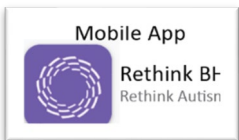


## Greetings All BCBA's!

The launch of the RethinkBH platform is fast approaching and a considerable amount is happening behind the scenes to make sure we kick it off on Monday, March 27<sup>th</sup> without a hitch! Below is the latest timeline and answers to some frequently asked questions...please make sure you go through them. 😊

**REMEMBER:** Until March 27<sup>th</sup>, you will be using the current RethinkED platform for your client's programming and session notes and using Central Reach to convert appointments!!

### Migration Timeline:

Date	Event	Description	NOTES
Monday, March 13	Login & Mobile APP Day!	<p>On this day, BCBA's login to the new RethinkBH platform as follows:</p> <ul style="list-style-type: none"> <li>Navigate to <a href="https://www.rethinkbehavioralhealth.com/">https://www.rethinkbehavioralhealth.com/</a></li> <li>Select "Login" (upper right side of the webpage).</li> <li>Enter your uncommon thread email address as your username.</li> <li>Select "forgot password" to create your new password.</li> </ul> <p>Once you have successfully logged into the new RethinkBH platform on the web, you can download the RethinkBH App to your mobile device. Your username and password will be the same for both the website and mobile app.</p> <ul style="list-style-type: none"> <li>From an iPhone: Download the RethinkBH app from the App Store.</li> <li>From an Android phone: Download the RethinkBH app from the Google Play Store</li> </ul> <p>Once logged into the app, please immediately change your settings as illustrated in these instructions:</p> <p><a href="#">Rethink Behavioral Health New User Instructions: Web Browser &amp; Mobile App</a></p>	<ul style="list-style-type: none"> <li>If an email (from Rethink) with instructions to reset your password is not received in your inbox or junk/spam folders, contact <a href="#">Jennifer Pombo</a> immediately.</li> <li>At this point you are <b>still using RethinkED</b> to update client programming and session notes.</li> <li>At this point your therapist is <b>still using RethinkED</b> to collect data.</li> <li>At this point you are <b>still using Central Reach</b> to convert appointments.</li> </ul> <div style="text-align: center;">  </div> <div style="background-color: #4a4a9a; color: white; padding: 10px; margin-top: 10px;"> <p><b>Troubleshooting and Support Process: If you are having technical difficulties, please proceed as follows:</b></p> <ol style="list-style-type: none"> <li>Self-help: Instructions and Videos</li> <li>Immediate Case Manager (Mel, Colleen, Tricia, Donna, Gianna, Jenn)</li> <li>Employee Support – <a href="#">Jennifer Pombo</a></li> </ol> </div> <p><b>NOTE: Please check your email daily for any new information!!</b></p>
Friday, March 17	Programming Day!	<p>BCBA's will use this entire day to rebuild their client's programs on the new RethinkBH platform in preparation to go LIVE on March 27.</p>	<ul style="list-style-type: none"> <li>Although today was used to rebuild your client programming on the new RethinkBH platform, you are <b>still using RethinkED</b> to update client programming and session notes. I suggest you limit changes to programming on the RethinkED platform until we go LIVE on the RethinkBH</li> </ul>

		<p>All BCBA's should clear their calendars for the day. We will send a calendar invite to block this day. You will need to convert this administrative session to get paid for your time.</p> <p>Adding and adjusting programming on the RethinkBH platform is very similar to adding and adjusting programming on the RethinkED platform.</p> <p>However, prior to that day, you may want to review these instructions and related videos.</p> <ul style="list-style-type: none"> <li>• <a href="#">RethinkBH: BCBA Training</a></li> <li>• <a href="#">Program Library Overview</a></li> <li>• <a href="#">Writing Custom Programs</a></li> <li>• <a href="#">Editing a Client Skills Programs</a></li> <li>• <a href="#">Editing a Client Behavioral Program</a></li> <li>• <a href="#">Data Collection on the Web Browser</a></li> <li>• <a href="#">Data Collection on the Mobile App</a></li> </ul> <p>In addition, TUT will provide written instruction on the most efficient way to transfer your programs from RethinkED to RethinkBH.</p>	<p>platform on March 27.</p> <ul style="list-style-type: none"> <li>• At this point your therapist is <b>still using RethinkED</b> to collect data.</li> <li>• At this point you are <b>still using Central Reach</b> to convert appointments.</li> </ul> <div style="border: 1px solid black; background-color: #4a0080; color: white; padding: 10px; margin: 10px 0;"> <p><b>Troubleshooting and Support Process: If you are having technical difficulties, please proceed as follows:</b></p> <ol style="list-style-type: none"> <li>1. Self-help: Instructions and Videos</li> <li>2. Contact immediate Case Manager (Mel, Colleen, Tricia, Donna, Gianna, Jenn)</li> <li>3. Employee Support – <a href="#">Jennifer Pombo</a></li> </ol> </div> <p><b>NOTE: Please check your email daily for any new information!!</b></p>
<p>Friday, March 24</p>	<p>Farewell to Central Reach Day!</p>	<p>By the end of business on Friday, March 24<sup>th</sup>, all sessions, up to and including sessions on March 24<sup>th</sup>, need to be converted and session notes need to be uploaded.</p> <p>Hopefully you are up to date and only must convert and upload what is due on March 24.</p> <p>Failure to convert a session means you may not get paid for that session/day...so <b>please make sure you are up to date!</b></p> <p><b>No sessions should be added or rescheduled for March 25<sup>th</sup> or 26<sup>th</sup>.</b></p>	<ul style="list-style-type: none"> <li>• At this point, this is the <b>last day your therapist is using RethinkED</b> to collect data and enter session notes.</li> <li>• At this point, this is the <b>last day you are using Central Reach</b> to convert appointments.</li> </ul> <p><b>NOTE: Please check your email daily for any new information!!</b></p>
<p>Monday, March 27</p>	<p>Kick-Off Day!</p>	<p>RethinkBH Platform goes LIVE for everyone!!!</p> <p>On this day all BCBA's and therapists will be using the new RethinkBH platform.</p> <p>Central Reach will no longer be active.</p> <p>RethinkED will no longer be active except to view your client's old data. View/Print only access on the RethinkED platform will be active for 6 months.</p>	<ul style="list-style-type: none"> <li>• At this point <b>you begin using the RethinkBH</b> platform to update client programming and session notes</li> <li>• At this point, your therapist <b>begins using RethinkBH</b> to collect data and enter session notes.</li> <li>• At this point, you <b>begin using RethinkBH</b> to convert appointments.</li> </ul> <p><b>NOTE: Please check your email daily for any new information!!</b></p>

