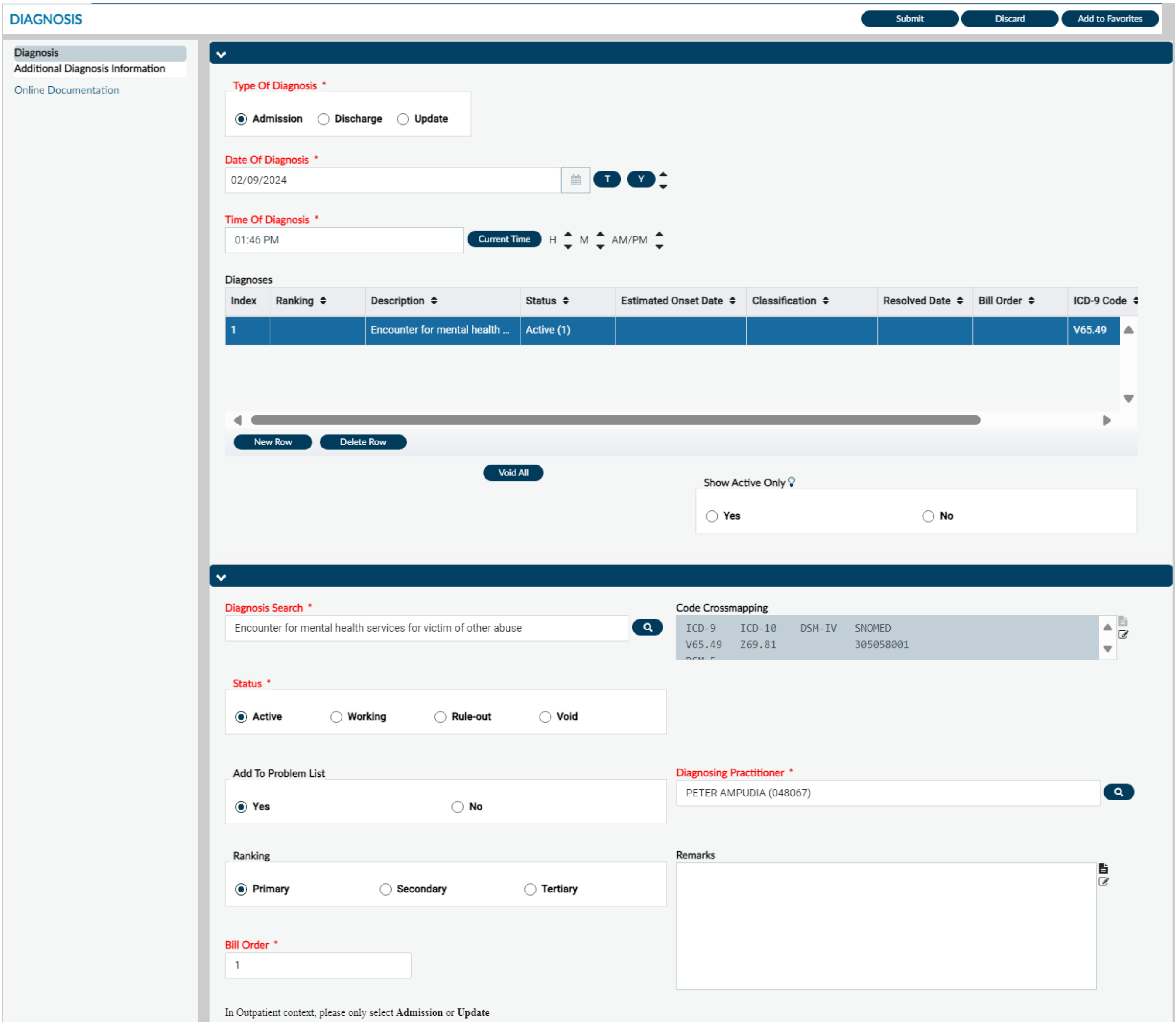



**Note:** The "**Bill Order**" field auto-populates with the order number.

**NOTE: DO NOT** change the "**Bill Order**" entry.

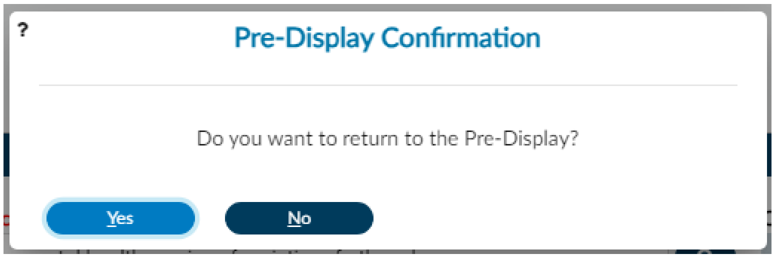


After the User has completed the form, they should review the form, verifying that all the entered data is correct.

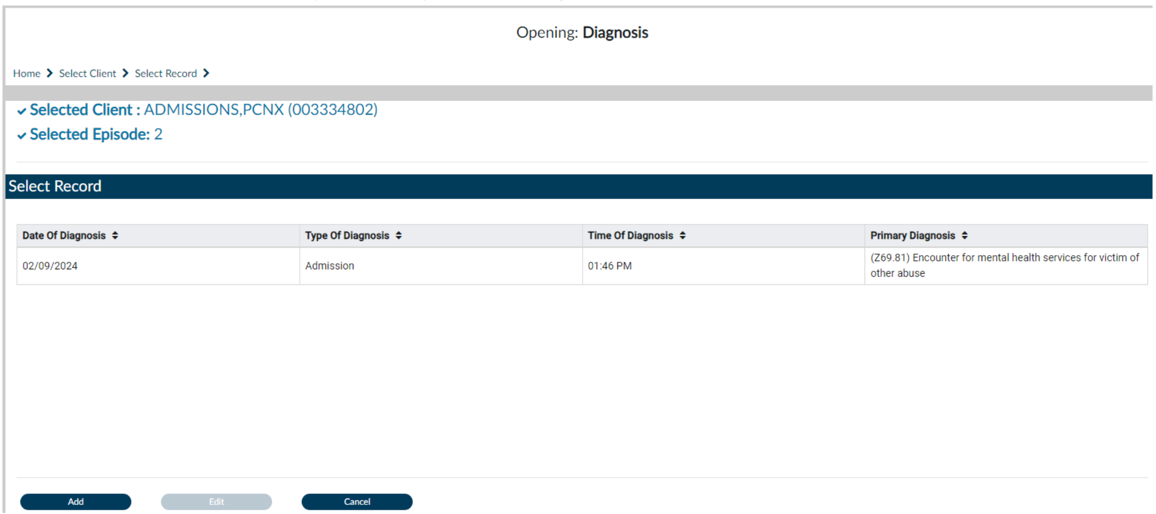



The User must select the "**Submit**" button at the top of the form.

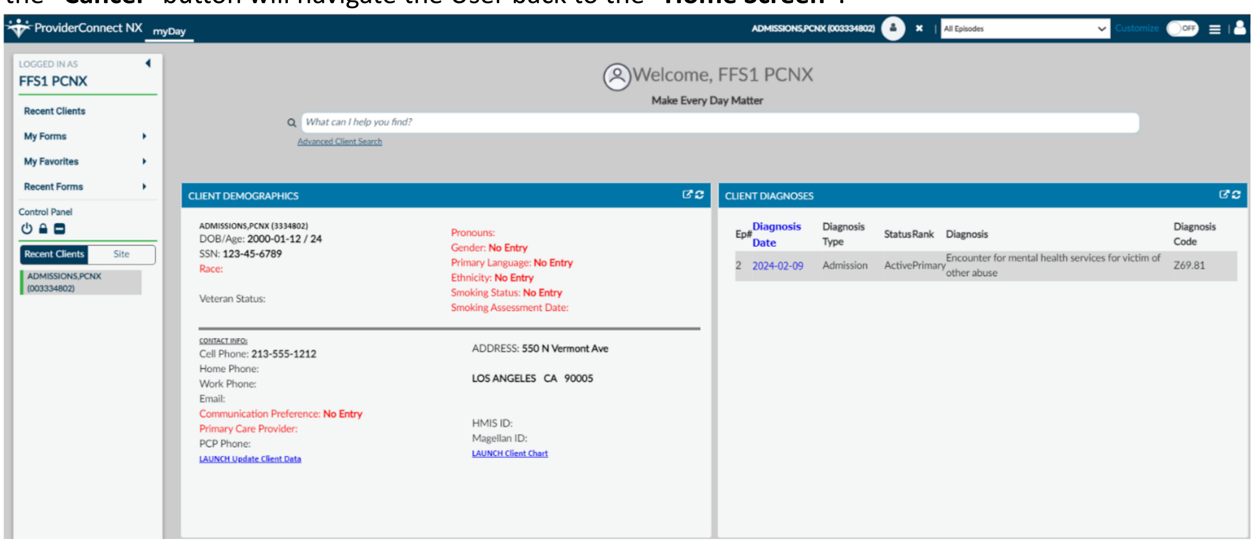
The User will receive a pop-up message. Clicking the “**No**” button will navigate the User back to the **“Home Screen”**. Clicking the “**Yes**” button will navigate the User to the pre-display screen, where the User can view the diagnosis summaries for this client. For this example, we will select the “**Yes**” button.




