



Community Care’s ePortal: Member Quick Reference

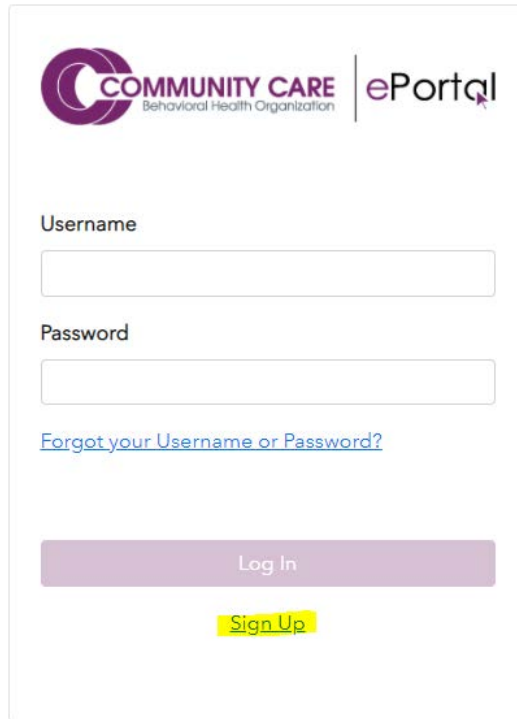
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How do I set up an account on Community Care's Secure Web Portal?

If you don't already have an account, it's easy to set one up.

STEP 1: Go on the Internet to: <https://secure.ccbh.com/> . Click **Sign Up**.



COMMUNITY CARE Behavioral Health Organization | ePortal

Username

Password

[Forgot your Username or Password?](#)

Log In

Sign Up

STEP 2: Click **I am a HealthChoices Member**.

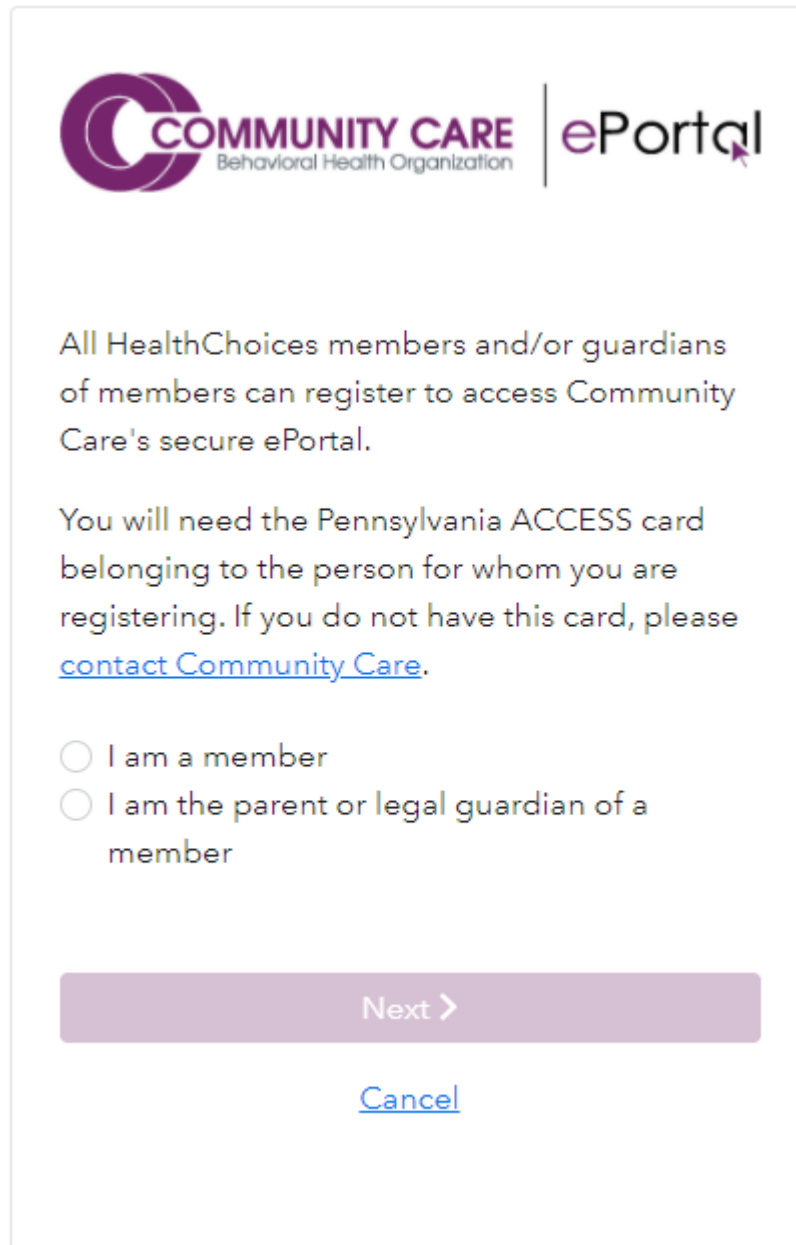


COMMUNITY CARE Behavioral Health Organization | ePortal

I am a HealthChoices Member

I am a Behavioral Health Provider

STEP 3: If you are registering for yourself, select 'I am a member.' If you are registering for a minor, select 'I am the parent or legal guardian of a member.' Then click **Next**.



