ABA WebPass Training Guide

March 2026

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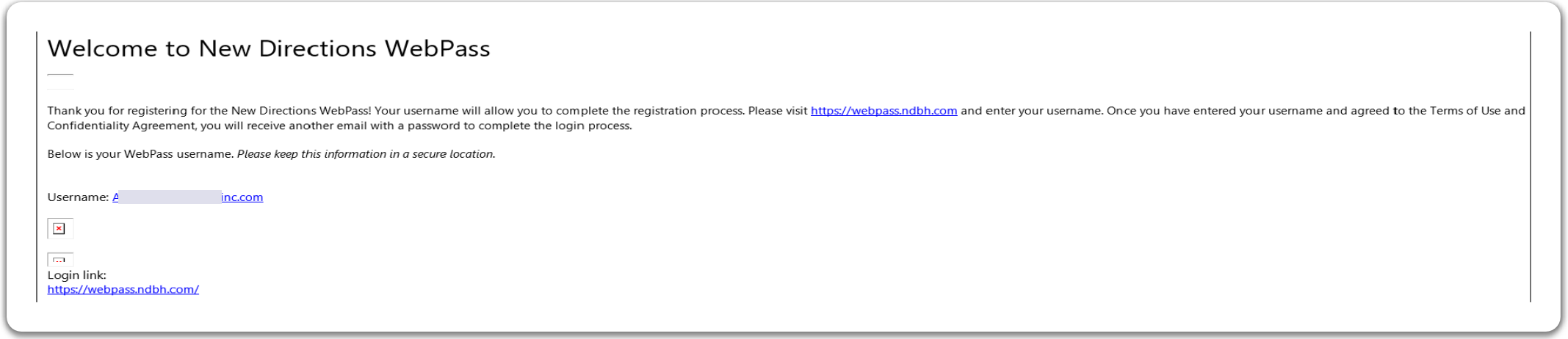
Signing Up

- To initiate WebPass, facilities and providers can sign up using either one of the following instructions:
- To complete yourself, fill out the form at https://webpass.ndbh.com/Contact.aspx.
- Or for assistance, send an email to or call your care manager with the following information:
  - Group Tax ID.
  - Individual's first name, last name, and email address.

- **Helpful Hint:** An administrator account can manage group users, including adding users, resetting passwords, and deleting users no longer authorized to access the group WebPass account.

Signing Up

- Once Lucet receives and processes the request, an automated email will be sent. It will include a username and instructions on how to complete the set-up process which must be completed within 24 hours.
  (Please check junk or spam folder if not found in your inbox.)



Welcome to New Directions WebPass

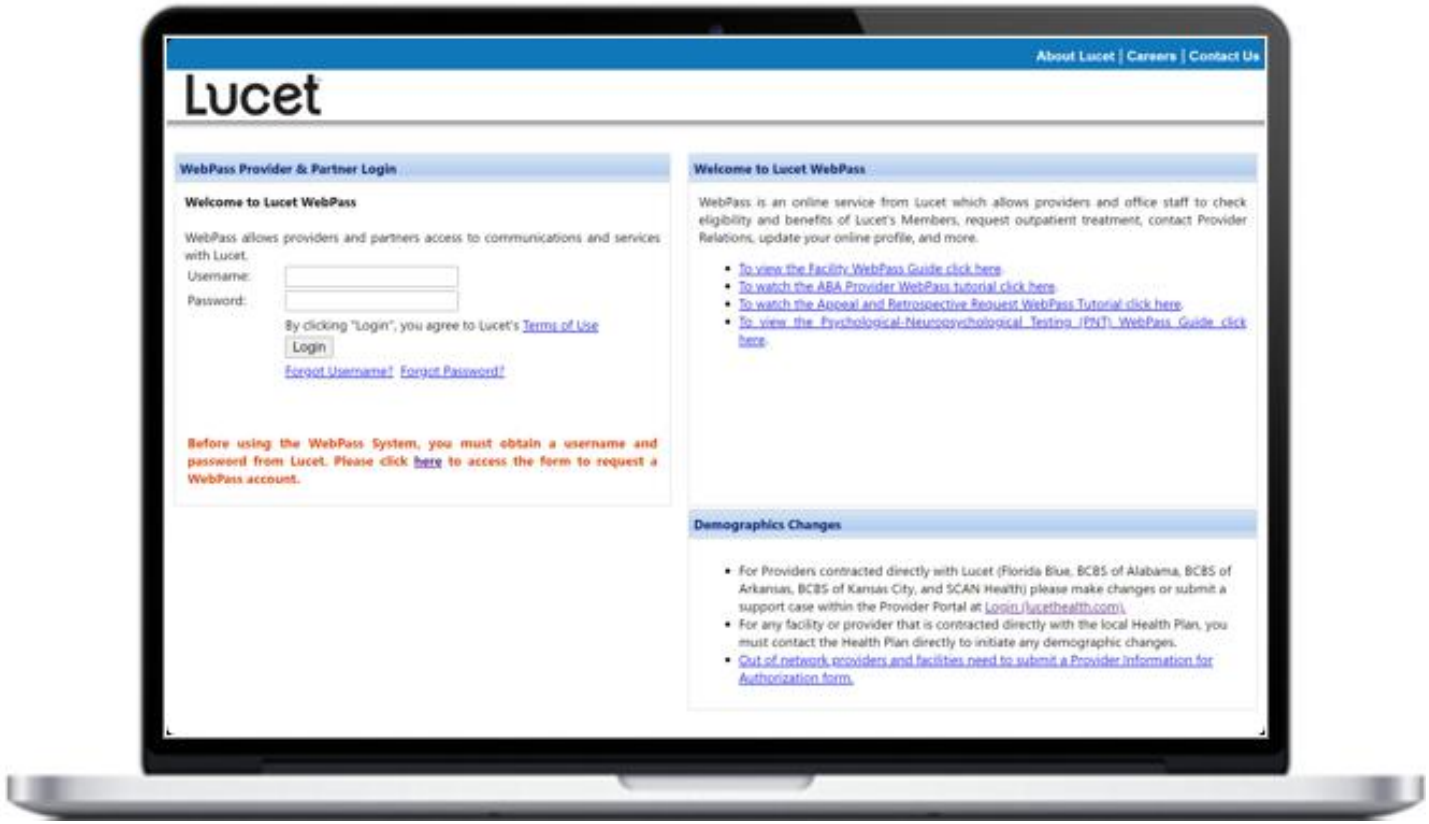
Thank you for registering for the New Directions WebPass! Your username will allow you to complete the registration process. Please visit https://webpass.ndbh.com and enter your username. Once you have entered your username and agreed to the Terms of Use and Confidentiality Agreement, you will receive another email with a password to complete the login process.