Here, the User can review this client's past and present diagnosis.

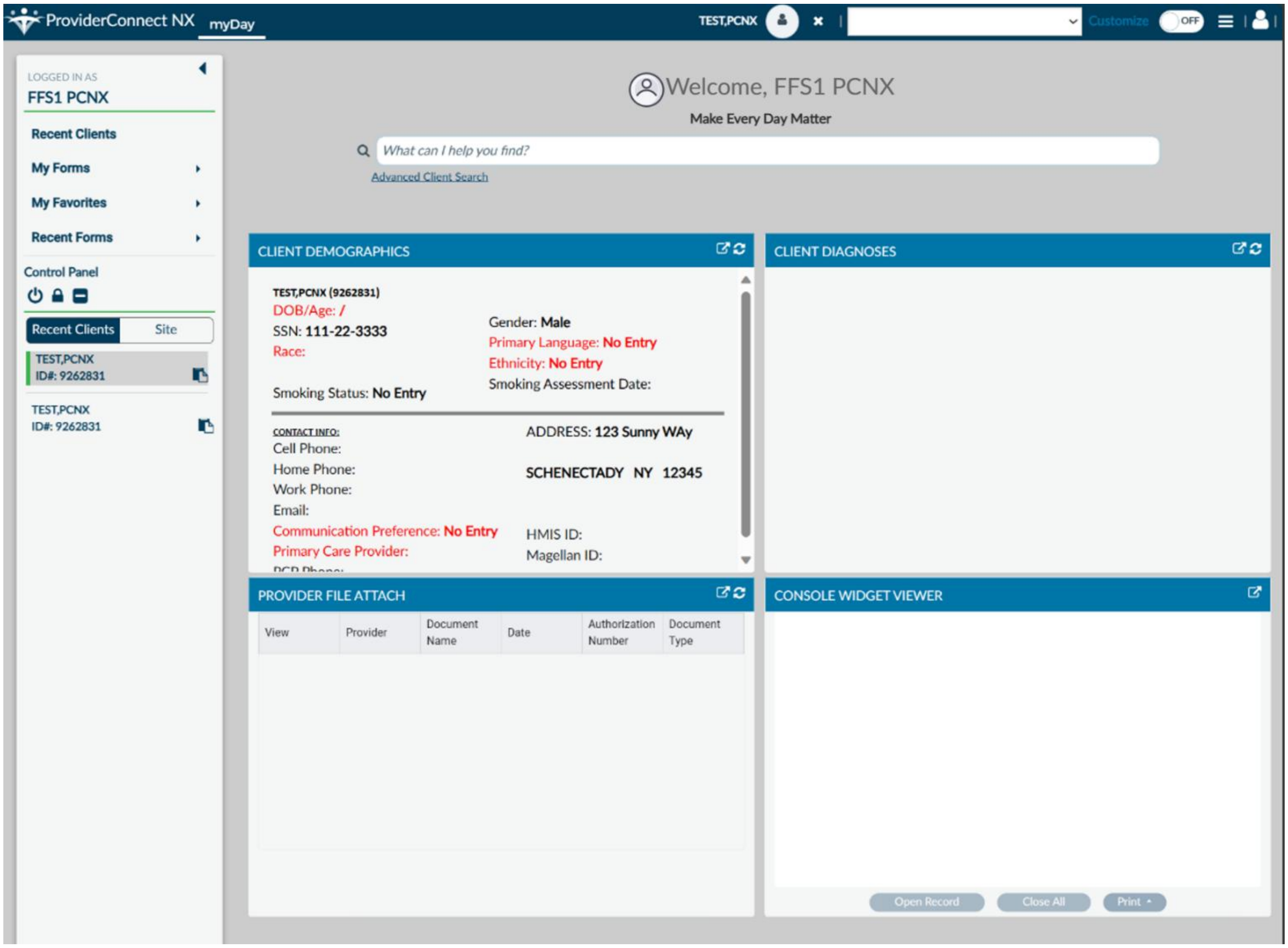



Clicking the “**Cancel**” button will navigate the User back to the **“Home Screen”**.

