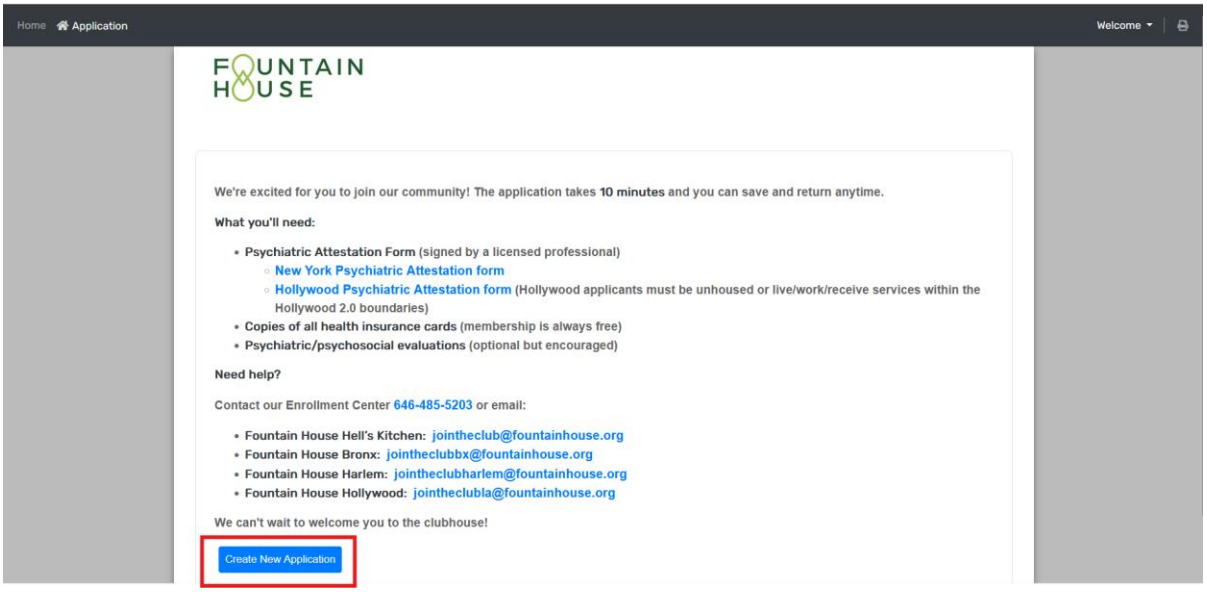
Fountain House Portal – How to Complete an Application

Guide to Each Step to Complete an Application in the Fountain House Portal

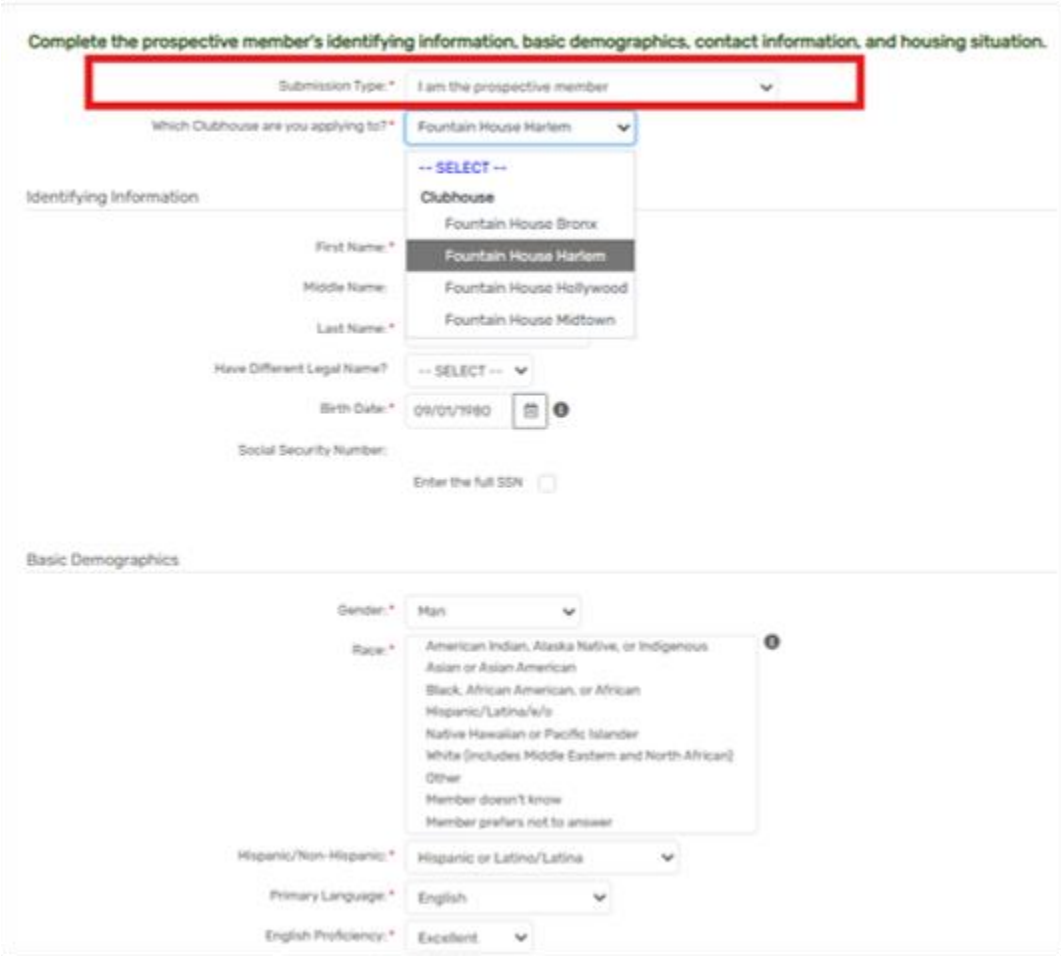
Step 1

- Go to the Fountain House Portal Sign In Page and sign in: https://clienttrack.eccovia.com/portal/default.aspx?CustomerID=FountainHouse
    - **Note: Your username is your email address.**
- Click the Create New Application button.



