



Service Fee Directory System Help

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1. Introduction

Welcome to the **SERVICE FEE DIRECTORY (SFD)**. The **SFD** is a web-based electronic system that has been developed to assist the general public, local governments and providers of services to share information regarding the availability of services and fees for those services. Private and public providers of services list information describing their programs, locations and fees.

The **SFD** has following features

1. SFD Provider Access

New Providers can register in SFD and authorized users of Existing Providers can add, update, and remove their provider and services details

2. SFD Search

Private and public service providers of services, list information, describing their programs, locations and fees, in SFD. Interested parties have the ability to locate service providers based on either 22 pre-defined services or 24 child characteristics.

2. SFD Provider Access - New Providers

New Providers who are not yet registered in **SFD** and want to add their facility's information on the **SFD**, need to fill an online registration form to get approved as an authorized user for their facility. They are then notified of approval status and further login instructions at the email used while registration.

*Note: If you have previously filled out a **SFD** New Provider-User Registration Form, but have not yet received approval status and further login instructions in the email, please DO NOT re-register. [Contact the CSA Office for assistance.](#)*

SFD New Provider-User registration form can be accessed on OCSs' main website from following location

1. On OCSs' main website www.csa.virginia.gov
 - a. Click on *Local Government*
 - b. Click on *Service Fee Directory*
 - c. Click on left rail : *Service Fee Directory Provider Access*
 - d. Click on button : *Provider-User Registration*

3. SFD Provider Access - Existing Providers

This section provides guidance for Existing Providers, to add, edit or remove information regarding their facility. Only Providers can add, edit or remove their facility information. Each Provider in the **SFD** has at least one registered authorized user. In order to add, edit or remove information in the **SFD**, the authorized user must login using its established login credentials. This ensures that only an authorized user can change a Provider's information.

SFD Provider-User login portal can be accessed on OCSs' main website from following location

1. On OCSs' main website www.csa.virginia.gov
 - a. Click on *Local Government*
 - b. Click on *Service Fee Directory*
 - c. Click on left rail : *Service Fee Directory Provider Access*
 - d. Click on button : *Provider-User Login*

3.1 Instructions for Authorized User Login

1. On the SFD - Provider Access page, click on "Provider-User Login" link.
2. You will be prompted to enter your registered authorized email and password. Once this information is keyed, click on login.
3. On successful login you will land on 'Logged Provider' Home Page.

3.2 Instructions for Authorized User Password Reset

In case you have forgotten your password, please click on "Reset Password" button available on login screen and follow on screen instructions.

1. Scroll the dropdown list, select Service Fee Directory from the options in the list
2. Enter your registered email address.
3. Click on Submit button.
4. Follow instructions on the screen and an email with instructions shall be sent to the registered email address.

3.3 Home Page

On successful login into SFD, an authorized user lands on the logged provider's home page. The home page has a "Logged Provider Access" section and if applicable, it also has a 'Linked Provider Access' section. User can logout by clicking "Logout". (See Fig 1)

Logged Provider Access - An authorized user is directly associated with the provider given during initial registration. On successful login into SFD, such user is automatically logged for such associated provider as "Logged Provider".

Linked Providers Access - Existing Providers in SFD can request to be linked to each other per predetermined linking criteria. An authorized user of either of such providers will have access to such 'Linked Providers'.

Both of the above sections, have special icons, which when clicked, give authorized user ability to view previously reported information and make updates.

