

Department of Health Services (DHS)  
Include, Respect, I Self Direct (IRIS)  
Wisconsin IRIS Self-Directed Information  
Technology System (WISITS)

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## **WISITS User Guide**



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Case Management Development Platform (CMDP) is a data tracking and management platform that can be implemented immediately and configured continuously to model your workflow and business processes with minimal programming. Whether it is based on-premises or in the cloud, CMDP's streamlined approach scales from the local office to the enterprise, giving everyone in your organization the ability to accurately capture, track and report on the data that drives operations forward.

We welcome feedback from our users regarding the CMDP product or documentation. If you have comments, corrections, suggestions, etc. with regard to the product or this manual please email: [FD-WIISITSSupport@tylertech.com](mailto:FD-WIISITSSupport@tylertech.com).

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# 1 Introduction

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This user guide is for the Wisconsin (WI) Department of Health Services (DHS) Include, Respect, I Self-Direct (IRIS) Technology System (WISITS) and is used to track the Participants of the IRIS program. This guide provides detailed information about the Entellitrak COTS (commercial off-the-shelf) software product that has been configured specially to meet the data tracking and business processes for the IRIS program and its Participants.

## 1.1 About Entellitrak

The Entellitrak application is a flexible data tracking and management platform that provides the ability to continuously update the system's configuration to model evolving workflow and business processes. This approach is designed to give everyone in the organization the ability to accurately capture, track, and report on the data that drives operations forward.

Entellitrak provides these key technology features:

- Browser-based access, requiring no software to be installed on the user's desktop or mobile device.
- Intuitive point-and-click configuration.
- Continuously re-configurable to accommodate evolving needs.
- Ability to attach, store, and search documents.
- Role-based security and access model
- Platform-independent architecture (including Windows and UNIX)
- Broad database compatibility, including Oracle and MS SQL Server
- Single Sign-On and multiple authentication support
- Low system maintenance requirements

### 1.1.1 Browsers

The Entellitrak application is available using the following platforms:

Desktop:

- Microsoft EDGE
- Google Chrome
- Mozilla Firefox

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**Warning:** Accessing the system from a mobile phone Safari browser is not recommended due to security risks and instability issues with system records and processes.

Note: Please note that the Internet Explorer (IE) 11 desktop application ended support for certain operating systems on June 15, 2022. Customers are encouraged to move to Microsoft Edge with IE mode.

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## 1.2 About This Guide

This guide discusses how to:

- Log into and out of Entellitrak
- Using roles in Entellitrak
- View and modify the Entellitrak Home screen and Tracking Inbox
- Navigate the Entellitrak system.
- Create WISITS Participant and other records.
- Create Work Requests and Reminders
- Perform Standard searches of WISITS records.
- Create and share Saved Advanced Searches
- Run reports.
- Use the help module.
- Custom Administrator records management

Figures are used to illustrate the system within the guide’s sections describing system features and functionality. Some screens within the system are long and require scrolling to view all the data fields. For illustration purposes, some figures will be cropped with a “tear” type of mark to indicate it is only a partial view of the screen. This tear mark may appear on the top/middle/bottom of a figure to show if data is below/above the section in the figure.

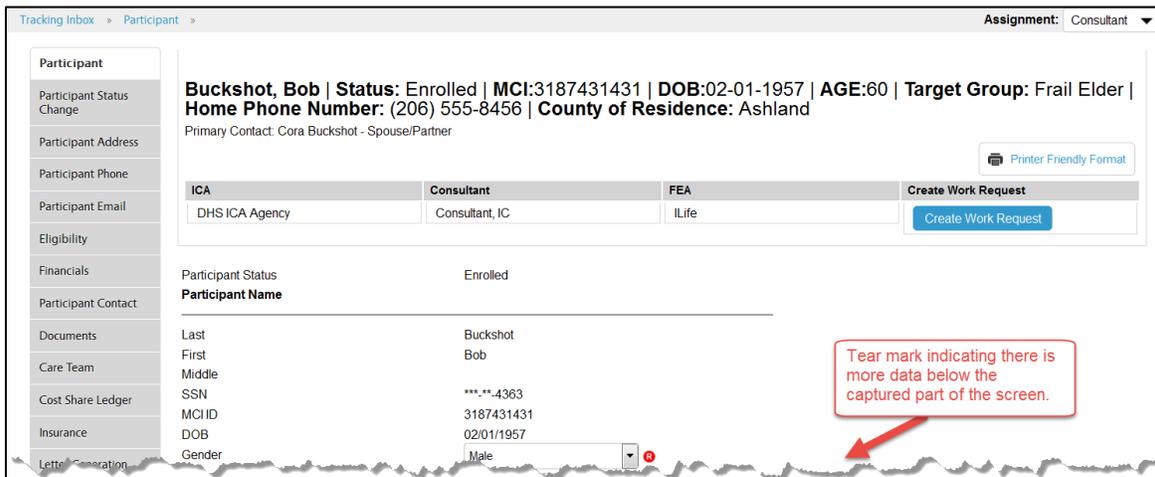


Figure 1-1 Figure Tear Mark

## 1.3 Documentation Roadmap

Table 1-1 : Documentation Roadmap describes the available Entellitrak documentation.

Document Title	Audience	Covers
<i>WISITS User Guide (this document)</i>	End users of the WISITS.	Basic instructions for using WISITS.
<i>WISITS Requirement Specification Guide</i>	Technical end users of the WISITS.	Specifications used to create the WISITS.
<i>Entellitrak Application Configuration Guide</i>	custom site developers/application engineers system administrators installers Entellitrak administrators	Detailed guidance for advanced configuration of an Entellitrak application.
<i>Entellitrak Administrator Guide</i>	Entellitrak administrators installers system administrators custom site developers/application engineers Entellitrak super users	How to configure and administer Entellitrak sites, including data and users.

Table 1-1: Documentation Roadmap

## 2 Getting Started

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This guide provides information about how to use Entellitrak to enter, store, view, and report on data entered into the system. Additional documentation for system administrators and application developers is available that covers installing, configuring, and using advanced features of Entellitrak (see 1.3 Documentation Roadmap). For questions not covered in this guide, contact your system administrator.

This chapter provides an overview of how to use Entellitrak. It covers the following topics:

- Logging into the system
- Changing a password
- Logging out of the system
- Home screen and Tracking Inbox
- Navigation tabs and navigating the system.

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**Note:** When using the system, it is important that the pop-up blocker be turned off. Some key features such as search results or reports may be configured to be displayed as a new pop-up window.

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### 2.1 Logging into WISITS

To log into the system, you must first be assigned a username and password by the system administrator. After opening a supported browser and entering the provided URL in the address field, users with a valid username and password should follow the login instructions below.

1. Enter your username and press the tab key.
2. Enter your password.

---

**Note:** When logging into the system, the password is displayed in bullets for security purposes. The username and password are case sensitive.

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3. Press the enter key or click **Sign On**.

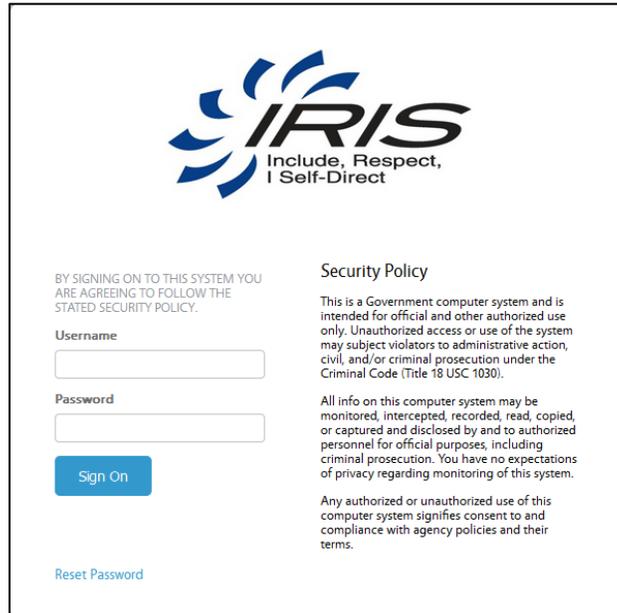


Figure 2-1: WISITS Login Screen

**Note:** First time users will be prompted to reset their password. Follow the prompt messages to reset the password using the following criteria:

1. Must be at least 8 characters long.
2. Must contain a combination of upper- and lower-case letters, numbers, and special characters.
3. Must be different from the last 10 passwords.

After successfully logging into the Entellitrak system, the Home screen is displayed, along with the Navigation Tabs that are available to your role. See section 2.4 Changing Roles for more about roles. For more information on the Home screen, see section 2.5 Home in this guide.

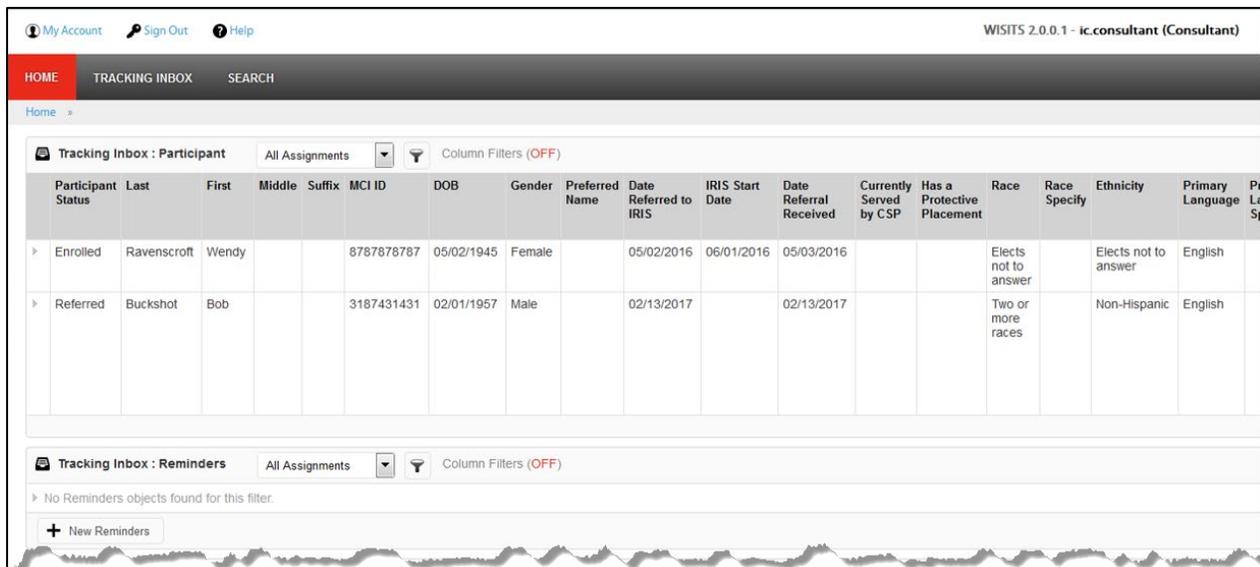
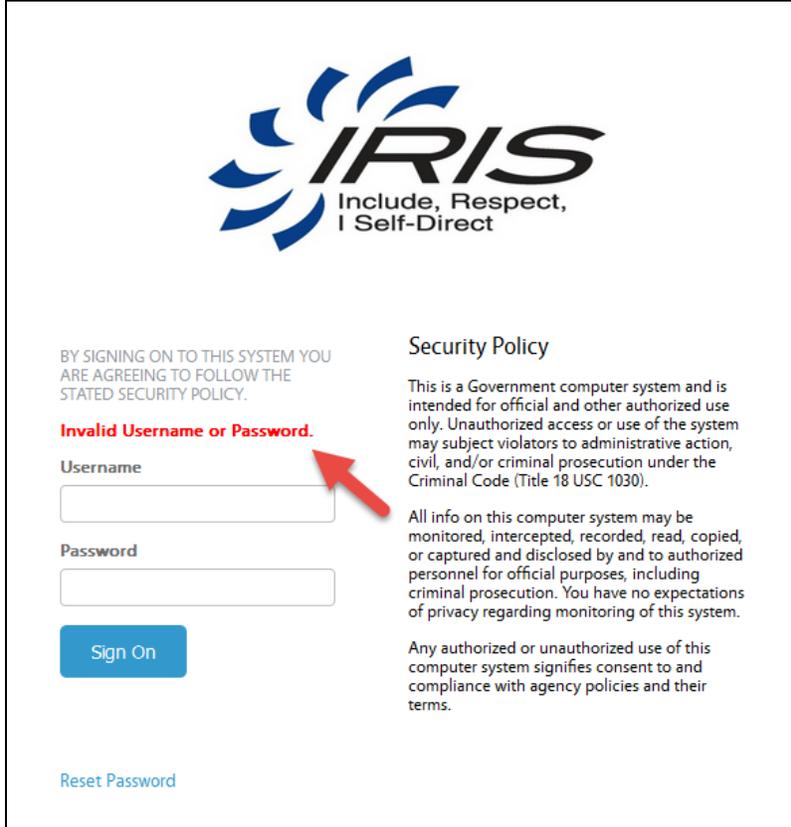


Figure 2-2: Home Screen

## 2.1.1 Unsuccessful Logins

Unsuccessful logins generate an error message. The *Invalid Username or Password* message, shown in Figure 2-3, is displayed when either the username or password is incorrect.



**IRIS**  
Include, Respect,  
I Self-Direct

BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO FOLLOW THE STATED SECURITY POLICY.

**Invalid Username or Password.**

Username

Password

[Sign On](#)

[Reset Password](#)

**Security Policy**

This is a Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and/or criminal prosecution under the Criminal Code (Title 18 USC 1030).

All info on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy regarding monitoring of this system.

Any authorized or unauthorized use of this computer system signifies consent to and compliance with agency policies and their terms.

Figure 2-3: Invalid Username or Password Message

## 2.1.2 Invalid Token Message

If a browser window was left unattended for an extended amount of time and the user attempts to log into the system, an Invalid Token error message may be received. This is a built-in security measure by the system. The user must close the window and open a new browser window. If the message is still received, clear the browser history, and open a new browser window.

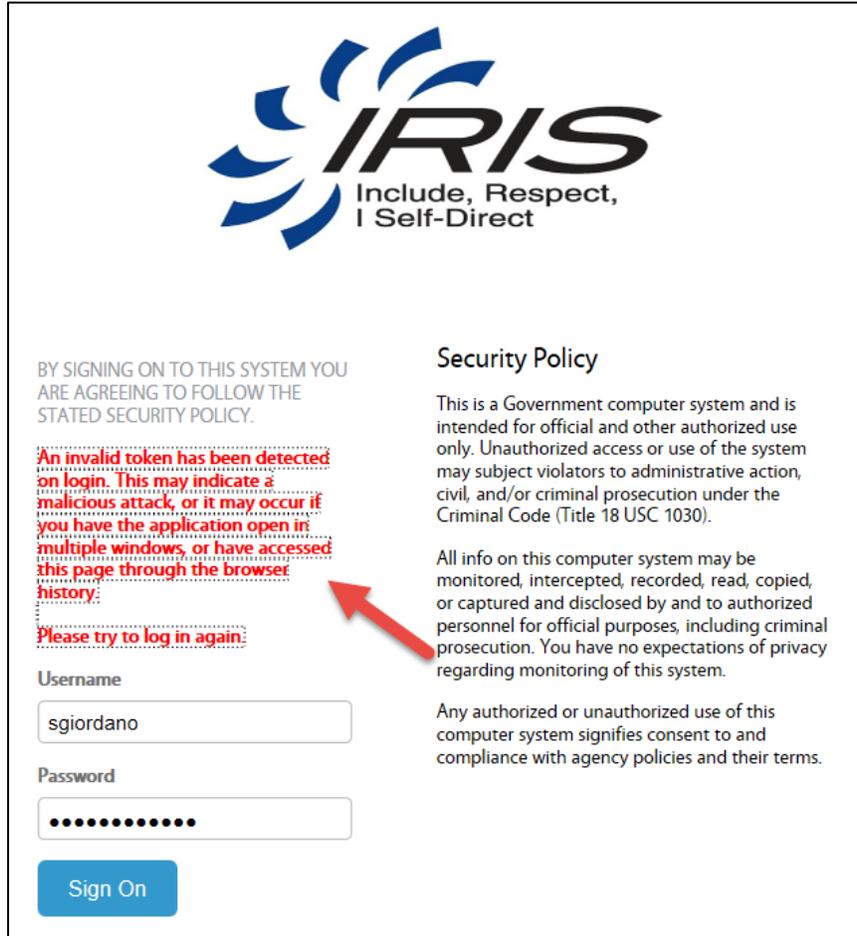
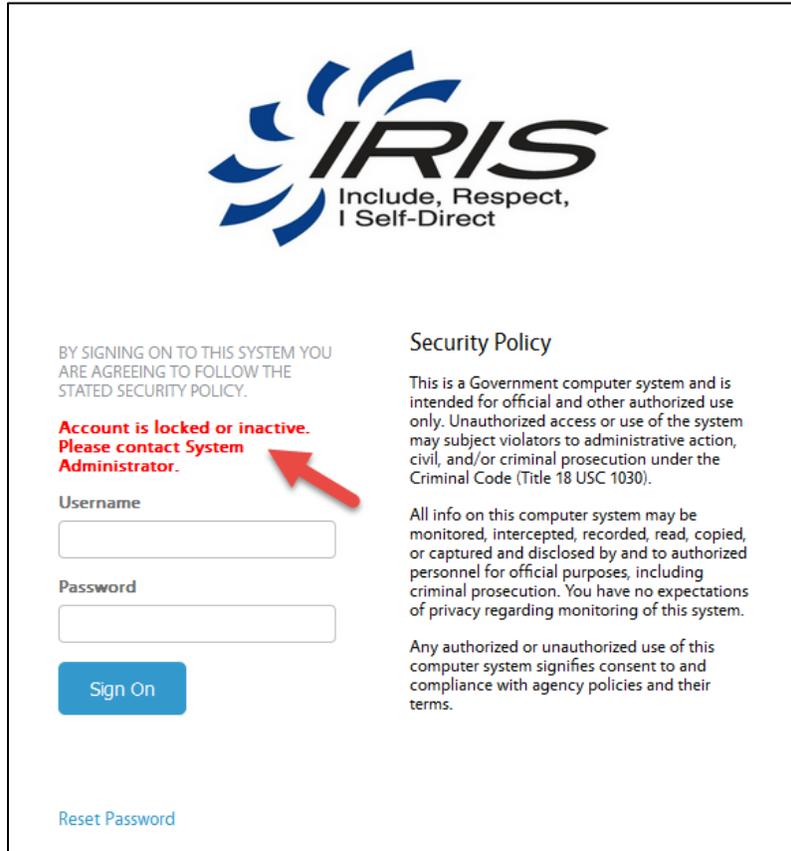


Figure 2-4: Invalid Token Message

## 2.2 Locked User Accounts

The system allows three login attempts with an incorrect username or password. If all three attempts are unsuccessful, the account is locked, and the Account Locked message is displayed. A system administrator must be contacted to unlock the account or use the password reset option.