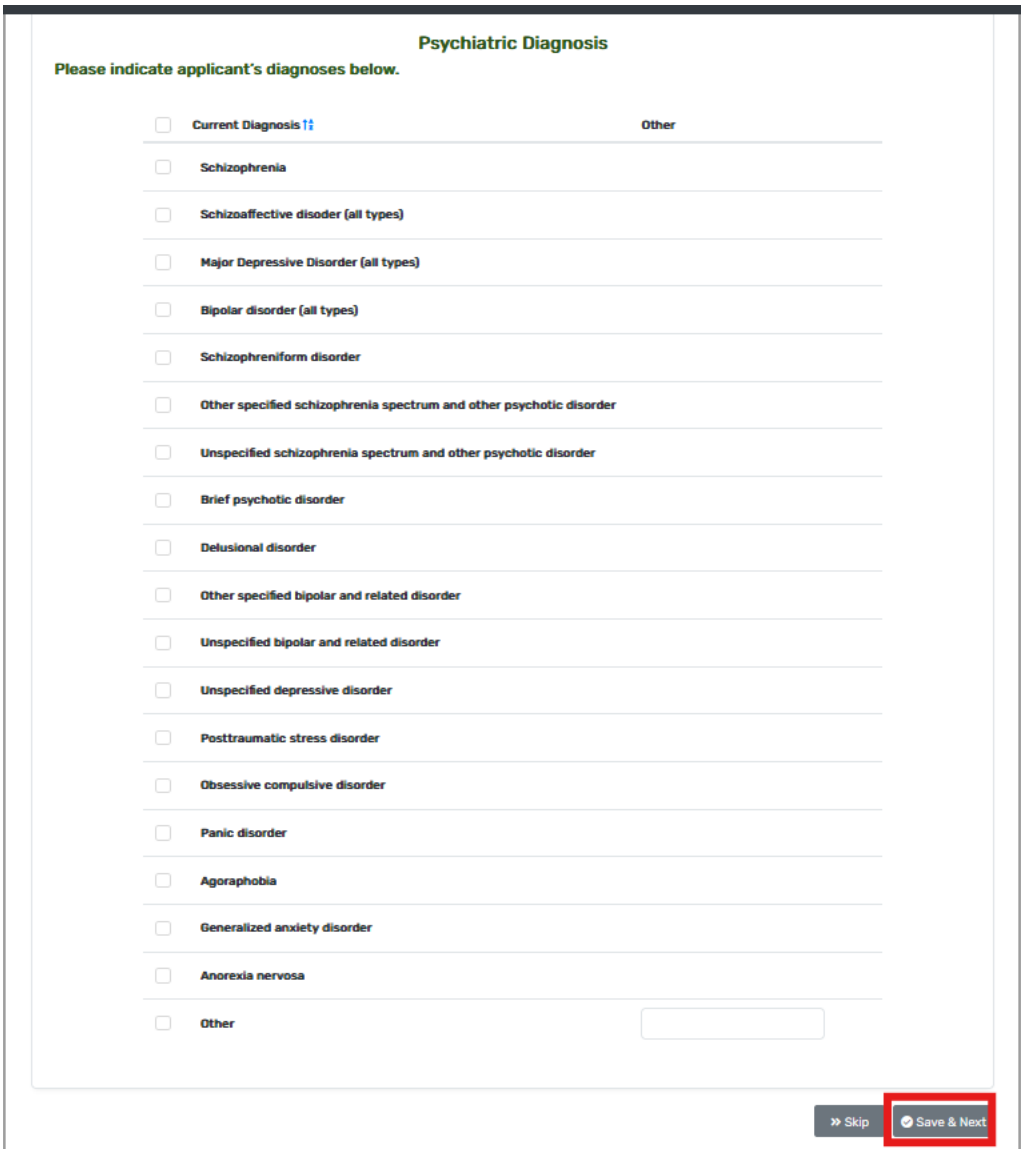
Step 2

- For Submission Type,
    - If you are the Member, select "I am the prospective member."
    - If you are the Provider, select "I am entering on behalf of the prospective member." Select Relationship and Complete all the required fields on the Application.
- Complete all the required fields on the Application.
- Click Next.



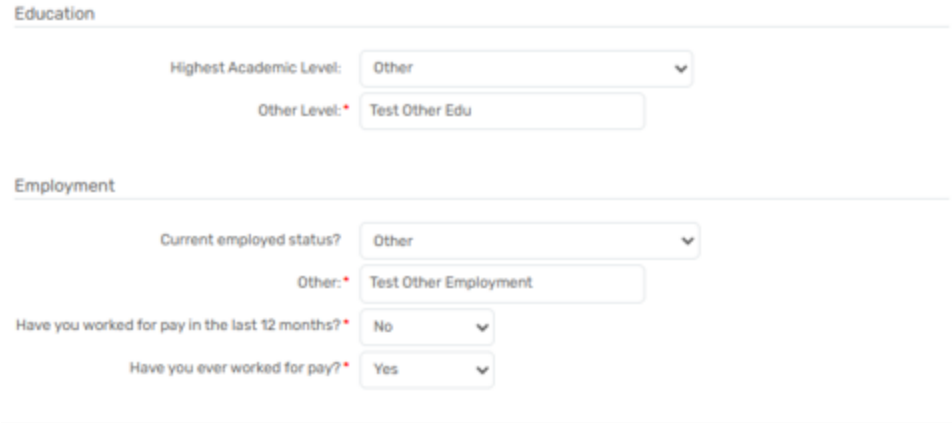
Step 3

- In Psychiatric Diagnosis, select the diagnosis.
- Click Save & Next.
- If you don't have this information at this time, click Skip.