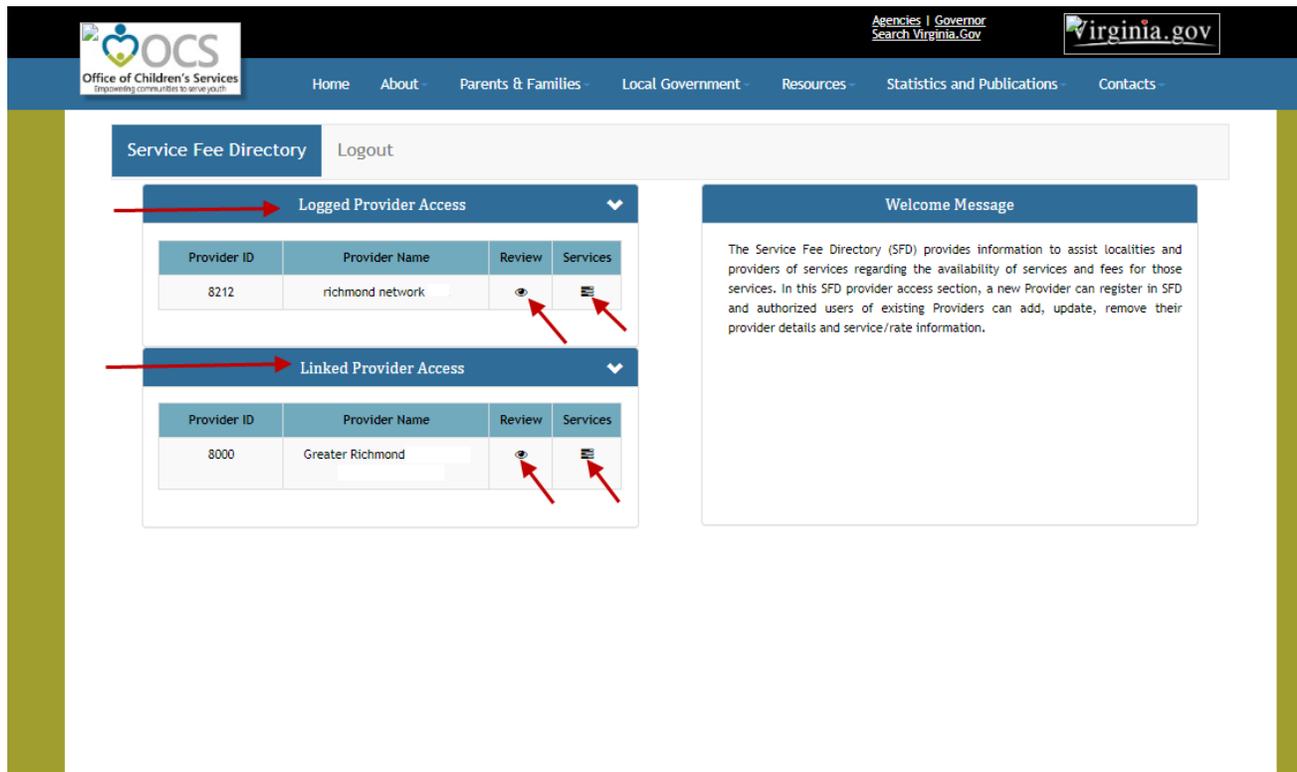
1. **Review Icon – Provider Detail Popup**

The Provider Detail popup provides demographic information regarding the Provider such as legal name, location, admissions contact, billing methods etc. See its operation detail below.

2. **Services Icon – Services Summary Page**

The Services Summary page, lets authorized user add new services (from a pre-defined list of 22 services), or edit/remove existing service information along with its rate, characteristics of the child the service treats, etc. See its operation detail below.

Fig 1.



3.4 Provider Detail Popup

This popup allows existing Providers to add/edit/remove existing provider detail housed in the **SFD** or lets new Providers enter Provider Details for the first time.

Instructions for updating Provider Details:

1. On successful login, the authorized user lands on Logged Provider Home Page. Click on the “review” icon next to the name of the Provider that you desire to update.
2. The popup screen for corresponding Provider Details will appear.
3. The first two items on Provider Details page are Vendor # and Facility Legal Name. For all Providers, these two will be prefilled, based on the initial information given during registering with SFD. The rest of the screen will have various information input fields for the selected Provider.
4. Complete all categories that are applicable, adhering to the following guidelines. Use the tab key or mouse to move to the applicable category.
5. Once you have entered all pertinent information, click on SUBMIT.
6. After you click on confirmation message, you will be brought back to home page.