The screenshot shows the IRIS login interface. At the top center is the IRIS logo with the tagline "Include, Respect, I Self-Direct". Below the logo, on the left, is a disclaimer: "BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO FOLLOW THE STATED SECURITY POLICY." To the right of this is the "Security Policy" section, which states that the system is for official use only and that unauthorized access may result in administrative, civil, or criminal prosecution. Below the disclaimer and policy is a red message: "Account is locked or inactive. Please contact System Administrator." A red arrow points to this message. Below the message are two input fields for "Username" and "Password", a blue "Sign On" button, and a "Reset Password" link at the bottom left.

Figure 2-5: Login Screen with “Account is Locked or Inactive” Message

### 2.2.1 Reset Default or Expired Passwords

When a new user first logs into the system, they will be prompted to immediately update the default password provided by the administrator.

1. If a new user, enter the username and password provided by the administrator.  
Or, if the password has expired, continue with these same steps.
2. When prompted, enter, and confirm the new password.

[Sign Out](#)

Password has expired. Please change your password to continue using this system.

Password should be at least eight characters long and must contain combination of letters, numbers and special characters, and should be different from your last 10 passwords.

Password

Confirm Password

Change Password

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Figure 2-6: Reset Default or Expired Password

3. Click Change Password. The user is logged into the system and their home dashboard displays.

## 2.2.2 Reset Password Link

If locked out of your account, the Reset Password link can be used to enter a new password for access to the system.

---

**Note:** To use the Reset Password feature, your system account must include your email address.

---

1. Click the **Reset Password** link.

BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO FOLLOW THE STATED SECURITY POLICY.

Username

ic.consultant

Password

Sign On

Reset Password

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Figure 2-7: Reset Password Link

2. Enter your username and click **Submit**. The system sends an email containing a reset code needed to reset your password.

If you already have a reset code [click here](#) to complete your password reset

Please enter your username in order to restore your password

Username

Submit Cancel

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Figure 2-8: Password Reset - Enter Username

3. After receiving the email and code, click the link to navigate to the password reset completion screen.
4. Click Enter Code.

**Your reset request has been submitted.**

You have been sent an email with a code which you must enter to complete the password reset. The reset process must be completed within 24 hour(s).

Enter Code Cancel

### Security Policy

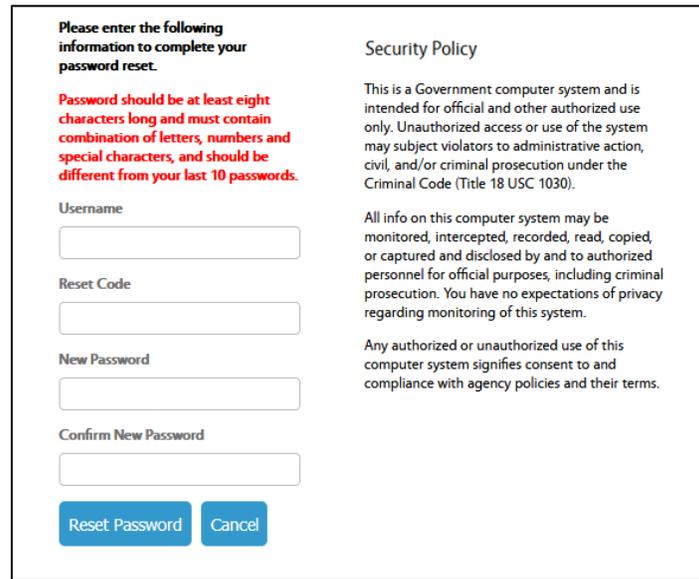
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Any authorized or unauthorized use of this computer system signifies consent to and compliance with agency policies and their terms.

Figure 2-9: Password Reset - Enter Reset Code

5. Enter Username, Reset Code, New Password and Confirm New Password.



**Please enter the following information to complete your password reset.**

**Password should be at least eight characters long and must contain combination of letters, numbers and special characters, and should be different from your last 10 passwords.**

Username

Reset Code

New Password

Confirm New Password

[Reset Password](#) [Cancel](#)

**Security Policy**

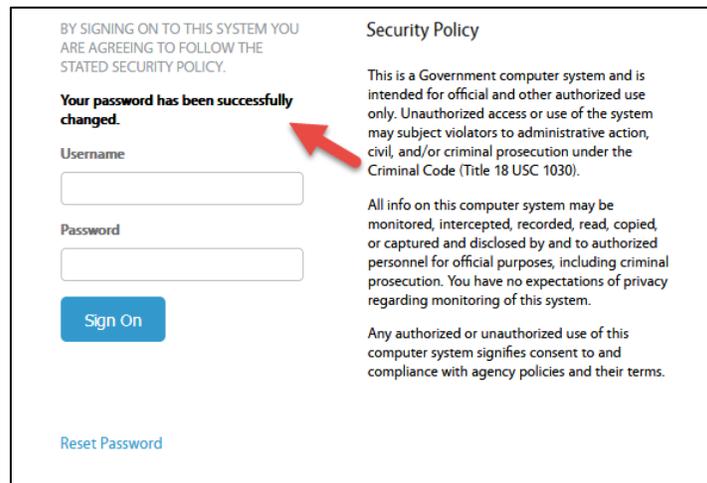
This is a Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and/or criminal prosecution under the Criminal Code (Title 18 USC 1030).

All info on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy regarding monitoring of this system.

Any authorized or unauthorized use of this computer system signifies consent to and compliance with agency policies and their terms.

Figure 2-10: Reset Password

6. Click Reset Password.



BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO FOLLOW THE STATED SECURITY POLICY.

**Your password has been successfully changed.**

Username

Password

[Sign On](#)

[Reset Password](#)

**Security Policy**

This is a Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and/or criminal prosecution under the Criminal Code (Title 18 USC 1030).

All info on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy regarding monitoring of this system.

Any authorized or unauthorized use of this computer system signifies consent to and compliance with agency policies and their terms.

Figure 2-11: Login with new Password

7. Enter the username and new password to enter the system.

### 2.2.3 Unlock Account Link

If locked out of your account, the Unlock Account link can be used for access to the system.

---

**Note:** To use the Unlock Account feature, your system account must include your email address.

---

1. Click the **Unlock Account** link.

BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO FOLLOW THE STATED SECURITY POLICY.

Username

Password

Sign On

Reset Password  
Unlock Account

### Security Policy

This is a Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and/or criminal prosecution under the Criminal Code (Title 18 USC 1030).

All info on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy regarding monitoring of this system.

Any authorized or unauthorized use of this computer system signifies consent to and compliance with agency policies and their terms.

Figure 2-12: Unlock Account Link

2. Enter your username and email address associated to your username and click **Send**.

## Verify Account Information

Account Name:

Email Address:

Send

Figure 2-13: Unlock Account - Enter Account Name and Email Address

3. The system displays the message in Figure 2-14.

If the token matches match a user on file, then look for the email within the next 15 minutes with a link and token to unlock your account.

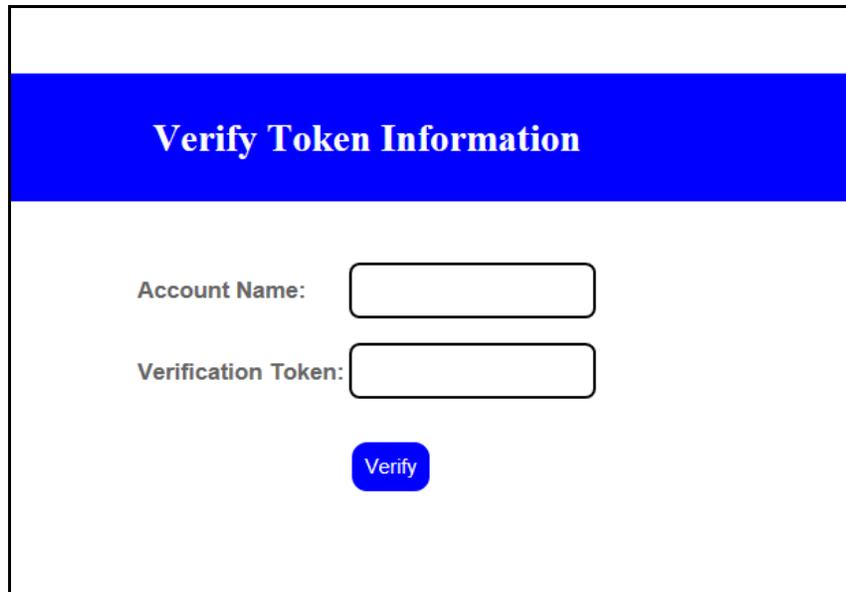
Figure 2-14: Unlock Account – Message for email

4. The system sends an email to the user with a link and token to unlock their account as indicated in Figure 2-15

You have requested to have your account unlocked. You will need your userId and the following verification token:  
Please click [here](#) to go to the token verification page to unlock your account.  
If you did not request to have your account unlocked, please contact your [DHS WISITS System Administrator](#).

Figure 2-15: Unlock Account – Email example.

5. Click here link.



**Verify Token Information**

Account Name:

Verification Token:

Verify

Figure 2-16: Login with new Password

6. Enter the username in the Account Name field and the token emailed in the Verification Token field. If successful, the system will display the message in Figure 2-17.

Account has been unlocked. You will be required to change your password upon your next login.

Figure 2-17: Unlock Account – Successful message.

7. The user may now log into the system as normal and change their password.

## 2.3 Logging Out of System

Log out of the system by clicking the **Sign Out** link that appears in the system menu above the navigation tabs.



Figure 2-18: Home Screen with Sign Out Link in System Menu

**Note:** The number of Entellitrak licenses is based on concurrent usage by system users. ***If the number of users trying to login exceeds the number of licenses, the system will not allow users to log in until a current user has exited the system.*** If a user closes their browser without clicking the Sign Out link, their session will not end until their account times out due to inactivity. **As a best practice, always sign out to make licenses available to other users.**

## 2.4 Changing Roles

The Entellitrak system controls user access to system functionality and data through the use of system roles. Roles in the application are utilized by the system administrators when setting up users so they have specific privileges and access rights to features in the system that they will need to perform their assigned tasks.

System roles are created by the system administrator. The system administrator also sets permissions to system functions and data for each role. If your account has more than one role in the Entellitrak system, you will be able to access the Change Role link in the upper left corner of your screen in the system menu.

**Note:** If you are unable to access data objects that are a part of your tasks, contact your system administrator since your permissions to tracked data objects may not be set up correctly

To change your role:

1. Move the cursor over the Change Role link. All roles assigned to your account are displayed.

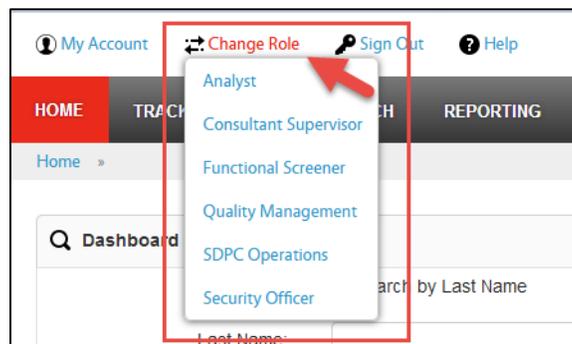


Figure 2-19: Roles Assigned to a User Account

2. Click the needed role. Your role is then changed, and the system functions and data permissions are modified accordingly. For example, in the figure below, the role has been changed to Administrator, and the additional tabs available to the administrator role are displayed.
3. The system tracks both the user's system default role and the role the user utilized when creating a specific record. The User's "assignment" for newly created records will be associated with the Role utilized when creating the record. The user may continue to see the record in their assigned Participant records the next time they log into the system in a different role but when the user opens the record, the assignment for that record is still the same as the Role used to create the record.



Figure 2-20: Administrator Role View, Showing Additional Tabs

---

**Tip:** You can see the role that is currently being used by looking at the top right of the screen next to the account name.

---

## 2.5 Home Dashboard

The system provides several features to help you quickly and easily navigate the system.

When you first log into the system, the Home screen displays; which lists up to the first ten records that are assigned to you (or you via your assigned group). A record is assigned to you if you created the record, or if it was assigned to you by another user or automatically by the system. Depending on your role and preferences, you may also see a My Reports section that displays quick links for any saved reports.

---

**Note:** Tracking Inbox items will differ depending on role.

---

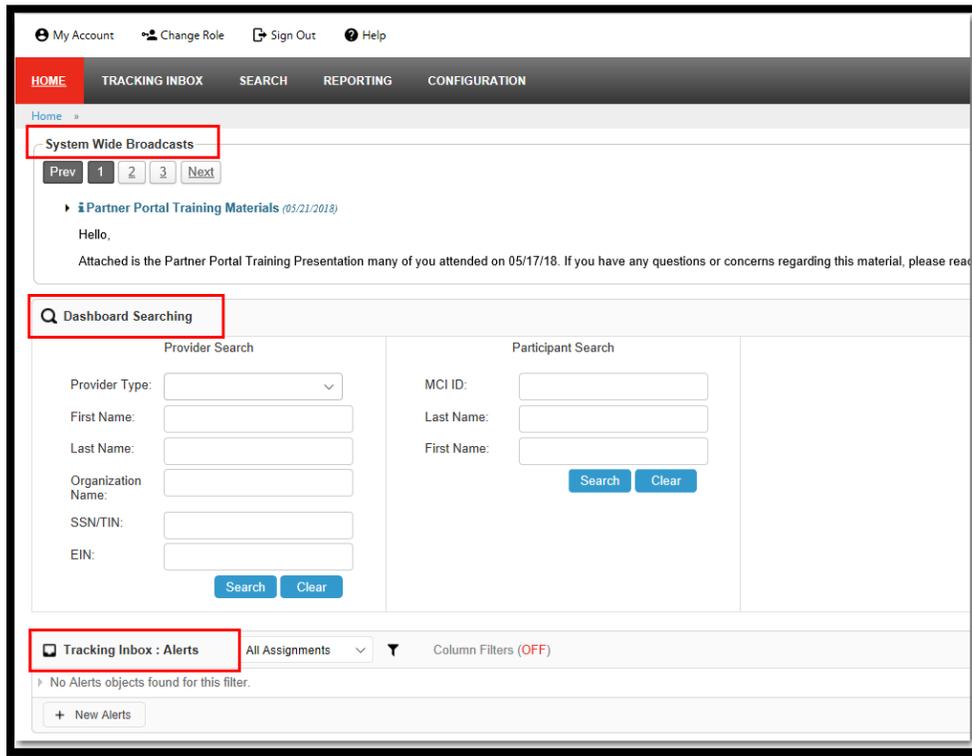


Figure 2-21: Home Screen

**Note:** Dashboard Searching includes Provider Search, Participant Search, and an Authorization number Search. Authorization number is found, the user will be navigated to it in a new window. The Participant MCI ID number is recommended for the quickest and most accurate search results. The various fields are shown in Figure 2-22

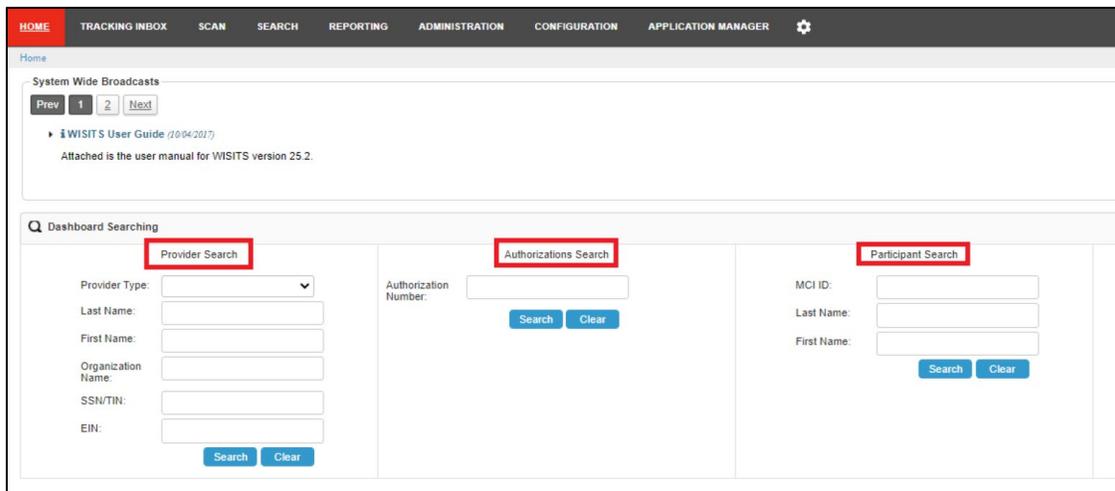


Figure 2-22: Dashboard Searching

## 2.5.1 Navigating Tabs

The Navigation Bar at the top of the table, as shown in Figure 2-21, allows you to navigate to the Tracking Inbox as well as other functions in the system. The tabs in the Navigation Bar provide the system functions to which you have access. The role in the example below has access to Home, Tracking Inbox, Search, and Reporting.



Figure 2-23: Navigation Bar

The navigation bar tabs displayed when you log in are determined by your role and by the system permissions assigned to that role.

For example, the *Administrator* role in the example below can access the navigation bar tabs shown in Figure 2-24.



Figure 2-24: Navigation Bar Tabs for Administrator Role

By contrast, the Intake Referral Specialist role in the example system can access the following navigation bar tabs:

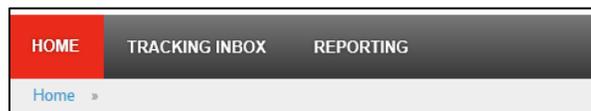


Figure 2-25: Navigation Bar Tabs for Intake Referral Specialist Role

More information for each of the navigation tabs follow within this user guide.

## 2.5.2 Tracking Inbox

The Tracking Inbox is a repository for all base tracked records accessible to an assigned user. The tracking inbox links to base tracked objects, also known as a record. Records within the system include data fields relevant to that particular record.