Step 4

- Under Education & Employment select Highest Academic Level and Current employed status.
- Complete the required fields and Click Save & Next.
- If you don't have this information at this time, click Skip.

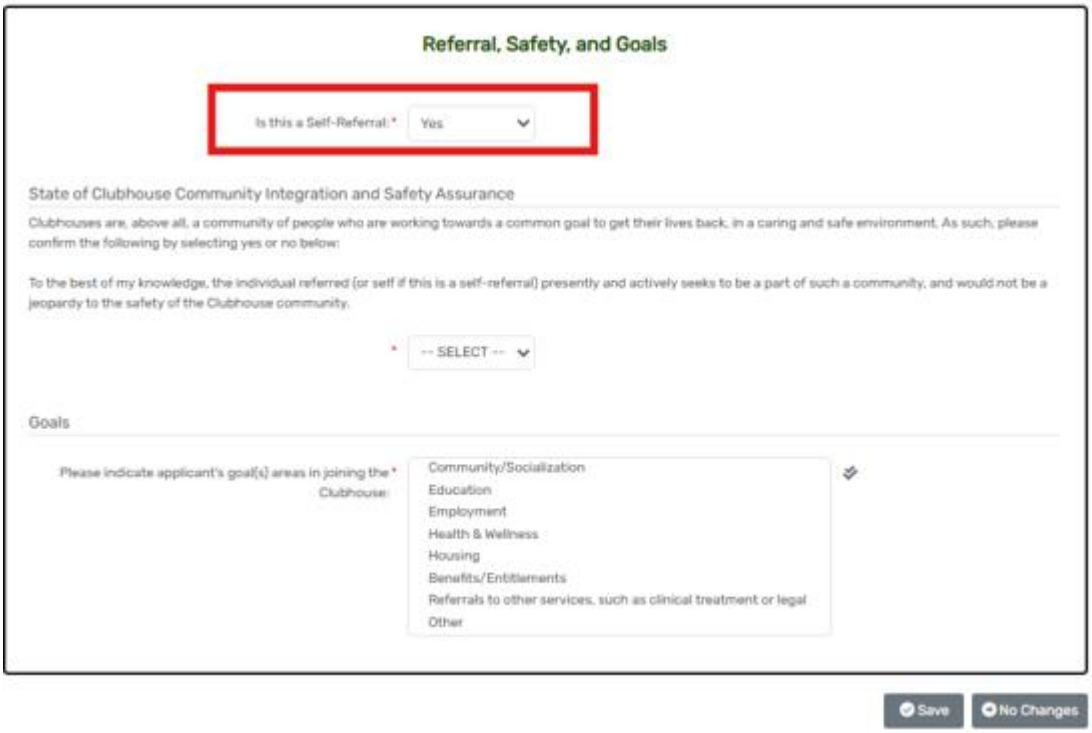


Step 4

- Under Referral, Safety, and Goals,

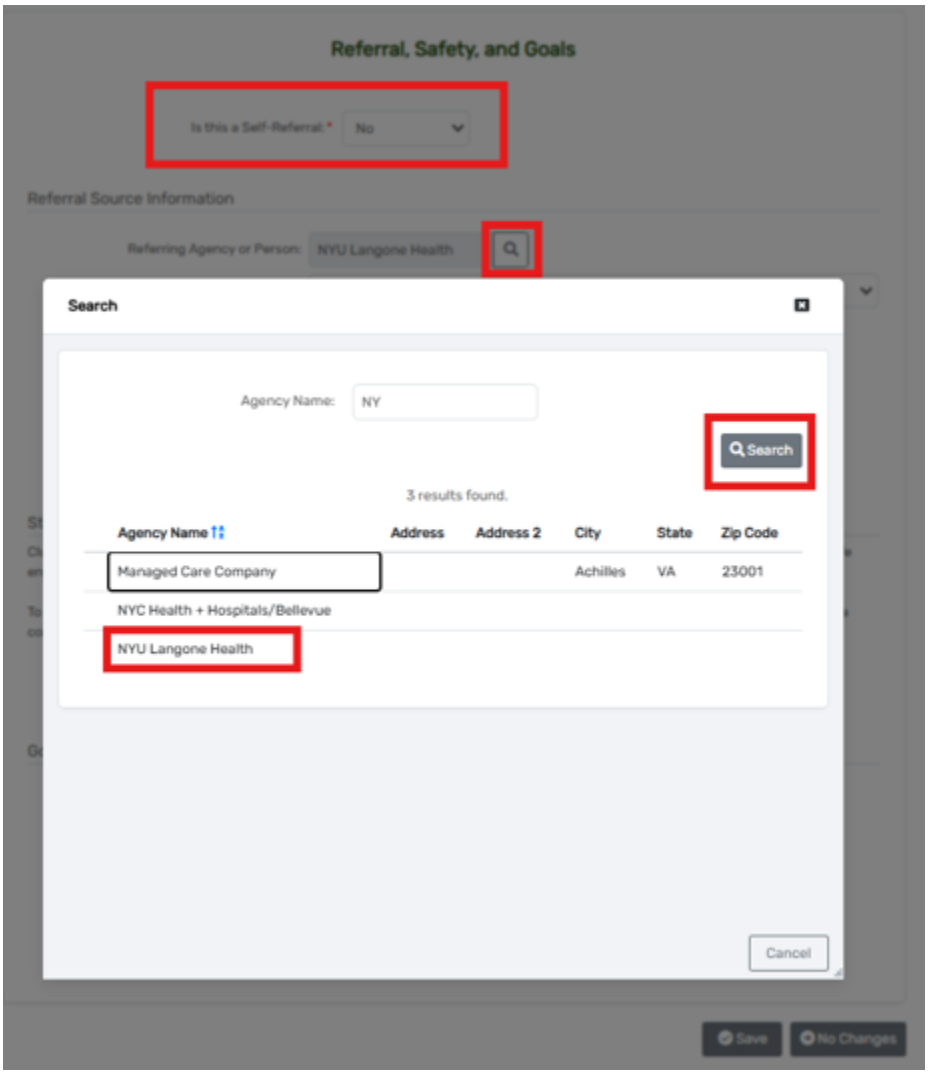
If you are the member:

