



STATE OF HAWAII
DEPARTMENT OF HEALTH
DEVELOPMENTAL DISABILITIES DIVISION
COMMUNITY RESOURCES BRANCH

3627 KILAUEA AVENUE, ROOM 411
HONOLULU, HAWAII 96816

Telephone: 808-733-2135
Fax: 808-733-9841

In reply, please refer to:
File:

Medicaid I/DD Waiver
Memo No.: FY2021-11
Date: May 5, 2021

TO: Medicaid I/DD Waiver Providers

FROM: Mary Brogan, Administrator
Developmental Disabilities Division

SUBJECT: DDD Provider Portal

The Department of Health, Developmental Disabilities Division (DDD), continues our commitment to making system improvements and supporting quality coordination of care through our case management platform, INSPIRE. As part of this effort, we are preparing the roll out of the Provider Portal.

Accessing the Provider Portal

The Provider Portal is:

- easy to use and software installation will not be required;
- web-based and can be accessed from computers and mobile devices;
- located on a HIPAA-compliant platform, which allows for secure transmission of data between DDD and Providers;
- no cost to Providers.

Minimum Requirements for Computers and Mobile Devices

Computers and mobile devices used to access the Provider Portal must have the following prerequisites:

- 1) Windows 8.1 operating system or later versions
Please note that the extended support, which includes security updates, for Windows 8.1 is expected to end in January 2023 so an upgrade will be required before then.
- 2) Running malware protection
- 3) Up-to-date antivirus protection
- 4) A web browser (Chrome is preferred and Firefox is not recommended)

Features of the Provider Portal

Described below is general information about the Provider Portal. We will provide more information about timelines and training as the different features of the Provider Portal become available.

- 1) Provider Agency and Rendering Provider Information: Providers will be able to update agency and staff information.
- 2) Referrals from case managers (CM): Providers will be able to receive and respond to referrals for requested services.
- 3) Individualized Service Plan (ISP), Life Course Tools and Service Authorizations: Providers will be able to view and print completed ISPs and Life Course Tools and view Service Authorizations. Please note that the viewing of Service Authorizations is only of what the CM has completed. Providers will continue to receive Prior Authorization letters from Conduent.
- 4) Adverse Event Reports (AER): Providers will be able to complete and submit AERs to the DDD.
- 5) Documents: Providers may upload and receive documents to/from DDD.
- 6) Individual Plan (IP) and Quarterly Report Templates: Providers will be able to complete and submit IPs and Quarterly Reports to DDD.

Best Practice Requirements

As covered entities, providers must ensure that staff who will have access to the Provider Portal always treat Protected Health Information (PHI) using security precautions:

- 1) Continue to encrypt e-mails that contain PHI.
- 2) Do not share Provider Portal account information with others (i.e., username and password).
- 3) Log off of the Provider Portal when not in use.
- 4) Do not download PHI onto personal devices.
- 5) Do not use unsecured public wi-fi (e.g., hotels, coffee shops, stores). Staff may use their own home password protected wi-fi or wi-fi from their cell phone.
- 6) Always protect computers and mobile devices and do not leave them unattended.
- 7) Ensure that the computer or mobile device screen is not visible to passersby when accessing PHI.

Please see Microsoft Security Best Practices for more information:

<https://docs.microsoft.com/en-us/security/compass/compass>

In order to start the initial roll out of the Provider Portal, we are requesting your assistance to identify the staff who will need access. **Please review the attached form and submit a completed form for each staff who will need access, by May 21, 2021 to doh.dddproviderhelpdesk@doh.hawaii.gov.** Please also continue to use the

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attached form in the future, as new staff are hired who require access or for changes to current staff who have access.

If you have any questions, please contact the Community Resources Branch at (808) 733-2135.

c: Jon Fujii, DHS-MQD
DDD Management Team