

INSPIRE PROVIDER PORTAL LAUNCH



<https://health.hawaii.gov/ddd>



DOH.dddproviderhelpdesk@doh.hawaii.gov



PORTAL OVERVIEW

The Developmental Disabilities Division (DDD) is pleased to announce the launch of the DDD Provider Portal. The Provider Portal is a component of the DDD case management IT solution, INSPIRE.

The Provider Portal is accessible to all provider agencies and is easy to use. It is web-based and can be accessed from computers and mobile devices. You will not need to install any software. The portal is fully HIPAA-compliant and allows for the secure transmission of data and documents back and forth between DDD and providers.

The Provider Portal will be used by agency staff who perform duties such as submitting Adverse Event Reports, recording Individual Plans, writing Quarterly Reports, and processing referrals. It will also be accessed by individuals who can update staff records, including training dates and tuberculosis tests.

On the portal, providers will be able to access information about participants and their Circles of Support as well as completed documents such as Individual Service Plans (ISPs), Individual Plans (IPs), and Quarterly Reports. Providers will also see reminder tasks from DDD that will help track activities for participants.

DDD will provide interactive training videos to providers that will offer a genuine feel for how the Provider Portal works. In addition, providers will have to option to practice in a "Sandbox" environment that resembles the actual Provider Portal.

IN THIS ISSUE

ADVERSE EVENTS

page 2

SECURITY AWARENESS

page 3

SYSTEM REQUIREMENTS

page 3

IMPORTANT DATES

page 4

FEATURES



Adverse Event Reports



Referrals from CMs



ISPs & LifeCourse Tools



Document Sharing

KEY FEATURES OF THE PROVIDER PORTAL

Adverse Event Reports – Providers will be able to complete and submit AERs through the Portal

Referrals from Case Managers – Providers will update their service capacity and receive referrals from CMs

ISPs, LifeCourse Tools and Service Authorizations – Providers will be able to view and print completed ISPs and see the status of Service Authorizations

Document Sharing – Providers will upload and share documents with DDD and also view and download documents shared by DDD

ADVERSE EVENT REPORTING

A core feature of the Provider Portal will be an electronic reporting system for adverse events. Tracking and managing adverse events through a systematic and comprehensive approach is a priority for DDD. To improve DDD's current incident management system, DDD is moving from its current manual processes to an electronic reporting system that will centralize the reporting of adverse events.

The electronic reporting system will enhance DDD's ability to report, notify, track, and trend data in real time. The new electronic system will be integrated with DDD's investigations and mortality review processes. DDD is joining many states who have adopted a web or cloud-based platform for adverse events reporting.

Effective July 1, 2022, all written adverse event reports must be submitted through the Provider Portal. DDD will not accept any written reports through the current process after this date.



FREQUENTLY ASKED QUESTIONS

Q: If an incident occurs outside of a billable service, who is responsible for submitting the AER?

A: The individual who learns of an incident first, whether it is a provider agency staff member or a case manager, is still responsible for submitting an AER even if it occurred outside of a billable service. Effective July 1, 2022, the AER submission will be done through the provider portal or INSPIRE.

Q: What is the timeline for submitting an AER?

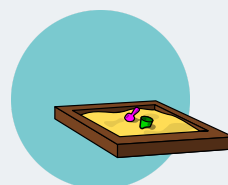
A: There are different times for the different reports. A verbal report of an adverse event must be provided to the DOH-DDD CM or designee within the next business day of an adverse event that occurred during a billable waiver service.

Effective July 1, 2022, the provider agency must submit a written report through the provider portal within three (3) days or next business day if the 3rd day falls on a weekend or holiday from the date of the event or when notified of a reportable incident.

Training RESOURCES



[VIEW 'HOW-TO' VIDEOS](#)



[PRACTICE IN THE SANDBOX](#)



[ATTEND LIVE WEBINAR](#)

CLEAR CACHE/CLEAR COOKIES

The cache should be cleared regularly for several reasons. Depending on your settings, the cache can grow quite big and use a lot of disk space on your computer. And that's even if you don't visit some pages ever again. The more information that is saved in the cache, the slower your computer will be browsing the web. Deleting the cache data helps to troubleshoot, helps to increase the loading time of web pages and increases the performance of your computer.

CLEAR CACHE IN GOOGLE CHROME

1. Click the three vertical dots icon in the top-right corner of the screen,
2. Hover over "More Tools,"
3. Select "Clear Browsing Data."

SYSTEM REQUIREMENTS



IMPORTANT: In order to use the Provider Portal, your work or personal computer or mobile device must meet the following minimum requirements:

1. Windows 8 or macOS 10.15 operating system or later versions
2. Running malware protection
3. Up-to-date antivirus protection

HIPAA | SECURITY AWARENESS

Security precautions always apply whether working from the office or home. Always be mindful of Protected Health Information (PHI):

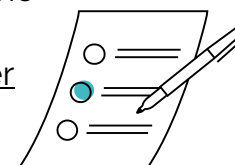
1. Continue to encrypt e-mails that contain PHI.
2. Do not share Provider Portal account information with others (i.e., username and password)
3. Log off of the Provider Portal when not in use.
4. Do not download PHI onto your devices.
5. You may use your own home password protected wi-fi or wi-fi from your cell phone but do not use unsecured public wi-fi (e.g., hotels, coffee shops, stores)
6. Always protect your mobile devices. Do not leave them unattended.
7. If you are accessing PHI from your work or home computer, please make sure that the screen is not visible to passersby.
8. Immediately report HIPAA incidents to DOH.dddproviderhelpdesk@doh.hawaii.gov



ACCOUNT LOG IN



To ensure your staff members have access to the Provider Portal, please complete the [Request User Account Form](#)



Staff must log in and set up multifactor authentication. To view the account set up instructions, please view the [Provider Portal Account Registration handbook](#).