The image shows a registration screen for the Community Care Behavioral Health Organization ePortal. At the top left is the logo for Community Care Behavioral Health Organization, which consists of a purple circle with a white 'C' inside, followed by the text 'COMMUNITY CARE Behavioral Health Organization'. To the right of this is the text 'ePortal' with a mouse cursor pointing at the 'l'.

Below the logo, there is a paragraph of text: "All HealthChoices members and/or guardians of members can register to access Community Care's secure ePortal."

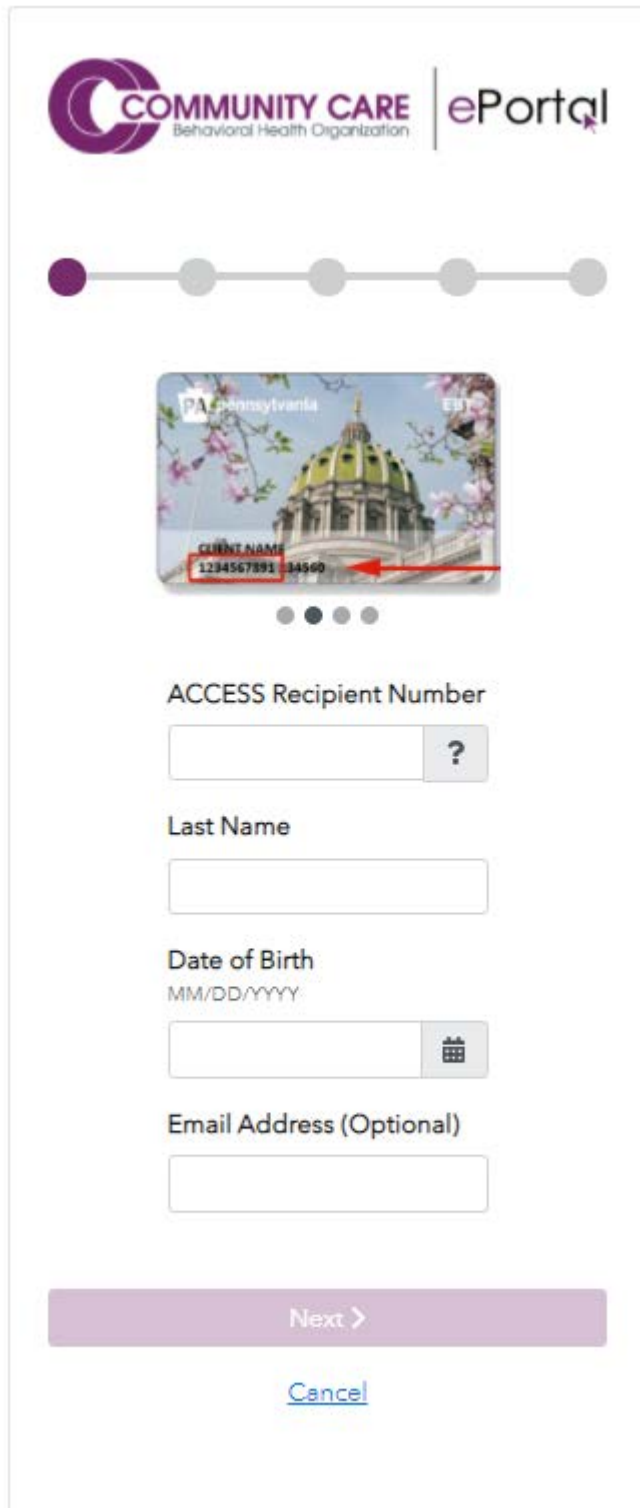
Below that is another paragraph: "You will need the Pennsylvania ACCESS card belonging to the person for whom you are registering. If you do not have this card, please [contact Community Care](#)."

There are two radio button options:

- I am a member
- I am the parent or legal guardian of a member


At the bottom, there is a purple button with the text "Next >" and a blue link labeled "Cancel" below it.

STEP 4: Enter an **ACCESS Recipient Number**, **Last Name**, and **Date of Birth**. Then click **Next**.