List of input fields on Provider Details Popup

Field	Type	Instructions
Vendor #		Prefilled for all Providers
Facility Legal Name		Prefilled for all Providers

Trading as Name	Alpha/Num	Enter trade name (if different from above) (40 characters)
Mailing Address Line 1	Alpha/Num	Enter the street address or P.O. Box number (25 characters)
Mailing Address Line 2	Alpha/Num	Enter the street address or P.O. Box number (25 characters)
City	Alpha/Num	Enter city where business address is located (15 characters)
State	dropdown	Choose the state or territory as applicable
Zip Code	Numeric	Enter the 5 digit zip code
County	Alpha/Num	Enter county where business address is located (15 characters)
Web Page	Alpha/Num	Enter the facility web site address
*FEIN/SSN	Numeric	Slide the toggle bar to choose FEIN or SSN as applicable. Enter the facility's Federal tax ID # or the associated Social Security number. <u>You MUST provide this information</u>
Admissions Contact Name	Alpha/Num	Enter the name of the official admissions contact person for this facility (25 characters)
Admissions Contact Phone	Numeric	Enter the 9 digit phone number of the Admissions Contact for this facility
Admissions Contact E-mail	Alpha/Num	Enter the e-mail address of the Admissions Contact for this facility
Provider Administrator Contact Name	Alpha/Num	Enter the name of the official administrative Administrator Contact for this facility (25 characters)
Provider Administrator Contact Phone	Numeric	Enter 9 digit phone number of Administrative Contact for this facility
TDD#	Numeric	Enter area code and phone number of any Telecommunications Device for Deaf
Fax Number	Numeric	Enter the 9 digit facility fax number

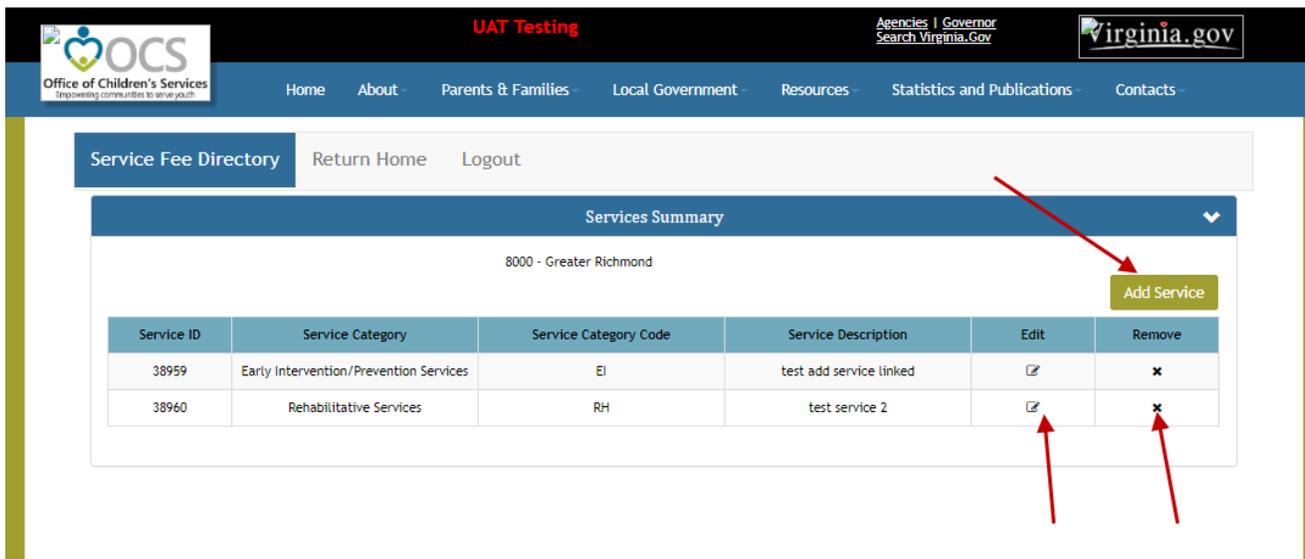
Billing Methods	Alpha/Num	Enter the method, period or timeliness by which you would like to receive payment for services rendered (25 characters)
Public Provider	Y or N	Are you a public provider? (Click box to toggle to a "yes", leave blank if "no")
Private Provider	Y or N	Are you a private provider? (Click box to toggle to a "yes", leave blank if "no")
Licenses	Alpha/Num	List all pertinent licenses and accreditation's (100 accreditation's characters)
*Acceptable Forms of Payment: (Choose at least 1) (Click box to toggle to a "yes", leave blank if "no")		
Statepool	Y or N	Does this provider accept Statepool funding?
Medicaid	Y or N	Does this provider accept Medicaid funding?
Insurance	Y or N	Does this provider accept insurance payments?
Champus	Y or N	Does this provider accept Champus?
Private Funding	Y or N	Does this provider accept private funding?
Parental Payment	Y or N	Does this provider accept parental payments?
Other Provider Details		
Bulletin Board	Alpha/Num	This is a freeform input field. It allows posting of special or current events. You may enter any information regarding you facility (4000 characters max)
Description/Philosophy	Alpha/Num	An additional freeform input field. It allows posting of the Philosophy, general description of your facilities, programs and philosophies (4000 characters max)
Geographic Locations	Alpha/Num	An additional freeform input field. It allows the facility to report the Locations, geographic regions it either serves or accept Individuals from(50 characters)
Non-profit Facility	Y or N	Is this a non-profit facility? (Click box to toggle to a "yes", leave blank if "no")
Religious Affiliation	Y or N	Do you as a provider have Religious affiliation? (Click box to toggle to a "yes", leave blank if "no")