A base tracked record is a main record that will usually have multiple child (or sub) tracked objects, or records, linked to it. The child tracked records will display when the base tracked record is saved. For example, when a new Participant base tracked record is saved, tabs for child tracked records for the Participant will display for the user to create multiple records for the Participant's addresses, phone numbers, contacts, etc.

In some cases, a user's role may have access restrictions to some or all these records as well, depending on their need-to-know basis. For example, some roles may have a read-only access to the data while other roles may have access to edit the record's data.

There are two ways to view the base tracked records within the Tracking Inbox. The user can click on the Tracking Inbox tab to view all base tracked records in a tab view. All current records created by the user will be listed on the base tracked object listing.

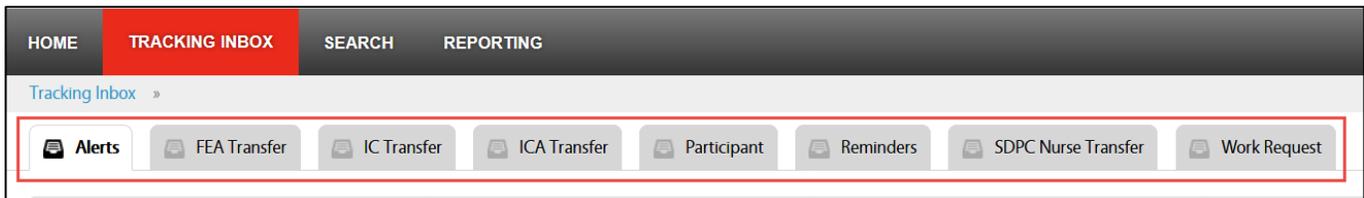


Figure 2-26 Tracking Inbox Tabs

The user can also hover over the Tracking Inbox tab and the role-accessible base tracked objects will display in a menu.

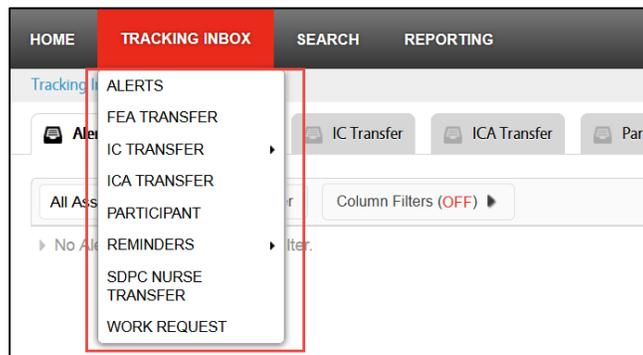


Figure 2-27 Tracking Inbox Hover

### 2.5.2.1 Tracking Inbox Navigation and Display

The controls in the Tracking Inbox listing screen provides the user with the ability to control the information displayed within the screen. The controls are described below.

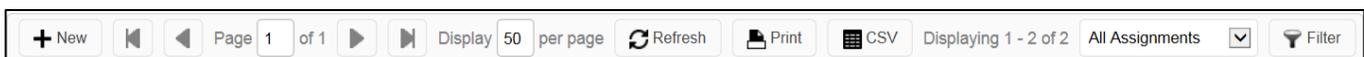
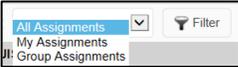
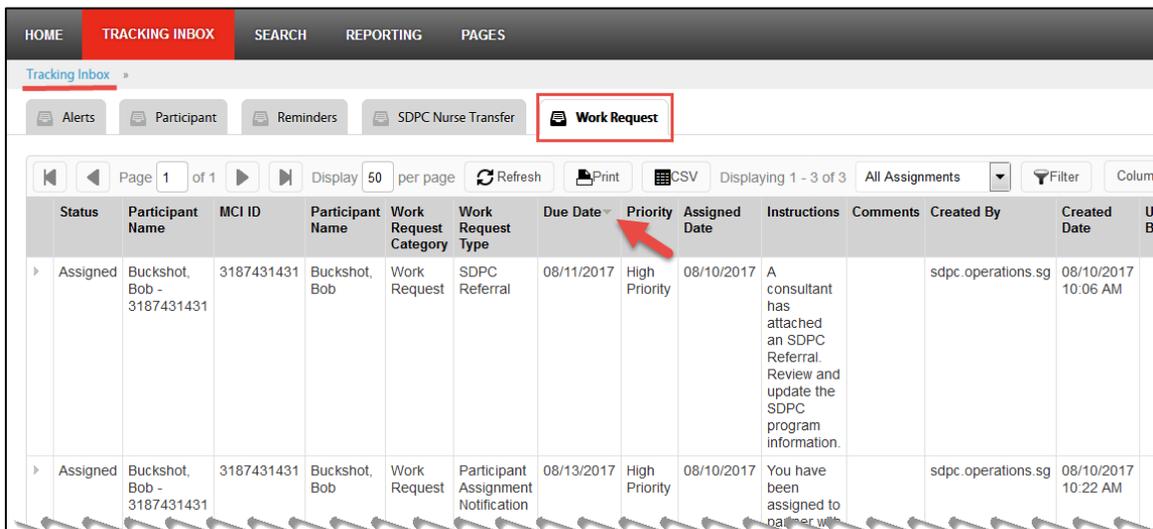


Figure 2-28 Tracking Inbox Navigation Controls

-  - New: Enables the user to create a new base tracked record from the listing screen.
-  - Page Controls: Used to navigate multiple pages of records. Use **|< or >|** to navigate to the beginning or end of the record listing and **< or >** to navigate back or forward a page per click.
-  - Listing Display Controls: Users to manually enter the quantity of records per page that they want to view in the Tracking Inbox screen. In the entry field, enter the quantity of records to display per screen and click the Refresh button.

-  - Print: Used to print the records listed. (**Note:** Follow your screen prompts to complete the print process.)
-  - CSV Export: Used to export the list of records into an Excel spreadsheet.
-  - Display: Indicates the page number and number of records displayed on the listing screen.
-  - Filter Records: Used to filter records assigned to the specific user and/or by user's assigned groups or all assignments for the user (default).

The Tracking Inbox allows you to sort your records in ascending or descending order by clicking any column header. This is helpful if you have more than ten records assigned to you. For example, it may be useful for you to view your Work Requests sorted by Due Date, as shown in Figure 2-29.



Status	Participant Name	MCI ID	Participant Name	Work Request Category	Work Request Type	Due Date	Priority	Assigned Date	Instructions	Comments	Created By	Created Date	Up By
Assigned	Buckshot, Bob - 3187431431	3187431431	Buckshot, Bob	Work Request	SDPC Referral	08/11/2017	High Priority	08/10/2017	A consultant has attached an SDPC Referral. Review and update the SDPC program information.		sdpc.operations.sg	08/10/2017 10:06 AM	
Assigned	Buckshot, Bob - 3187431431	3187431431	Buckshot, Bob	Work Request	Participant Assignment Notification	08/13/2017	High Priority	08/10/2017	You have been assigned to partner with		sdpc.operations.sg	08/10/2017 10:22 AM	

Figure 2-29 Tracking Inbox Screen - Work Requests Sorted by Due Date

## 2.6 Navigating Within a Record: Tabs and Sub-Tabs

When you click on a record, another navigation menu of tabs is provided. These tabs allow you to navigate to other parts of the record and enter new information or update existing information.

The Entellitrak system is set up hierarchically with tabs and sub-tabs that provide a visual representation of the relationship between objects in the system. In addition, some objects are not available until other data has been entered and saved.

Tracking Inbox » Participant » New Participant Contact »

- Participant
- Participant Status Change
- Participant Status History
- Participant Address
- Participant Phone
- Participant Email
- Eligibility
- Financials
- Participant Contact**
- Documents
- Care Team

**Buckshot, Bob | Preferred Name: | Status: Enroll**  
**MCI:3187431431 | DOB:02-01-1957 | Target Group**  
**Phone Number: (206) 555-9856 | County of Resp**

Primary Contact: Cora Buckshot - Spouse/Partner

IRIS Start Date	ICA	Consultant
07/07/2017	Connections	Cook, Olivia

SDPC Status Effective Date	SDPC Nurse	Create Work Request
08/10/2017		<a href="#">Create Work Request</a>

First Name

Last Name

Suffix

Organization

Figure 2-30 New Participant Contact Screen

For example, the Participants Contact tab, as shown in Figure 2-25, is a Participant child tracked base-tracked sub-object. (**Note:** Sub-objects are accessed using the tabs in the left navigation menu.) When a Contact record is added to the Participant record the Contact's child tracked sub-object tabs display. This is an example of how a base tracked record can have child tracked records sub-levels below the first level child tracked records.

Tracking Inbox » Participant » Participant Contact Listing » Participant Contact »

- Participant Contact**
- Contact Addresses
- Contact Documents
- Contact Email
- Contact Phone

**Buckshot, Bob | Preferred Name: | Status: Enrolled | Status**  
**MCI:3187431431 | DOB:02-01-1957 | Target Group: Develop**  
**Phone Number: (206) 555-9856 | County of Responsibility:**

Primary Contact: Cora Buckshot - Spouse/Partner

IRIS Start Date	ICA	Consultant	FEA
07/07/2017	Connections	Cook, Olivia	ILife

SDPC Status Effective Date	SDPC Nurse	Create Work Request
08/10/2017		<a href="#">Create Work Request</a>

Status  Active

First Name

Last Name

Middle

Suffix

Figure 2-31 New Participant Contact Screen

When you click the Contacts Address > New, the Contacts Address screen is displayed.

Figure 2-32 Contacts Address Tab

The Entellitrak system offers a one-to-many association so that users can create multiple records for a tracked object, where needed.

A Participant base record can have multiple Contact records added for the Participant. Each of those Contact records can have multiple Contact addresses added. This is referred to as a one-to-many relationship between records.

After creating a new record, use the breadcrumb trail at the top of the screen to return to the previous screen. (See the next section [2.7 using the Breadcrumb Trail](#), for more information.)

## 2.7 Using the Breadcrumb Trail

The Breadcrumb Trail is located directly under the navigation bar (see Figure 2-32: Breadcrumb Trail). The breadcrumb trail is a path of links—separated by right arrows—that display a visual cue to depict where you are in the system. The system allows you to return to a previous screen by clicking on any of these links.

Figure 2-33 Breadcrumb Trail

In the example figure above, the Breadcrumb trail indicates the user is looking at an Address Record for a Participant. To see all addresses for the Participant, the user would click on Participant Address Listing and the following would display.

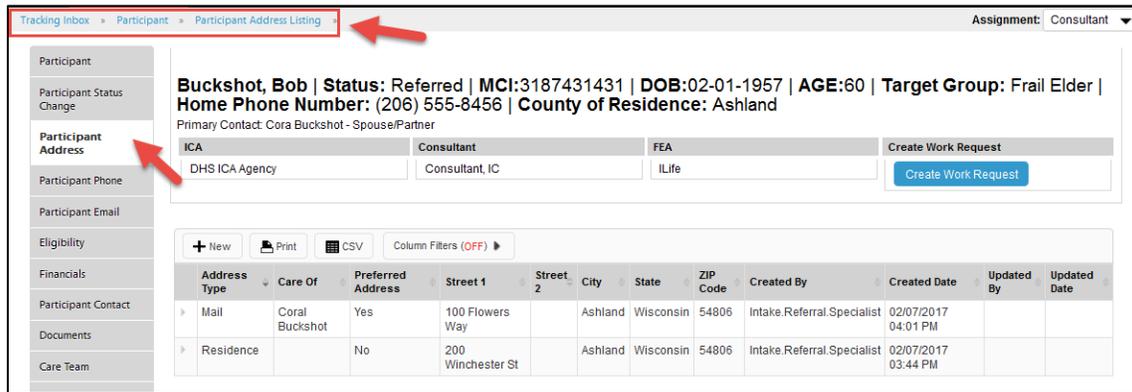


Figure 2-34 Breadcrumb Trail Navigation to Listing

If the user clicks Participant, the main Participant record displays.



Figure 2-35 Breadcrumb Trail Navigation to Main Participant Record

From this screen, the user can continue adding data to the Participant's main record or can click on Tracking Inbox to see their other assigned records or click on Home to return to their home dashboard.

**Note:** Use the breadcrumb trail when navigating in the Entellitrak system. For security purposes, the system does not allow your browser to cache information, and as a result **your browser's Back and Forward buttons cannot be used for navigation.**

## 2.8 Menus, Fields, and Options

The WISITS system contains configurable menus, fields, and options to assist in the business process implementation and to ensure data entry integrity. For example, a supervisor may be able to view and edit data fields that an intake user will only see as read-only data. These fields are configured by your system administrator and may differ depending on your system role.

**Note:** If you are having issues accessing parts of the system, contact your system administrator for help.

## 2.8.1 Required Fields

In Entellitrak, business required fields are designated with a red-circled (R) icon to the right of the data field. If a required field is not completed, the system will display an error message (as shown in Figure 2-35: Required Field Icon) when the user clicks Save.

The screenshot shows a web interface with a navigation bar containing 'HOME', 'TRACKING INBOX', and 'REPORTING'. Below the navigation bar, there are breadcrumb links: 'Tracking Inbox > New Contacts >'. A list of error messages is displayed:
 

- First Name is business required.
- Last Name is business required.

 Below the messages are input fields for 'First Name', 'Last Name', 'Middle', 'Suffix', and 'Organization'. Red arrows point from the error messages to the 'First Name' and 'Last Name' input fields, which each have a small red circle with the letter 'R' next to it.

Figure 2-36 Required Field Icon

### 2.8.1.1 Workflow Messages

When a user clicks Save and a required field's data is missing, the system will display a workflow message at the top of the screen. The workflow messages are hyperlinks for each field missing required data.

The screenshot shows a sidebar menu on the left with categories: Eligibility, Employment Status, Financials, Participant Contact, Documents, Care Team, Cost Share Ledger, and Insurance. The main content area displays a list of error messages:
 

- First Name is business required.
- Last Name is business required.
- Relationship is business required.
- Primary Contact is business required.
- Release of Information Obtained is business required.

 Below the messages are input fields for 'First Name', 'Last Name', 'Middle', 'Suffix', and 'Organization'. A red arrow points from the 'Relationship is business required.' message to the 'First Name' field. Another red arrow points from the 'Data element anchor URL displays.' text to the URL at the bottom of the screen: [https://etkdev.wisits.org/entellitrak/tracking.create.submit.do#ParticipantContact\\_relationship\\_anchor](https://etkdev.wisits.org/entellitrak/tracking.create.submit.do#ParticipantContact_relationship_anchor). A third red arrow points from the 'Hover over workflow message link' text to the 'Relationship is business required.' message.

Figure 2-37 Workflow Messages

When the cursor is moved over a workflow message, it changes from black to red font and the hyperlink URL displays at the bottom of the screen. When the link is clicked, the user's cursor is moved to the data field missing the required data.

Eligibility	<ul style="list-style-type: none"> <li>• First Name is business required.</li> <li>• Last Name is business required.</li> <li>• Relationship is business required.</li> <li>• Primary Contact is business required.</li> <li>• Release of Information Obtained is business required.</li> </ul>
Employment Status	
Financials	
Participant Contact	<p>First Name <input type="text"/> <span style="color: red;">R</span></p> <p>Last Name <input type="text"/> <span style="color: red;">R</span></p> <p>Middle <input type="text"/></p> <p>Suffix <input type="text"/></p> <p>Organization <input type="text"/></p>
Documents	
Care Team	
Cost Share Ledger	
Insurance	

Figure 2-38 Workflow Message Link Moves Cursor

## 2.8.2 Text Data Fields

There are various types of text data fields in the WISITS application. The short text data field is usually used for data less than 250 characters, such as, the Name data field.

First Name	<input type="text"/> <span style="color: red;">R</span>
------------	---

Figure 2-39 Short Text Data Field

---

**Note:** The Text data field is also used for numbers. The field can be setup to accept only alpha characters, only numeric characters, or both. Special formats can also be setup, for example, SSN fields will only accept 9 numeric characters.

---

If the user needs to include comments, notes, etc. and require more space for longer text content, the long text data field is provided. As the user types the message, they will be able to scroll up and down the text field to review and edit the content.

Notes	<input type="text"/>
-------	----------------------

Figure 2-40 Long Text Data Field

---

**Note:** It is recommended that any large amounts of text over 500 characters should be created in a separate Word document and uploaded to a record using the Documents tracked object. Typing within a text field for extended periods of time can be viewed by the system as idle and the user's access can time-out.

---

### 2.8.3 Drop-Down Lists

Some drop-down lists or displayed data fields may be dependent on a selection made from a previous drop-down list. This configuration allows large lists to be broken down into more manageable categories or filters additional data needed to capture depending on the value selected.

Figure 2-41 Drop-Down Lists

If a set of drop-down lists has dependencies, the second drop-down list is not populated until a selection is made from the first drop-down list.

Figure 2-42 Drop-Down Value Displays Additional Data Fields

A selection in the first drop-down list triggers the second drop-down menu to be populated and allows a selection to be made (see Figure 2-42: Drop-Down List Selection).

Figure 2-43 Drop-Down List Selection Filters Next Drop-Down List

## 2.8.4 Browse – Add Attachment

Several screens within the system use the Browse data element to upload a file to the record.

**Buckshot, Bob** | Preferred Name: | Status: Enrolled | Status: DOB:02-01-1957 | Target Group: Developmentally Disabled  
County of Responsibility: Ashland  
Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA
Connections	Consultant, IC	ILife
SDPC Nurse	Create Work Request	
SDPC Operations	Create Work Request	

File Name   R

Document Name

Document Date   (mm/dd/yyyy) R

Category  R

Type  R

Figure 2-44 Browse - Add Attachment

When Browse is clicked, the Choose File to upload window displays for the user to navigate the local drive to find the file for upload.

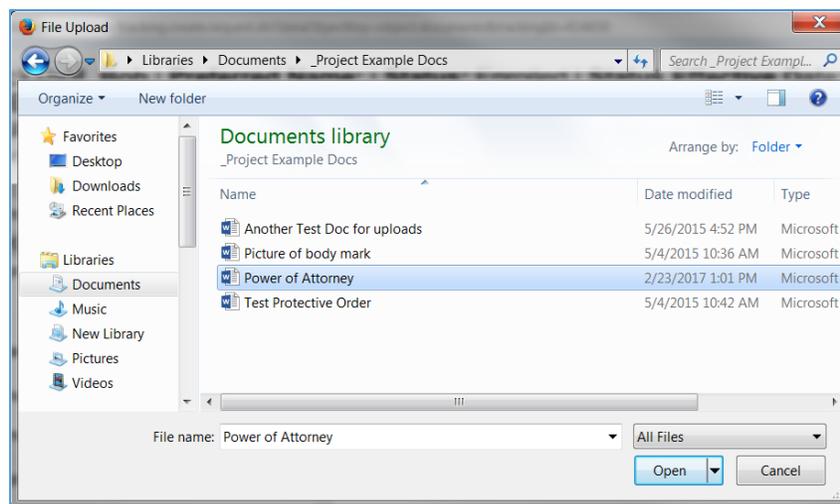


Figure 2-45 Choose File to Upload Window

Select the file and click Open. The file name populates the File Name field. Complete the required and optional data elements and click Save. The file is uploaded to the system when the record is saved.