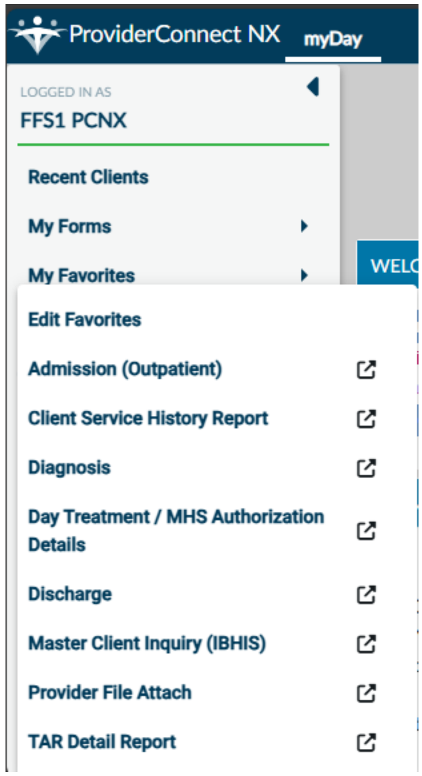


# ProviderConnect NX: How to Add an Attachment File

From the **"Home Screen".**

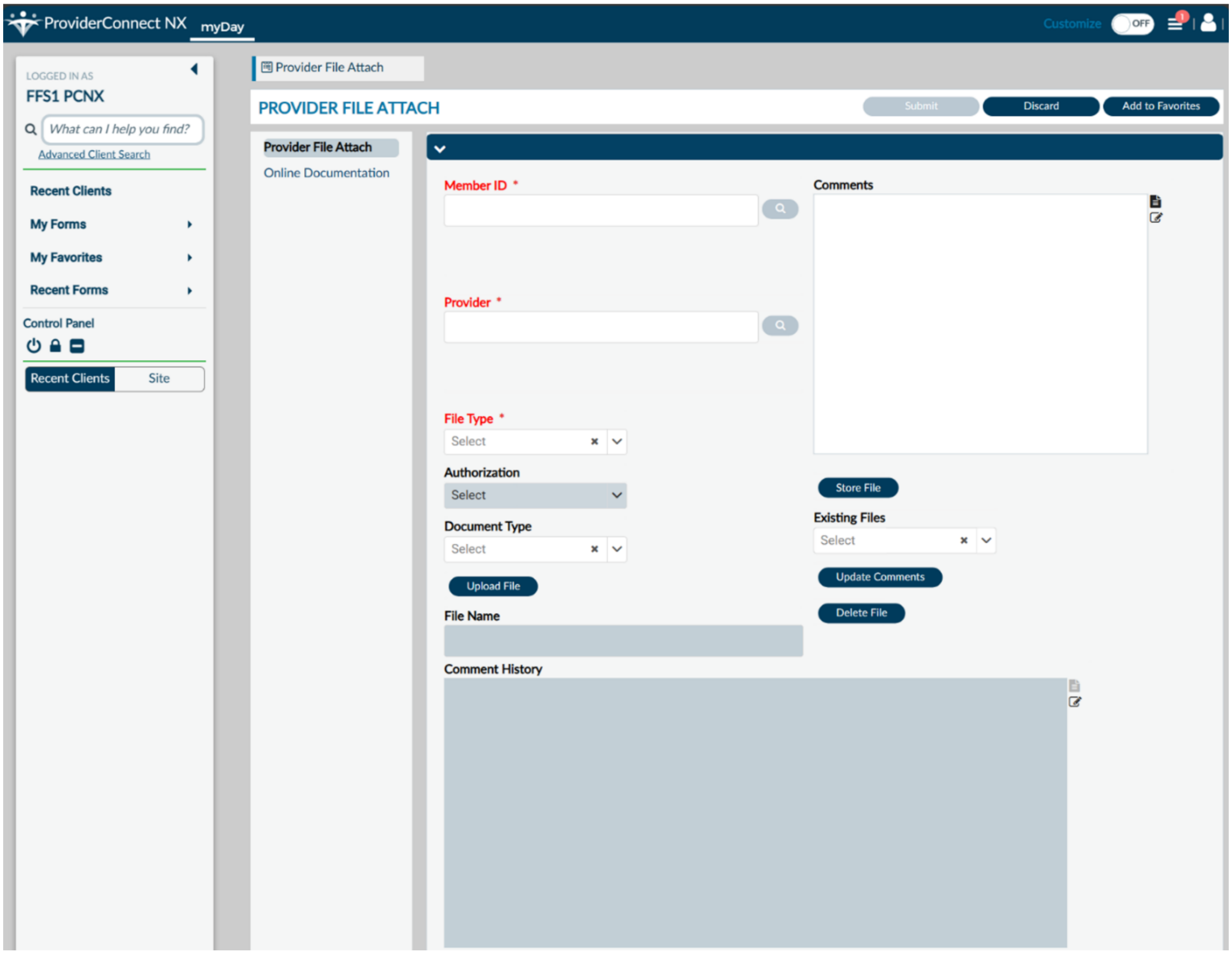


Using the “**My Favorites**” tab in the TASK navigation, select “**Provider File Attach**”.



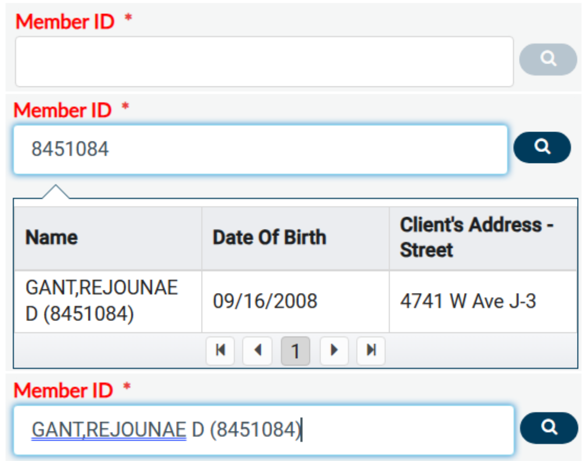
Once on the "**Provider File Attach**" form, enter the "**Member ID**", "**Provider**", and "**File Type**" to upload an attachment (File). In this section, the fields are dynamic. Fields will be ungrayed once other field(s) have been completed with the correct information.

**NOTE:** All field names in **RED** with **RED Asterisk** are required fields and must be completed before the **"Provider File Attach"** file can be stored.

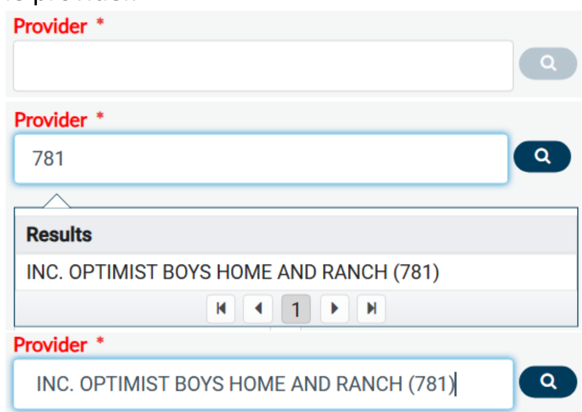


## To Upload an Attachment (File)

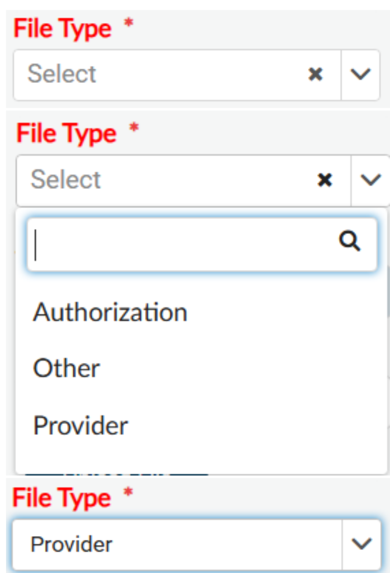
Enter “**Member ID**” and select the client’s name.




Enter the “**Provider ID**” and select the provider.

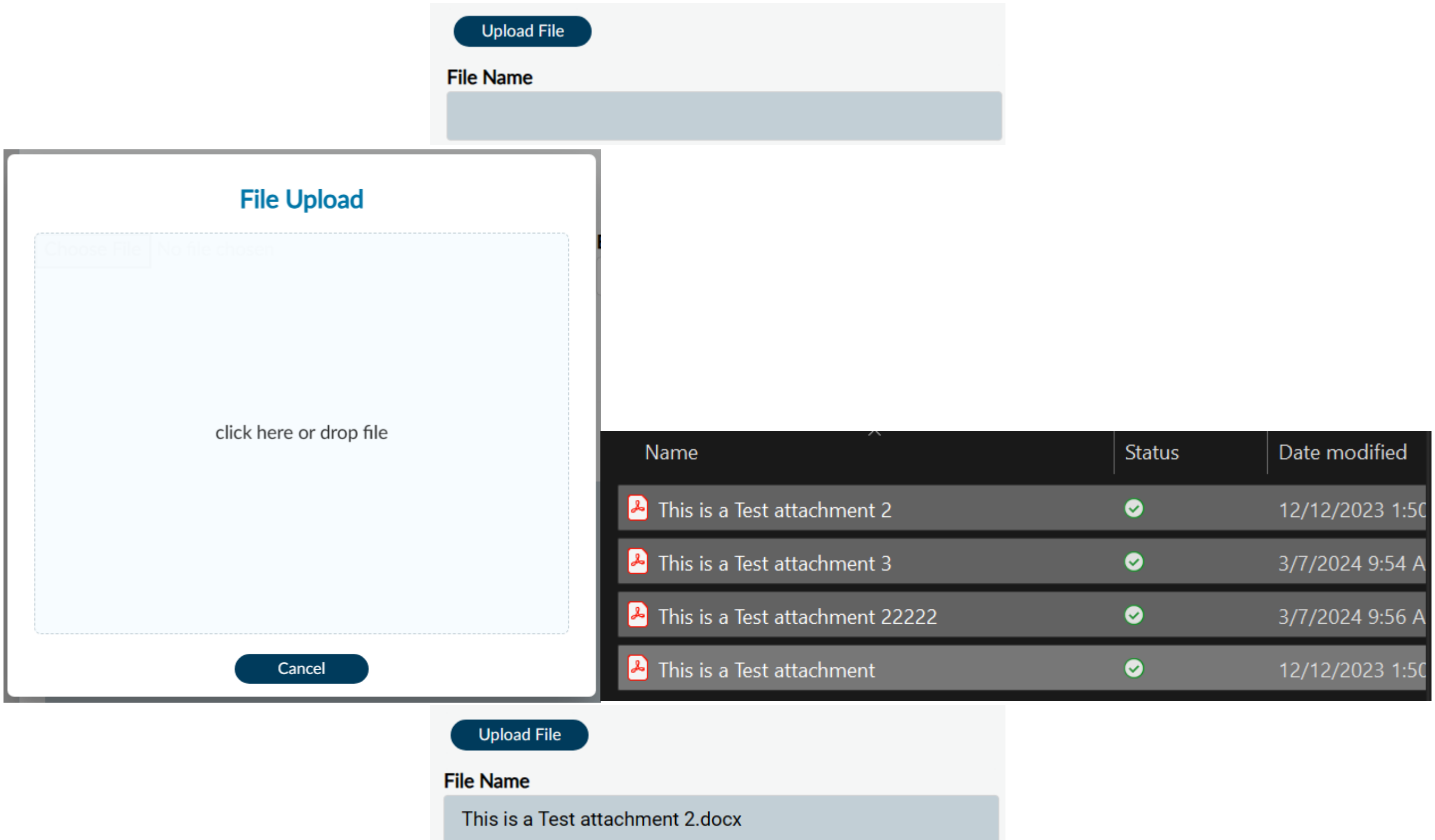



In the “**File Type**” dropdown, select “**Provider.**”