COMMUNITY CARE | ePortal
Behavioral Health Organization

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ACCESS Recipient Number

Last Name

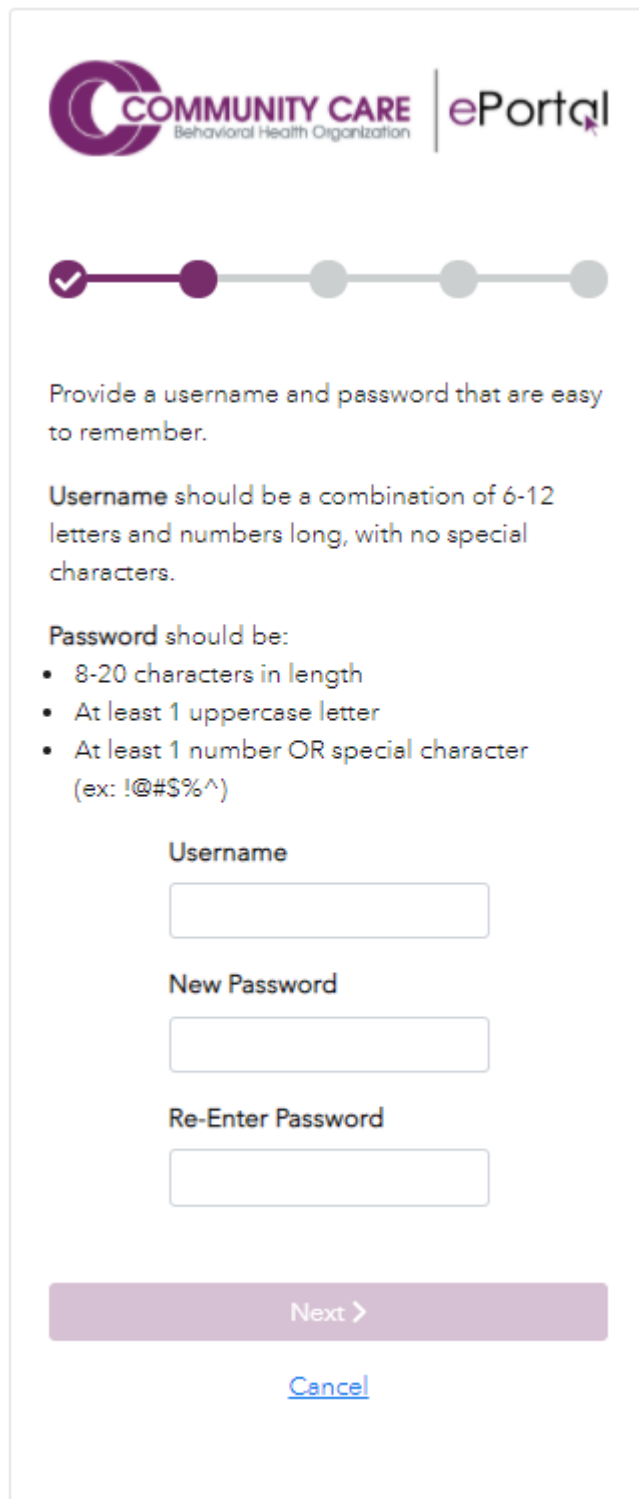
Date of Birth
MM/DD/YYYY

Email Address (Optional)

Next >

[Cancel](#)

STEP 5: Choose a **Username** and a **Password** and fill-in **Re-Enter Password**. You do NOT have to provide an Email address if you don't have one or just don't want to. Then, click **Next**.



COMMUNITY CARE Behavioral Health Organization | **ePortal**

Provide a username and password that are easy to remember.

Username should be a combination of 6-12 letters and numbers long, with no special characters.

Password should be:

- 8-20 characters in length
- At least 1 uppercase letter
- At least 1 number OR special character (ex: !@#\$%^)