**Buckshot, Bob | Preferred Name:** | **Status:** Enrolled | **Status Effective Da**  
**| Target Group:** Developmentally Disabled | **Preferred Phone Number:** (20  
 Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA
Connections	Consultant, IC	ILife
SDPC Nurse	Create Work Request	
SDPC Operations	<a href="#">Create Work Request</a>	

+ New   Print   CSV   Column Filters (OFF) ▶

File Name	Document Name	Document Date	Category	Type
GENERATED_Signature_Reminder_Letter.pdf		02/23/2017	Correspondence	Correspondence
Plan_Bob_Buckshot_20170302131713909		03/02/2017	Correspondence	Correspondence
Power of Attorney.docx		07/28/2017	Guardianship/Power of Attorney Documentation	Guardian of Estate Documents

Figure 2-46 Listing with Uploaded Files

Listings of records with uploaded files will display a paperclip next to the file name. To view the attachment, click on the file name (turns red).

+ New   Print   CSV   Column Filters (OFF) ▶

File Name	Document Name	Document Date	Category	Type
GENERATED_Signature_Reminder_Letter.pdf		02/23/2017	Correspondence	Correspondence
Plan_Bob_Buckshot_20170302131713909		03/02/2017	Correspondence	Correspondence
<b>Power of Attorney.docx</b>		07/28/2017	Guardianship/Power of Attorney Documentation	Guardian of Estate Documents

Figure 2-47 Open Uploaded File

To open the record with the attachment, click on the row (highlighted).

File Name Power of Attorney.docx [ Replace ] **R**

Document Name

Document Date 07/28/2017 (mm/dd/yyyy) **R**

Category Guardianship/Power of Attorn **R**

Type Guardian of Estate Document **R**

Source

Comments

Figure 2-48 Saved Record with File Attachment

Once a record with an uploaded file is saved, the user (with permissions) can click the [Replace] link to open remove the original file and access the Browse feature to navigate to a new file to upload.

Figure 2-49 Replace Original Uploaded File

Click Cancel to keep the original file upload.

**Note:** Only users with Update permissions to the tracked object can replace an uploaded file.

The types of files that can be uploaded to the system are:

- PDF
- RTF
- BMP image
- JPEG image
- PICT image
- PNG image
- TIFF image
- x-portable-bitmap image
- CSV text
- HTML text
- XML
- Microsoft Word
- Microsoft Excel
- Oasis open document chart
- Oasis open document database
- Oasis open document formula
- Oasis open document.text
- Oasis open document.text-master
- Oasis open document.text-master
- Oasis open document.image
- Oasis open document.text-web
- Open office org.extension
- Open xml formats-office document spreadsheetml.sheet
- Open xml formats-office document spreadsheetml.template
- Open xml formats-office document.presentationml.presentation
- Open xml formats-office document presentationml.slideshow
- Open xml formats-office document presentationml.template
- Open xml formats-office document wordprocessingml.document
- Open xml formats-office document wordprocessingml.template
- Microsoft Excel Add in macroEnabled.12
- Microsoft Excel sheet macroEnabled.12
- Microsoft Excel template macroEnabled.12
- Microsoft Powerpoint
- Microsoft PowerPoint Add in macroEnabled.12
- Microsoft PowerPoint presentation macroEnabled.12
- Microsoft PowerPoint slideshow macroEnabled.12
- Microsoft Word document macroEnabled.12
- Microsoft Word template macroEnabled.12
- Oasis open document.graphics-template
- Oasis open document.presentation
- Oasis open document.presentation-template
- Oasis open document.spreadsheet
- Oasis open document.spreadsheet-template

## 2.8.5 Spell Check

The spell check function is a configurable option and can be available in screen containing text fields, as shown in Figure 2-49: Spell Check Button.



Figure 2-50 Spell Check Button

Clicking **Spell Check** opens a Spell Check window (see Figure 2-50: Spell Check Dictionary), allowing you to review and correct spelling mistakes in any text fields on that screen. The administrator can add custom words to the dictionary.

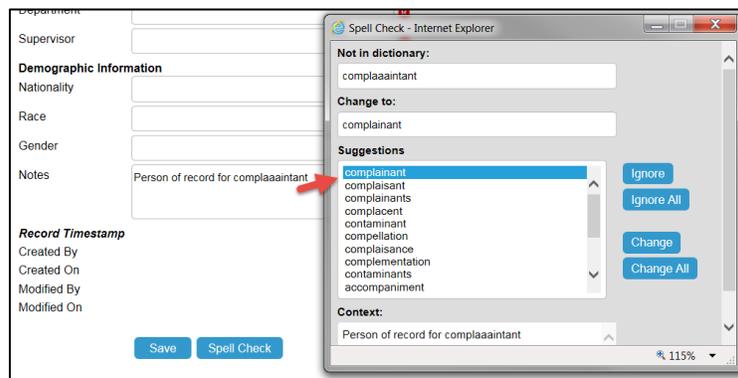


Figure 2-51 Spell Check Dictionary

## 2.9 Printer-Friendly Format

The system will display browser windows in a printer-friendly format. Clicking the **Printer Friendly Format** icon (as shown in Figure 2-51) located at the top of the screen displays the information in a printable format and opens a separate *Print* window.



Figure 2-52 Printer Friendly Format Icon

After printing, close the separate window to return to the Entellitrak system.

## 2.10 Calendar

Date fields in Entellitrak are accompanied by a calendar icon, as shown in Figure 2-.



Figure 2-53 Date Field with Calendar Icon

The user can manually enter the date and/or time in the displayed format or click on the calendar icon to open the calendar feature. Clicking the icon opens a separate calendar window that allows you to select the appropriate date, as shown in Figure 2-53.

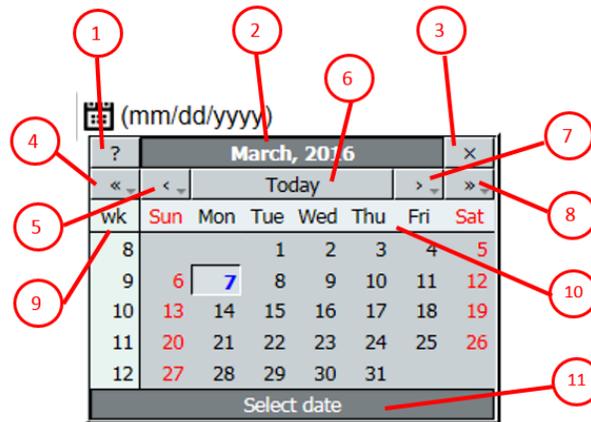


Figure 2-54 Calendar Window with Year Menu

The following icons are used to navigate the Calendar:

1. Click for help with the calendar.
2. Displays the selected date.
3. Click to close the calendar.
4. Click to navigate to a previous year.
5. Click to navigate to a previous month.
6. Click to return to the current date.
7. Click to navigate to the next month.
8. Click to navigate to the next year.
9. Displays the week's number within the year selected.
10. Displays the month in grid design with days of week above column. User clicks on a day to select that day of the week. The default date is the current date. **Note:** Weekends (non-business days) are shown in red.
11. Provides instructions as cursor hovers over sections of the calendar. If the cursor is moved over this darker grey bar, the instructions change to "Drag to Move." Clicking on this bar enables the user to move the Calendar pop-up if it is blocking text on the screen.

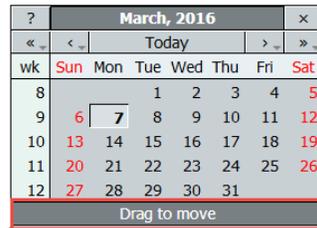


Figure 2-55 Drag to Move Calendar Pop-up

**Note 1:** The Drag to Move feature only functions in Chrome and Firefox browsers. The feature is unavailable in the IE browser.

**Note 2:** Once added, the user can manually adjust the values added to the date field.

Clicking and holding the cursor over the previous/forward year and month buttons will display menus for easier selection of data.

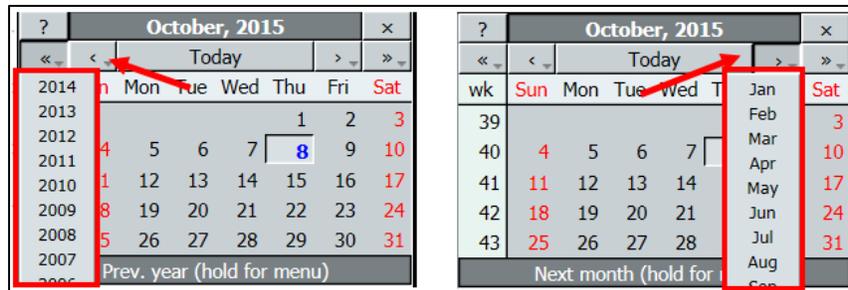


Figure 2-56 Calendar Previous and Next Menu Options

Warning: It is recommended to enter the date/time data in the following order:

1. Select Time (if needed)
2. Select Month/Year
3. Select Day

Once the Day is selected, the system enters the data into the Date/Time data field. If Time and Month/Year are not selected first, then the user will have to edit the data manually or click the Calendar icon to correct the time data.

Select the date on the calendar by clicking it. To select a different month or year, click the arrow buttons. Clicking and holding these buttons displays a menu, as shown in Figure 2-55. Click **Today** to return to the default date. You can also enter the date manually, following the *mm/dd/yyyy* format.

## 2.11 Listings

Many of the systems records have a many-to-one relationship with sub-records created with the main record. For example, a Participant can have multiple Contact records associated to the participant. When multiple records are added, they are displayed in a Listing format.

Contact	Status	Relationship	Primary Contact	Release Obtained	Created By	Created Date	Up
Buckshot, Becky	Active	• Daughter	No	No	ic.consultant	03/22/2017 03:52 PM	
Buckshot, Bucky	Active	• Son	No	No	ic.consultant	03/22/2017 03:51 PM	
Buckshot, Cora	Active	• Spouse/Partner	Yes	Yes	ic.consultant	03/22/2017 03:56 PM	
Kirkland, Sally	Active	• Friend	No	Yes	ic.consultant	03/22/2017 03:57 PM	

Figure 2-57 Example of Listing

The Listing table displays a list of the multiple sub-records associated to the main records. Users have the ability to:

- Click New to create a new record.
- Click Print to print the listing.
- Click CSV to export the listing to an Excel spreadsheet.

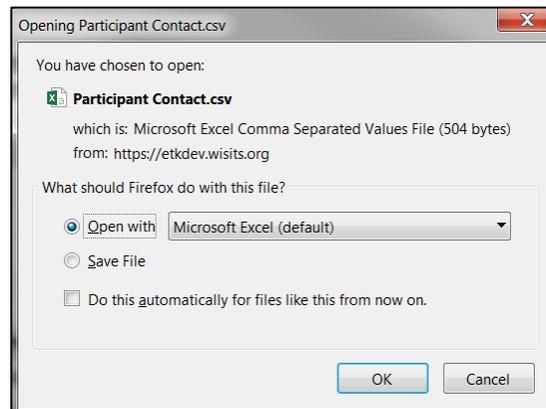


Figure 2-58 Export to Excel Spreadsheet

- Click the up/down arrows next to column headers to sort the records.

**Note:** Click once for ascending order, click a second time for descending order.

## 2.12 Managing Records

When entering data in WISITS, the basic process consists of opening a new screen with blank fields, entering both required and optional information on that screen, and clicking **Save**. Save will always be available at the bottom of each screen unless your system privileges are “read-only” for items in the system. In some instances, WISITS will not allow partially completed forms. When required fields are not all addressed on a page the Save button will not populate. Once those required fields are filled the user may progress.

### 2.12.1 Creating New Records

Several main records within this system are considered a base-tracked object (BTO); example, Participant, Provider, Contacts, etc. The main records available to a user based on their role are found in their Tracked Inbox.

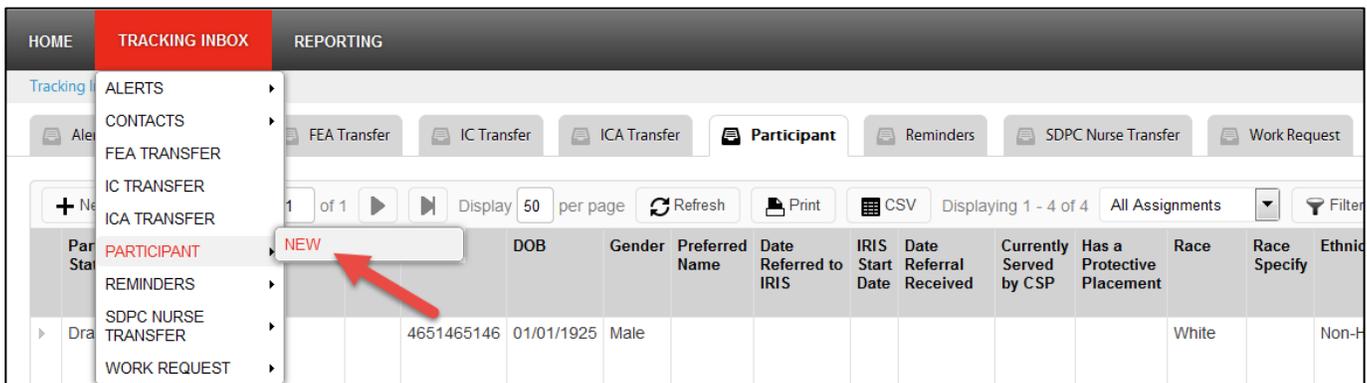


Figure 2-59 Hover over Tracking Inbox

The main records can be created either by hovering over the Tracked Inbox or clicking on the Tracked Inbox screen, click on the main record tab and select New.

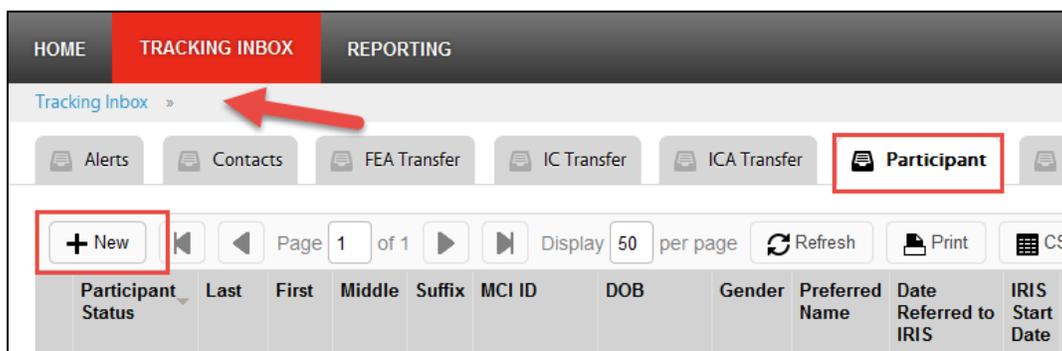


Figure 2-60 Click New for New Main Record

After the main record is created, sub-records (child-tracked object) may be added to it. In some cases, users will be required to perform a search of the main records before creating a new record (example: Participant) to prevent duplication of records for the same data in the system.

## 2.12.2 Edit Existing Records

Once a record has been saved to the system, a user with role permissions can update the record as needed.

1. To edit an existing record, perform a standard search.

---

**Note 1:** See section 11.1 Standard Search for more details.

---

2. Click on a record from the search results to open and edit.
3. Edit the record by entering required and optional data fields.
4. Click Save.
5. Once the changes are saved, the record is updated.

---

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

---

## 3 System Roles and Workflows

There are a few ways to limit a user's access to records within the system. A system user will be assigned a role within the system that limits their access to main and sub records. Also, a user will be assigned to an organization unit that will limit their access to records within an organization. Access levels will be set by System Administrators at your agency and at the Wisconsin Department of Health Services.

Roles Permissions are set at different access levels, based on the user's role in the system. Levels are based on the organization hierarchy.

If a user has one of the following access levels, they can:

- User (U). Access records that they created, or records directly assigned to them.
- Single Organization Unit (OU). Access records based on the user's assigned organization level. Example: In figure below, Connections is a single organization unit.
- Parent/Child (PC). Access records for a parent organization and all records for sub-organizations under the parent organization. Example: In figure below, SDPC is a Parent organization with children's sub-organizations.
- Organization Wide (OW). Access any record within the system. DHS is the entire organization, and all other organizations are below DHS.

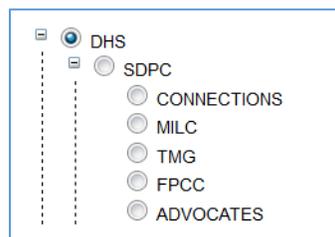


Figure 3-1 WISITS Organization Units

Also, a user's access can be limited by their CRUDAS settings:

- Create (C)
- Read (R)
- Update (U)
- Delete (D) (administrator only)
- Assign (A) (administrator role type only)
- Search (S)

**Note:** Typically, user permissions are set up in this fashion. If a user can:

- **Create** a record, they will also be able Search, Read and Update that record (Updating some records may have system exceptions)
- **Update** a record, they will also be able Search and Read that record
- **Read** a record, they will also be able to Search for that record

An example of how this works is a user with a **consultant** role can **create** a new Participant record, but their Organizational **Unit access level is OU**, and their assignment is to MILC, so they can only create records for Participants within their **Single Organization** unit (MILC). If the Consultant tries to search for

a Participant's record for an organization that is not within MILC, they will not receive any search results since they do not have access to records beyond the MILC organizational unit.

### 3.1 WISITS Roles

When a new user is created in the system, they are assigned a default role. Roles are used to set up access to tracked objects within the system. Users will have one system account and default role but can be assigned multiple roles they can switch between, as needed, to perform different task within the system. Depending on the selected role, system screens, navigation buttons, and links displayed to the user will vary.