		If yes, please explain in the box below this question.
Services to Government Agency	Y or N	Have you ever sold services to a government agency? (Click box to toggle to a "yes", leave blank if "no")

3.5 Services Summary Page

This page lets authorized users add new service information or edit/remove existing services information for the chosen provider. It displays all existing services in a grid. If no service has been added yet, the grid is blank. User has ability to return to home page by clicking "Return Home". User can logout by clicking "Logout". (See fig 2)

Fig 2.



3.6 Add Service Popup

This help section pertains to adding a new service offered by the Provider that is not currently offered in the current menu of Provider's services summary. The Provider must adhere to the 22 pre-defined service listing.

1. On successful login, the authorized user lands on Logged Provider Home Page. Click on the "services" icon next to the name of the Provider that you desire to update.
2. The Services Summary page for the chosen Provider will appear. Click on "ADD SERVICE" icon, located at the top left of the screen, above the existing service grid.
3. An Add Service popup, containing a drop down box of all 22 predefined - Services Listing will appear. It will also have the first two items prefilled based on existing Provider information.
4. Using the drop down box, select the service from the pre-defined list of 22 services you desire to add.
5. The rest of the screen will have various information input fields for the selected service. Complete all categories, as applicable, adhering to the following guidelines Use the tab key or mouse to move to the applicable category.
6. Once you have provided all applicable information, click on submit to add this service.
7. You will be taken back to "Services Summary" screen, and the newly added service is now visible in existing service grid.