Username

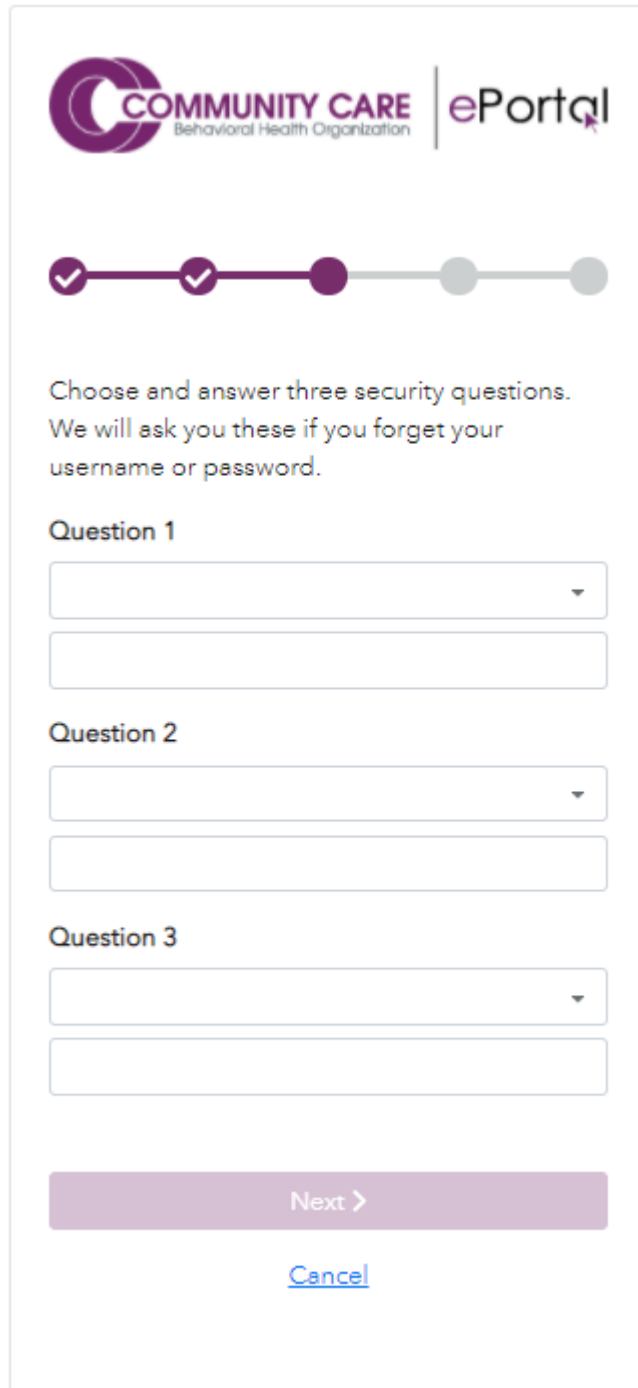
New Password

Re-Enter Password

Next >

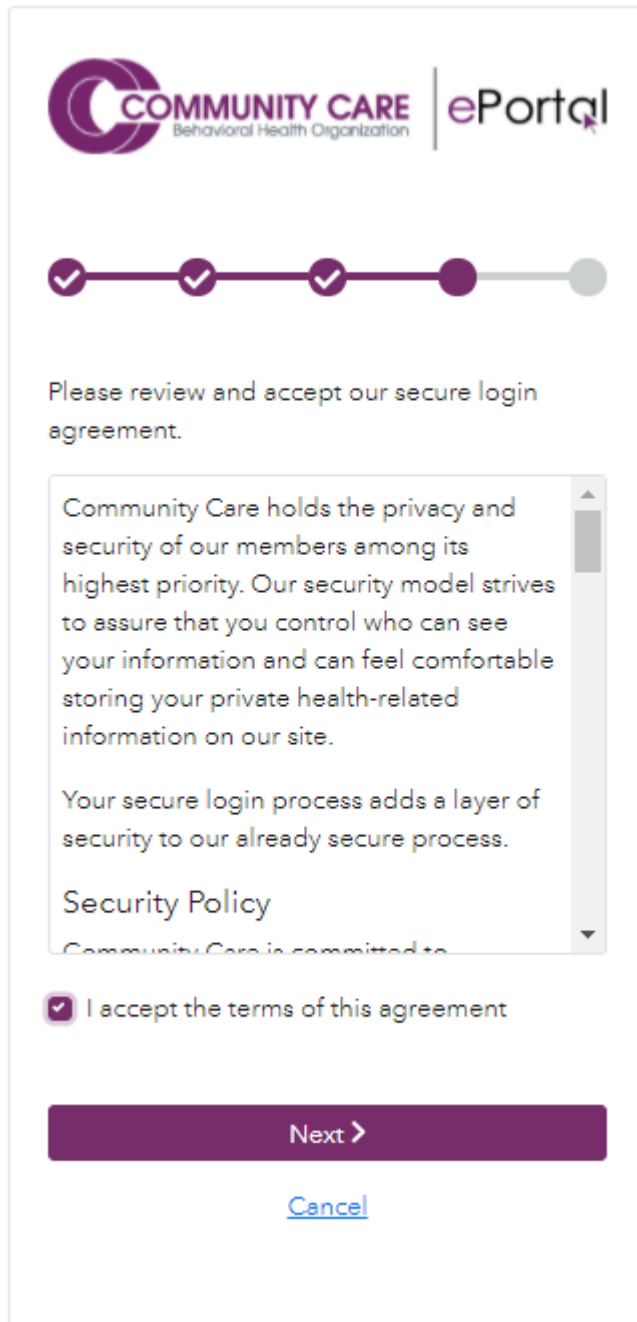
[Cancel](#)

STEP 6: Choose **three** security questions by clicking the little triangle on the far right of each box. Then, type your answers. Select questions with easy to remember answers. You can use these answers if you forget your password later.



The screenshot shows the 'ePortal' interface for selecting security questions. At the top, the logo for 'COMMUNITY CARE Behavioral Health Organization' is displayed next to the 'ePortal' text. Below the logo is a progress indicator consisting of five circles connected by a horizontal line. The first two circles are filled with a purple color and contain a white checkmark, indicating that two questions have been selected. The remaining three circles are grey and empty. Below the progress indicator, the text reads: 'Choose and answer three security questions. We will ask you these if you forget your username or password.' There are three sections, each labeled 'Question 1', 'Question 2', and 'Question 3'. Each section contains a dropdown menu with a small downward-pointing triangle on the right side, and a text input field below it. At the bottom of the form, there is a purple button labeled 'Next >' and a blue link labeled 'Cancel'.