- For the question "Is this a Self-Referral", select YES.
- Complete the required info.
- Click Save & Next.
- If you don't have this information at this time, click Skip.



If you are the provider:

- For the question "Is this a Self-Referral", select NO.
- Click the search icon next to Referring Agency or Person field.
- A window opens for you to search for Agency Name.
- Enter some part of the agency name, Click Search and select the Agency Name from the list.



Step 5

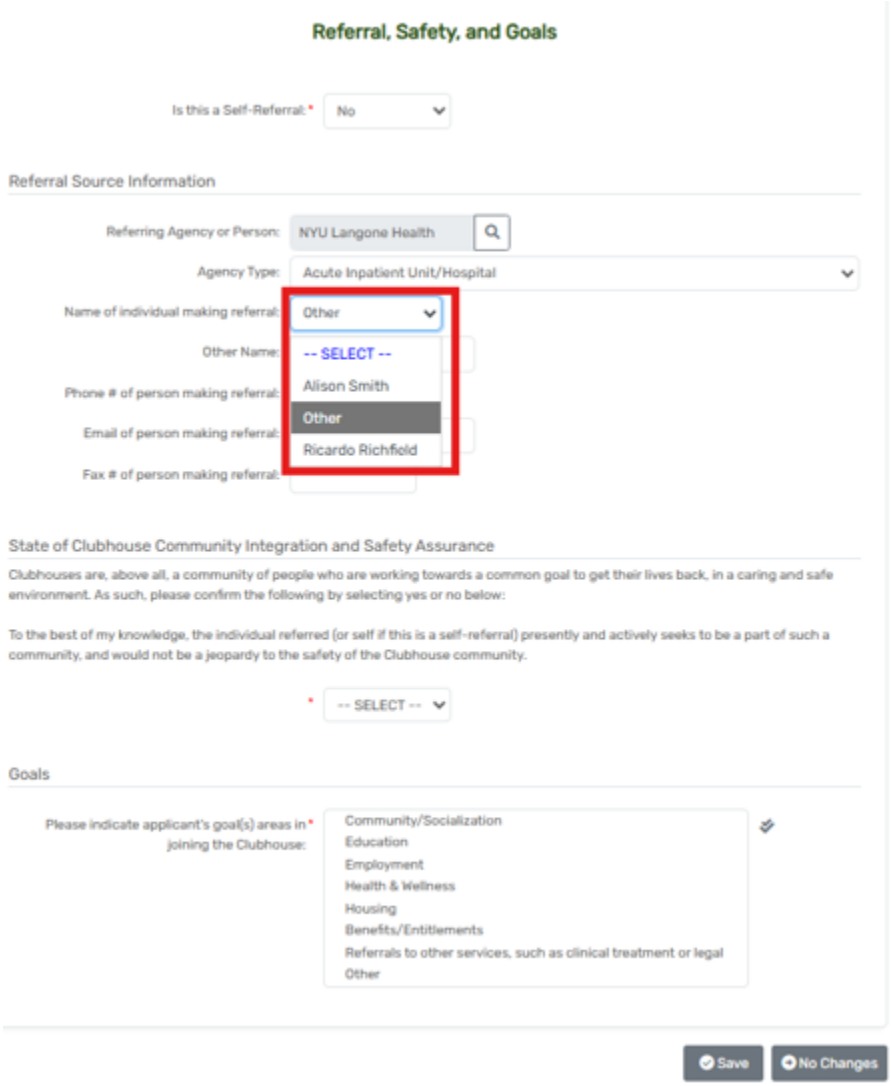
If you are the member:

- Skip this step and go to Step 6.

If you are the provider:

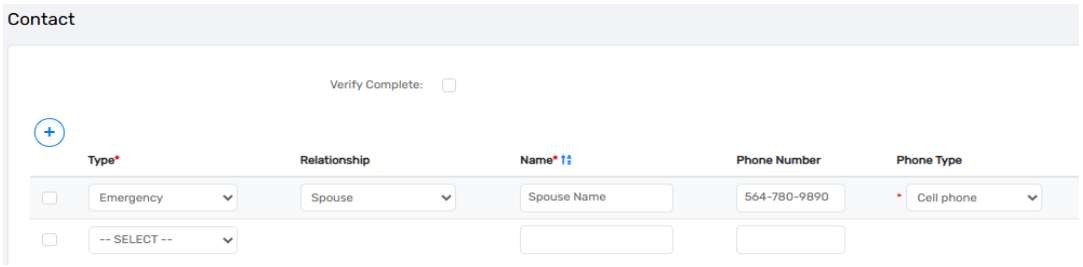
- Select the Agency Type and Name of individual making the referral.