Below is your WebPass username. *Please keep this information in a secure location.*

Username: A inc.com

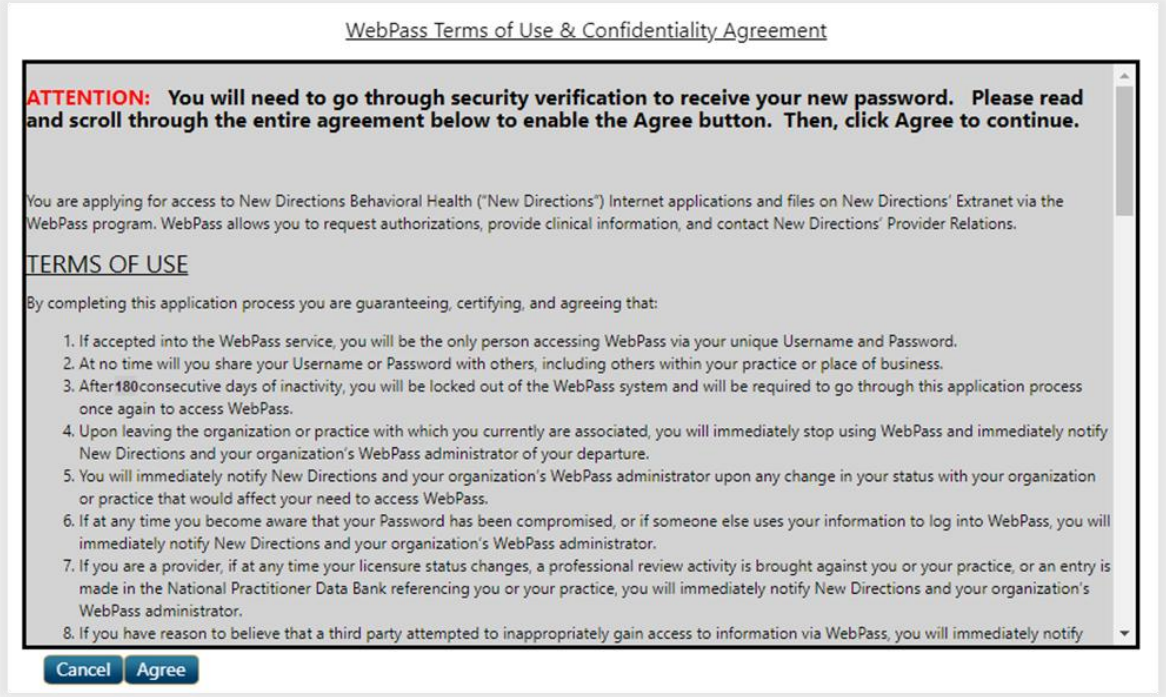
Login link:
https://webpass.ndbh.com/

Login Screen



- The log-in screen is where you will enter your username and password.
- You will also find the links to WebPass tutorials and provider demographic update forms.

First Time Logging In



The first time you log in to WebPass, the system will prompt you to review the Terms of Use & Confidentiality Agreement. After you click “Agree,” you’ll receive a second email with your temporary password.

Note: Users will be prompted to read and agree to the Terms of use every 180 days.

Understanding the Different Forms

Pre-Treatment Assessment or Initial Treatment Forms

- ABA Pre-Treatment Assessment: Use this form to request an authorization for the pre-treatment assessment.
- ABA Treatment: Use this form when finished with pre-treatment assessment and ready to request treatment.

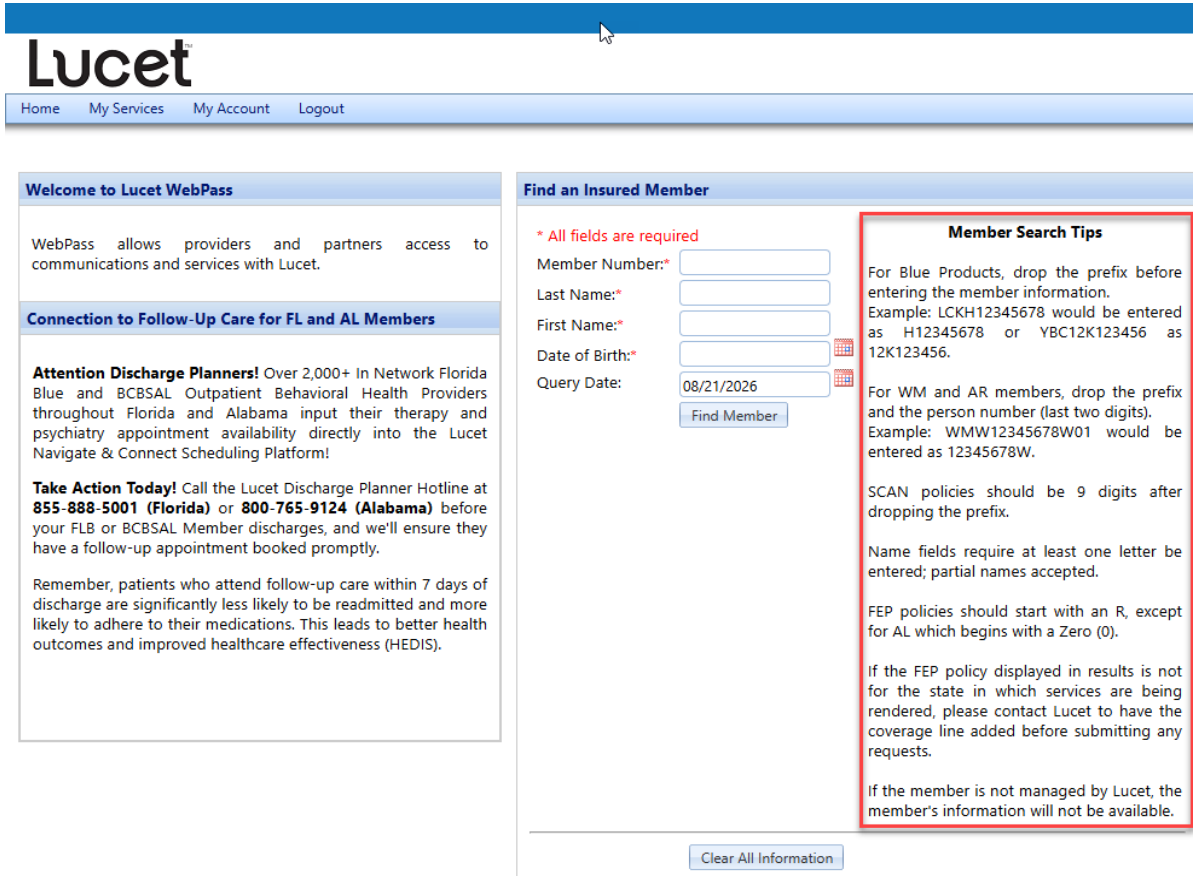
Ongoing Care Forms

- ABA Treatment : Use this form when the member has already been in treatment with your group and for subsequent treatment requests. Please note, information entered on previous forms will carry over to this, saving you time on future submissions.
- ABA Authorization Amended Request Form: Use this form if you have an authorization and need to change it in some way. This form allows you to request a different BCBA or change the hours/codes requested.
- ABA Discharge Form: Use this form to inform Lucet of members discharged from treatment. This allows Lucet to connect with families to offer additional support if any resources are needed after discharge.

Getting Started

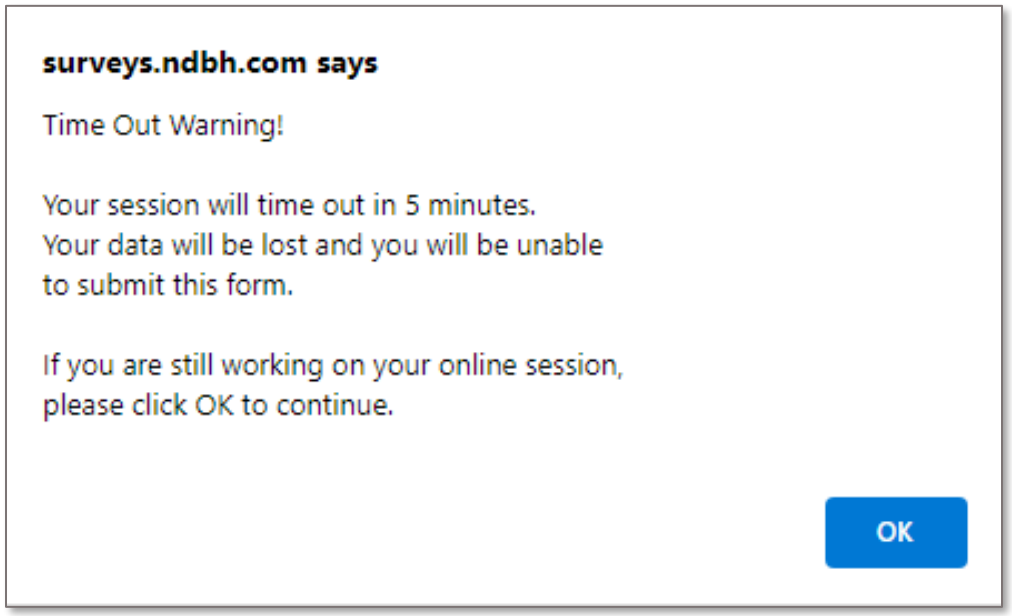
The first step is a member search. To do so there are two options:

1. Enter the member ID number (minus the prefix) and date of birth OR
2. Enter the member's last name, first name, and date of birth



- For an FEP member include the R at the start of the member's ID #. The exception to that rule is if the member is in AL. FEP members in AL can be found in WebPass by replacing the letter "R" with the digit "0" at the beginning of the member's ID #.
- Ensure query date is within member's active coverage. Active coverage date may be in the past if policy is expired.
- If policy is not pulling up, please ensure Lucet manages policy by checking back of insurance card.