For example, an Intake Referral Specialist is tasked with creating new Participant records, so has permissions to create a new Participant record within WISITS and will have access to those tracked data objects needed to set up a new Participant record, such as, the Participant's main record and Addresses, Contacts, Care Team, Insurance, Documents, etc.

The user's role also determines their access to system features, such as what is displayed on their Home dashboard, etc.

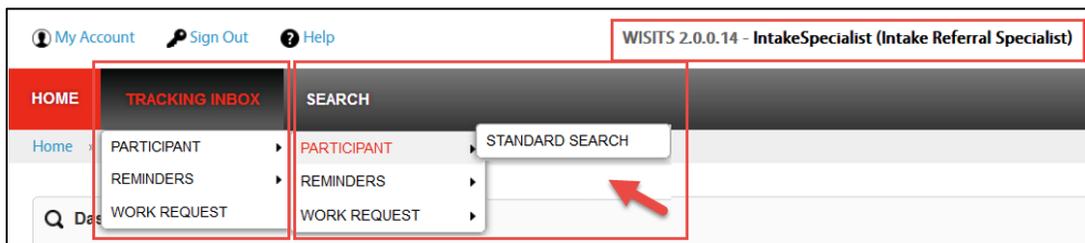


Figure 3-2 Intake Referral Specialist Access

Once the new Participant record has been transitioned to the Referred status, the Participant record is then assigned by the system to the selected Consultant from the Care Team object and the Intake Referral Specialist's access/assignment is ended. The assigned user with the consultant role will have access to additional tracked data objects, such as, Participant Journal entries, outcomes and strategies or other Participant data that an Intake Referral Specialist would not need to see as part of their job.

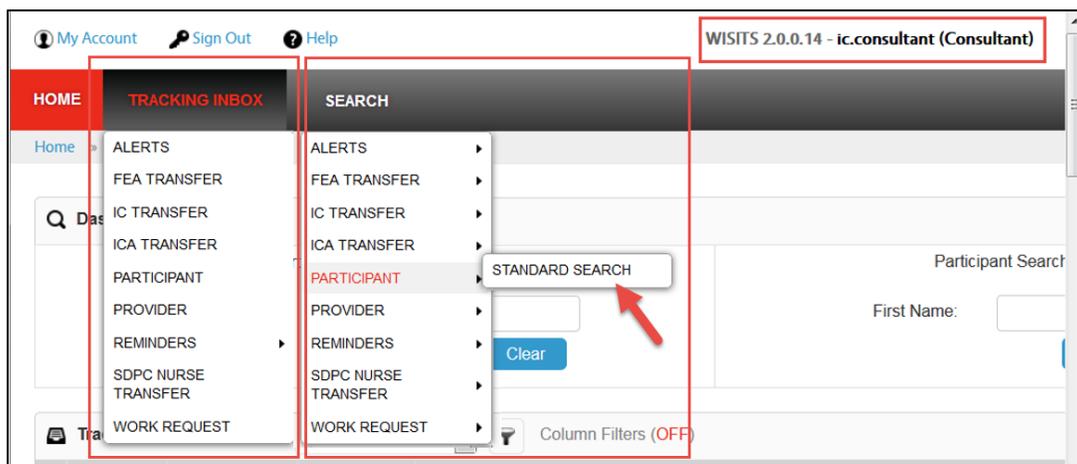


Figure 3-3 IRIS Consultant Access

Depending on business needs, a user may have more than one role. When performing multiple role related tasks for Participants within their organization, the user can stay logged in with their user account but will need to change to the role with those object’s permissions to access the data to complete their assigned tasks for that Participant.

### 3.1.1 Roles and Assignments

When a user creates a record with one role, that role is the assigned role for that record. For example, a user’s default role is Consultant Supervisor, but they needed to create a Participant record, which is done using the Intake Referral Specialist role.

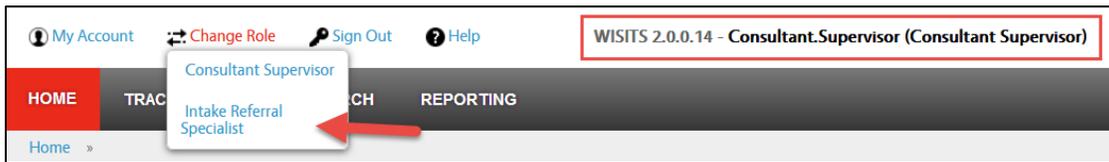


Figure 3-4 Changing Role to Create New Participant

The user changes their role to Intake Referral Specialist, so they have access, as an Intake Referral Specialist, to create the new Participant record. The user’s default role of Consultant Supervisor does not have permissions or access to create a Participant record. The system tracks which role the user was using when the record was created. And the system tracks the user’s default role they use when logging into the system. The system tracks both the user’s system default role and the role the user utilized when creating a specific record.

The User’s “assignment” for the newly created record is the user’s Intake Referral Specialist role (Assignment: Intake Referral Specialist in the figure below). The upper right corner of the system displays the user’s login role (WISITS – Consultant Supervisor at top of figure below).

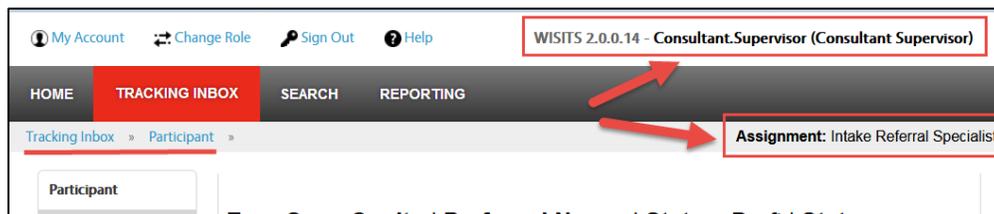


Figure 3-5 Record Assignment Role vs. User Default Login Role

The user will continue to see the record in their assigned Participant records the next time they log into the system as a Consultant Supervisor, but when the user opens the records, their assignment for that record is still as Intake Referral Specialist since that is the role used to create the record. Although the user’s default role is a Consultant Supervisor, since the record was created (system assigned) as an Intake Referral Specialist, the user will only have the access to that particular record that is given to an Intake Referral Specialist.

## 3.2 WISITS Workflows

The following workflows are provided for the roles with system access.

These workflows are for users who will be using the system most often. Other user roles will not necessarily have a workflow but will have access to create, update, read and search within the system.

The main roles with workflows are:

- Intake Referral Specialist
- Consultant
- FEA Operations
- SDPC Operations

### 3.2.1 Intake Referral Specialist

The figure below shows a high-level workflow for a user with an Intake Referral Specialist role.

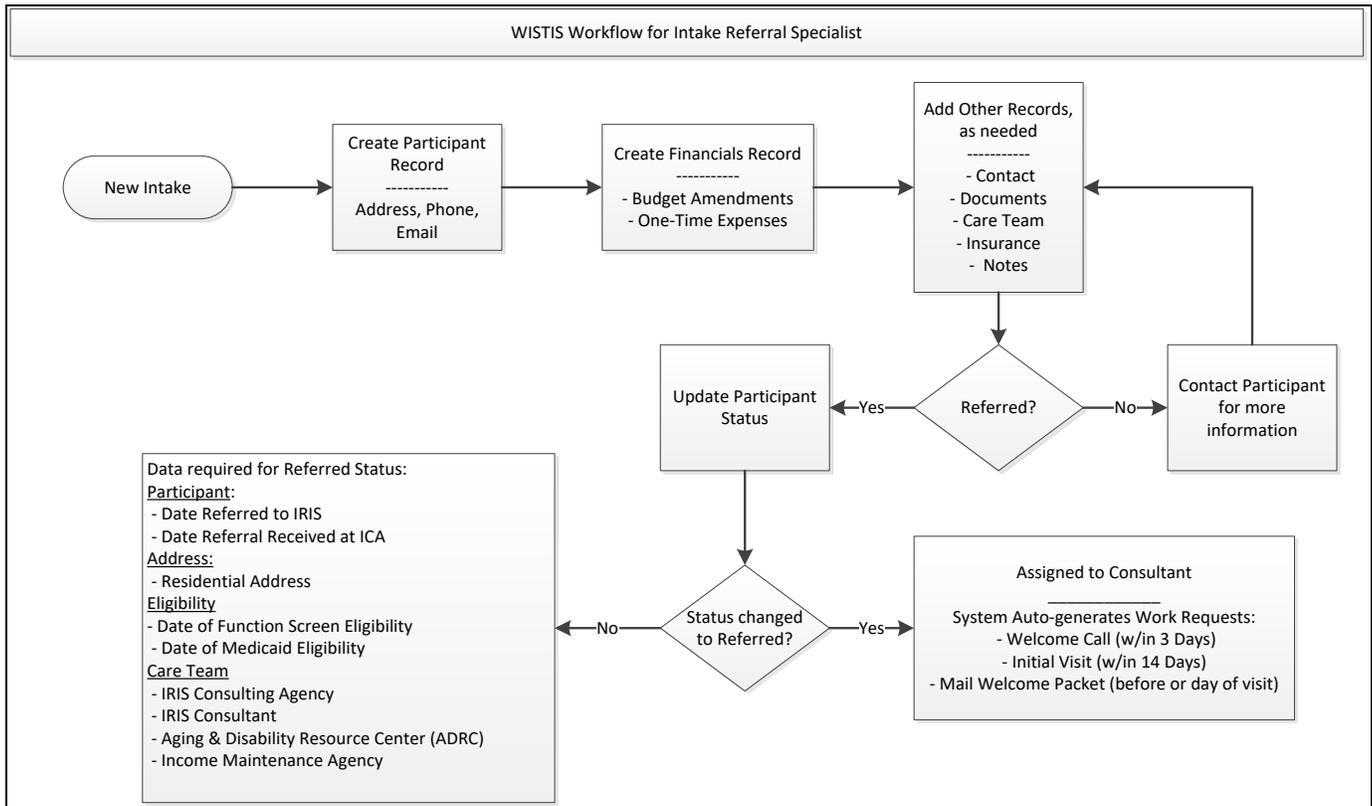


Figure 3-6 Intake Referral Specialist Workflow

### 3.2.2 Consultant

The figure below shows a high-level workflow for a user with a Consultant role.

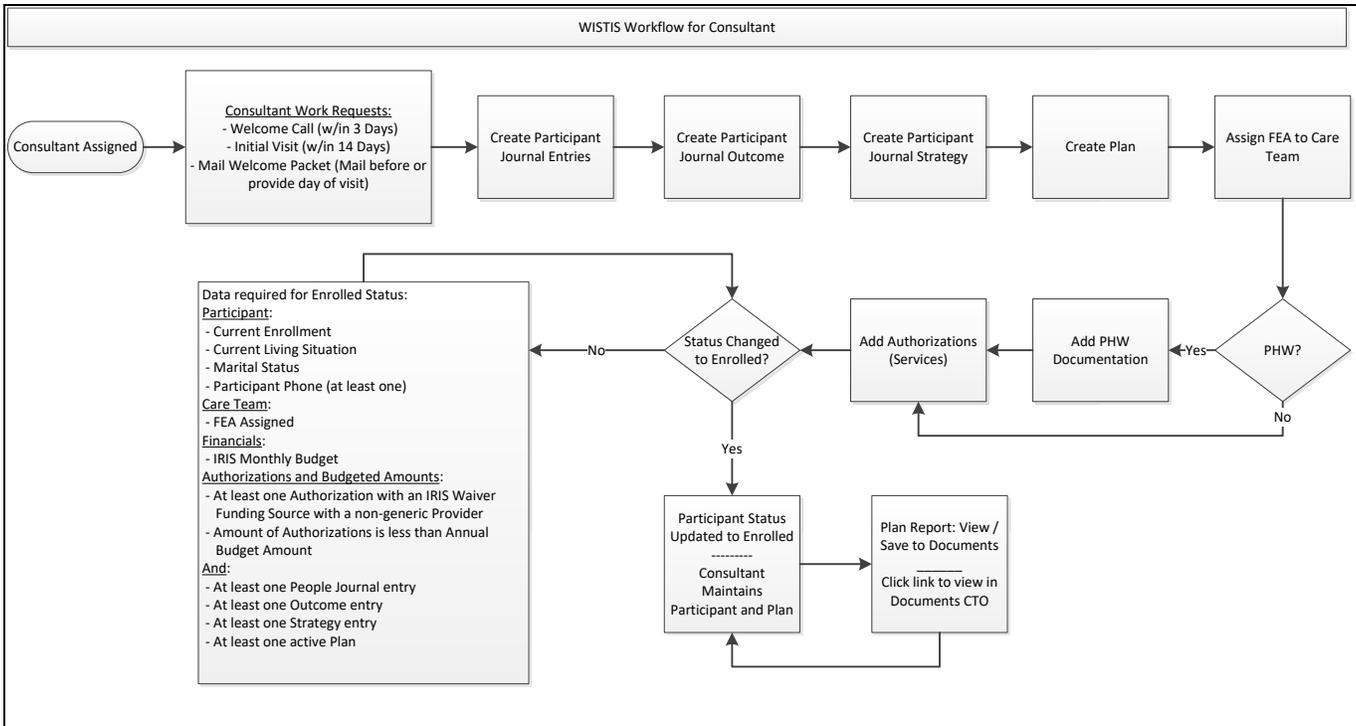


Figure 3-7 Consultant Workflow

### 3.2.3 FEA Operations

The figure below shows a high-level workflow for a user with an FEA Operations role.

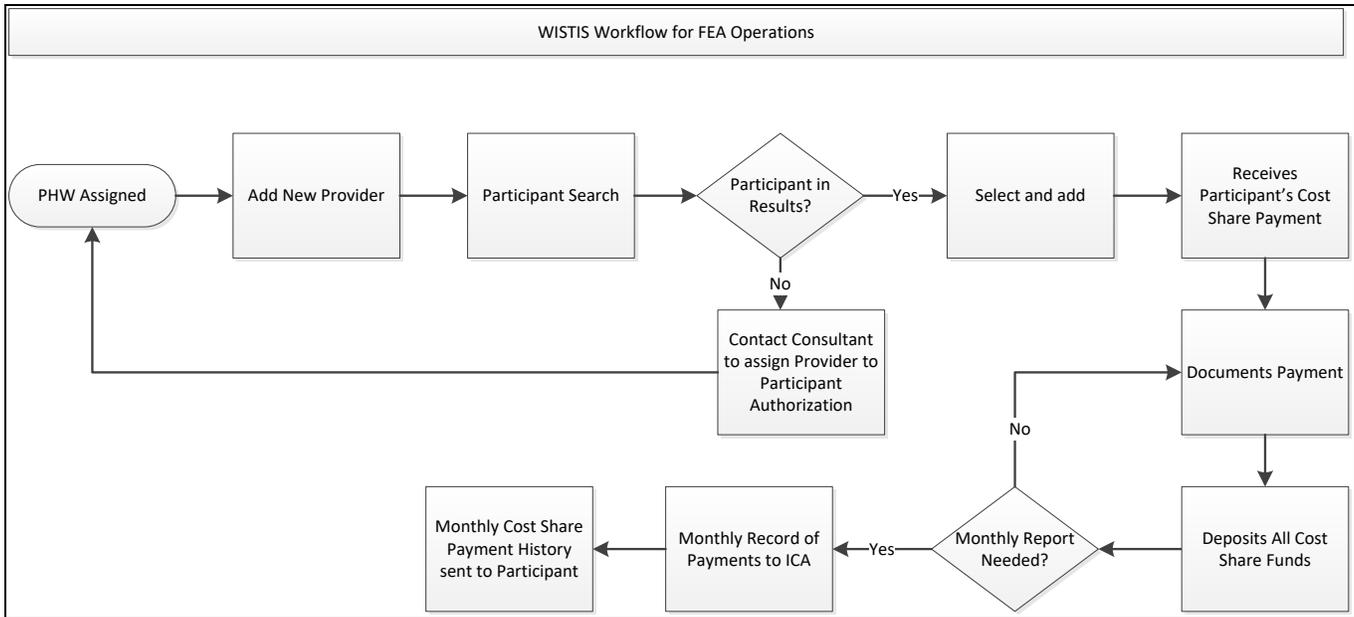


Figure 3-8 FEA Operations Workflow

### 3.2.4 SDPC Operations

The figure below shows a high-level workflow for a user with an SDPC Operations role.

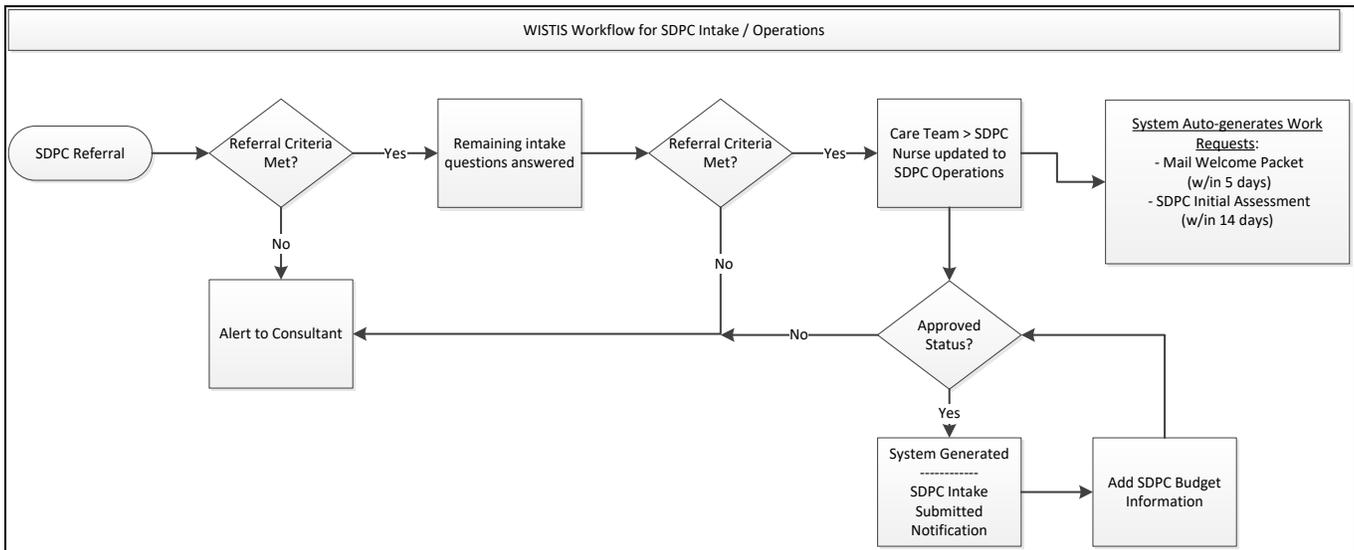


Figure 3-9 SDPC Intake / Operations Workflow

### 3.2.5 Budget Amendment Request and One Time Expense Workflow

The figure below shows a high-level workflow for both the Budget Amendment Request and the



## 4 Participant

Once a participant has been referred to the IRIS program, a new record will need to be created within WISITS. If the Participant's record already exists, the user can update the records within the Participant's main record to reflect their current status in the IRIS program.