STEP 7: Accept Community Care’s terms of agreement. Clicking **Next** creates your member account.

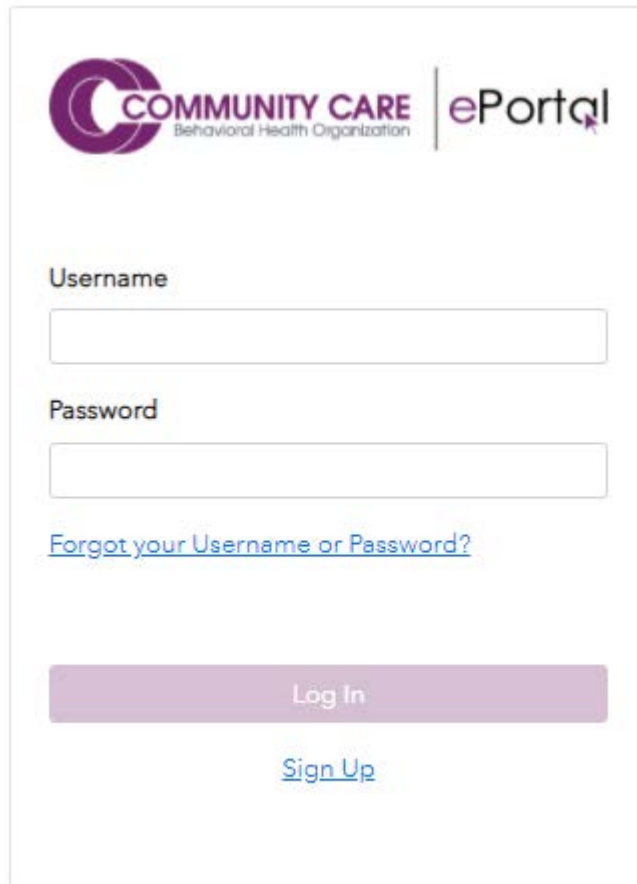


The screenshot shows the 'ePortal' login agreement screen for Community Care Behavioral Health Organization. At the top, the logo features a purple circle with a white crescent moon, followed by the text 'COMMUNITY CARE Behavioral Health Organization' and 'ePortal'. Below the logo is a progress indicator consisting of a horizontal line with five circular markers; the first three are filled with purple and contain white checkmarks, while the fourth and fifth are empty grey circles. The main text reads: 'Please review and accept our secure login agreement.' Below this is a scrollable text box containing the following text: 'Community Care holds the privacy and security of our members among its highest priority. Our security model strives to assure that you control who can see your information and can feel comfortable storing your private health-related information on our site. Your secure login process adds a layer of security to our already secure process. Security Policy Community Care is committed to'. Below the scrollable box is a checked checkbox with the text 'I accept the terms of this agreement'. At the bottom, there is a large purple button labeled 'Next >' and a blue underlined link labeled 'Cancel'.

I have an account. How do I login?

Go on the Internet to: <https://secure.ccbh.com/> . Type in your **Username** and **Password** and click **Log In**.

Reminder: Passwords are case sensitive. That means a capital letter is different than a lower-case letter, so be sure to type carefully.



The image shows a login page for the Community Care Behavioral Health Organization ePortal. At the top left is the logo, which consists of a purple circle with a white 'C' inside, followed by the text 'COMMUNITY CARE Behavioral Health Organization'. To the right of the logo is the text 'ePortal'. Below the logo and text are two input fields: one for 'Username' and one for 'Password'. Below the password field is a blue link that says 'Forgot your Username or Password?'. At the bottom of the form is a purple button labeled 'Log In' and a blue link labeled 'Sign Up'.

What if I forget my Username or Password?

Just click "Forgot your Username or Password?" on the log in page, and the next screens will guide you in recovering your information.

COMMUNITY CARE Behavioral Health Organization | ePortal

Username

Password

[Forgot your Username or Password?](#)

Log In

[Sign Up](#)

I'm logged in. What can I do next?