## FAQ/Troubleshooting and Support:

### ? I am having technical difficulties, who should I contact?

Please proceed as follows:

1. Self-help: Instructions and Videos
2. Contact your immediate Case Manager (Mel, Colleen, Tricia, Donna, Giana, or Jenn)
3. Employee Support – [Jennifer Pombo](#)

### ? What is Programming day (March 17<sup>th</sup>)?

In addition to St. Patrick's Day, this year March 17<sup>th</sup> is Programming Day! On this day, BCBA's will rebuild their client's programming on the new RethinkBH platform.

**What exactly does that mean?** BCBA's will add current programs to their client's profile – skills, behavioral, and parent training. Then update the goals to reflect the appropriate DSM-V language and add targets. The skills programs are available in the Program Library, including 700 custom goals from RethinkED (only custom goals with some activity in the last year transferred; stale custom goals did not come over). The targets will start at baseline, no data will transfer from RethinkED – therefore there will be no graphical illustration of progress when we start RethinkBH. However, this information is still available for you to see and print from RethinkED for 6 months. I realize this is an inconvenience, but we expect it will only be an inconvenience for a couple of months.

On this day, we expect BCBA's to clear their calendars for the day. We will send a calendar invite to block this day and you will need to convert this day-long administrative session to get paid for your time. On Programming day, we will provide further instruction on how to most-efficiently rebuild your client's programming.

### ? What happens to all my client's data and graphical progress in RethinkED?

Your client's data and therefore graphical progress will remain in RethinkED. You will have access to view this information for a period of at least 6 months. As such, you should hang-on to your username and password for RethinkED. If you lose your username and password for RethinkED, please contact employee support by emailing [Jennifer Pombo](#).

### ? On the new RethinkBH platform, I realize that the VBMAPP Assessment is now integrated. What happens to all my client's VBMAPP history?

On March 27<sup>th</sup> – Kick-off Day – all VBMAPP assessments for new and current clients will be completed on the RethinkBH platform. All the data and graphical progress from your client's previous VBMAPP assessments will be available to view and print only on <https://www.vbmapp.com/>. Once again, I realize this is an inconvenience, but we expect it will only be an inconvenience for a couple of months. If you have trouble accessing the VBMAPP assessment on the RethinkBH platform, please proceed as follows:

1. Self-help: [Instructions](#)
2. Contact your immediate Case Manager (Mel, Colleen, Tricia, Donna, Gina, or Jenn)
3. Employee Support – [Jennifer Pombo](#)

? If my client is new to TUT and his family is still doing ABA 101 – which includes the Rethink Basic Training Modules – will they be moved from RethinkED to RethinkBH?

If your client’s parents are currently engaged in ABA 101, and therefore the Rethink Basic Training Modules, nothing will change for them. If you are assigned a new client to TUT, the new client’s parents will access the RethinkBH platform for the Rethink Basic Training Modules.

? When will my therapist be trained and when will they begin entering data?

Your therapist(s) has already received training on the new RethinkBH platform. The week of March 23<sup>rd</sup> – after “BCBA Programming Day” – your therapist will receive instructions on how to login to the RethinkBH web browser and RethinkBH mobile app. However, she/he will be instructed not to begin entering data until RethinkBH goes live on March 27<sup>th</sup>. **If your therapist needs assistance logging into the web browser and Mobile, please be prepared to assist them. If you are unable to help, please escalate to your immediate Case Manager.**