CSCN Network Match Process
1-877-536-0698 (Line 1)

Identify Client information
Gather pertinent information resulting in referral
Identify if client has a "preferred provider"
Ask if worker has identified any available transport options

Contact Preferred Provider
Give match information

Contact agency closest to county of residence that best matches the child's specific needs.
Continue down the agency list until a match is identified-document each contact with a provider

Preferred Provider Denies

- Preferred Provider Accepts
- Contact County Referral Person
- Give information for matched agency
- Identify Transportation Plan
- Confirm Transportation Plan
- Contact Preferred Provider notify of transportation plan, E.T.A., transportation contact information, give CSCN toll free number to Provider: 1-877-536-0698

- Provider Accepts
- Contact County Referral Person
- Give information for matched agency
- Identify Transportation Plan
- Confirm Transportation Plan
- Contact matched provider notify of transportation plan, E.T.A., transportation contact information, give CSCN toll free number to Provider: 1-877-536-0698

Documentation Guidelines

- Open CSCN Match Form
- Fill in
- Go to the top of your screen on left side-File-Save As (Smith,John.CSCN.06.09.10) and save your document to your desktop then go to the X and close your document
- Open Internet Explorer
- Go to http://files66.cyberlynk.net/client/
- Enter your user name and password-click Accept
- Go to left side "Local"-double click desktop
- Go to right side "Remote"-double click on the Crisis Services for Children-Network-Double Click on the County you want to put your documentation in-double click on County Drop
- Go to the left side "Local" and click once on the document you want to move into the portal –once highlighted click >> to move it over to the portal Go to right side "Remote"-double click on the Crisis Services for Children-Network-Double Click on the County you want to put your documentation in-double click on NWDrop(this is Mandy H folder)
- Go to the left side "Local" and click once on the document you want to move into the portal –once highlighted click >> to move it over to the portal
- Once you see your document in the portal you can X out
  - Open Call Center Public Folders-Documentation-Double Click on CSCN Folder-Double Click on County-slide your documentation from your desk top into the folder

Mandy Haessly or other assigned NW personnel will pull documentation on each business day from the NW Drop Box in the portal and follow up with county. Concerns regarding quality assurance will be discussed as needed with each staff and at monthly supervisions.