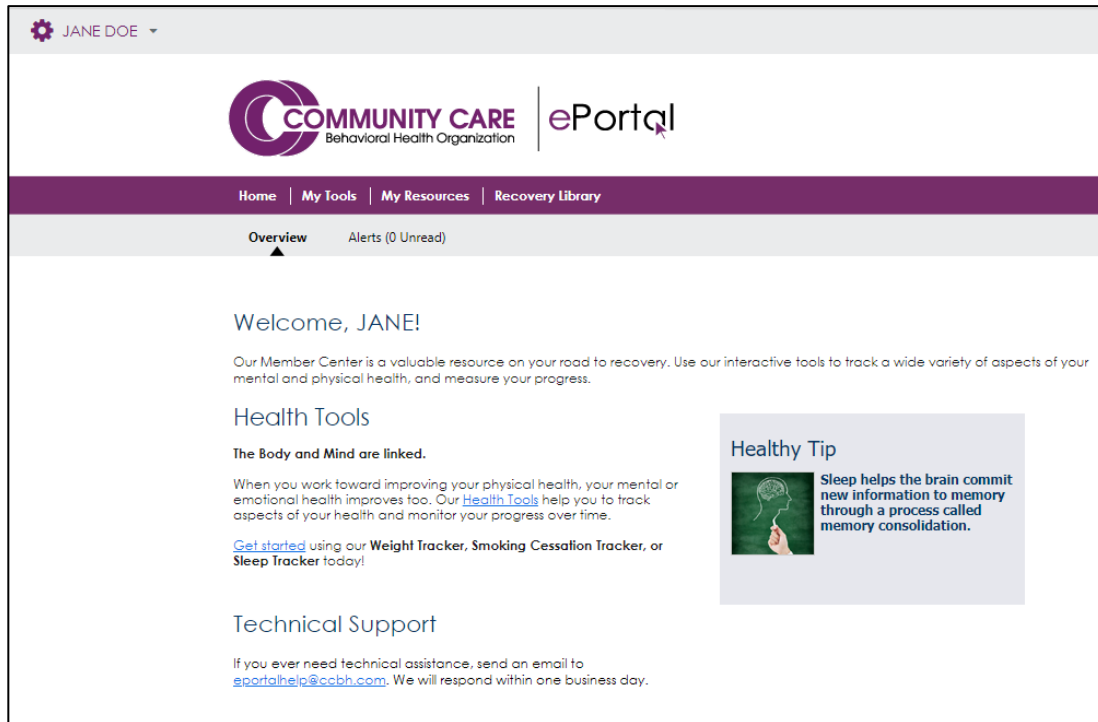
When you log into the ePortal, you will be able to choose between the following:

Recovery Library offers a selection of wellness tools that can help aid in your recovery. Clicking Recovery Library will open a new window of information.

Secure ePortal offers health trackers and toolkits that may be beneficial to your recovery. Clicking Secure ePortal will take you to the ePortal home page.



This is your Secure ePortal home page. From here you access your Health Tools, Resources, and Recovery Library. After you complete some Health Tools, you will also see references to those as well.



Click **My Tools** to open a page where you can track habits related to Weight, Sleeping, Smoking Cessation, and Exercise.

Click **My Resources** to find articles to read about your doctor's visits and various health issues. There are lots of forms you can fill out offline to help you take charge of your health.

Click **Recovery Library** to access multi-media resources for wellness and recovery.

How to Use Health Tools

Here is a picture of the main page for your Health Tools: Sleep Tracker, Smoking Cessation Tracker, Exercise Tracker, and Weight/BMI Tracker.

The screenshot shows a web interface with a purple header containing navigation links: Home, My Tools, My Resources, and Recovery Library. Below the header, the page is titled "Health Tools" with a sub-link "Sharing My Results". A paragraph explains that the body and mind are linked and that the tools help track health aspects. Below this are four tool cards, each with a title, a "Last Taken On" field, a "Last Result" description, an "Add Data" button, and a "Download a printable log" link.


- Weight/BMI Tracker:** Last Taken On: [blank]. Last Result: The emotional effects of being overweight can affect one's self esteem.
- Sleep Tracker:** Last Taken On: [blank]. Last Result: Poor sleep can affect your weight, mood, energy and ability to concentrate.
- Smoking Cessation Tracker:** Last Taken On: [blank]. Last Result: Creating a quit smoking plan improves your chances of stopping for good.
- Exercise Tracker:** Last Taken On: [blank]. Last Result: Regular exercise improves physical health and can help to boost your mood.

Sleep Tracker

The screenshot shows the "Health Tools: Sleep Tracker" form. It includes a date selector (June 5, 2020), a clock icon, a text input for "Actual hours that I slept:" with a tooltip explaining that partial hours are OK (example: 7.5), radio buttons for "Quality of my sleep:" (Very Poor, Poor, Fair, Good, Very Good), a text area for "Notes:", and "Cancel" and "Submit" buttons.

Smoking Cessation Tracker

Health Tools: Smoking Cessation Tracker Tips

 Date:


Cigarettes smoked today:

0 packs 1 pack 2 packs 3 packs 4 packs

0 10 20 30 40 50 60 70 80

Exercise Tracker

Health Tools: Exercise Tracker Tips

 Each week, most adults should get at least 150 minutes of moderate-intensity exercise, or 75 minutes of high-intensity exercise. Try to spread out this exercise over the course of the week.


Date:

How many minutes did you exercise?

high-intensity moderate-intensity

Weight/BMI Tracker

Tips ✕
Health Tools: Weight/BMI Tracker



Date: June 5 2020

Weight: lbs ◀
◀
▶
 ▶

0 50 100 150 200 250 300 350 400 450 500 550 600

Height: feet inches

My Goal Weight Range: Min weight: Max weight:

Goal weight range minimum and maximum must be no less than 5 pounds apart and no larger than 20 pounds apart.