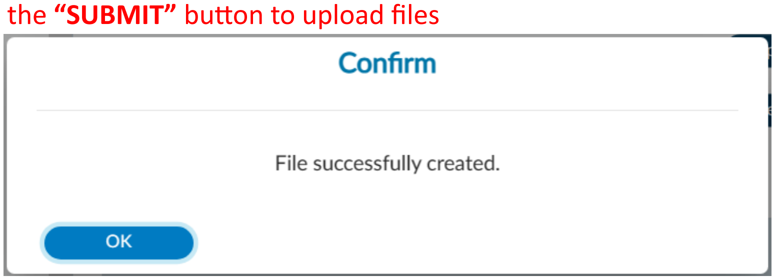
Select the **"Upload File"** button. Upon selection, two windows will be displayed. One window enables the user to browse their computer and choose the file to be uploaded. The other window provides a designated area in where the User can drag and drop the file for upload.

**NOTE:** The **MAX** file size is 100MB; the only accepted file type is PDF.




The User will receive a pop-up message to confirm the file was successfully uploaded. Select the "**OK**" button to close the pop-up message

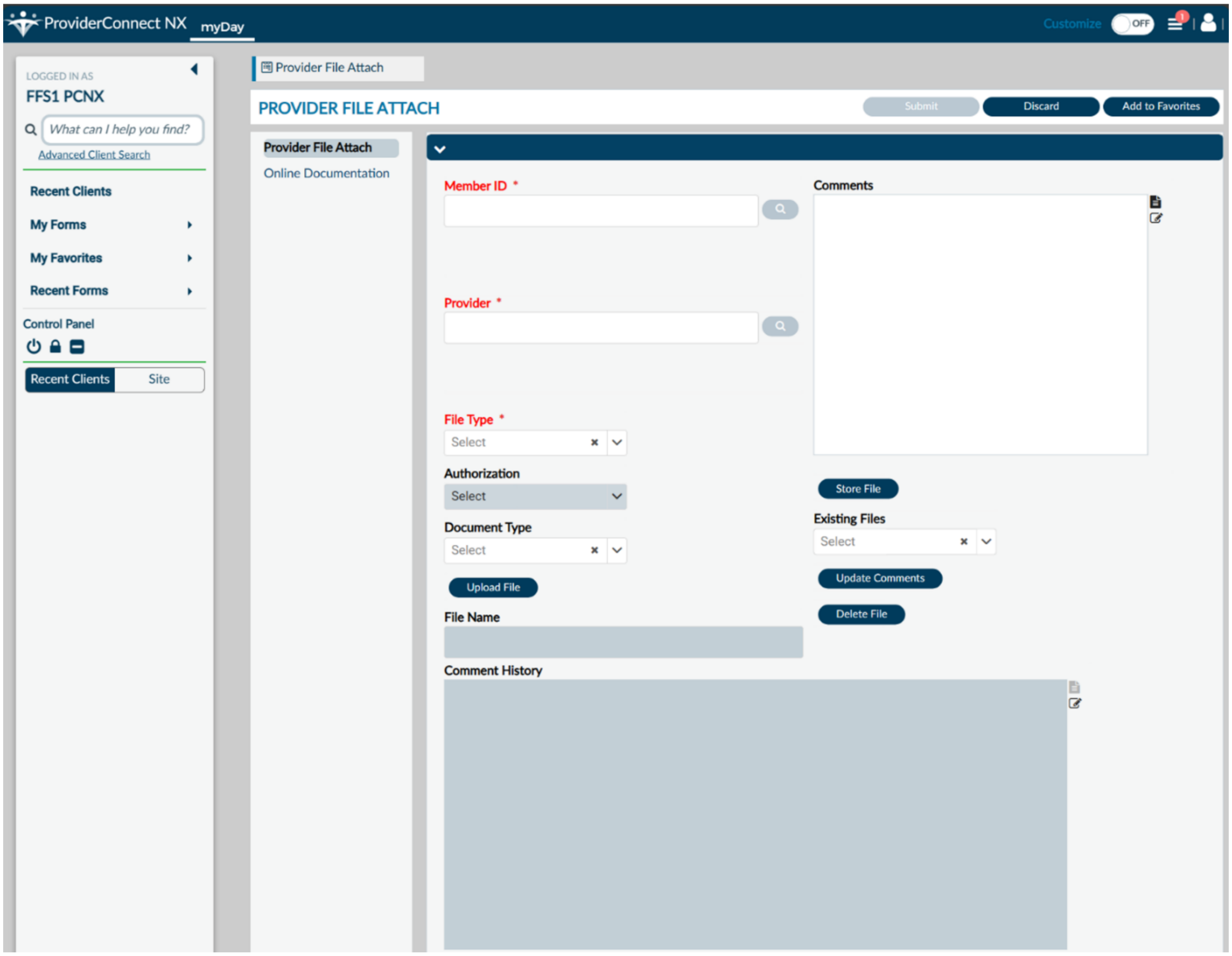
**NOTE:** Users will **<u>NEVER</u>** use the **"SUBMIT"** button to upload files



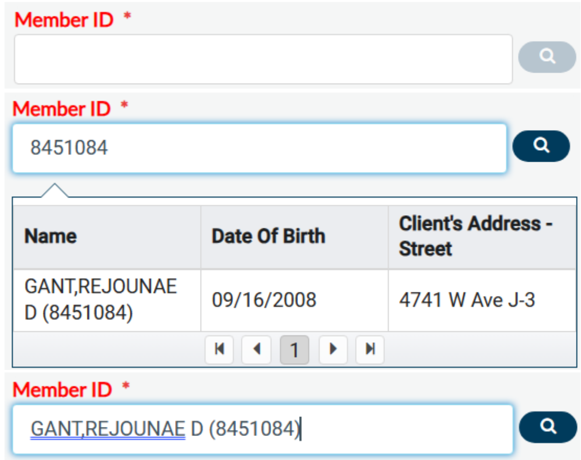
# ProviderConnect NX: How to View, Print, or Save uploaded files

## To View Uploaded Attachments (Files)

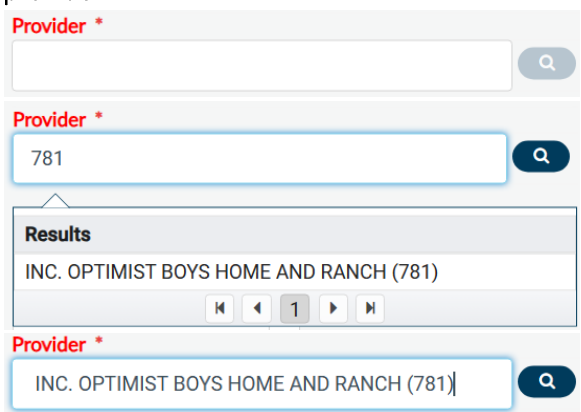
Using the "**Provider File Attach**" form



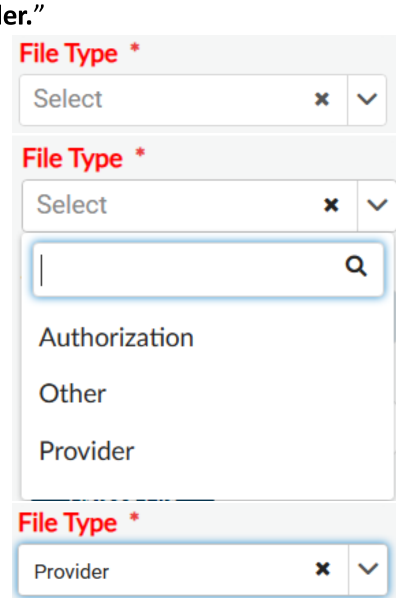
Enter “**Member ID**” and select the client’s name.



