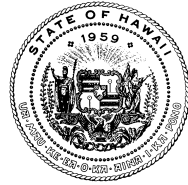


DAVID Y. IGE
GOVERNOR OF HAWAII



ELIZABETH A. CHAR, M.D.
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**STATE OF HAWAII
DEPARTMENT OF HEALTH
DEVELOPMENTAL DISABILITIES DIVISION**
P. O. BOX 3378
HONOLULU, HI 96801-3378
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In reply, please refer to:
File:

Medicaid I/DD Waiver
Memo No.: FY2022-10
Date: June 2, 2022

TO: Medicaid I/DD Waiver Providers

FROM: Mary Brogan, Administrator
Developmental Disabilities Division

SUBJECT: Adverse Event Report (AER) through the Provider Portal

The Department of Health, Developmental Disabilities Division (DDD), is committed to making system improvements and supporting quality coordination of care through the case management platform, INSPIRE. As part of this effort, the DDD will be launching the Provider Portal, specifically, the Adverse Event Report (AER) and Document Sharing functions.

Effective July 1, 2022, written AERs must be completed and submitted to DDD case managers through the Provider Portal. Any handwritten and/or paper AERs submitted on or after July 1, 2022, will be returned to the Waiver Provider to resubmit through the Provider Portal. Please note that this may result in an untimely submission of the written AER, as there are no changes to the reporting timeline requirements, per Section 3.3 of the 1915(c) Home and Community Based Services Medicaid Waiver for Individuals with Intellectual and Developmental Disabilities Waiver Provider Standards, Version A (Waiver Standards Version A).

To help ensure a smooth transition to the Provider Portal, please review the information described below, complete all requirements, and take advantage of the resources and practice supports that are available.

Access to the Provider Portal

Access to the Provider Portal will be limited to administrators and staff who perform duties such as submitting AERs, developing Individual Plans and Quarterly Reports, and processing referrals for services. Direct Support Workers (DSWs) and licensed/certified caregivers will not be granted access to the Provider Portal at this time. Please note that this may result in changes in Waiver Providers' operations. For example,

Waiver Providers of Residential Habilitation (ResHab) service will be required to complete and submit AERs through the Provider Portal on behalf of licensed/certified caregivers who provide ResHab services.

Provider Portal Accounts

Waiver Provider administrators will be responsible for managing and tracking Provider Portal accounts for staff and must notify DDD within one business day of any changes of staff's status within the agency (e.g., suspension, termination, or departure).

If you have not done so already, please complete and submit a *Provider Portal Request User Account or Change Form* for staff who will need access to the Provider Portal, as described in the "Access to the Provider Portal" section above. It may take DDD several days to process requests so please submit forms as soon as possible to ensure staff have accounts set up prior to July 1, 2022.

If you previously submitted forms to DDD and there have been no changes, no additional forms are needed at this time.

If you previously submitted forms to DDD and there are changes, please complete and submit a form to notify DDD of the changes (e.g., to remove a staff, change staff information, etc.).

The Provider Portal Request User Account or Change Form can be found at:

<https://health.hawaii.gov/ddd/files/2021/12/CRB-FY2021-DDD-Provider-Portal-User-Account-Form.pdf>

Submit all completed forms to:

doh.dddproviderhelpdesk@doh.hawaii.gov

Preparing for July 1, 2022

Multi-Factor Authentication

DDD will email Waiver Provider staff directly when their Provider Portal account has been set up with instructions for how to log in to the Provider Portal. Please note that Multi-Factor Authentication will be required. Please review the attached *Provider Portal Account Registration* information. It is strongly recommended that staff complete the log in steps prior to July 1, 2022.

Training Resources

Interactive training videos are available on the DDD website at: <https://health.hawaii.gov/ddd/waiver-providers/provider-portal-modules/>

Waiver Provider administrator(s) and staff who will have Provider Portal accounts are strongly advised to watch the following training videos prior to July 1, 2022:

- 1) Provider Portal Module: Customer Information Navigation and Uploading Documents – watch here:
[DOH Provider Portal - Customer Information Navigation and Uploading Documents \(cloudguides.com\)](#)
- 2) Provider Portal Module: Adverse Event Reports (AER) – watch here:
[DOH Provider Portal - Adverse Event Reports \(cloudguides.com\)](#)

Printable Desk Guides for each training video are also available on the website. Please note that while the Provider Portal contains other features, only the AER and Document Sharing features will be implemented at this time. Additional information and training resources will be provided as the other features are implemented.

Sandbox Practice Environment

“Sandbox” is a practice environment of the Provider Portal and is available for Waiver Provider administrators and staff who would like to familiarize themselves with the Provider Portal, explore the different features and practice completing different functions, prior to July 1, 2022. Waiver Provider administrators may use the *Provider Portal Request User Account or Change Form* to submit requests for staff who would like access to the “Sandbox” practice environment. Please be sure to note “Request Sandbox access” on the form and submit to:

doh.dddproviderhelpdesk@doh.hawaii.gov

Requests for access to “Sandbox” submitted after June 10, 2022, will not be processed.

Help Desk

Waiver Provider administrators and staff may contact the help desk at any time for questions, support, or assistance, at: doh.dddproviderhelpdesk@doh.hawaii.gov

Additional Support and Resources

- Please be sure register for the upcoming webinar on electronic submissions of AERs at:

https://zoom.us/webinar/register/2816524094384/WN_GilzDFeGTLKF9dTSX9eN4w

- Please see the attached *Provider Portal Launch Letter*, for helpful information and resources.

Medicaid I/DD Waiver Program – Provider Memo

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- Stay tuned for additional webinars and “Open House” sessions to be hosted by DDD for Waiver Providers.

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

Thank you for your continued commitment to providing quality services for individuals with intellectual and developmental disabilities.

Attachments

c: Jon Fujii, DHS-MQD
DDD Management Team