- If you do not see the individual's name in the list, Select Other and enter Other Name as a required field.
- Complete the remaining required info.
- Click Save & Next.
- If you don't have this information at this time, click Skip.



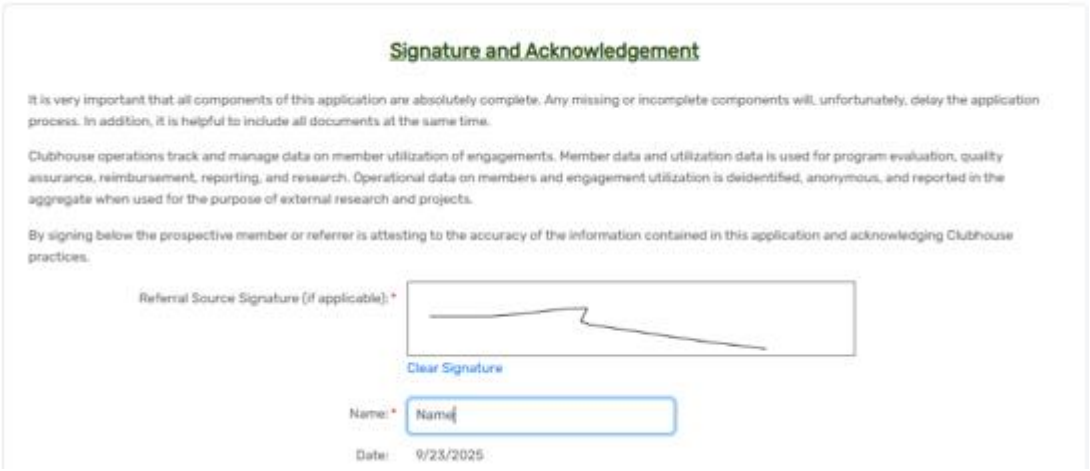
Step 6

- Under Contacts, complete the required info.
- Click Save & Next.
- If you don't have this information at this time, click Skip.



Step 7

- Under Signature and Acknowledgement, sign the form and Click Save & Next.
- If you don't have this information at this time, click Skip.



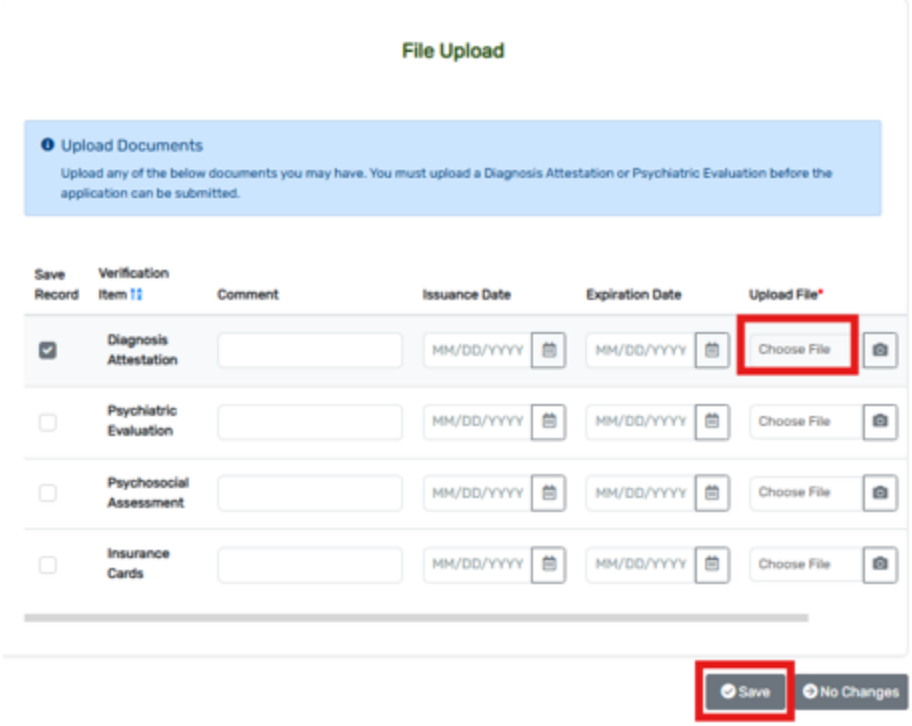
Step 8

If you are the member:

- Skip this step and go to step 9.

If you are the provider:

- Click File Upload.
- Click Choose File.
- Select the Attestation file to upload and click Open.
- Back on the File Upload page, click Save & Next.
- Note: As a Provider submitting the application on the applicant's behalf, you must upload the Attestation or Psych Evaluation file before you can Submit the Application.
- If you don't have this information at this time, click Skip.