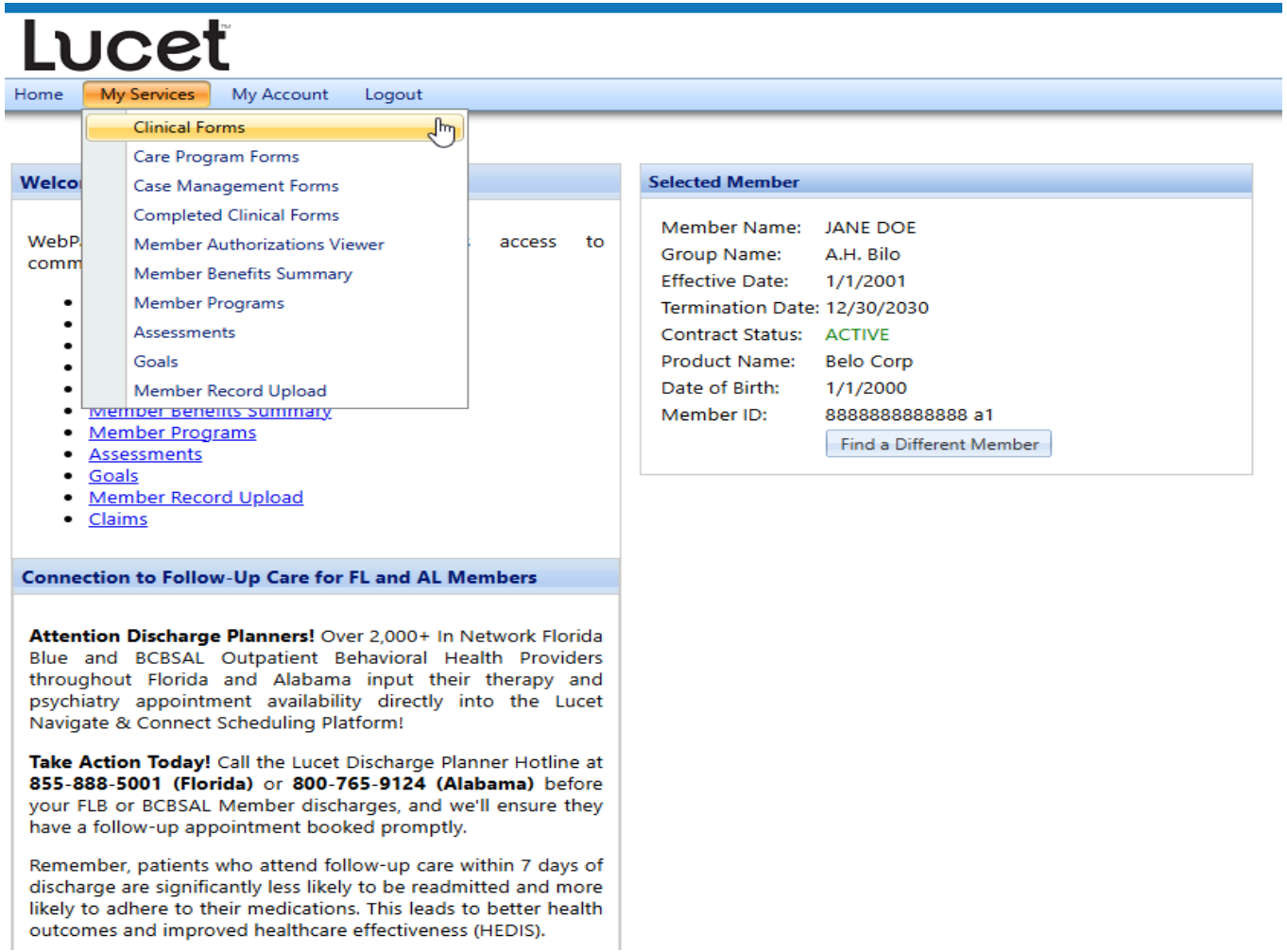
Time-Out Warning



Warning: Once you've started a form, if the WebPass session **sits idle for 90 minutes,** the system will automatically log the user out. When that occurs, all information will be lost.
Users receive a warning message five minutes before the system times out to prompt them to save information.

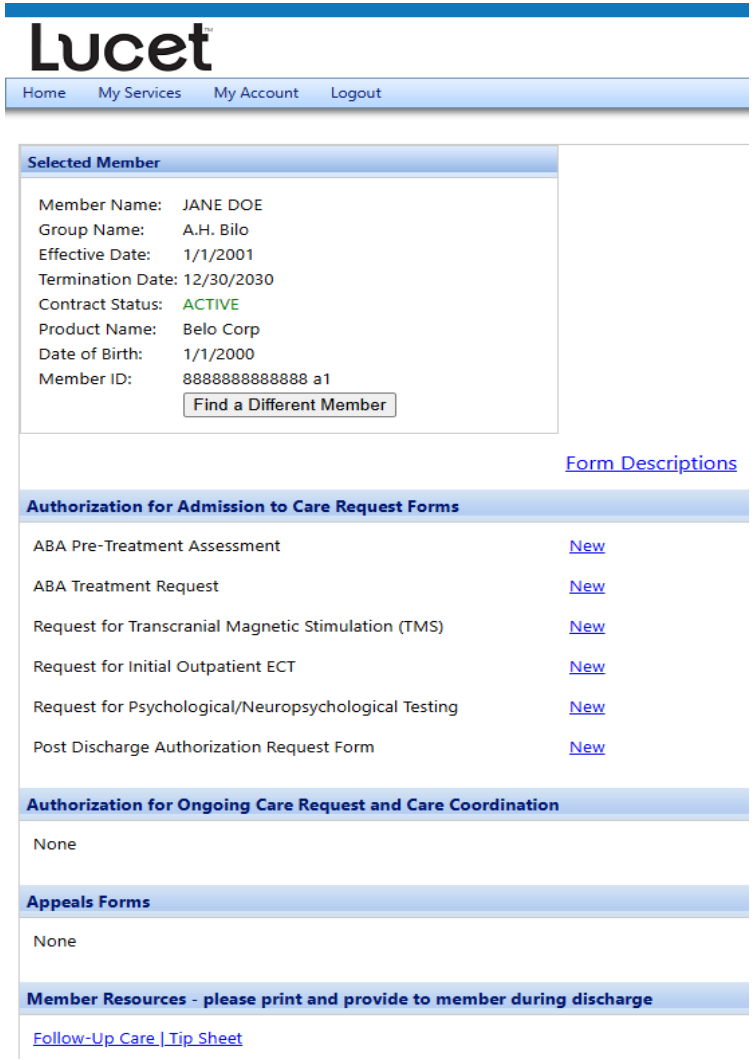
Accessing Clinical Forms to Initiate Care

- To choose the appropriate form, click on "Clinical Forms" either in the list or under the “My Services” drop down.