**Note:** See [Wisconsin Department of Health Services IRIS Policy Manual](#) for more IRIS rules and policies.

The Participant's main record includes sub-records (tabs on left side of Participant record) including the Participant's contact information, eligibility, financial, care team, insurance, documentation, plan, and other data that is needed to track for the Participant. Access to these records depends on the user's role within the system.

All Participant records are created as a Draft status. Once demographic and eligibility data is entered into the Participant's record, they can be moved to a Referred status. While in the Referred status, additional data (confirmation of Fiscal and Functional Eligibility) and an active Authorization is added before the Participant's status is changed to Enrolled. See section 15.4 Status Transitions and Actions for more status transitions.

From the Tracking Inbox, add Participant data.

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

To create a new record, follow these steps.

1. Hover over Tracking Inbox and Participant; then select New.

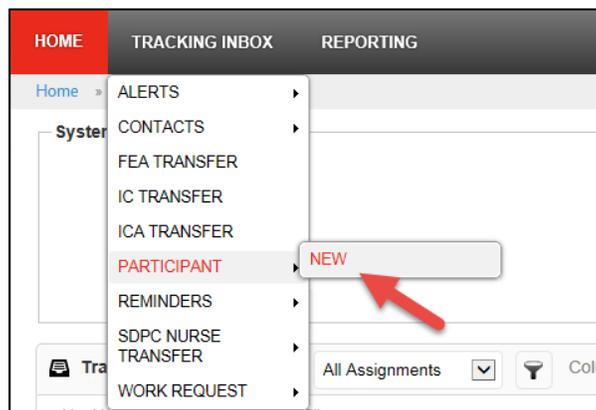


Figure 4-1: Create New Participant Record

**Note:** It is required that before a new Participant record is created, the existing Participant records are searched.

Figure 4-2 Search Existing Participant Records

**Note:** The SSN number must be 9 digits. The MCI ID number must be 10 digits.

2. Enter the Intake Participant Search criteria and click Search.

Figure 4-3 Participant Search Results

**Note 1:** If the Participant's record displayed in the results, click the View/Edit link to open and edit the Participant's existing record.

**Note 2:** Both the SSN and MCI ID numbers must be entered correctly. If one of the numbers entered is a match in the system, the Participant record can be viewed, but a new Participant record cannot be created to prevent duplication of Participant records.

Figure 4-4 Mismatched Participant Identifying Numbers

3. To add a new Participant, click Create New Participant.

**Note:** If the Participant's record displayed in the results, click the View/Edit link to open and edit the Participant's existing record.

4. Enter required data fields.

Figure 4-5: New Participant Record (Top)

**Note 1:** The banner at the top of the screen will update with data once the record is saved.

**Note 2:** The Date Referred to IRIS and Date Referral Received at ICA are required before a Participant’s status can be changed to Referred.

**Note 3:** The Date Referred to IRIS must be less than 365 days prior to current date and same or earlier than Date Referral Received at ICA. The dates cannot be before 01/01/1900.

**Note 4:** The Date Referral Received at ICA must be less than 365 days prior to current date and same or later than Date Referred to IRIS.

**Note 5:** The IRIS Start Date auto-populates with the same date for Effective Date added to the Participant Status record when the Participant status is changed to Enrolled.

5. Enter optional data fields as needed.

Additional Demographics	
Target Group	Frail Elder <input type="checkbox"/>
Race	White <input type="checkbox"/>
Ethnicity	Non-Hispanic <input type="checkbox"/>
Primary Language	English <input type="checkbox"/>
Interpreter Needed	<input type="radio"/> Yes <input type="radio"/> No
County Information	
County of Responsibility	Dane <input type="checkbox"/>
GSR	12
County of Residence	Dane
Other Programs	
Enrollment at Time of Referral	Community Integration Prog <input type="checkbox"/>
Living Situation	
Current living situation at the time of referral to IRIS	Own Home or Apartment <input type="checkbox"/>
Living Situation Sub	Alone (Includes person livin <input type="checkbox"/>
Communication Information	
Budget Statement Mailing	<input checked="" type="radio"/> Yes <input type="radio"/> No
Best Time to Contact	<input type="text"/>
Communication Notes	<input type="text"/>
Additional Information	
Participant Notes	<input type="text"/>

Figure 4-6: New Participant Record (Bottom)

**Note 1:** Living Situation Sub field values filter based on Current Living Situation selection.

**Note 2:** Budget Statement Mailing will default to 'Yes'. A Budget Statement will be created on the first Saturday of the month that is sent to the FEA and will be posted to the Participant Document Console.

- Click Save. The record is saved, and sub-records (child-tracked objects) are now available to enter data. The banner at the top of the screen is updated.

**Note:** The status of the Participant record is Draft.

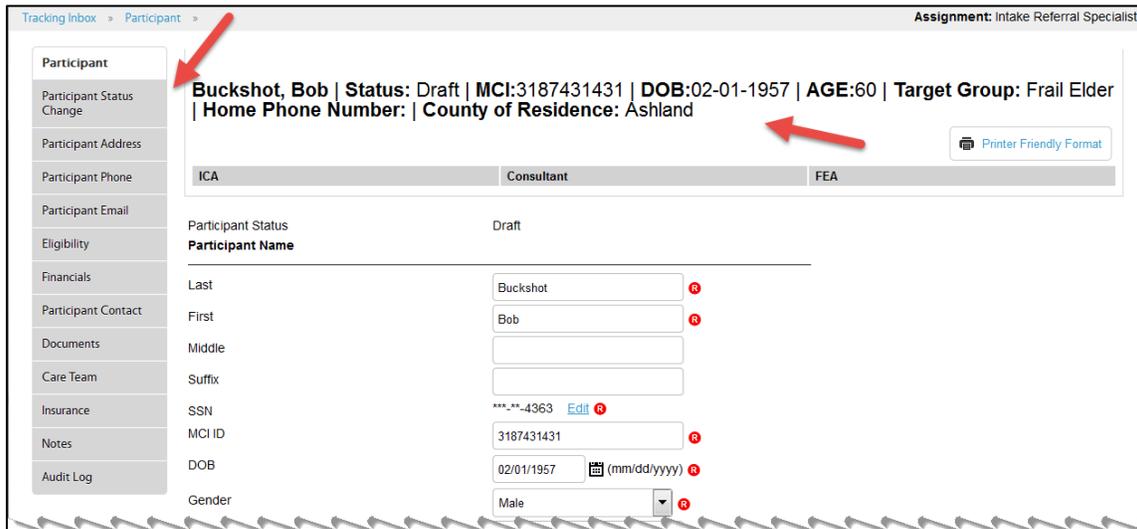


Figure 4-7: Participant Record and Sub-Record Tabs

The Participant records all display a banner at the top of each screen showing the most current data relevant to the Participant. The following are always included in the banner:

Table 4-1 Participant Banner Data

■ Participant's Name (Last, First)	■ Preferred Name	■ Status
■ Status Effective Date	■ MCI	■ DOB
■ Target Group	■ Preferred Phone Number	■ County of Responsibility
■ Primary Contact	■ ICA	■ Consultant
■ FEA	■ Create Work Request button	■ Find Work Requests link

**Note 1:** The banner is dynamic, and these data fields are updated as the data is added to the Participant's various other records.

**Note 2:** The Create Work Request button always displays.

**Note 3:** The following sections provide steps for creating the child tab records for the Participant.

## 4.1 Participant Status Change

As Participant records are added and updated, the Participant's status is tracked in the system. Each status transition triggers various events within the system, such as alerts, work requests and assignments.

For example: when SDPC Enrollment status changes to Disenroll it triggers the End IRIS SDPC Authorizations workflow effect. This ends any existing authorizations with the effective date of disenrollment.

Example 2: when IRIS Enrollment status changes to Disenroll it triggers the Participant Referral Effect workflow effect, and it also ends existing authorizations at the effective date of the Disenroll status change.

There are 8 statuses in the system for a Participant's record and each are limited in the direction of transition. See Table 4-2 for details.

Table 4-2 Status From and To Transitions

Status From	Status To
Draft	4. Referred
Referred	5. Enrolled 6. Referral Withdrawn 7. Deceased
Enrolled	8. Involuntary Disenrollment 9. Voluntary Disenrollment 10. Suspended 11. Deceased
Referral Withdrawn	12. Draft
Involuntary Disenrollment	13. Draft 14. Enrolled
Voluntary Disenrollment	15. Draft
Suspended	16. Enrolled 17. Involuntary Disenrollment Voluntary Disenrollment 18. Deceased
Deceased	19. Draft

---

**Note:** See section 15.4 Status Transitions and Actions for details on system actions when a status transitions.

From the Participant record, add Participant Status Change data.

To create a new Participant Status Change record, follow these steps.

1. Hover over Participant Status Change and select New Participant Status Change.

---

**Note:** This section will use the Draft to Referred as an example workflow.

---

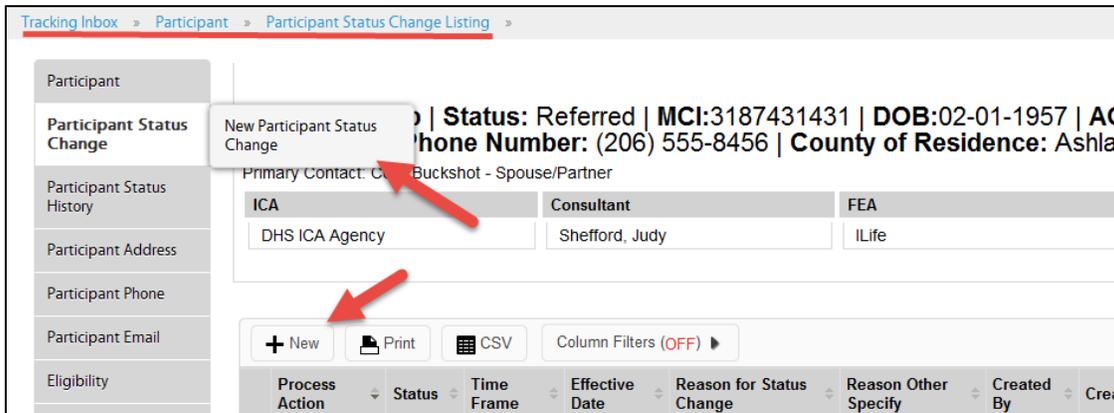


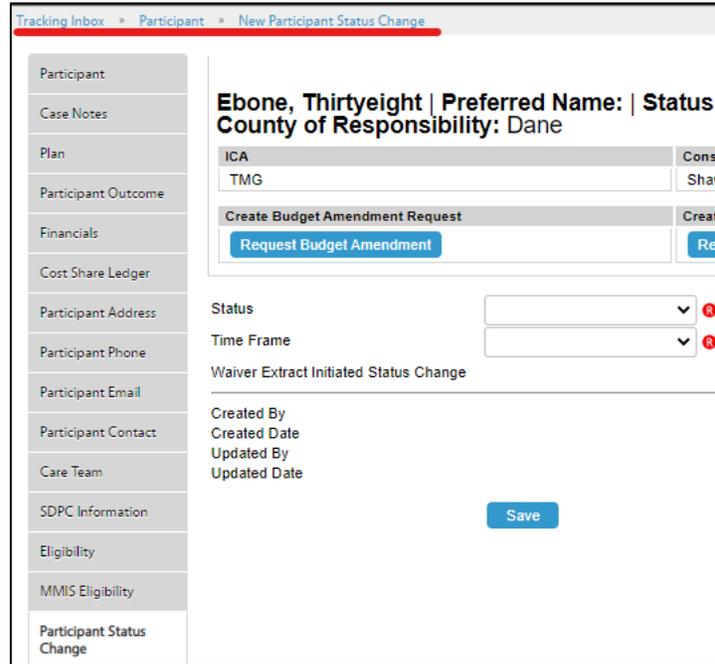
Figure 4-8 New Participant Status Change

---

**Note:**

- Status changes can be effective Scheduled (current or future), Immediate, and Backdate (prior to current date). See section 15.4 Status Transitions and Actions for more information
- If an IRIS Participant Status has transitioned to Deceased the Date of Death field will on the participant page will become read only and display the state of the transition of the status. Otherwise the Date of Death field will reflect a null on the participant record. Upon retracting a deceased transition, the DOD from participant's new DOD field will be cleared and sent to MMIS.

2. Enter required data fields.



Tracking Inbox » Participant » New Participant Status Change

Participant  
 Case Notes  
 Plan  
 Participant Outcome  
 Financials  
 Cost Share Ledger  
 Participant Address  
 Participant Phone  
 Participant Email  
 Participant Contact  
 Care Team  
 SDPC Information  
 Eligibility  
 MMIS Eligibility  
 Participant Status Change

**Ebony, Thirtyeight | Preferred Name: | Status: County of Responsibility: Dane**

ICA      Consu  
 TMG      Shaw

Create Budget Amendment Request      Create  
 Request Budget Amendment      Req

Status       X  
 Time Frame       X

Waiver Extract Initiated Status Change

Created By  
 Created Date  
 Updated By  
 Updated Date

Figure 4-9 New Participant Status Change Record

---

**Note:** When 'Waiver Extract Initiated Status Change' is updated from MMIS data, WISITS will update this field to 'Yes' on a Saved Participant Status Change record.

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

---

3. Click Save.
4. Validations are in place to avoid erroneous status changes and Error Messages will display when the status change is not allowed. The error message will display additional steps required to make the status change allowed. See picture below as example.

Figure 4-10 Status Change Error Messages

**Notes:**

- When error messages are displayed after clicking Save, more data is needed before the Participant’s status can be changed. The system provides details as to which tab and data field are needed to change the status. See section 15.3 Referral and Enrollment Required Data and section 15.4 Status Transitions and Actions for details on transitioning Participant’s Status.
- Example: if you attempted to do a SDPC Status Change from Enrolled to Suspended. Then attempted an IRIS Participant Status change it may fail and populate a Workflow Message such as “The most recent SDPC MMIS Enrollment request to iC failed. It must be fixed before you can perform this status change.”

5. After resolving all errors, Click Save. The Participant Status Change Listing displays.

Figure 4-11 Participant Status Change Listing

---

**Note:** Participants with an IRIS Status of Deceased for greater than 30 days are unassigned. If a Participant with a Deceased IRIS Status is reassigned, they will again be unassigned at xx days after reassignment. This number of days is configurable by DHS.

---

### 4.1.1 IRIS Status Retraction

On occasion when the business need arises, DHS Administrators can perform an IRIS Participant Status change Retraction. The Retraction will take the Participant back to the prior status, this includes updating the plan and other records that have occurred making it as though the last status change did not occur.

1. Warning popup messages are incorporated to the IRIS Retraction Process and advise when the user IRIS Retraction will not retract the SDPC status and they should manually make the update.

An Example of this might be when IRIS is being retracted from suspended to Enrolled. The SDPC status is suspended but was not suspended to the IRIS Suspension. In a situation like the one mentioned above the user will be informed. And that user would need to determine appropriate next steps for the SDPC status.

2. Other WISITS messages will occur including validation error messages.

For example, due to the fact that the SDPC status cannot be in the status it is in when the IRIS Status is retracted (some validations are already in place for these type of errors).

3. When doing an IRIS Retraction, a message will be displayed at the top of the page if the Participant status retraction will not perform any status changes to the SDPC (when SDPC information exists in WISITS already).
4. SDPC Statuses cannot be set to deceased any longer. This is handled by Participant Status Changes (and/or Participant Status Retractions).
5. If an IRIS Participant Status has transitioned to Deceased the Date of Death field will on the participant page will become read only and display the state of the transition of the status. Otherwise the Date of Death field will reflect a null on the participant record.
6. Upon retracting a deceased transition, the DOD from participant's new DOD field will be cleared and sent to MMIS.

## 4.2 Participant Address

The Participant Address sub-record of the Participant main record is used to track multiple addresses for a Participant.

From the Participant record, add Participant Address data.

---

**Note 1:** A Participant must have one Residential Address record added to update their status to Referred.

---

To create a new Participant Address record, follow these steps.

1. Hover over Participant Address and select New Participant Address.

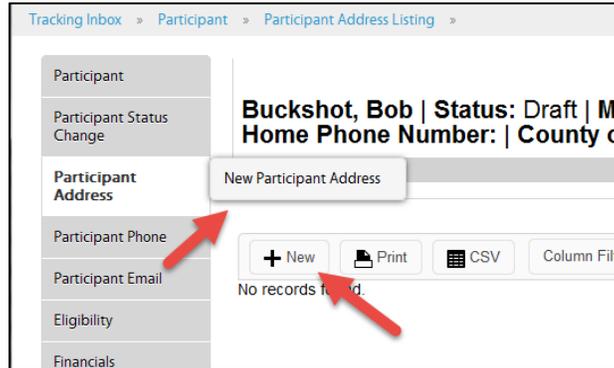


Figure 4-12 New Participant Address

2. Enter required data fields.

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as needed.

Address Type	<input type="text"/>	<input type="checkbox"/>
Street 1	<input type="text"/>	<input type="checkbox"/>
Street 2	<input type="text"/>	<input type="checkbox"/>
City	<input type="text"/>	<input type="checkbox"/>
State	Wisconsin	<input type="checkbox"/>
ZIP Code	#####	<input type="checkbox"/>
Last Verification Attempt		
Is GEO Verified	No	
Is GEO Standardized	No	
Is GEO Corrected	No	
Start Date	01/25/2021	<input type="checkbox"/>
End Date		<input type="checkbox"/>
Created By		
Created Date		
Updated By		
Updated Date		

Figure 4-13 New Participant Address Record

3. Enter optional data fields as needed.

Figure 4-14 Address Conditional Data Field

- When Address Type of value of Residence, the GEO Address verification fields will be displayed.