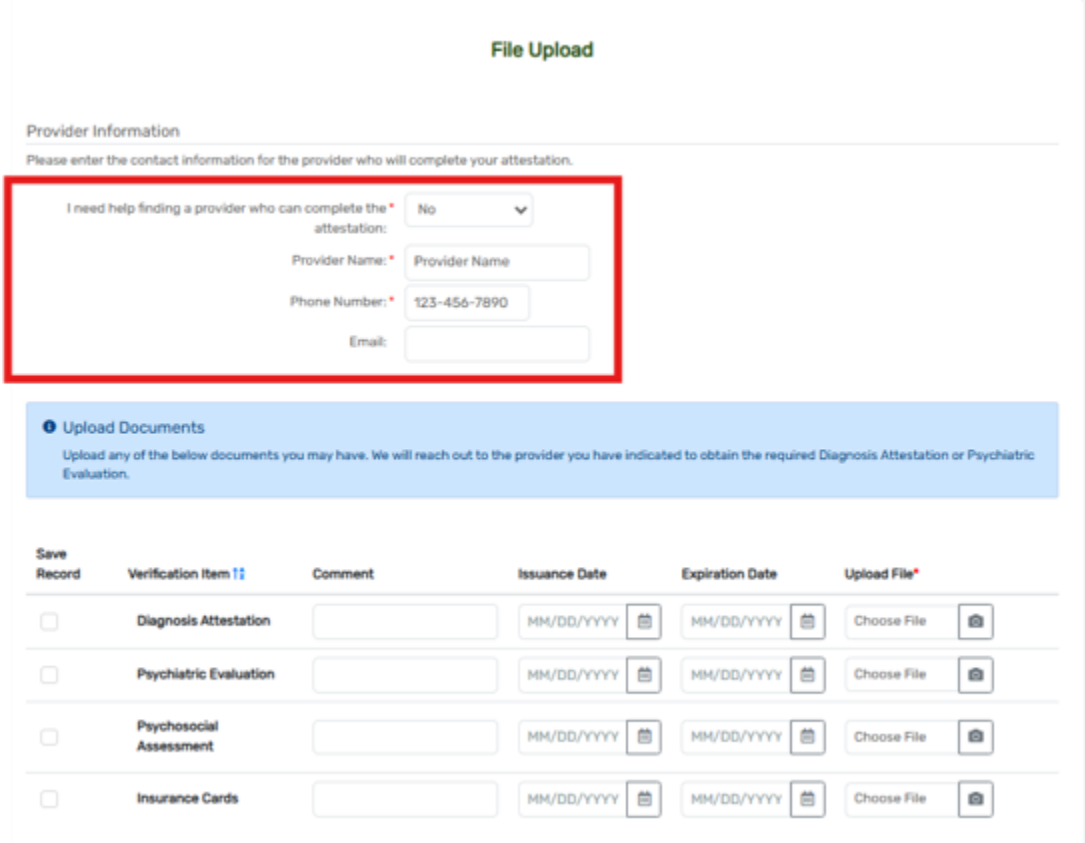
Step 9

If you are the provider:

- Skip this step and go to step 10.

If you are the member:

- The File Upload Page displays. Answer the question: "I need help finding a provider who can complete the attestation."
    - If you need help from Fountain House Enrollment Center to find a provider, select YES and they will reach out to you to help you find a provider to complete your attestation.
- If you already have a provider, enter the Provider Name and Phone number as required fields. Email is optional.
- **Since you are completing this application as the Prospective Member, the attestation is NOT required.**
- Click Save & Next.
- If you don't have this information at this time, click Skip.