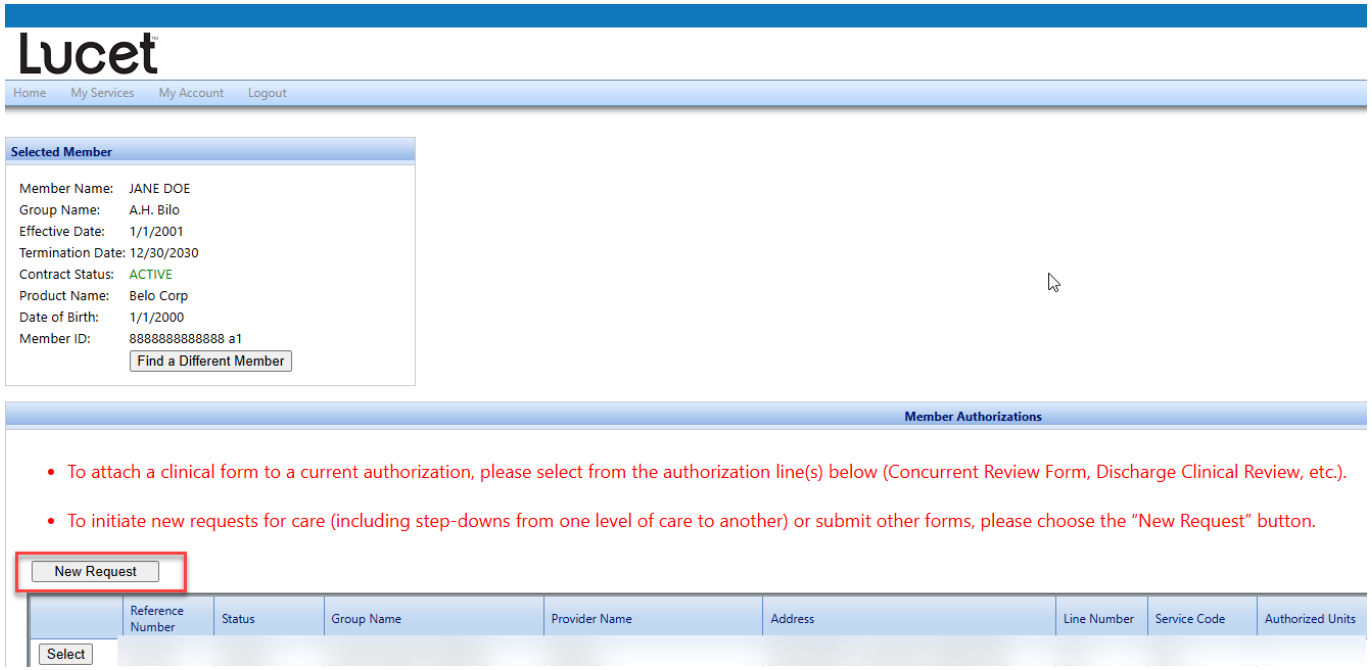
Pre-Treatment Assessment or Treatment Forms

- The ABA Pre-Treatment Assessment form should be used only once per member.
- Note: If you see “Continue” next to a form, an initial request has already been started for the member. Partially saved surveys will remain available until removed or expired.
- If you have already submitted an ABA Treatment request and need to edit it, go to slide 15 for instructions.



Pre-Treatment Assessment or Treatment Forms

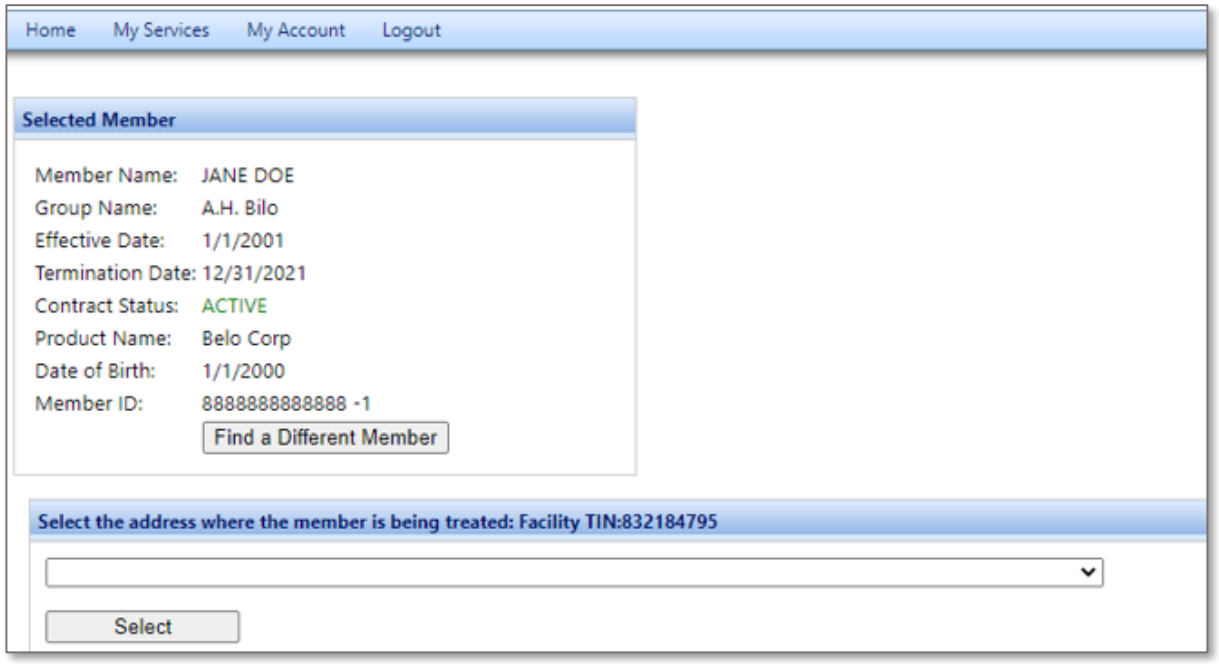
- Please note, **if you already have an authorization for this member** when you click on “Clinical Forms” it will take you to the screen on the right. To submit a new request, without information carrying over, click “New Request”.
- To submit for ongoing care for a member with existing authorizations, skip this slide and head to slide 15.



Facility Address Selection

- When selecting “New Request,” provider groups with multiple addresses will be required to select the address where the member is being treated.

- If you are unable to find the correct address from the drop-down list, please go to https://providerportal.lucethealth.com/s/login/ and follow the links to update your demographic information.