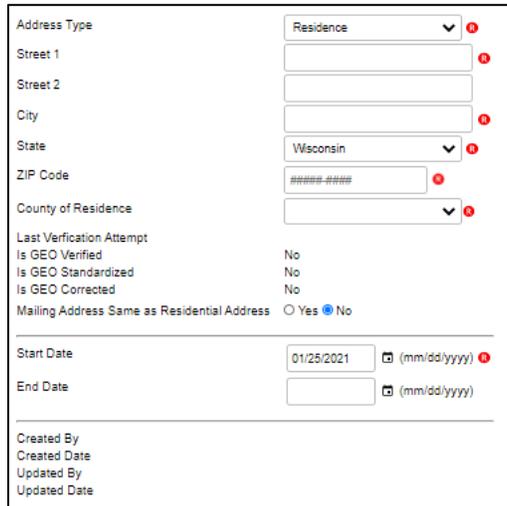


Figure 4-15 Address Conditional Data Field

---

**Note:** When a value is selected from a drop-down list, conditional fields for that value will be displayed by the system. In Figure 4-14, when Mail is selected, the Care Of data field displays only for that Address Type. In Figure 4-15, when Residence is selected, County of Residence displays.

---

- Enter the Street address, City, State and Zip Code. The Verify Address button will display. Click the Verify Address button to verify the address.

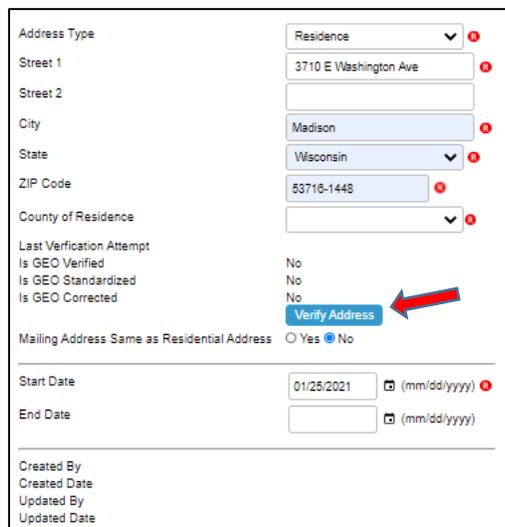


Figure 4-16 Populated Participant Address Fields

- A confirmation message will be displayed the address has been verified or unverified. Click the OK button to close text box.

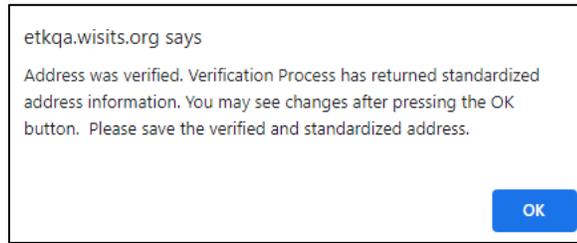


Figure 4-17 Address Verification Message

- The system will update the address to USPS standard format if needed. It will also populate the County if left blank.
- The following fields will be updated by the system:
  - Last Verification Attempt – Verification date
  - Is GEO Verified – Yes or No that is based on the "is verified" field returned from the query.
  - Is GEO Standardized – Yes or No. If verified from #b. and "is Standardized" = Y from field returned back from the query.
  - Is GEO Corrected - Yes or No. If verified from #b. and "is Corrected" = Yes from field returned back from the query.

Address Type	Residence	
Street 1	3710 E Washington Ave	
Street 2		
City	Madison	
State	Wisconsin	
ZIP Code	53704-3647	
County of Residence	Dane	
Last Verification Attempt	01/25/2021	
Is GEO Verified	Yes	←
Is GEO Standardized	Yes	
Is GEO Corrected	Yes	
Mailing Address Same as Residential Address		<input checked="" type="radio"/> Yes <input type="radio"/> No
Start Date	01/25/2021	<input type="checkbox"/> (mm/dd/yyyy)
End Date		<input type="checkbox"/> (mm/dd/yyyy)

Figure 4-18 Verification Address Update

- Mailing Address Same as Residential Address - select Yes if they are the same. The system will create the Mailing Address record for the Participant.
- Start Date – the system will default the date to the current date.

---

**Note 1:** An unverified address can be saved. The GEO indicators will be set to 'No.'

**Note 2:** The Save button will be displayed after the address has been verified.

---

11. Click Save. The Participant Address Listing displays.

Address Type	Care Of	Street 1	Street 2	City	State	ZIP Code	County of Residence	Mail Same As Residential	Start Date	End Date	Created By	Created Date	Updated By	Updated Date
Mail	Tanya Smith	3223 N 15th Street		Milwaukee	Wisconsin	53206			12/19/2014			12/19/2014 07:49 PM	elizabeth.roettger	10/01/2018 09:22 AM
Residence		3223 N 15th Street		Milwaukee	Wisconsin	53206	Milwaukee	No	12/19/2014			12/19/2014 07:49 PM	elizabeth.roettger	10/01/2018 09:22 AM

Figure 4-19 Participant Address Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 4.3 Participant Phone

The Participant Phone sub-record of the Participant main record is used to track multiple phone numbers for a Participant.

From the Participant record, add Participant Phone data.

**Note:** A Participant must have one Preferred Phone record added. If a new record is added after an existing Preferred Phone record and Preferred Phone is change to Yes, the old Preferred Phone record will be updated to show the Preferred Phone is No.

To create a new Participant Phone record, follow these steps.

1. Hover over Participant Phone and select New Participant Phone.

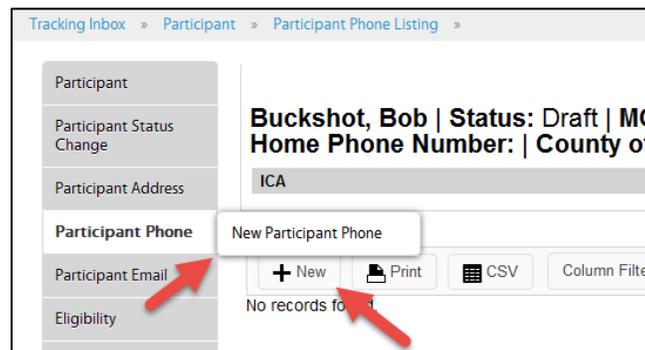


Figure 4-20 New Participant Phone

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

Figure 4-21 New Participant Phone Record

3. Enter optional data fields as needed.
4. Click Save. The Participant Phone Listing displays.

Phone Number Type	Preferred	Phone Number	Created By	Created Date
Home	No	(206) 555-8456	Intake.Referral.Specialist	02/07/2017 04:17 PM
Mobile	Yes	(206) 555-9856	Intake.Referral.Specialist	02/07/2017 04:17 PM

Figure 4-22 Participant Phone Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.4 Participant Email

The Participant Email sub-record of the Participant main record is used to track multiple emails for a Participant.

From the Participant record, add Participant Email data.

**Note 1:** A Participant must have one Primary Email address.

**Note 2:** A Participant must have one Preferred Email record added. If a new record is added after an existing Preferred Email record and Preferred Email is change to Yes, the old Preferred Email record will be updated to show the Preferred Email is No.

To create a new Participant Email record, follow these steps.

1. Hover over Participant Email and select New Participant Email.

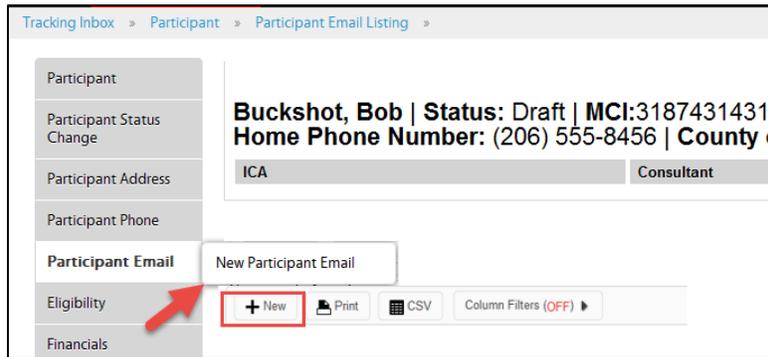


Figure 4-23 New Participant Email

2. Enter required data fields.

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

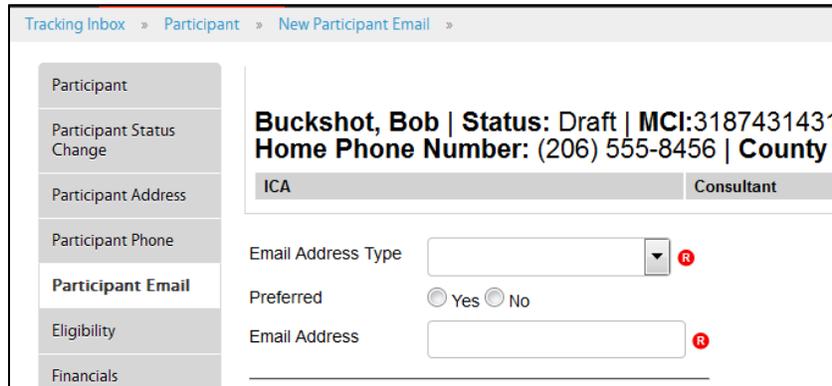


Figure 4-24 New Participant Email Record

3. Enter optional data fields as needed.
4. Click Save. The Participant Email Listing displays.

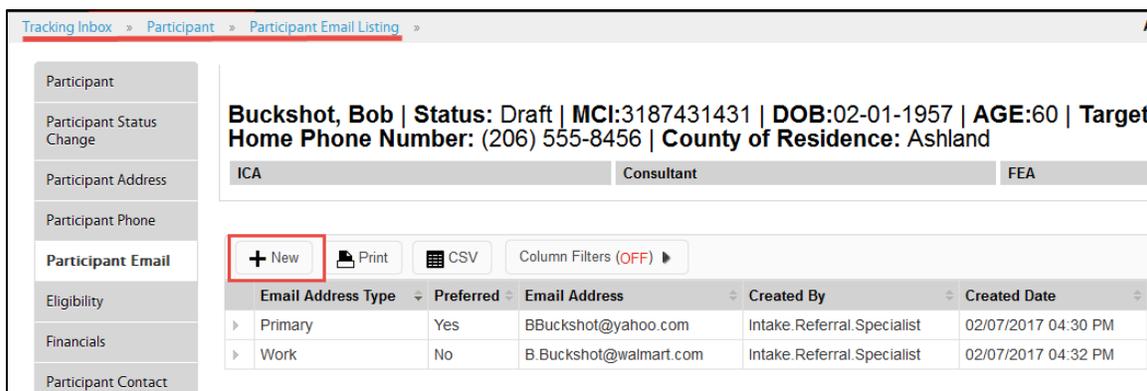


Figure 4-25 Participant Email Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.5 Eligibility

The Eligibility record for a Participant is a data single record. The Eligibility data is required to change the Participant's status to Enrolled.

From the Participant record, add Eligibility data.

To update the Eligibility record, follow these steps.

1. Click Eligibility.

The screenshot shows a web interface for a Participant record. The breadcrumb trail is "Tracking Inbox > Participant >". On the left is a sidebar menu with items: Participant, Participant Status Change, Participant Status History, Participant Address, Participant Phone, Participant Email, Eligibility (highlighted with a red arrow), Financials, and Participant Contact. The main content area displays "Buckshot, Bob | Status: Draft | MCI:31874314" and "Residence: Ashland". Below this is a table with columns "ICA" and "Consu". Further down, there are fields for "Participant Status" (Draft) and "Participant Name" (Last: Buckshot, First: Bob).

Figure 4-26 Eligibility Record

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

The screenshot shows the "Eligibility" record page. The breadcrumb trail is "Tracking Inbox > Participant > Eligibility Listing > Eligibility >". The top right shows "Assignment: Administrator". The main content area displays "Buckshot, Bob | Preferred Name: | Status: Enrolled | Status Effective Date: 08-03-2017 | MCI:3187431431 | DOB:02-01-1957 | Target Group: Developmentally Disabled | Preferred Phone Number: (206) 555-9856 | County of Responsibility: Ashland". Below this is a table with columns: IRIS Start Date, ICA, Consultant, FEA, and SDPC Status. The table contains data for 07/07/2017, Connections, Cook, Olivia, ILife, and Pending. Below the table are fields for "SDPC Status Effective Date" (08/10/2017) and "Create Work Request" (button). At the bottom, there are date pickers for "Date of Functional Screen Eligibility" (02/08/2017), "Medicaid Financial Eligibility Expires on" (02/01/2017), and "Medicaid Financial Eligibility Determined On:". There is also a "Notes" field.

Figure 4-27 Updated Eligibility Record

**Note 1:** The Date of Functional Screen Eligibility is added by the Intake Referral Specialist Role, It is read only for other roles. It is future date only and it is required to update the Participant's status to Referred.

**Note 2:** Medicaid Financial Eligibility Determined may not be required, but if it is to update the status to Referred, this needs to be a date previous to the current date.

3. Enter optional data fields as needed.
4. Click Save to add the Eligibility data.
5. Click on Participant in the breadcrumb trail to return to the main Participant record.

## 4.6 Employment Status

The Employment Status records are used to track the Participant's employment history.

From the Participant record, add Employment Status data.

To create a new Employment Status record, follow these steps.

1. Hover over Employment Status and select New Employment Status.

The screenshot shows the 'Employment Status Listing' page for a participant named Bob Buckshot. The page includes a sidebar with navigation options like 'Participant', 'Participant Status Change', 'Participant Address', etc. The main content area displays participant information: 'Buckshot, Bob | Status: Involuntary Disenrollment | MCI:3187431431 | DOB:02-01-1957 | AGE:60 | Target Group: Developmentally Disabled | Preferred Phone Number: (206) 555-9856 | County of Residence: Ashland'. Below this is a table with columns for 'ICA', 'Consultant', 'FEA', 'SDPC Status', and 'SDPC Status Effective Date'. The 'ICA' column contains 'Connections' and 'SDPC Nurse'. The 'Consultant' column contains 'Consultant, IC'. The 'FEA' column contains 'ILife'. The 'SDPC Status' column contains 'No'. There are 'Create Work Request' buttons. At the bottom, there is a '+ New' button, a 'Print' button, a 'CSV' button, and a 'Column Filters (OFF)' dropdown. A red arrow points to the '+ New' button.

Figure 4-28 New Employment Status

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** As of v19 additional values have been added to the Employment Status drop down. This field is required to be populated in order to save the page.

Tracking Inbox » Participant » New Employment Status »

Participant

Participant Status Change

Participant Address

Participant Phone

Participant Email

Eligibility

Employment Status

Financials

Participant Contact

Documents

Care Team

**Buckshot, Bob | Status:** Involuntary Disenrollment | **M**  
**Target Group:** Developmentally Disabled | **Preferred F**  
**Residence:** Ashland

Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA
Connections	Consultant, IC	ILife
SDPC Nurse	Create Work Request	
SDPC Nurse.sg	Create Work Request	

Work Status:  R

Employment Type:  R

Effective Date:  R (mm/dd/yyyy)

Employment End Date:  (mm/dd/yyyy)

Figure 4-29 New Employment Status Record

3. Enter optional data fields as needed.
4. Click Save. The Employment Status Listing displays.

Tracking Inbox » Participant » Employment Status Listing »

Participant

Participant Status Change

Participant Address

Participant Phone

Participant Email

Eligibility

Employment Status

Assignm

+ New
Print
CSV
Column Filters (OFF) ▶

Work Status	Employment Type	Effective Date	Employment End Date	Created By	Created Date	U
Employed	Group Supported Employment	04/03/2017		ic.consultant	05/11/2017	

Figure 4-30 Employment Status Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.7 Financials

The Financials record for a Participant is a data single record. Data for financials will vary depending on the Waiver Group Type.

From the Participant record, add Financials data.

To update the Financials record, follow these steps.

1. Select Financials.

Figure 4-31 Financials

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

Figure 4-32 Financials Record

**Note 1:** Different data will be required depending on the Waiver Group Type selected for this and other records in the system. The system will indicate which fields are required for the type selected.

**Note 2:** A Work Request record can be created from this screen by clicking Create Work Request.

**Note 3:** Date Determined must be less than 365 days prior and cannot be a future date.

**Note 4:** Monthly Cost Share Amount and Monthly Medical/Remedial Expenses Effective Dates must be less than 365 days in both past and future.

**Note 6:** Monthly Cost Share Amount should not be more than Monthly IRIS Budget Amount and/or more than \$10,000 and not a negative number.

3. Enter optional data fields as needed.

**Note:** It is recommended to enter as many data fields as possible.

4. Click Save to add the Financials data.

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.7.1 Budget Amendments (BA)

The Budget Amendments records are used to adjust a Participant's available budgeted amounts.

### 4.7.1.1 Create New Budget Amendments Record

From the Participant > Financials record, add Budget Amendments data.

To create a new Budget Amendments record, follow these steps.

1. Click the Request Budget Amendment button.

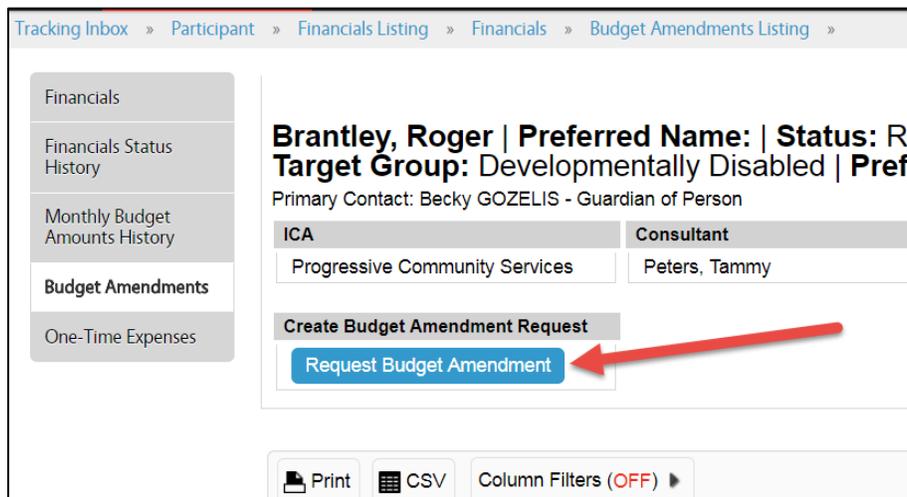


Figure 4-33 New Budget Amendments

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

**Note 3:** As of v19, additional values have been added to the Budget Amendment Request Reasons table and one or more are required to be selected in order to progress to the Approved status.