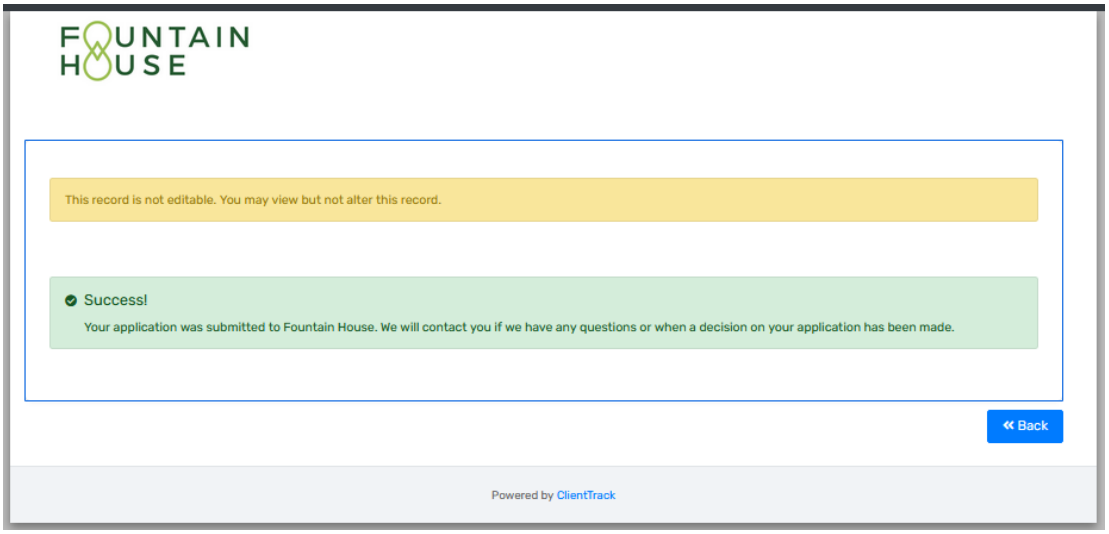


Step 10

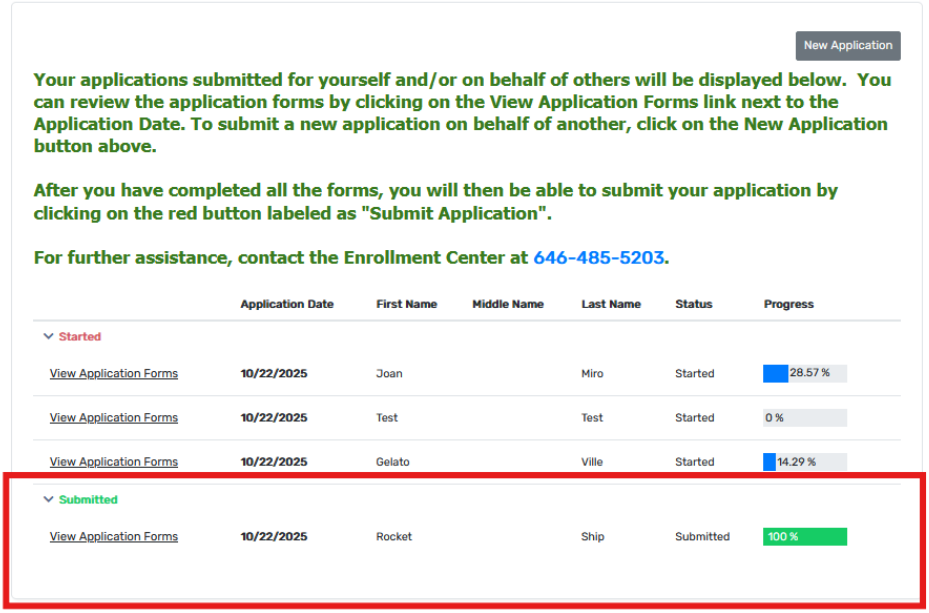
- You'll return to the Application List.
- If you completed all the steps without skipping anything, you will see your application in the list under Started with the progress percentage = 100% and button on the right to Submit Application.
- Click Submit Application.

Step 11

- Once submitted, you will get a message letting you know that your application was submitted.



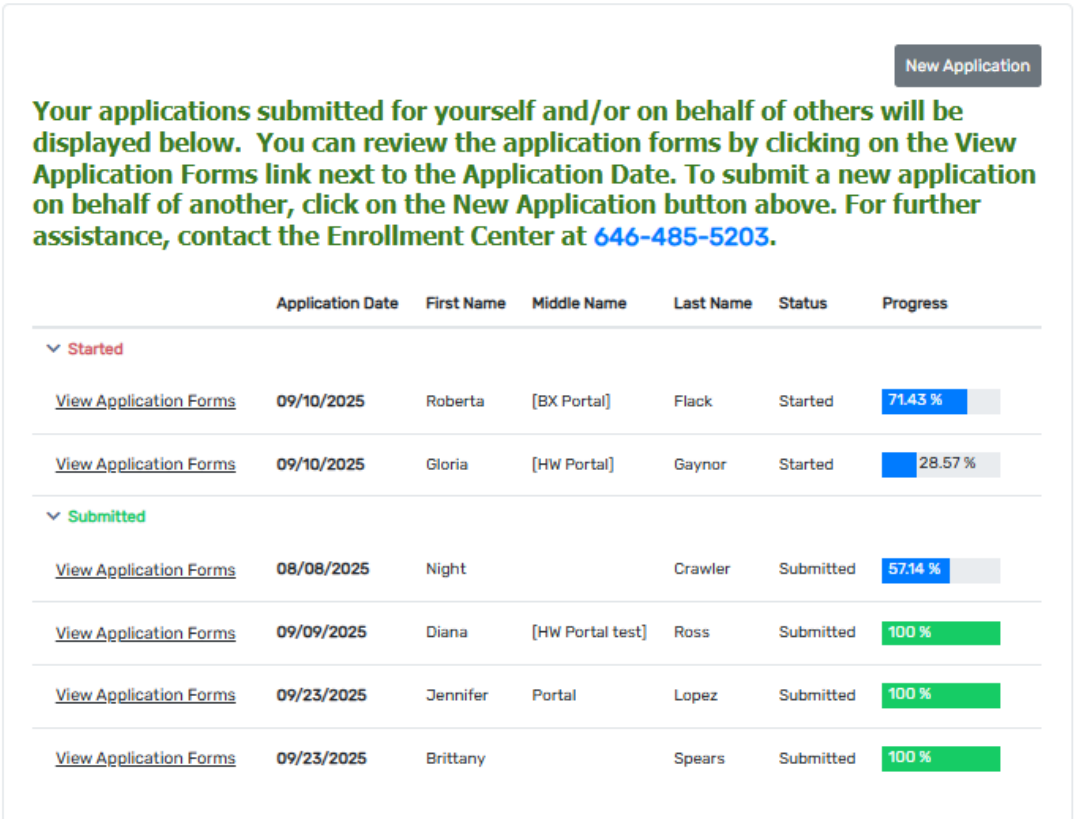
- Click Back, you should see your application in the Application List under the Submitted section.



Step 12

- If you are the member:
  - Skip to step 13.

- If you are the provider, you are able to submit applications for more than one applicant.
- From the Application List, Click New Application button on the top right to start a new application.
- From here, return to Step 1 and continue to repeat these steps for each application you are submitting on behalf of each new prospective member as needed.



Step 13

If you completed and submitted the application(s):

- Skip to Step 17.

If you skipped any sections of the application(s):

- You will return to the Application List and see your Application in the list under "Started" with Application Date, Name, Status and Progress percentage indicator
- Click View Application Forms to return to the Application you started.