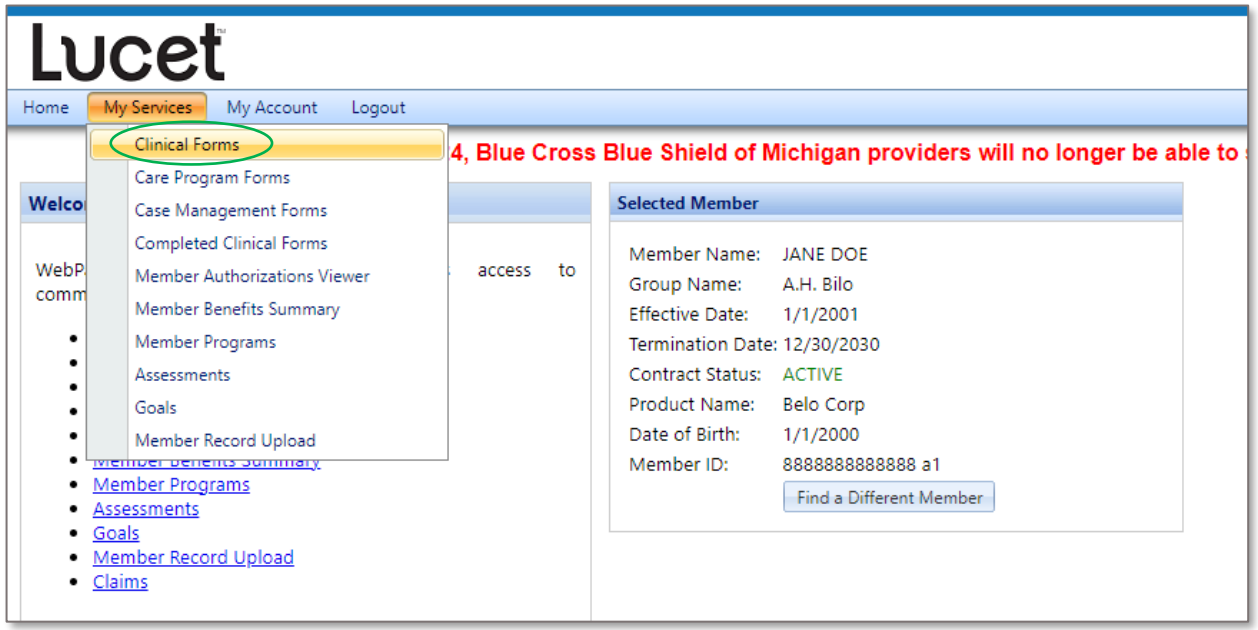
Webpass Guide

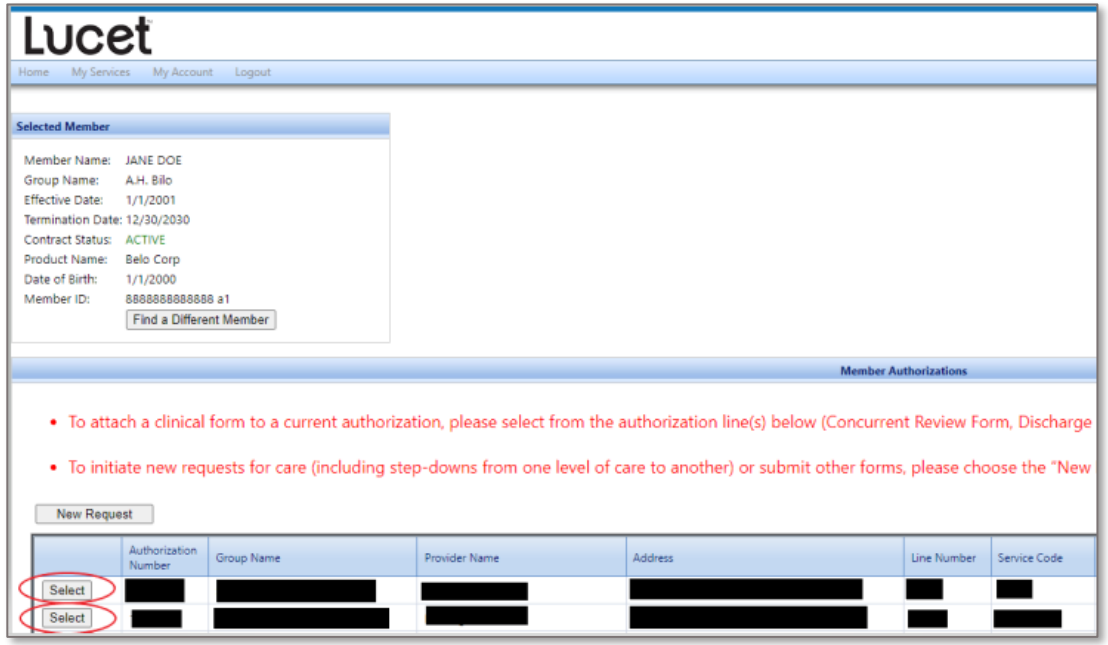
Navigating to Ongoing Care Forms

- Navigating to the below forms is slightly different:
  - ABA Treatment Request
  - ABA Authorization Amended Request Form
  - ABA Discharge Form
- See following slides for how to navigate to forms.

Navigating to Ongoing Care Forms

- Once you have searched for the member, select Clinical Forms (see green circle in image on the left) which will then open a new page with authorizations/reference numbers.
- Then select an authorization/reference number (see red circles in image on the right).





Ongoing Care Request and Care Coordination

From this screen you will be able to access the three different ABA continuation forms:

- ABA Treatment Request
- ABA Authorization Amended Request Form
- ABA Discharge Form

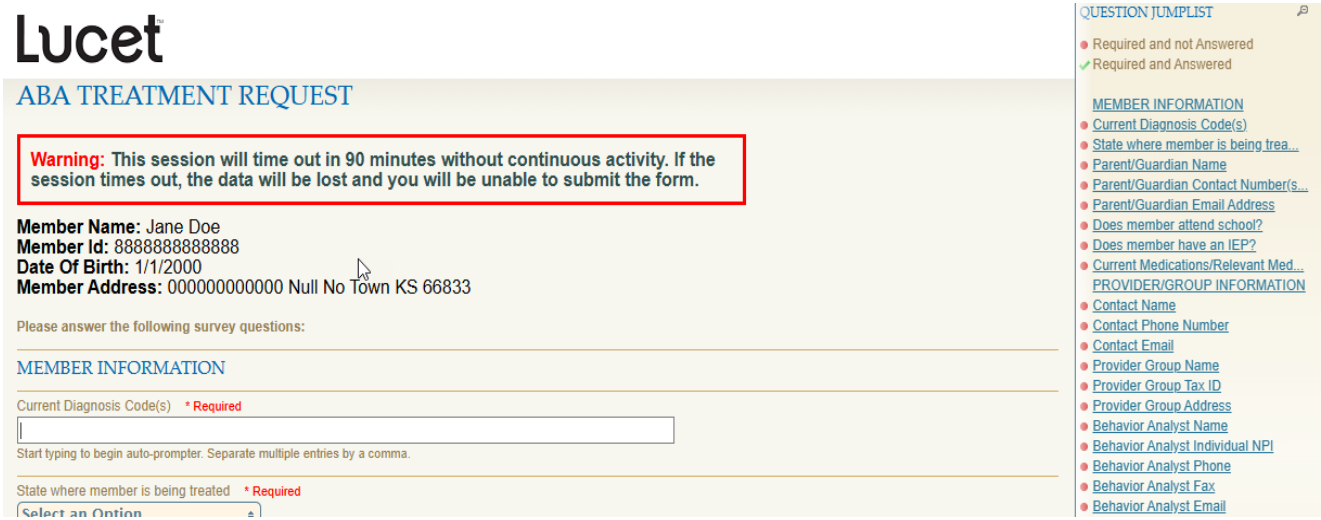
Please note these forms will carry over previously entered information when authorization/reference number is selected.

Ongoing Care Requests and Form Carryover

- Save time on future requests with carryover. To do this, be sure to select an authorization from Slide 15.
- When completing the ABA Treatment Request and ABA Amended Authorization forms, information from the previous submission can prepopulate into the form.
- This information can then be updated to reflect progress in treatment.
- Fields that have prepopulated answers will be highlighted to ensure they are visible by the user.
- All highlighted answers need to be reviewed. Not all questions will be prepopulated.

