

Social Services Training Guide

Contact Info

- Email: socialservices@spectrahealth.org
- Phone Extension: 701-757-2100 x1218

General Appointment Information:

- **SpectraPlan ONLY:** 30 minutes
- **Marketplace:** 90 minutes
- **All other SS needs:** 60 minutes (*unless approved by Social Services staff*)

Appointment Notes

- Include chief complaint (e.g., transportation, RX assistance, insurance, SP)
- Note if patient refused to provide information
- Indicate who approved the visit (medical, dental, SS, Optometry, etc.)
- If not in-person, specify method (Teams, phone, Zoom)
- *Must be approved/requested by SS staff only*

Staff Overview

| Name | Schedule | Role / Focus | Trained In | Not Trained In / Notes |
|--------------------------|--|---|--|------------------------|
| Kayla Hochstetler | Monday–Thursday 8:00 AM – 5:00 PM | Supervises SS staff. Not taking new patients unless approved by Kayla or Charge SW. | FTR Community Connect ACP Marketplace | |
| Taylor Becker | Tuesday 8–5 Wednesday: Larimore 8–1, GF 3–5 Thursday 8–5 | Supervises Social Work Interns. Focus on SpectraPlan & insurance enrollment. In Larimore every Wednesday. | Marketplace FTR Community Connect ACP | |
| Haleigh Stenseth | M, W, Th, F 8:00 AM – 5:00 PM | SUD Triage Caseworker. Focus on patients in recovery. Triages MAT intake calls. Any SS staff can do MAT intake if needed. | Marketplace FTR | Community Connect |
| Tanya Cook | Monday–Thursday 8:00 AM – 5:00 PM | Can see anyone. | FTR Community Connect | |
| Elizabeth Stevens | Tuesday–Friday 8:00 AM – 5:00 PM | Can see anyone. | FTR Community Connect | |

| Name | Schedule | Role / Focus | Trained In | Not Trained In / Notes |
|-------------------|----------|---|------------|------------------------|
| SW Interns | Varies | Can see anyone once trained. Focus on SpectraPlan, transportation, insurance enrollment. | — | Marketplace |

Social Service Processes, Staff Availability, and Scheduling

SS staff schedules are not public, except for:

- SpectraPlan
- Insurance navigation
- 1-2 same-day spots (available daily)

Same-Day Appointments

- PSRs may schedule for any reason
- Do not schedule until the day of the appointment
- Staff availability varies; holds are placed for flexibility
- Call at **7:30 AM, Monday-Friday** — First Come, First Served

Scheduling Guidelines

- Patients needing insurance navigation or SpectraPlan: schedule as normal
- If patient is new or hasn't visited in over a year:
 - Must be triaged by Charge SS member before scheduling
- If patient presents and no same-day spot is available:
- Ask reason for visit and get MRN
- Say:

“Please give me a few minutes as I reach out to our Social Services team and inquire if anyone is available to come out and see you. Please have a seat until I have an answer.”

- Keeps front desk clear for other patients
- Relay SS staff guidance to patient

Additional information

Housing Prioritization Tool (HPT)

- Formerly called VISPDAT
- Vulnerability assessment for housing
- Only Elizabeth can complete due to system access from a previous grant
- Refer patients asking for HPT to Charge SS staff for triage
- Patients may also be referred to the Mission

Free Through Recovery (FTR)

- Collaborative program with ND DHS Behavioral Health Division & DOCR
- For justice-involved individuals with behavioral health concerns
- Spectra Health provides Care Coordination
- **Referrals must come from probation/parole**

Community Connect

- Collaborative program with ND BHS Behavioral Health Division
- Spectra Health provides Care Coordination
- Patients must:
 - Complete application
 - Select Spectra Health as provider
 - Be approved to access services

SW/BH/Optom Checklists



Start of day

| Task | Notes |
|--|---|
| Turn lights on | |
| Log into comuter/phone | Turn scanner on |
| Log into Epic and Teams | |
| Tend to Teams/Provider requests | For example: When a provider is out, rescheduling |
| Collect chart prep from chiro area | Desk by printer |
| Check voicemails, return patient calls | |
| Work on patient MyChart messages for your department | |
| Start chart prep | |
| Confirmation calls | Typically done before noon |

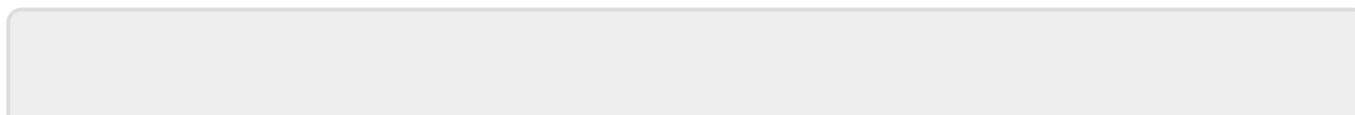


Reminder - check voicemails throughout the day and return patient calls as time allows.



Weekly

Please remember to check the waitlist for your department.



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