Note: You are allowed to have more than one listing of the same service. However, if you have an unintentional duplicate listed, click on the "Remove Service" icon of that service. (See more in "Remove Service" section)

List of input fields on Add Service Popup

Field	Type	Instructions
Vendor #		Prefilled for all Providers-Services
Facility Legal Name		Prefilled for all Providers-Services
Choose Service Category	dropdown	Choose one Service Category from 22 predefined drop-down listings
Service Category Code		Filled based on Service Category chosen from drop-down
Resident	Y or N	Click box to toggle to a "yes", if residential. If the service is a non-Residential, leave blank.
Male	Y or N	Click box to toggle to a "yes", if the service serves male clients; Leave blank if the service does not serve males.
Female	Y or N	Click box to toggle to a "yes", if the service serves female clients; Leave blank if the service does not serve females.
Unit Rate	Numeric	Record the maximum rate for the service.
Unit Measure	Alpha/Num	Record the type of unit related to the rate. For example, if the rate is \$125.00, record per hour, per day, per session, etc.
Min Age	Numeric	Record the minimum age for the child acceptable for this service.
Max Age	Numeric	Record the maximum age for the child acceptable for this service.
Capacity	Numeric	The total number of clients the facility supports for this service.
Licensed	Y or N	Click box to toggle to a "yes", if the service is licensed. If not, leave Blank.
Periods Not Offered	Alpha/Num	Time periods that the Service is not offered.
*Service Short Description	Alpha/Num	Use this freeform space to provide additional info. Regarding a pre-defined service. For example, if the pre-defined service is Counseling, you may indicate the type of counseling here, for instance, Drug Counseling. <u>You MUST provide this information.</u>
Service Further Description	Alpha/Num	Use this freeform space to provide any additional information about this service (4000 characters max)

Characteristics	Y or N	There are 24 pre-defined child characteristics. Click box to toggle to a “yes”, next to any child characteristic, applicable to this particular service. <u>You MUST select at least one of the characteristics listed.</u>
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3.7 Edit Service Popup

This help section pertains to editing existing service information offered by the facility including the rate of the applicable service. Additionally, each service includes a section for the facility to record the child characteristics appropriate for that service. This can also be updated.

1. On successful login, the authorized user lands on Logged Provider Home Page. Click on the “services” icon next to the name of the Provider that you desire to update.
2. The Services Summary page for the chosen Provider will appear. It contains a listing of all existing services in a grid. Each existing services has an “EDIT” and “REMOVE” icon next to them.
3. Click on the “EDIT” icon next to the existing Service, you desire to edit.
4. An Edit Service popup will appear. It will existing details in various input fields. The first five items will be prefilled based on existing service information. User can edit all input fields as applicable, adhering to the following guidelines Use the tab key or mouse to move to the applicable category.
5. Once you have edited the desired inputs, click on submit to confirm all edits.
6. You will be taken back to “Services Summary” screen, and the previously chosen service now has updated information in the existing service grid.

List of input fields on Edit Service Popup

Field	Type	Instructions
Vendor #		Prefilled for all Providers-Services
Facility Legal Name		Prefilled for all Providers-Services
ServiceID		Prefilled for all Providers-Services
Service Category		Prefilled- Service Category of this existing service
Service Category Code		Prefilled -Filled based on Service Category of existing service
Resident	Y or N	Click box to toggle to a “yes”, if residential. If the service is a non-Residential, leave blank.
Male	Y or N	Click box to toggle to a “yes”, if the service serves male clients; Leave blank if the service does not serve males.
Female	Y or N	Click box to toggle to a “yes”, if the service serves female clients; Leave blank if the service does not serve females.

Unit Rate	Numeric	Record the maximum rate for the service.
Unit Measure	Alpha/Num	Record the type of unit related to the rate. For example, if the rate is \$125.00, record per hour, per day, per session, etc.
Min Age	Numeric	Record the minimum age for the child acceptable for this service.
Max Age	Numeric	Record the maximum age for the child acceptable for this service.
Capacity	Numeric	The total number of clients the facility supports for this service.
Licensed	Y or N	Click box to toggle to a "yes", if the service is licensed. If not, leave Blank.
Periods Not Offered	Alpha/Num	Time periods that the Service is not offered.
*Service Short Description	Alpha/Num	Use this freeform space to provide additional info. Regarding a pre-defined service. For example, if the pre-defined service is Counseling, you may indicate the type of counseling here, for instance, Drug Counseling. <u>You MUST provide this information</u>
Service Further Description	Alpha/Num	Use this freeform space to provide any additional information about this service (4000 characters max)
Characteristics	Y or N	There are 24 pre-defined child characteristics. Click box to toggle to a "yes", next to any child characteristic, applicable to this particular service. <u>You MUST select at least one of the characteristics listed.</u>

3.8 Remove Service Popup

This help section pertains to removing an existing service information offered by the facility Use the following procedures to remove an existing service for your facility reported in the **SFD**.