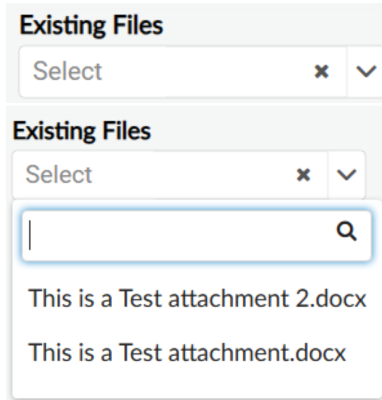

Enter the Provider ID and select the provider.




In the “**File Type**” dropdown, select “**Provider.**”

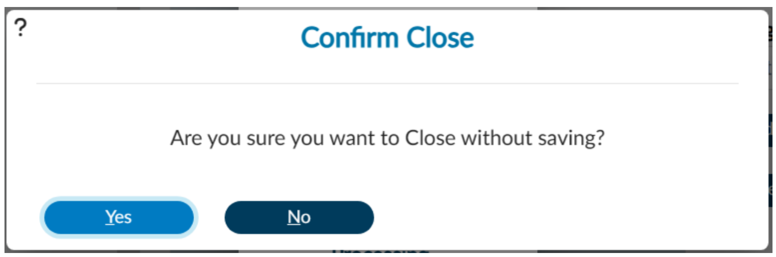


Using the "**Existing Files**" dropdown, Users will see the uploaded file for the selected Authorization.



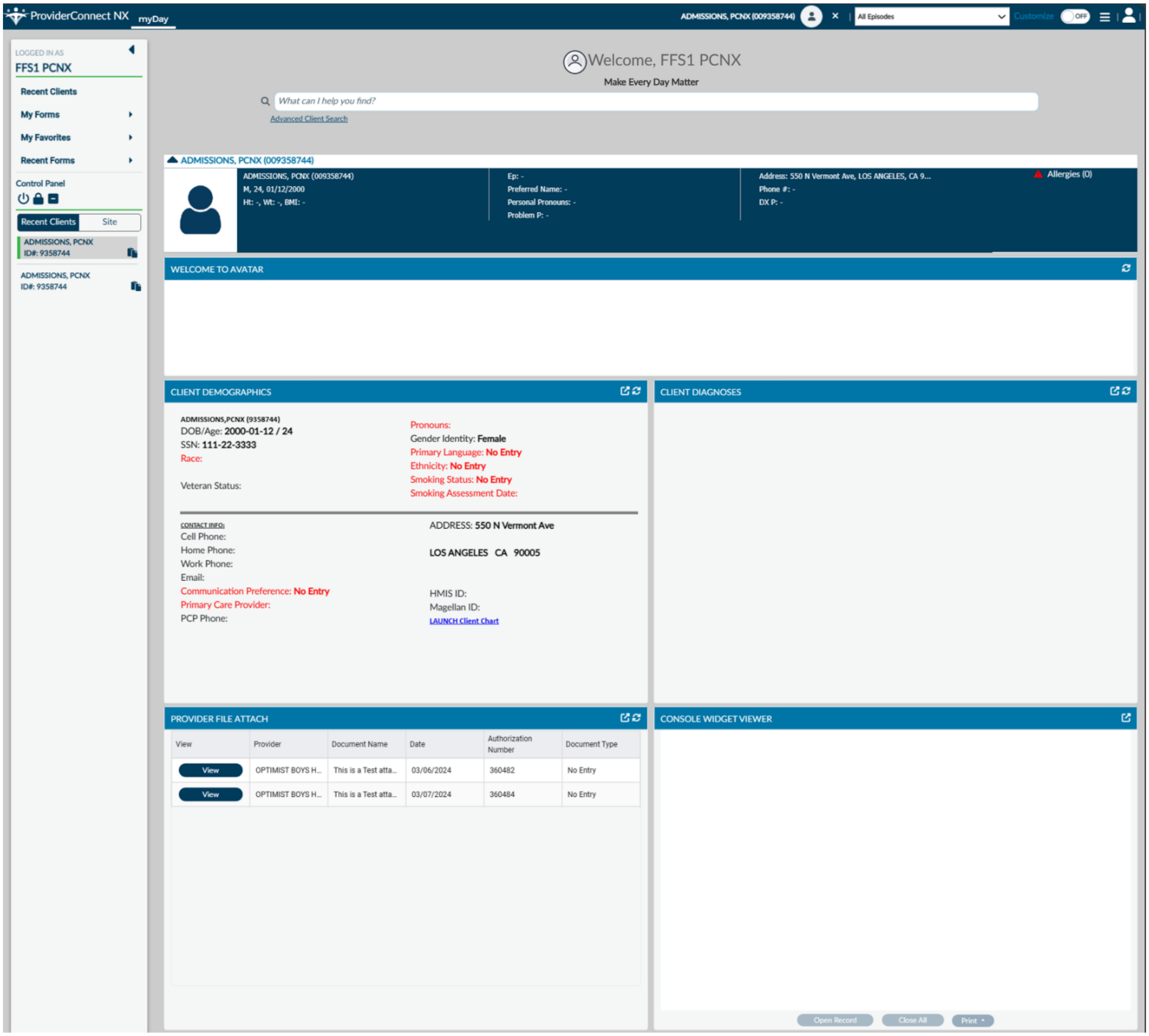

The User must select the "**Discard**" button at the top of the form.


The system will ask the User, "**Are you sure you want to Close without saving?**" The User will select the "**Yes**" button to navigate the User back to the **"Home Screen"**.