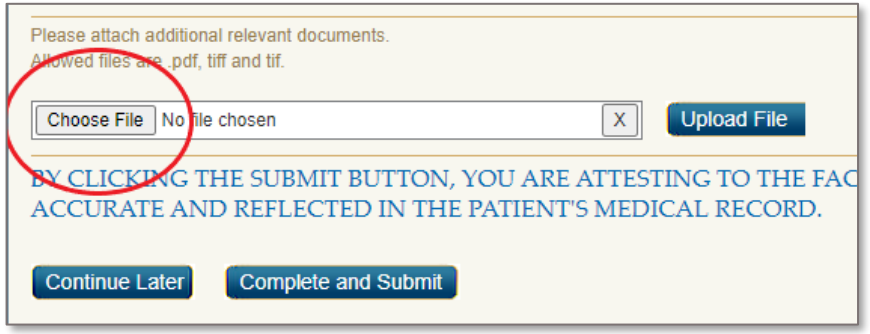
Completing Clinical Forms

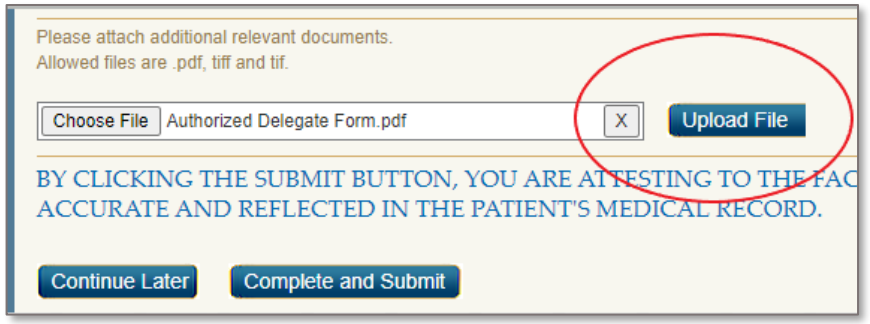
- After selecting a form, enter the clinical information needed for Lucet to conduct a review.
- As each section is completed, the Question Jumplist on the right will display a green checkmark. Clicking on an item listed in the Question Jumplist will move users to that section. This helps with navigation on the form.

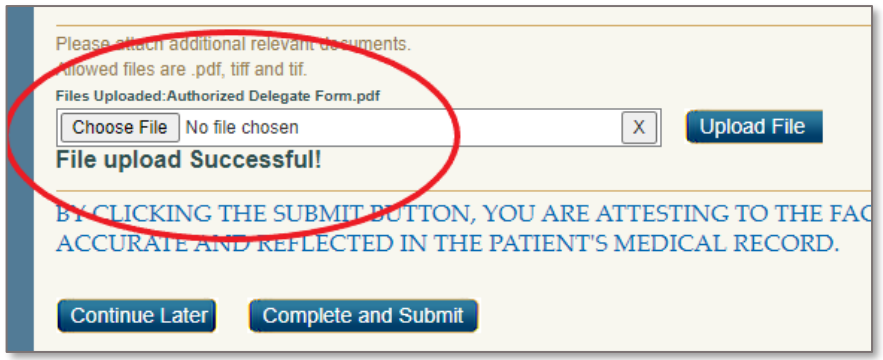


Uploading Documents

- At the bottom of each form is an option to attach additional documents/files
- Providers should use this section to upload a treatment plan, including member goals for the authorization period.
- Steps to upload documents:
  1. Choose file
  2. Upload file
  3. Confirm file uploaded successfully
  4. Repeat for each document
- Please note this only uploads the documents and does not submit form. To submit form, please see steps on next slide.
- NOTE: The “upload file” box can be used to attach any supporting documentation (pdf, tiff and tif). Multiple files can be loaded, but each file needs to be uploaded individually.



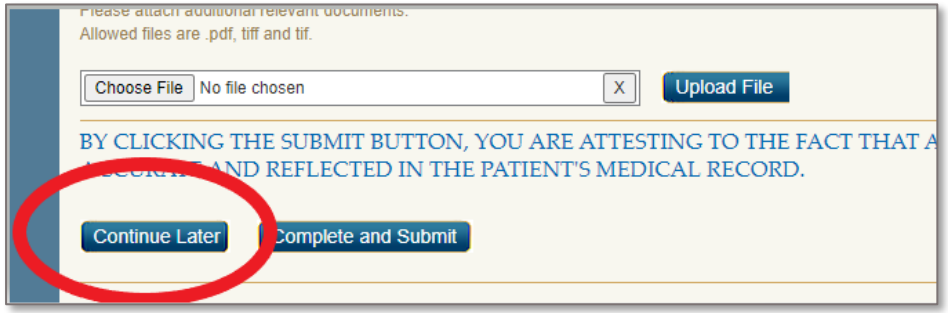




Saving Partially Completed Forms

If you would like to continue working on a form at a later time, you may click (1) “Continue Later”. You’ll then need to confirm you want to save a partially completed form by clicking okay as referenced in (2) and (3). Finally, you’ll be notified the form is saved (4). Please note if you save a form to continue later, the **form must be submitted within 7 days** of when you first began using it.

1



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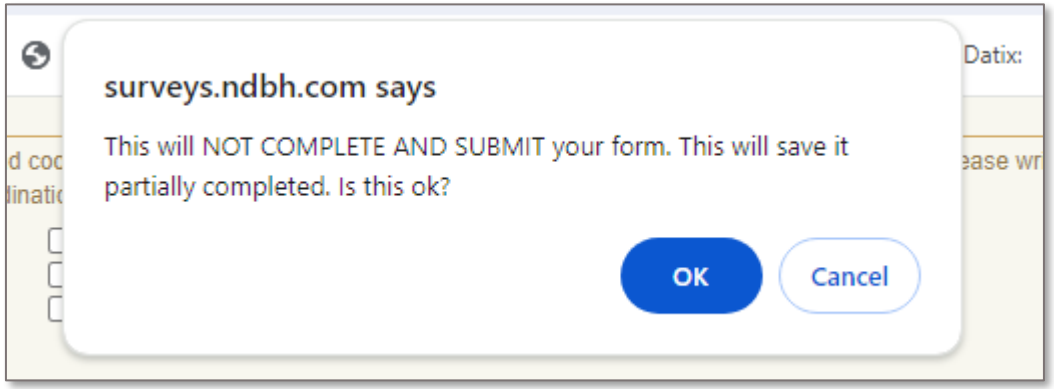

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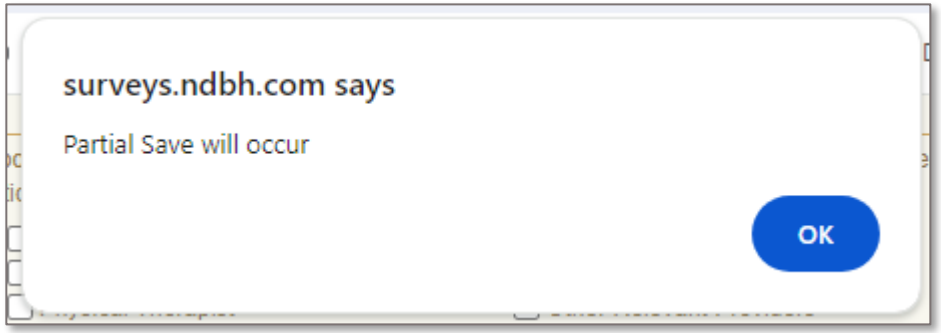

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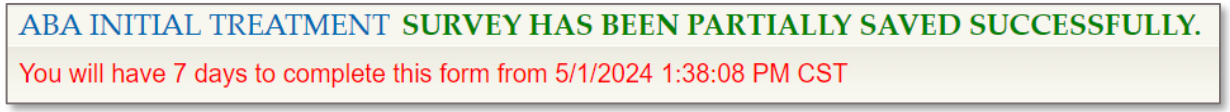
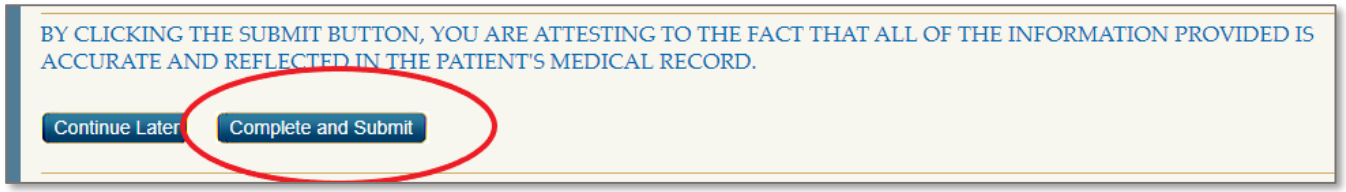