1. On successful login, the authorized user lands on Logged Provider Home Page. Click on the "services" icon next to the name of the Provider that you desire to update.
2. The Services Summary page for the chosen Provider will appear. It contains a listing of all existing services in a grid. Each existing services has an "EDIT" and "REMOVE" icon next to them.
3. Click on the "REMOVE" icon next to the Service you desire to remove. A warning popup will be displayed.
4. Clicking OK on the popup will remove all applicable information pertaining to that service from SFD and a confirmation popup will be displayed
5. Clicking OK on confirmation popup will take you back to "Services Summary" screen, and the recently removed service is no longer visible in the existing service grid.

4. SFD Search

SFD Search can be accessed on OCSs' main website from following two locations.

1. On OCSs' main website www.csa.virginia.gov
 - a. Under applications section, click on *Service Fee Directory*
 - b. Click on link : *Service Fee Directory – Search*

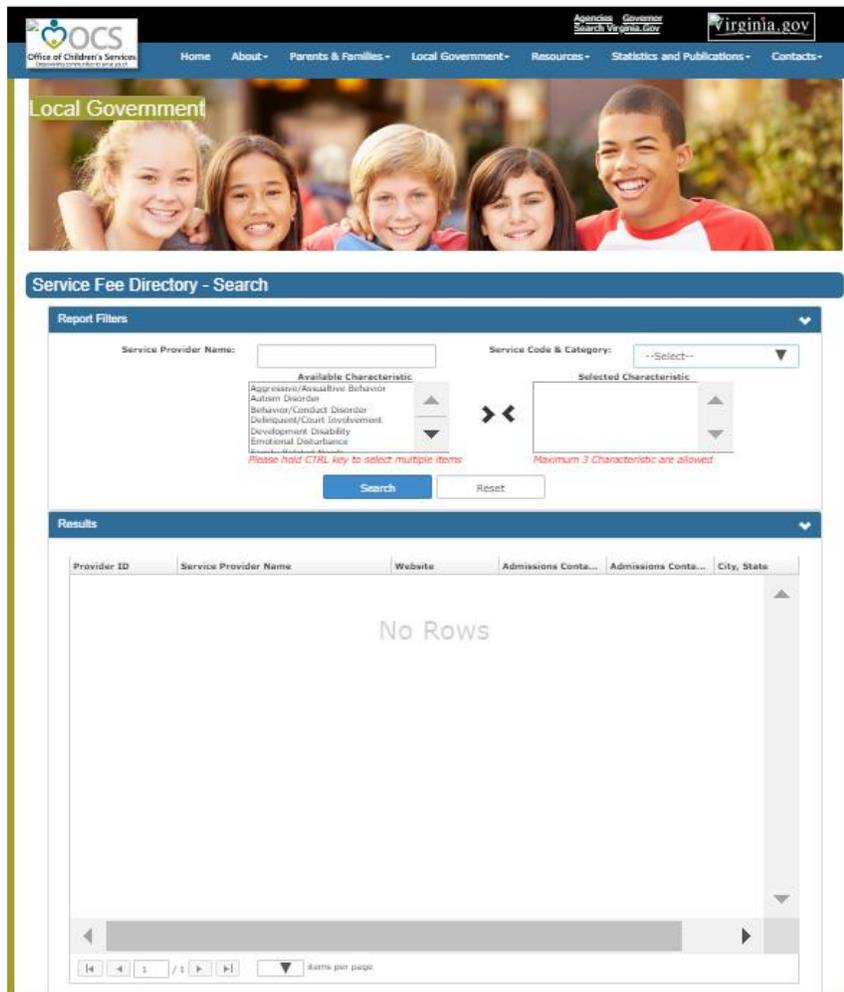
2. On OCSs' main website www.csa.virginia.gov
 - a. Click on *Local Government*
 - b. Click on *Service Fee Directory*
 - c. Click on left rail : *Service Fee Directory Search*
 - d. Click on link : *Service Fee Directory - Search*