Cancel
Submit

Physical Wellness Planning Tool

If you and your behavioral health clinician have completed a Physical Wellness Planning Assessment, you will be able to view it under the Physical Wellness Planning Tool tab. Note that you can only view your plan here. If you want to change your plan, please notify your provider.

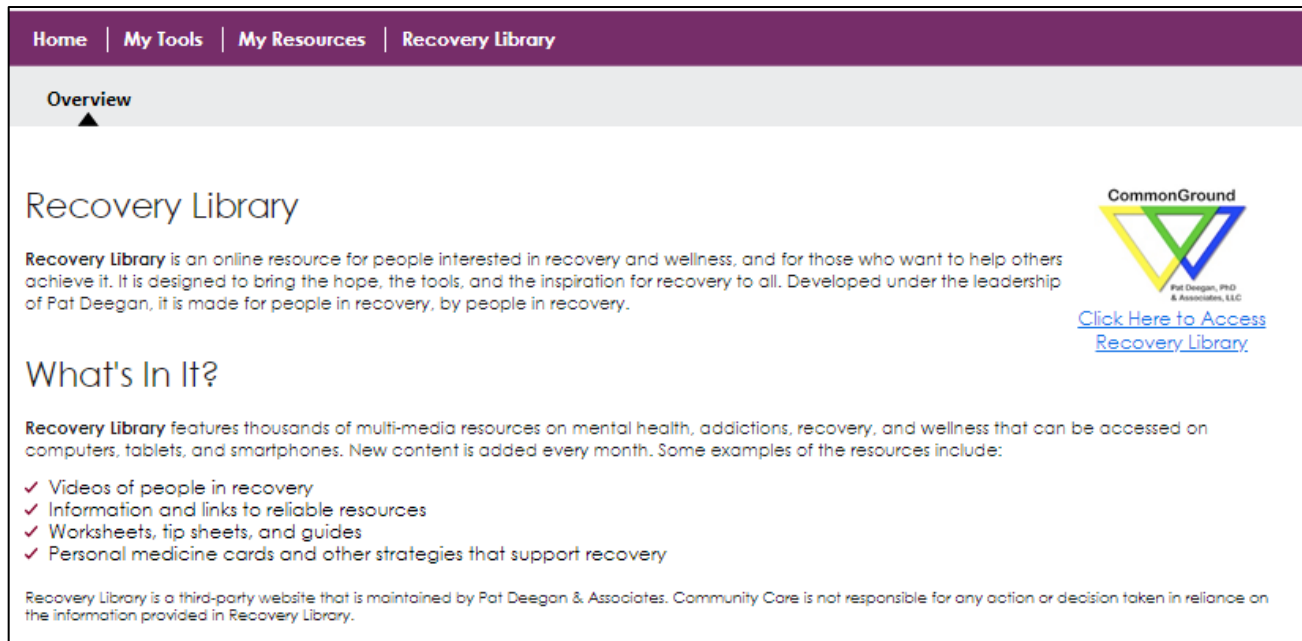
Physical Wellness Planning Tool (SHORT VERSION) Updated 5/28/2020 🖨️

Member: JANE D.
Clinician: William Shakespeare

Physical Wellness Domain			
Please complete a, b, c for each area			
Area	a. My strengths	b. What I would like to improve	c. Why this is important
Diet and Nutrition	fruit	vegetables	
Physical Activity	walking	time	health
Sleep/Rest			
Relaxation/Stress Management	none	stress management	
Medical Care/Screening			
Smoking Cessation	non-smoker		
Taking Medications Effectively			
Habits & Routines/Other			

Accessing Recovery Library

Recovery library is an online resource that features thousands of videos, worksheets, and essays about wellness and recovery. To access Recovery library, click the tab at the top of the Member home page. It will take you to a page with more information.




Home | My Tools | My Resources | Recovery Library

Overview ▲

Recovery Library

Recovery Library is an online resource for people interested in recovery and wellness, and for those who want to help others achieve it. It is designed to bring the hope, the tools, and the inspiration for recovery to all. Developed under the leadership of Pat Deegan, it is made for people in recovery, by people in recovery.



[Click Here to Access Recovery Library](#)

What's In It?