Submitting Form

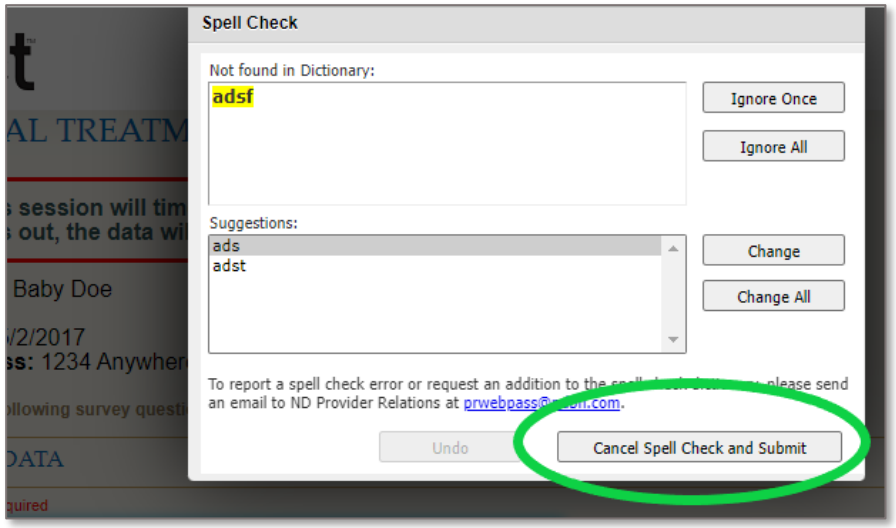


To complete form, click “Complete and Submit”.

Note: you must complete spell check or click “Cancel Spell Check and Submit” for form to be submitted.

Once submitted, you’ll receive a Submission ID#. Please note forms have not been submitted if you do not receive an ID#.

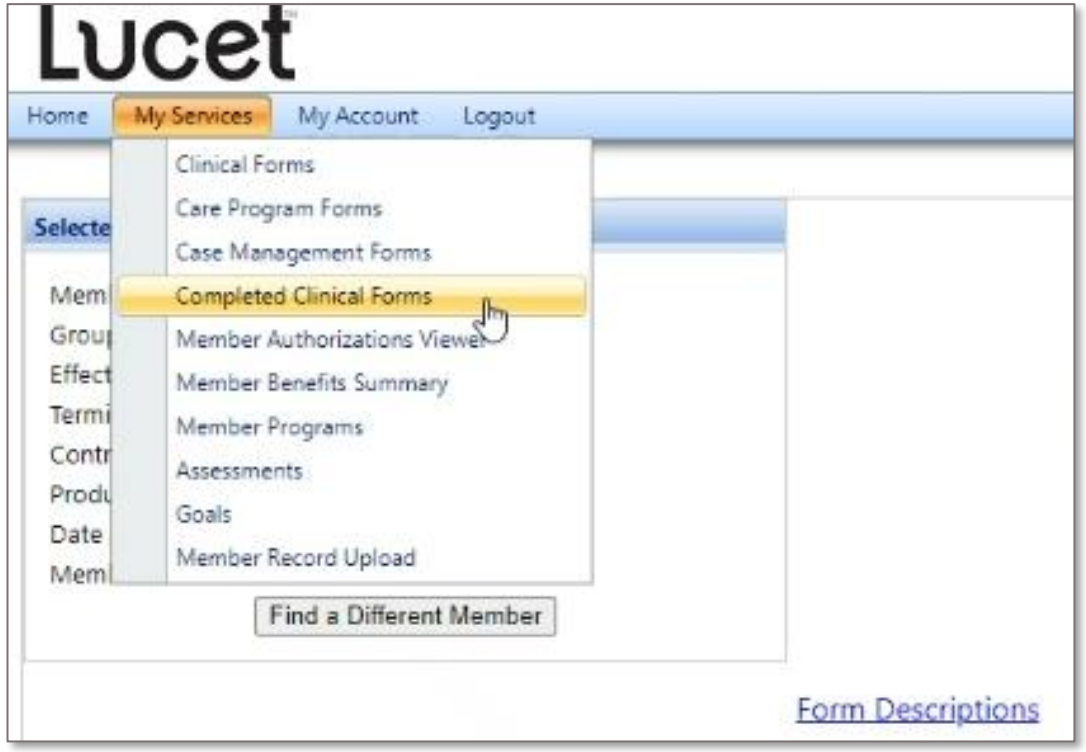
Reminder: Form will time out if not active for 90 minutes. To avoid losing information, utilize “Continue Later” (per previous slide).



Reviewing Submitted Forms

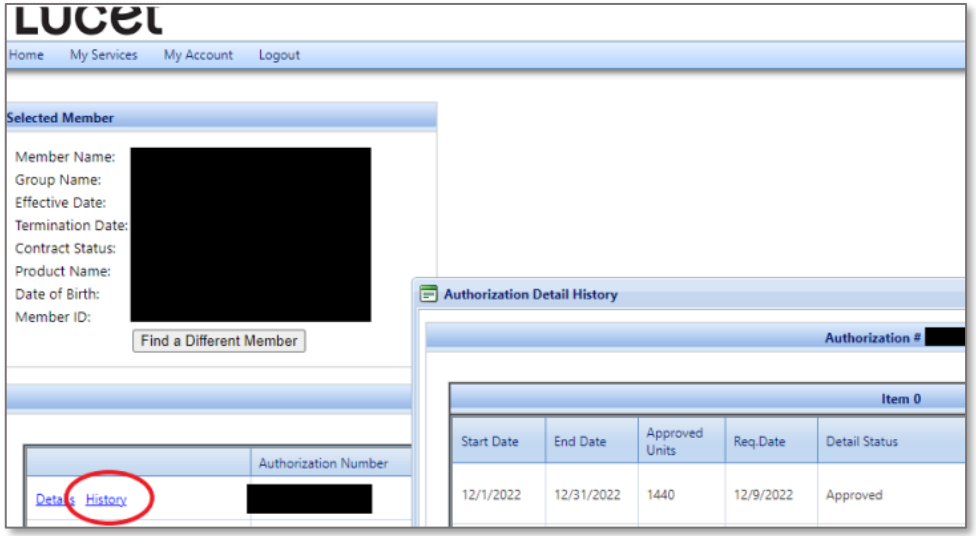
To view previously submitted forms for a member tied to the facility Tax ID, click on "Completed Clinical Forms.“ Users will be able to view all forms that have been submitted by users with the same Tax ID for the member.

- NOTE: To view the most recent submission, slider should be moved to the right side of the scrollbar.