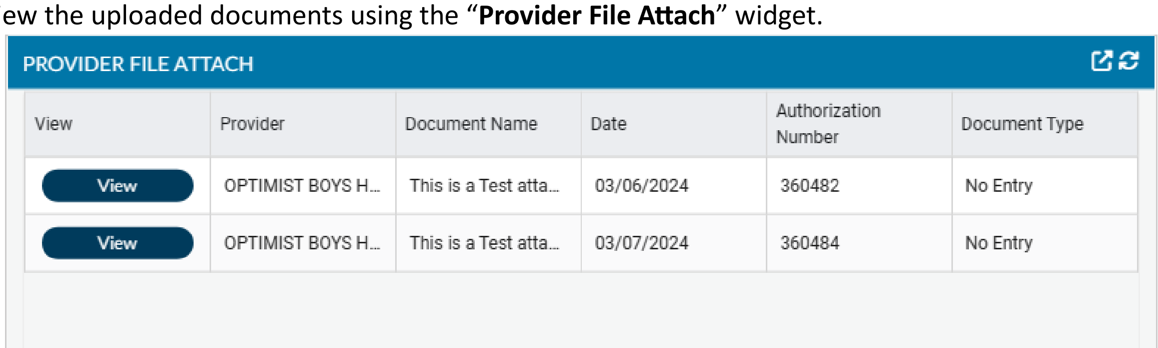


## To View Uploaded Attachments (Files)

From the "**HOME**" screen



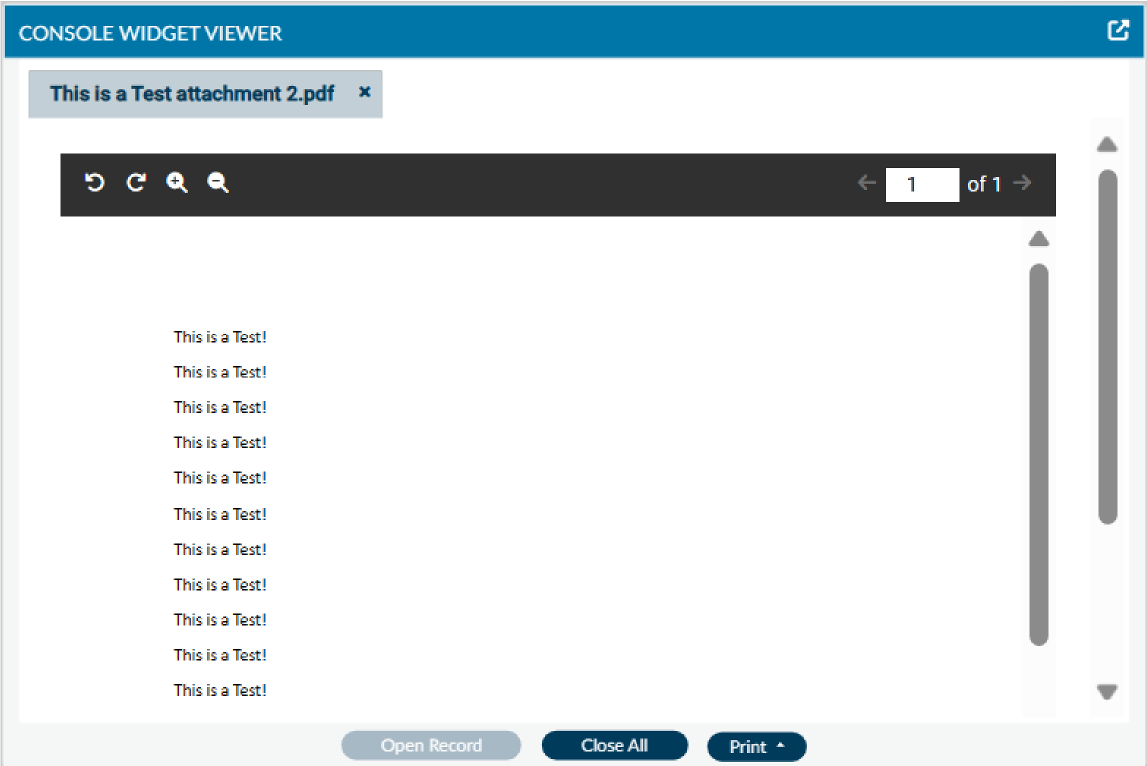

Users can view the uploaded documents using the "**Provider File Attach**" widget.



In the “**Provider File Attach**” widget, Users must click the “**View**” button next to the document to view.

| | | | | | |
|---|---|---|---|---|---|
| View | OPTIMIST BOYS H... | This is a Test atta... | 03/06/2024 | 360482 | No Entry |
| View | OPTIMIST BOYS H... | This is a Test atta... | 03/07/2024 | 360484 | No Entry |

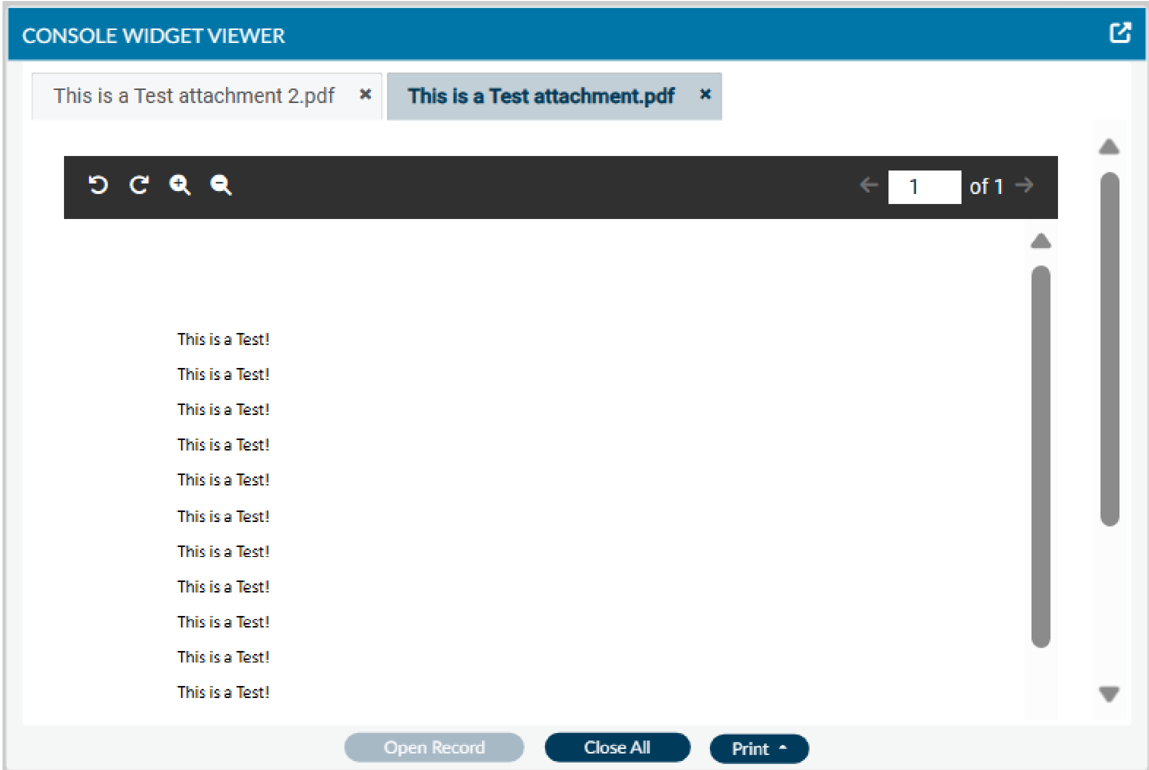
Once selected, the document will be viewed in the “**Console Widget Viewer**” widget.




Select another file to view in the “**Console Widget Viewer**”.

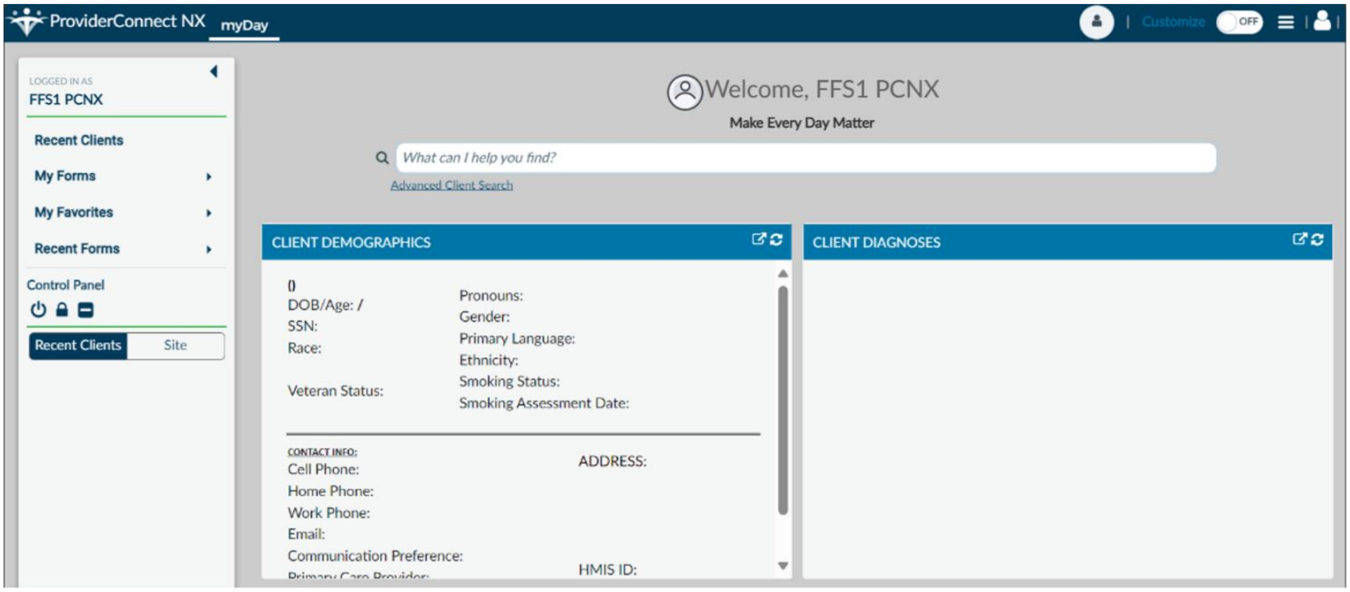
| | | | | | |
|---|---|---|---|---|---|
| View | OPTIMIST BOYS H... | This is a Test atta... | 03/06/2024 | 360482 | No Entry |
| View | OPTIMIST BOYS H... | This is a Test atta... | 03/07/2024 | 360484 | No Entry |

Users will see the file name in the "**Console Widget Viewer**" across the top of the viewer.