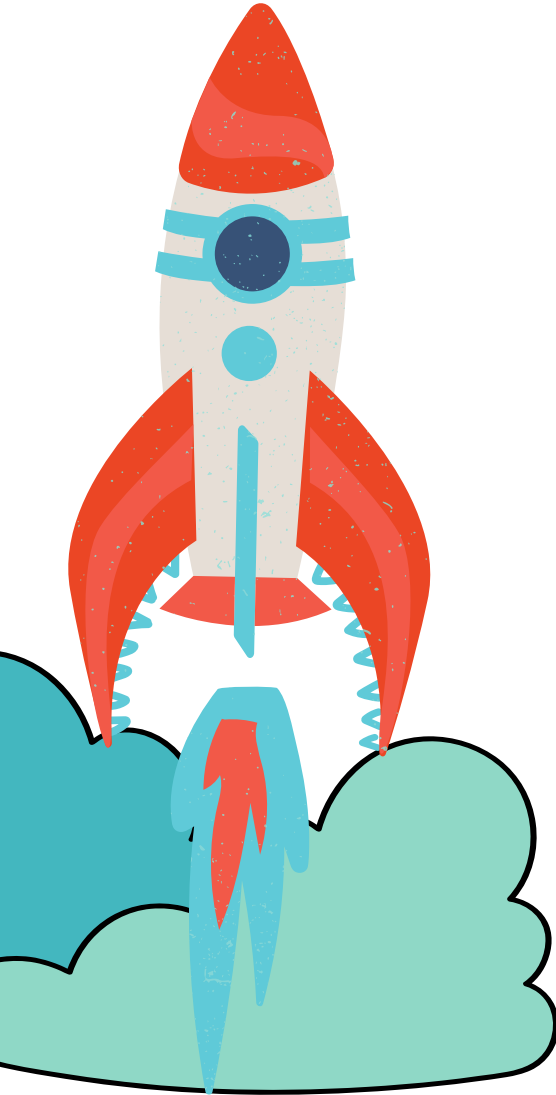




LAUNCH INFORMATION

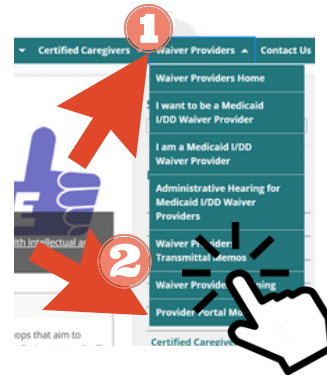


The DDD Provider Portal will go-live on **Friday, July 1, 2022**. Click on images to the right to access important resources:



'How To' Video Modules

How to Videos are available online and on DDD's Website. The videos can be accessed under the 1) Waiver Providers Menu and by 2) clicking 'Provider Portal Modules' or simply by [clicking here](#)



Practice in the Sandbox

A mock environment of the Provider Portal is available for Providers. The test environment called the 'Sandbox' allows Providers to play around with other features and familiarize themselves with the controls and menu items. To access the sandbox environment, [click here](#).



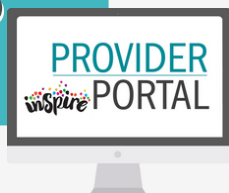
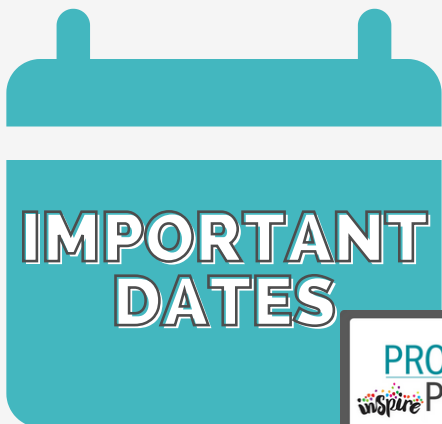
Register & Attend the Live Webinar

DDD will host a live webinar on zoom on **June 14, 2022 @ 1:00 pm**. This webinar will give Providers an overview of the Electronic Submissions of DDD Adverse Events. To register, [click here](#).



Ask The Expert Sessions

DDD will be scheduling sessions that will feature a Provider Portal expert who will answer questions about the Portal and its functions. The Ask the Expert sessions are in the process of being scheduled. To sign up for the alerts, please [click here](#)



DEADLINE TO REQUEST ACCESS TO PRACTICE ENVIRONMENT

6/10/2022

WEBINAR: ELECTRONIC SUBMISSION OF DDD AERS

6/14/2022

VIEW 'HOW-TO' TRAINING VIDEOS

AVAILABLE NOW

PRACTICE ENVIRONMENT OPENS

6/1/2022

PROVIDER PORTAL GOES LIVE

7/1/2022