The Service Fee Directory (SFD) can be searched by using various search criteria

- Service Provider Name
- Service Code & Category
- Client/Family Characteristic.

A user can choose one or more of the above search criteria on the SFD Search – Main page. After user chooses and clicks 'Search', a search result grid is displayed based on user's search criteria. User can download the displayed search results in a pdf or excel file format. Additionally, in the displayed results, user has the ability to click on any service provider's name to navigate to its individual service provider's page, and access its detailed provider and services offered information.

SFD Search – Main



tableSFD Search – Service Provider Search Results

Report Filters

Service Provider Name: Richmond Service Code & Category: --Select--

Available Characteristic: Aggression/Resistive Behavior, Autism Disorder, Behavior/Conduct Disorder, Delinquency/Court Involvement, Developmental Disability, Emotional Disturbance, Intellectual Disability

Selected Characteristic: (Empty)

Search Reset

Results

What format would you like? [Select your own](#) | [Export](#)

Provider ID	Service Provider Name	Website	Admissions Contact Name	Admissions Contact Email	City, State
1051	Hallmark Youthcare-Richmond	www.hallmarkyouthc...	Intake Department	804-784-6432	Richmond, VA
1086	UMFS-RICHMOND	www.umfs.org	Jennifer Maddox	855-367-8637	Richmond, VA
1089	Charterhouse School - Richmond	www.charterhouse.s...	Jennifer Maddox	855-367-8637	Richmond, VA
1241	Brakey & Thompson Inc./SeaCare Richmond Area	www.brakeyandthom...	Charlie Laska	804-756-5023	Richmond, VA
3742	National Counseling Group, Inc.-Richmond	www.ncgcare.com	referral@ncgCommu...	877-566-9624	Richmond, VA
6113	All Care Family Services, LLC - Richmond/Danville	www.allcarefamilyw...	Marvin Taylor	(804) 859-3244	Richmond, VA
6219	First Home Care - Richmond (ABS, LINC3, VA, INC)	www.firsthomecare.c...	Alicia Jackson	804-358-8727	Richmond, VA
6250	Family Preservation Services (FPS) - Richmond	fpscorp.com	Wendylen Balkan-Bro...	804-233-1350	N. Chesterfield, VA
6714	Virginia Home Based Counseling, P.C. - Richmond	www.vhbcounseling.c...	Destrie Bryant	804-332-4151	Richmond, VA
7374	The Coleman Institute - Richmond, LLC	http://www.thecolo...	Jennifer Phau, Directo...	888-735-7702	Richmond, VA

1 - 14 of 14 items

SFD Search – Service Provider Page

Provider Details - Hallmark Youthcare-Richmond [Return to Search](#)

Provider ID: 1051
 Service Provider Name: Hallmark Youthcare-Richmond
 City, State: Richmond, VA
[View Detailed Provider Information](#) [Click for Detailed Provider Information Popup](#)

Website:
 Admissions Contact Name:
 Admissions Contact Email:
 Admissions Contact Phone:

Services Offered

Service Category Code	Service Category	Service Description
CS	Customized Services	Customized Family Services
DS	Diagnostic Services	Assessment and Diagnostic Program
ED	Educational Services	Educational Program for Residential Treatment
RE	Residential Services	Residential Treatment Program
RE	Residential Services	Treatment for Sexually Aggressive Youth

[Click for Detailed Service Information Popup](#)