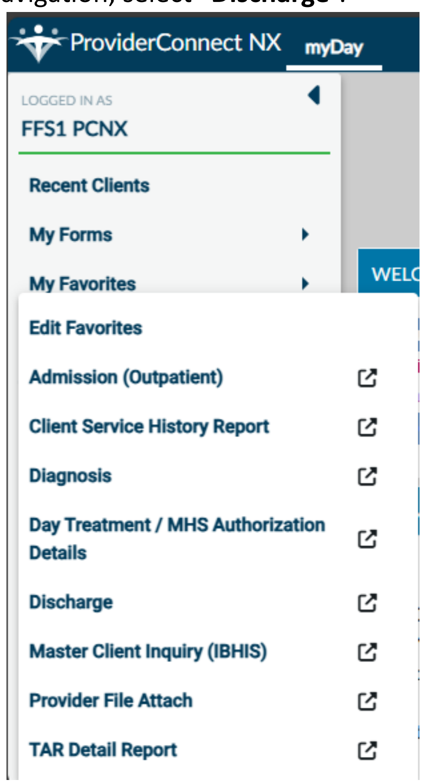


# ProviderConnect NX: How to Add a Discharge

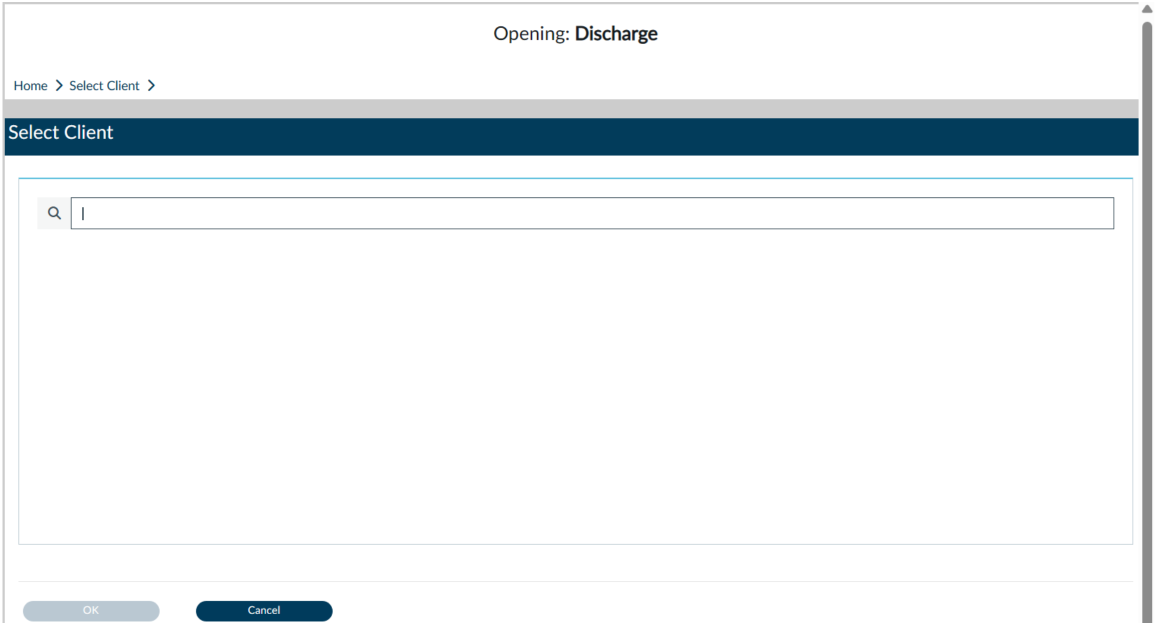
From the "**Home**" screen



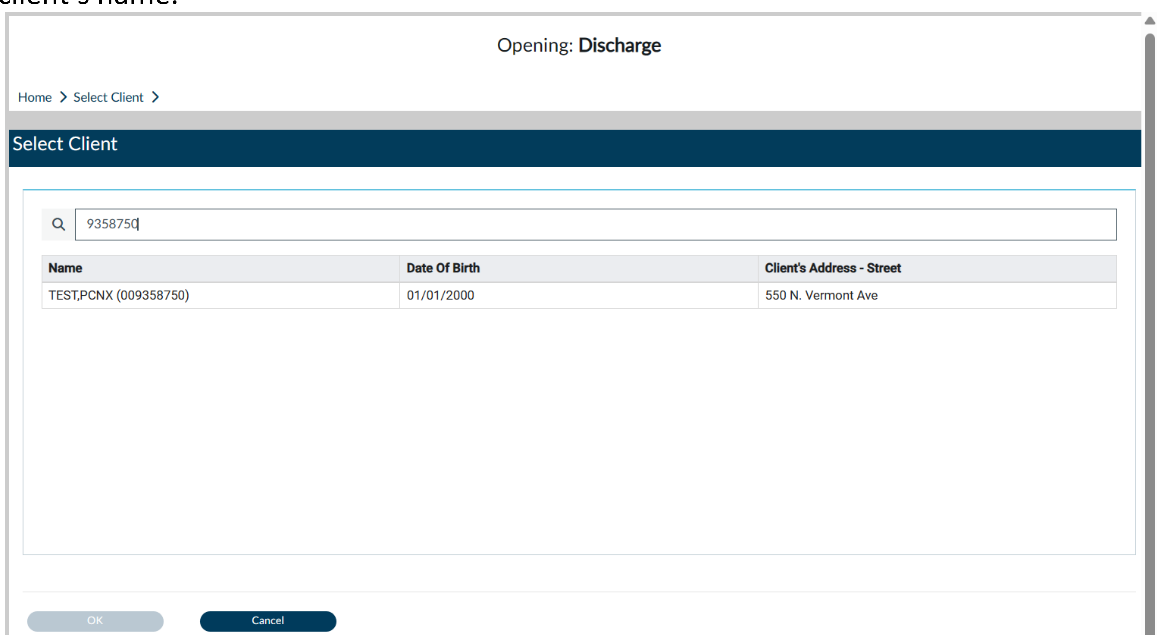

Using the "**My Favorites**" tab in the TASK navigation, select "**Discharge**".



