

Q & A Questions Answers



Provider Portal – General Questions

Q: When will we stop using the paper copy to submit Adverse Event Reports?

A: *Effective July 1, 2022, DDD will be accepting electronic submissions of Adverse Events through DDD's Provider Portal or DDD's INSPIRE Case Management System.*

Q: Are AERs required if the adverse event occurred on the weekend (outside service delivery time)? Do we still need to complete the verbal report?

A: *Yes, when notified of an adverse event, a verbal notification is required by the next business day to the Case Manager and an electronic submission within 3 business days. If the event occurred outside of billable hours, we would like you to submit an AER to ensure follow up measures are taken*

Q: Who will complete the AER for a participant who lives with family and an adverse event occurred during non-billable hours?

A: *When the family contacts the Provider of an adverse event during non-billable hours, the Provider will complete the AER in the Provider Portal. When the family contacts the Case Manager of an adverse event during non-billable hours, the Case Manager will complete the AER in INSPIRE.*

Q: When is a COVID-related AER required?

A: *An AER is required when notified of a COVID positive test, and/or close contact has occurred. Close contact is defined as within 6 feet of case positive for greater than 15 minutes.*

Q: You mentioned there is a new paper AER form version for ResHab caregivers or other staff who do not have access to the Provider Portal to complete. Where can we get a copy of this form?

A: The new form was sent to providers via Transmittal Memo on 6/16/2022. You can download a copy of the latest AER form at <https://health.hawaii.gov/ddd/files/2022/06/AER-Form-Attachment.pdf>

Q: Since the provider agency will submit AERs in the Provider Portal, does it mean that the ResHab caregivers and Direct Support Workers will no longer write an AER?

A: *ResHab Caregivers and Direct Support Workers who do not have access to the Provider Portal will submit a written report using the revised [AER Form](#) to the Provider. The Provider will enter information and complete the AER in the Provider Portal.*

Q: For Consumer Directed Services, the Designated Representative would complete the AER and submit to the CM. Will this process change?

A: *This process has not changed. CD Employers/ CD DSW will submit a written report using the revised AER Form to the Case Manager. The Case Manager will enter information and complete the AER in INSPIRE.*

Q: Will we be able to print the AER after submitting on the Provider Portal?

A: Yes, you will be able to download a PDF copy of the report after submission which you can then print.

Q & A Questions & Answers



Provider Portal - Features

Q: Is there a feature for a Service Supervisor to review the AER prior to submission?

A: *The AER will be submitted by the user logged in to the Provider Portal. If it is not the Service Supervisor (SS) who is logged in, the SS may review the AER internally before the user submits the AER.*

Q: Are signatures required when submitting through the Provider Portal?

A: *Yes, the provider agency can sign the AER with a mouse or stylus. Adobe eSign, will be available in a future system update.*

Q: Who in DDD will be notified when an AER is submitted?

A: *The Case Managers and CMU supervisors will be notified when the AER is submitted from the Provider Portal. Additional DDD staff members will receive notifications for certain AER types.*

Q: Will the provider be notified when the case manager responds in the portal?

A: *Case Managers will notify the provider via phone call or email when an AER has been reviewed and finalized. We soon will have the ability to have tasks assigned to the Provider directly within the Provider Portal.*

Q: Is the written timeline affected when an AER is returned to the Provider?

A: *The written timelines are not changed when an AER is returned for additional information.*

Q: What is the timeline for the Provider to resubmit an AER when the Case Manager returns the AER?

A: *The Provider has 24 hours, or up to 1 business day, to resubmit the completed AER.*

Q: Is there a way to revoke an AER submitted in error?

A: *Contact the Provider Portal Help Desk for support to resolve this issue. They may be reached at Doh.dddproviderhelpdesk@doh.hawaii.gov or (808) 733-9309.*

Q: Do all the fields in the AER description of the incident areas need to be completed before it can be saved or just the areas that are pertinent?

A: *Required fields are noted with a red asterisk (*) and must be completed to SAVE and FINALIZE an AER. It is highly recommended that all fields for the event type be answered to ensure the completeness of the report.*

Q: Do we have a timeline as to when will the other features of inspire be readily available? The QR the service plan, etc.

A: *We anticipate the other features will be made available later this year.*

Q: Can I still request a Provider Portal account?

A: *Yes, please complete the User Form and submit to doh.dddproviderhelpdesk@doh.hawaii.gov*