Recovery Library features thousands of multi-media resources on mental health, addictions, recovery, and wellness that can be accessed on computers, tablets, and smartphones. New content is added every month. Some examples of the resources include:

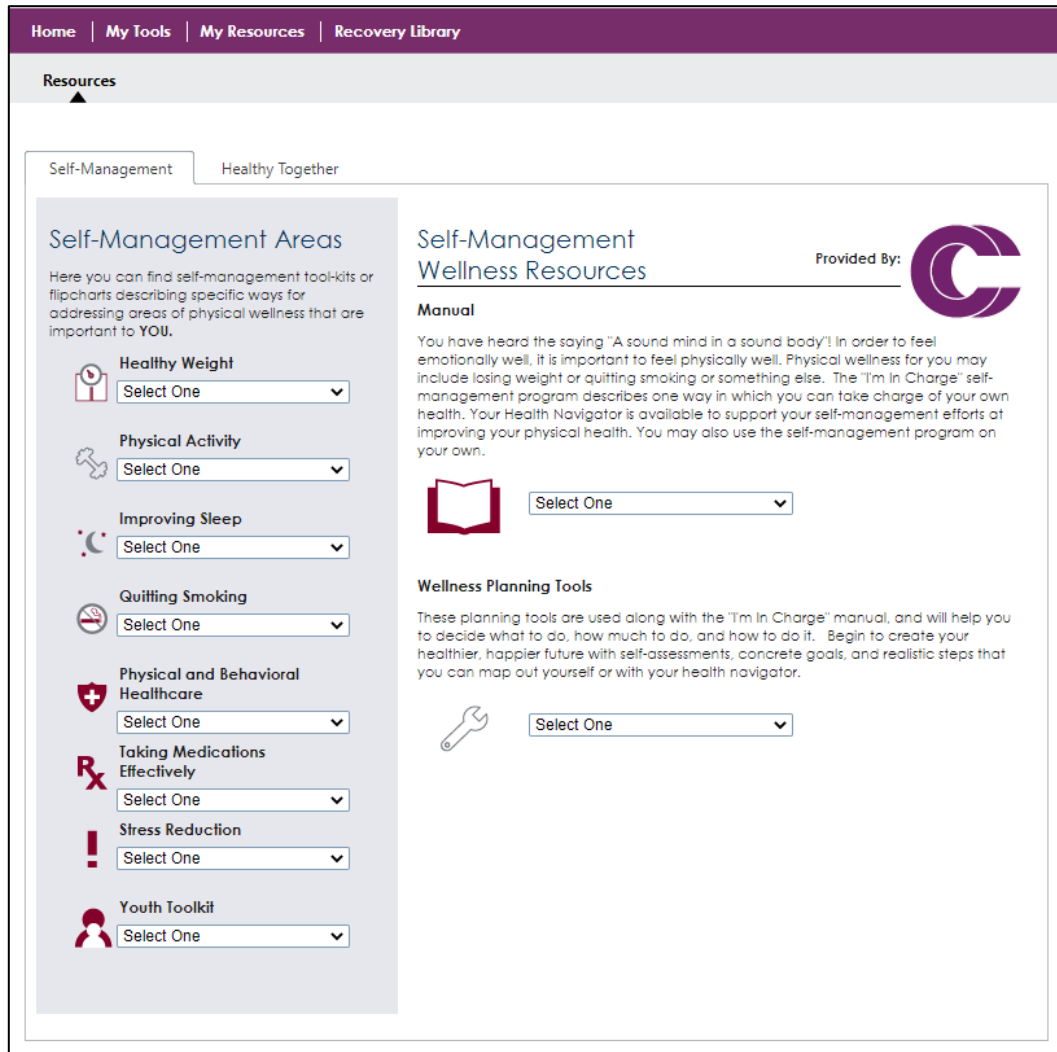
- ✓ Videos of people in recovery
- ✓ Information and links to reliable resources
- ✓ Worksheets, tip sheets, and guides
- ✓ Personal medicine cards and other strategies that support recovery

Recovery Library is a third-party website that is maintained by Pat Deegan & Associates. Community Care is not responsible for any action or decision taken in reliance on the information provided in Recovery Library.

Click the **Recovery Library logo** to the right and Recovery Library will open in a new window.

How to Use Resources


This section has lots of articles to read about your doctor’s visits and various health issues. Also there are forms you can fill out offline for yourself or to share with your health providers to help you take charge of your health. Here is the main Resources page:




Here is an example of an informational article you can read online or print on a piece of paper to read later:

Significance of Healthy Weight

- There is a relationship between what you eat and how much you weigh
- Some medicines cause people to gain weight
- People who are overweight or obese are more likely to get several medical illnesses, such as diabetes, heart disease, gall bladder disease, arthritis, and some cancers
- Losing weight will help to improve your blood sugar levels and lower your blood pressure
- People who are at a healthy weight usually feel better about themselves and have a good quality of life
- Stress or any form of emotional distress can cause weight gain
- *Remember that no matter why you are overweight, using self-management strategies can help to reach the goals you have set for yourself*



Here is an example of a form you might fill out to prepare for a doctor's visit:



DOCTOR'S VISIT CHECKLIST

Doctor's name _____ Date/Time of visit _____

The reason I am here today _____

What I want to talk to my doctor about today _____

MEDICINE	HOW MUCH DO I TAKE?	WHEN DO I TAKE IT?	HOW SHOULD I TAKE IT - SHOT, PILL?

ePortal Technical Support

If you have questions or experience technical issues with the ePortal, please use the **Contact Us** link on the login page at <http://secure.ccbh.com>. We will respond within one business day.