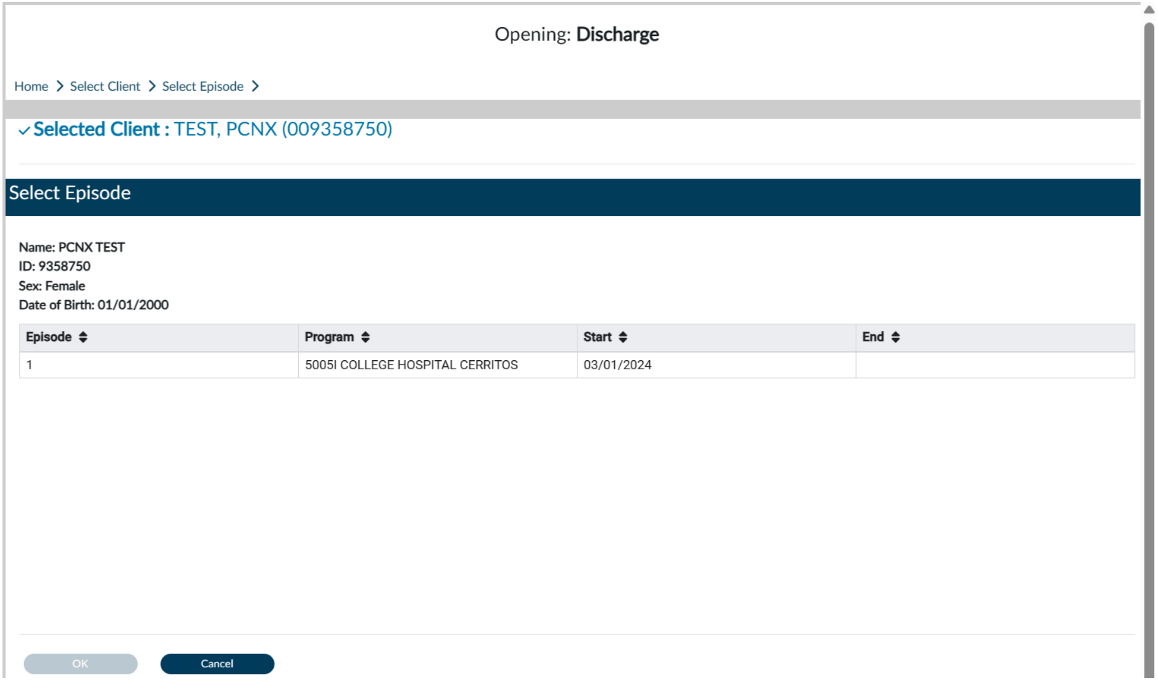
Enter the **Client ID** in the search field.



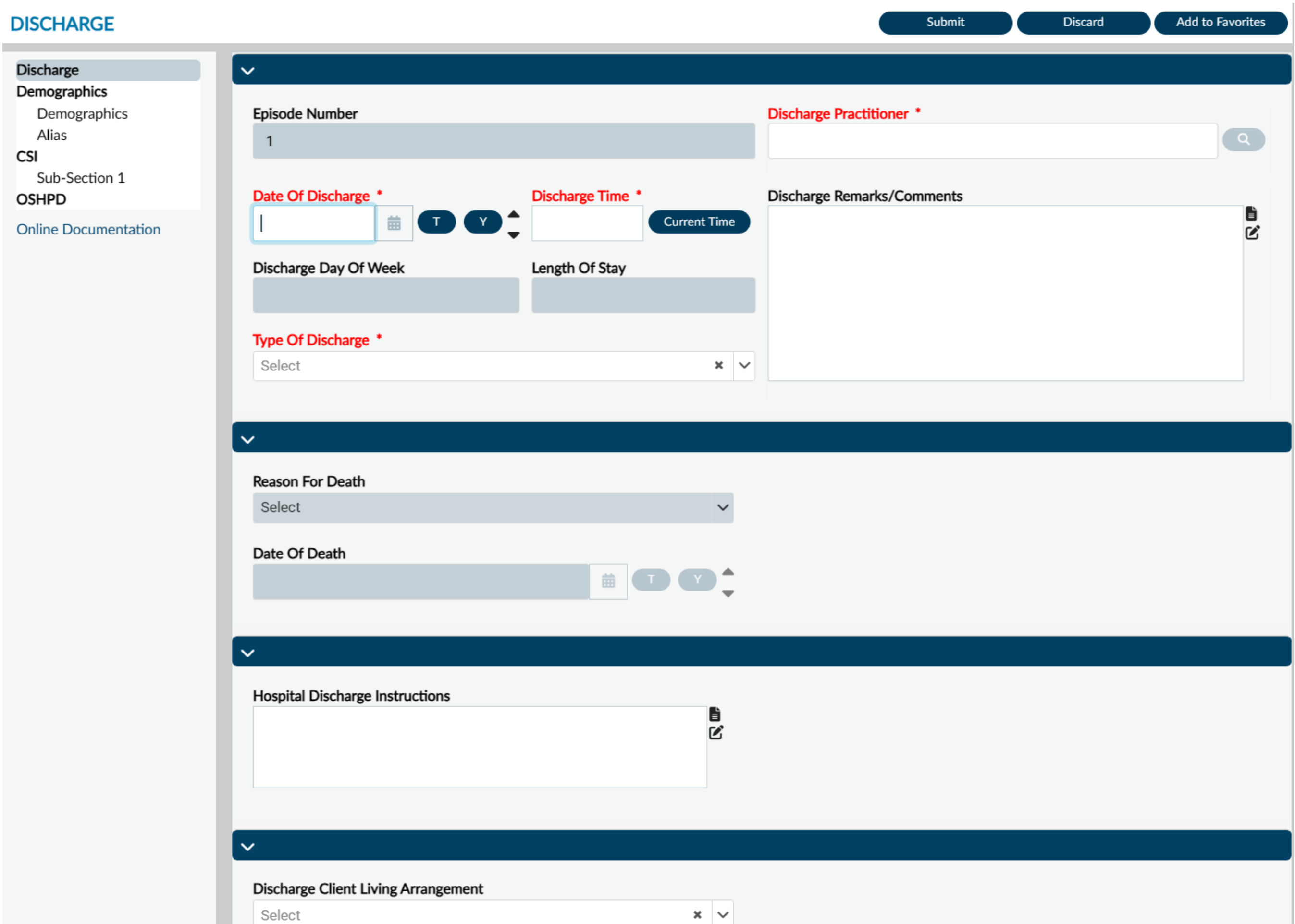

Select the client's name.



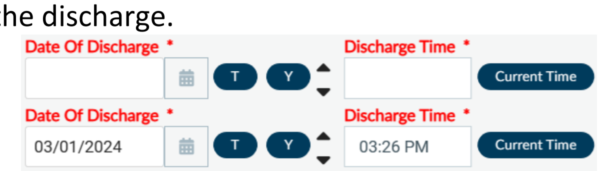
Select the **Episode** to discharge.



**NOTE:** All field names in **RED** with **RED Asterisk** are required fields and must be completed before the discharge can be submitted.

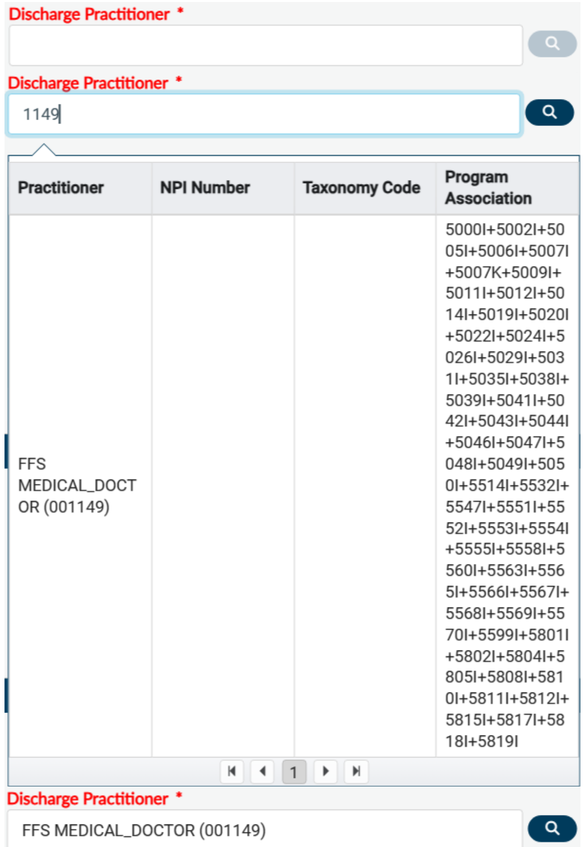



Enter the date and the time of the discharge.

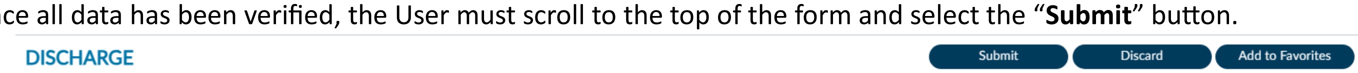



Select the "**Type of Discharge**" from the dropdown.

Enter the “**Discharge Practitioner**” name or number and select.




Once all data has been verified, the User must scroll to the top of the form and select the “**Submit**” button.



This will navigate the User back to the **"Home Screen"**.