- Note: Incomplete applications will be saved in the portal for 60 days. You can return to the application during this time to complete it and submit it.
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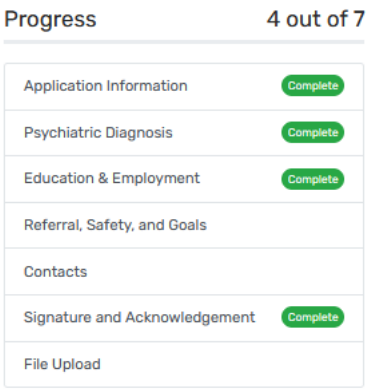
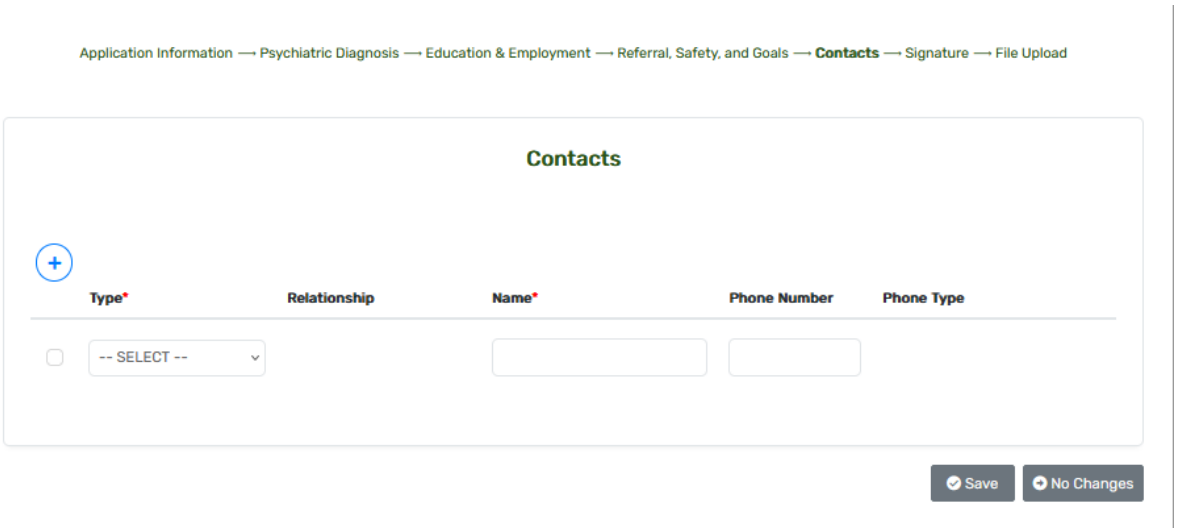
Step 14

- Click on any section(s) that you were unable to complete before.



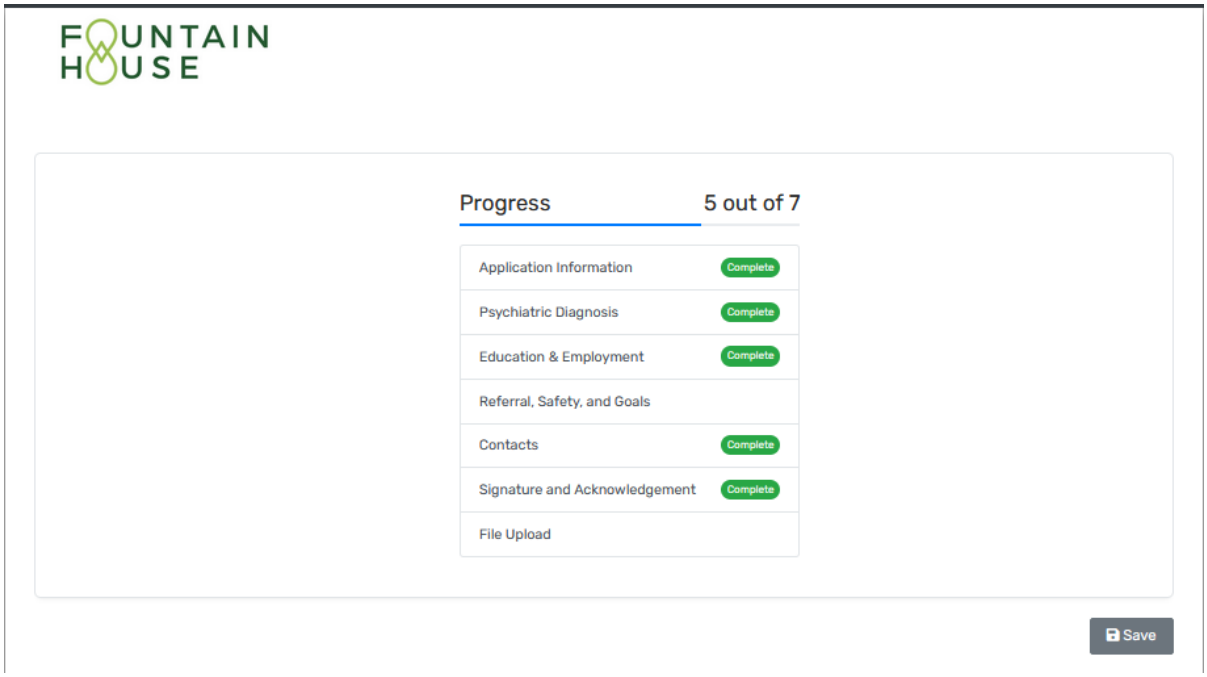
Step 15

- Complete the required information and click Save.
- If you still don't have the information at this time, click No Changes.



Step 16

- After completing the section, you'll return to the Progress screen.
- Click Save when you are finished with the application.
- If your application has 100% progress:
    - Return to step 10 to submit it.
- If your application does not have 100% progress:
    - Return to step 13 to complete it.



Step 17

- Click your username in the top right corner of the page display the options: Change My Password or Sign Out.
- Click Sign Out.