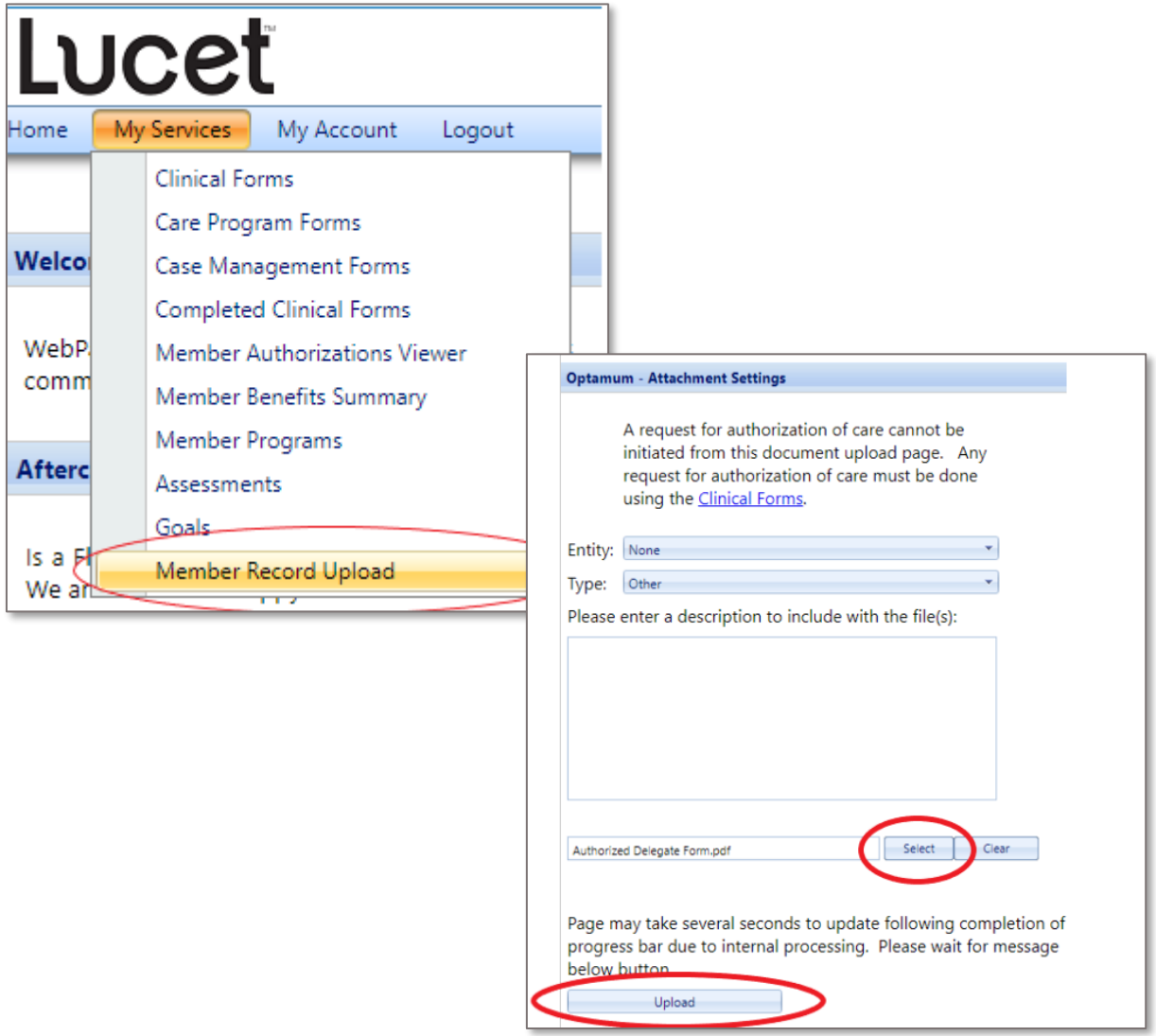
Reviewing Status of Request

- To view the status of a request, or to print authorizations, click on "Member Authorization Viewer."
- Users will be able to view the status of all authorizations for the selected member, related to the Provider Tax ID. Click on "Details" or "History" to view more information about the authorization.
- Users can right click on the page to print the authorizations on the screen.



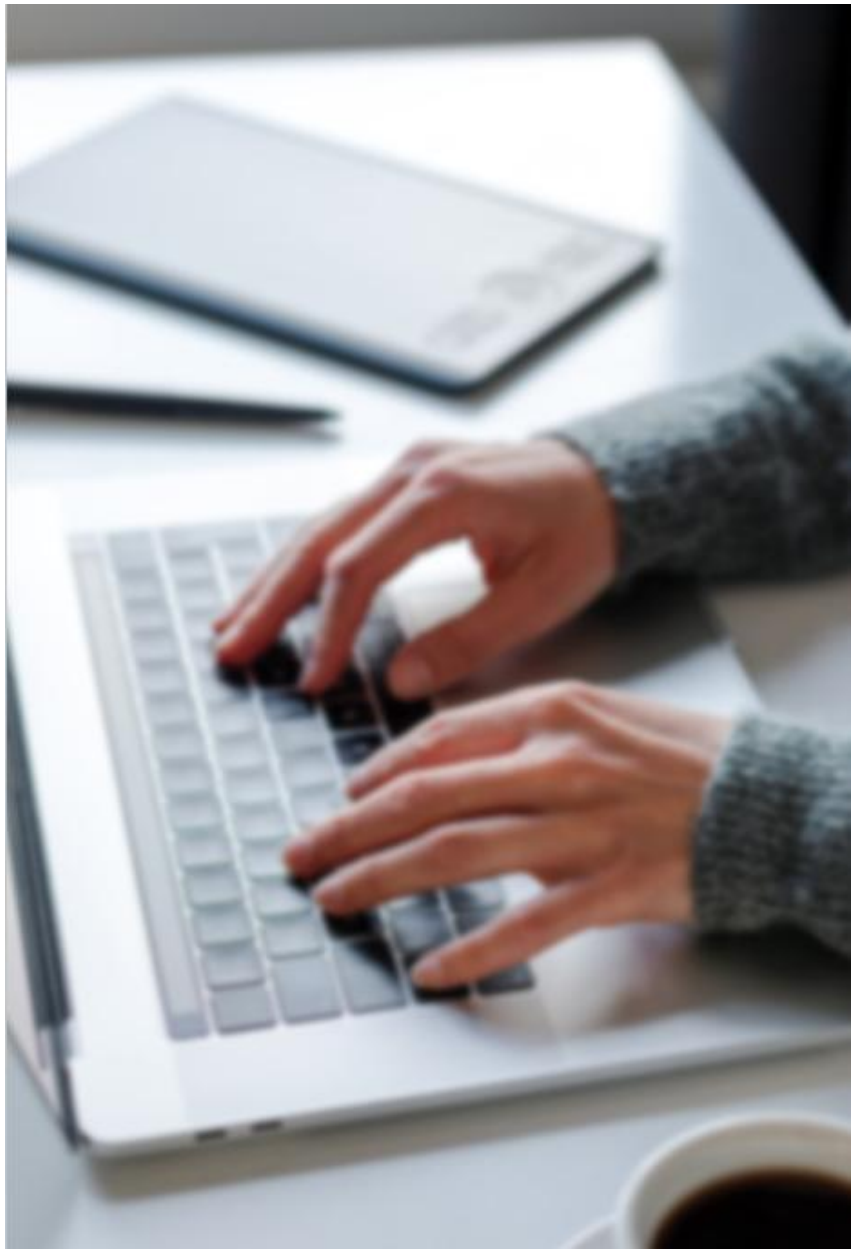
Uploading Documents Outside of Request Form

- Users can upload documents without submitting an authorization request form by clicking on “Member Record Upload.” Select the entity and type of file using the associated dropdowns and enter a description of the file to be uploaded. Click “Select” to browse for the correct document. After selecting the file, the name will appear in the text box. Click “Upload” to submit the document.
- NOTE: **Authorization requests cannot be submitted** via Member Record Upload and your care manager will not be notified when documents are uploaded.
- Lucet is **NOT** notified when providers use Member Record Upload. Please notify your care manager by phone/email if you submit a document this way.



Technical Support

- If you have technical issues or are unable to complete a form, please contact your Care Manager or email prwebpass@lucethealth.com.
- If you have received an error message, please include a screenshot of the error message, date, and time.
- Do not send any PHI (protected health information) in the email.
- Please allow 2 business days for a response to your email.
- To avoid disruption in the authorization process, and to proceed with an alternative review method, contact your Care Manager or the Autism Resource Program Team at 877-563-9347.



Alternative Submission Method

- If unable to access WebPass for submission, please fax information to 816-237-2372.
- Fax versions of the forms can be found at Provider Resources | Lucet - Behavioral Health Service