Tracking Inbox > Participant > Financials Listing > Financials > New Budget Amendments >

Financials

**Budget Amendments**

One-Time Expenses

**Buckshot, Bob** | Status: Draft | MCI:3187431431 | DOB:02-01-1957 | AGE:60 | Target Group: Frail Elder | Home Phone Number: (206) 555-8456 | County of Residence: Ashland

ICA Consultant FEA Create Work Request

[Create Work Request](#)

Budget Amendment Amount:  \*

Budget Amendment Effective Date:  (mm/dd/yyyy) \*

Budget Amendment End Date:  (mm/dd/yyyy) \*

Budget Amendment Status:  \*

Figure 4-34 New Budget Amendments Record

**Note:** A Work Request record can be created from this screen by clicking Create Work Request.

3. Enter optional data fields as needed.

**Note:** It is recommended to enter as many data fields as possible.

4. Click Save. The Budget Amendments Listing displays.

Tracking Inbox > Participant > Financials Listing > Financials > Budget Amendments Listing > Assignment: No Assignment

Financials

Financials Status History

Monthly Budget Amounts History

**Budget Amendments**

One-Time Expenses

**Brantley, Roger** | Preferred Name: | Status: Referred | Status Effective Date: 11-20-2017 | MCI:1426033117 | DOB:12-11-1961 | Target Group: Developmentally Disabled | Preferred Phone Number: (520)1- | County of Responsibility: Dane

Primary Contact: Becky GOZELIS - Guardian of Person

ICA Progressive Community Services Consultant Peters, Tammy FEA Premier Financial Management Services Create Work Request Find Work Requests

[Create Work Request](#) [Find Work Requests](#)

**Create Budget Amendment Request**

[Request Budget Amendment](#)

Print CSV Column Filters (OFF) ▶

Service	Budget Amendment Amount	Budget Amend Eff Date	Budget Amend End Date	BAAV	Notes	Created By	Created Date	Updated By	Updated Date
▶	3186.21	03/01/2018	02/28/2019			tammy.peters	02/02/2018 11:56 AM	tammy.peters	02/02/2018 11:56 AM
▶	1987.94	03/01/2018	02/28/2019			tammy.peters	02/02/2018 11:56 AM	tammy.peters	02/02/2018 11:56 AM

IRIS Start Date

Guardian [Becky.GOZELIS - \(252\)4-](#)

Figure 4-35 Budget Amendments Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 4.7.1.2 Create New Budget Amendment Request

To Create a New Budget Amendments Request select the appropriate Participant.  
From the Participant Banner select the Create New Budget Amendment Button.

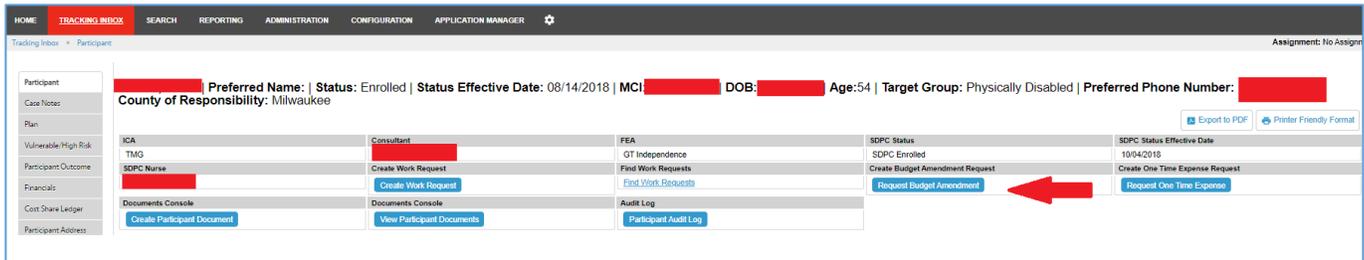


Figure 4-36 Request Budget Amendment

1. The Budget Amendment Request Form will populate.
2. Enter required data element fields.  
Note: Do not enter the \$ symbol, it will create a validation error message.
3. Enter optional data fields as needed.
4. Click Save

Figure 4-37 Budget Amendment request Form

**Note:** When in OPEN status, although all required fields are marked with a require image on the page, it can be saved without entering all the required fields. These required fields will be validated when user attempts to transition from open to the next transition (pending). If not in open status, all required fields will have to be entered to save it. This is precautionary in case a field is blanked out as to get to any status from open, these fields will have to be entered.

The start date & end date and approved amount for a BA Request is validated when the transition is to Approved. They are required.

As stated in the notes, when Validation errors appear, the form will not save until all updates are made and the validation errors are all addressed. Then the form must be resaved. See some validation error examples in the figure below.

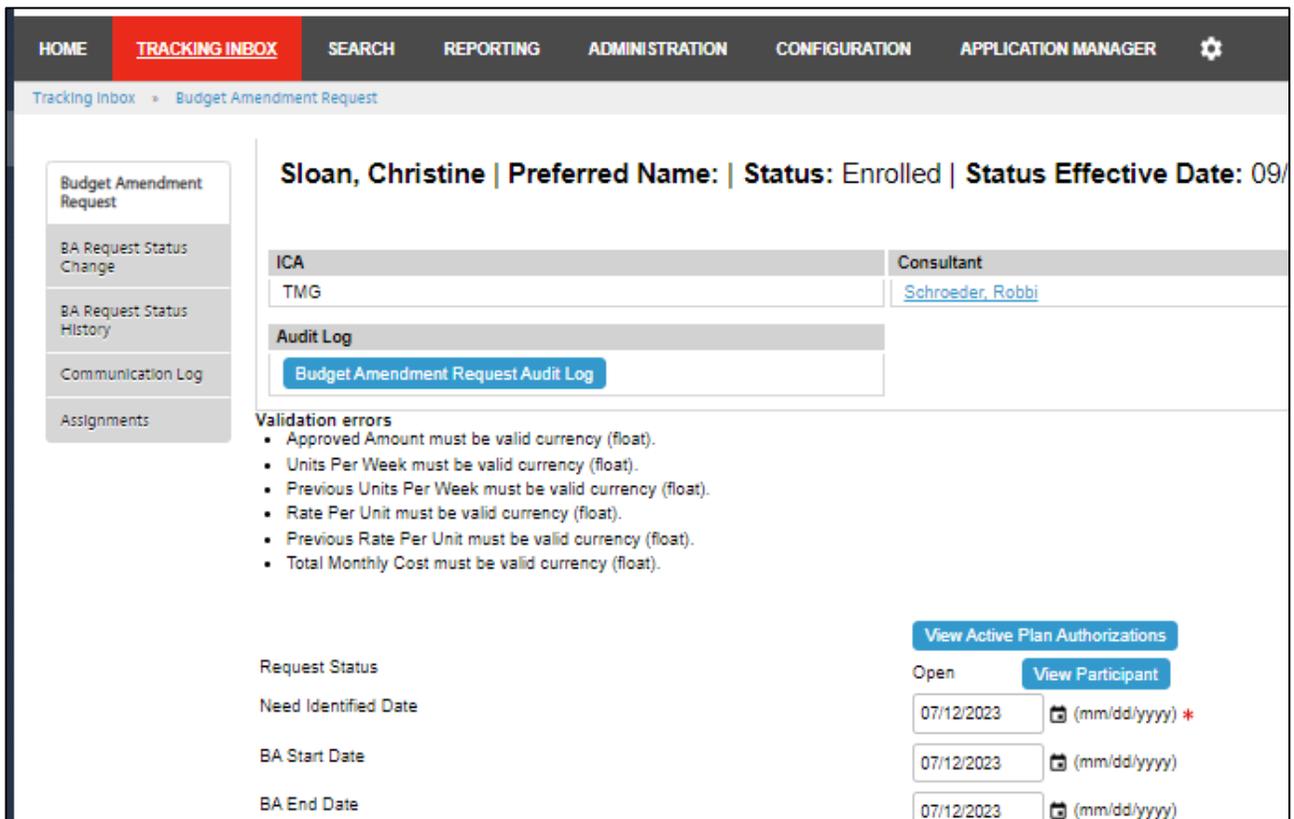


Figure 4-38: Validation Errors

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 4.7.1.3 BA Request Authorizations

To view Active and Pending Authorizations click on the View Active Plan Authorizations Button at the top of the request form. This will only show if the respective Plan exists (there should always be an active plan).



Figure 4-39: View Active Plan Authorizations Button

This will ONLY show if the respective Plan exists (there should always be an active plan).

Auth ID	Domain	Outcome	Funding Source	Service	Provided By	Units	Rate	Total Amount	Service From	Service To	ICA	FEA	Funded by a Budget Amendment?	Created	Updated
41819534	Community Integration	p Bdhsrn SHJF ad KF WKsF ad ufa dha dM ab-UPPUpPHP	IRIS SDPC	IRIS Self-Directed Personal Care Services Non Live-In (15 minutes) - TI019	KANWAL IQBAL, QASIM IQBAL	4 Hours, Weekly	\$14.42/Hour	\$385.19	09/01/2022	10/12/2022	TMG	ILIFE		rdlanahan-03/02/2023 01:52 PM	rdlanahan-03/02/2023 01:52 PM
41819535	Community Integration	p Bdhsrn SHJF ad KF WKsF ad ufa dha dM ab-UPPUpPHP	IRIS Waiver	Respite Service Provided in Other Setting Remote (Nightly) - H0045	Generic Provider	1 Nights, Monthly	\$100.00/Night	\$1,335.60	09/01/2022	08/31/2023	TMG	ILIFE		rdlanahan-03/02/2023 01:52 PM	rdlanahan-03/02/2023 02:05 PM
41819536	Community Integration	p Bdhsrn SHJF ad KF WKsF ad ufa dha dM ab-UPPUpPHP	IRIS Waiver	Respite Service Provided in Other Setting Remote (Nightly) - H0045	Generic Provider	2 Nights, Monthly	\$100.00/Night	\$2,671.20	09/01/2022	08/31/2023	TMG	ILIFE		rdlanahan-03/02/2023 01:52 PM	rdlanahan-03/15/2023 09:53 AM
41819537	Community Integration	p Bdhsrn SHJF ad KF WKsF ad ufa dha dM ab-UPPUpPHP	IRIS Waiver	Routine Supportive Home Care Service (Daily) - S5126	1 BROTHERLY LOVE LLC	1 Days, Monthly	\$100.00/Day	\$1,335.60	09/01/2022	08/31/2023	TMG	ILIFE		rdlanahan-03/02/2023 01:52 PM	rdlanahan-03/02/2023 02:08 PM

Figure 4-40 Active Plan Authorizations

On the Authorizations Tab Banner, there is a field that displays the total amount of Budget Amendment Authorizations.

The screenshot shows a participant profile for Grover, Dawn | Preferred Name: | Status: Enrolled | Status Effective Date: 08/14/2018 | MCI:6404752361 | DOB:08/07/1968 | Age:54 | Target Group: Physically Disabled | Preferred Phone Number: (414)215-0795 | County of Responsibility: Milwaukee. Below the profile, there are sections for 'Status: Active' and 'Authorizations (12)'. The 'Authorizations (12)' section contains a table with columns: Auth ID, Domain, Outcome, Service, Provided By, Units, Rate, Total Amount, Service From, Service To, ICA, FEA, Funded by a Budget Amendment?, and Updated. The first row in this table is highlighted in red:

Auth ID	Domain	Outcome	Service	Provided By	Units	Rate	Total Amount	Service From	Service To	ICA	FEA	Funded by a Budget Amendment?	Updated
51819521	Community Integration	unarrNF	Transportation	Dawn Smith	-	-	-	06/01/2021	07/31/2022	TMG	OT Independence		shows no- 07/29/2021 02:35 PM

Figure 4-41 Banner BA Request Authorizations Amount Total

### 4.7.1.4 Create or View Budget Amendment Documents

In the banner of the Budget Amendment Request form, select the Create BA Request Document.

To view BA Request Documents from the Document Console, select View BA Request Document.

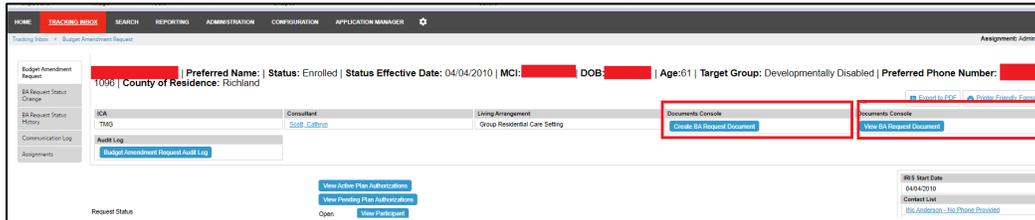


Figure 4-42 Create and View BA Request Document Buttons in the Banner.

### 4.7.1.5 Budget Amendment Request Audit Log

Select the Budget Amendment Request Audit Log button in the banner on the Budget Amendment Request form to see the log. Select close to close the Audit Log.

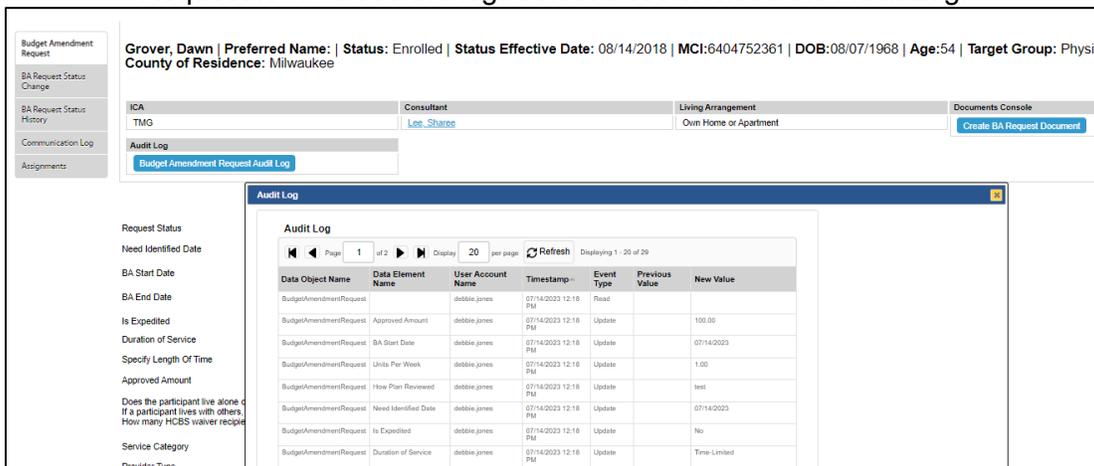


Figure 4-43 Budget Amendment Request Audit Log

#### 4.7.1.6 Budget Amendment Request Work Queues

The Budget Amendment Request Enhanced inbox provides a view of the following:

- Participant
- Request Status
- Need Identified Date
- Is Expedited
- Reason for Expedited
- Approved Amount
- Funding Source
- Service Category
- Provider Type Specify Provider
- Provided By
- Service Cost
- Assigned IC
- DHS Reviewer
- Created By
- Created Date
- Updated By
- Updated Date

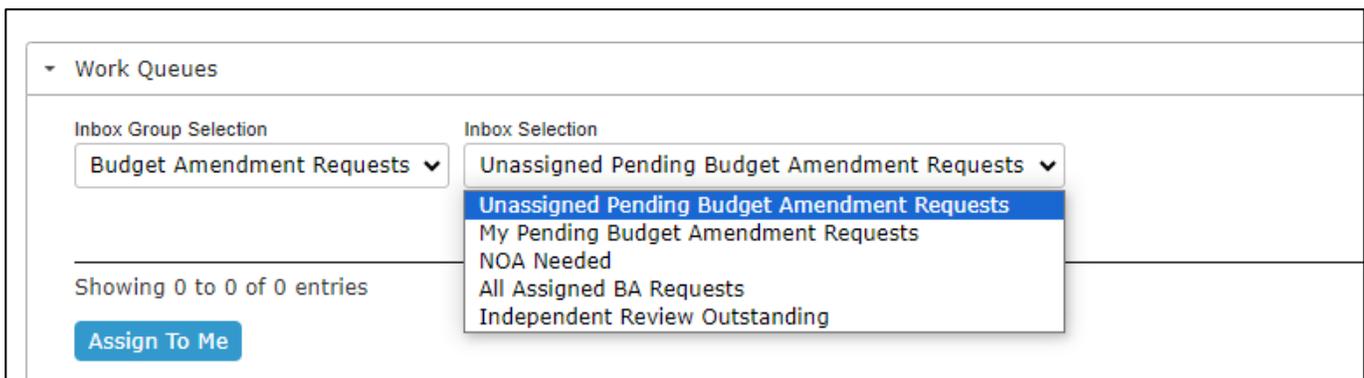


Figure 4-44 Budget Amendment Request Inbox Selections

These work Queues work the same for both BA and OTE requests. There are 7 work queues for each, BA & OTE Requests.

##### 5. Unassigned Pending Budget Amendment Requests.

- a.) Unassigned Pending Budget Amendment Requests are visible only for DHS Admins and Administrators and show all requests in Pending status that have not been specifically assigned (or self-assigned) to a DHS Reviewer.
- b.) The DHS Admin and Administrator roles are able to select requests via a checkbox and click a button to assign it to themselves. The request will vanish from the prior queue when an assignment takes place. Note: There is no link directly to the request from this queue.

Participant	Request Status	Need Identified Date	BA Start Date	BA End Date	Is Expedited	Reason for Expedited	Duration of Service	Specify Length of Time	Approved Amount	Funding Source	Service Category	Provider Type	Specify Provider	Provided By	Service	Units Per Week	Previous Units Per Week	Unit Type	Number of Hours	Rate Per Unit	Previous Rate Per Unit	Total Monthly Cost	Assigned IC	DHS Reviewer	Created By	Created Date	Updated By	Updated Date
Eckhardt, Maureen A. 1406244911	Open	07/14/2023	07/28/2023	07/28/2023	No		Time-Limited	One-time	100.00	IRIS	Aids, Equipment, and Supplies	Organization	Generic Provider		Ongoing Triple-Line Costs for Medication Compliance Management (Each) - T2035	1.00	1.00	Each	100.00	1.00	437.25	Cathryn J Scott	Alan Anderson	debbie jones	07/14/2023 02:08 PM	debbie jones	07/14/2023 02:09 PM	
Grover, Dawn T. 6404752361	Open																					Sharee Lee	debbie jones	07/14/2023 11:51 AM	debbie jones	07/14/2023 11:51 AM		
Grover, Dawn T. 6404752361	Open																					Sharee Lee	debbie jones	07/14/2023 12:29 PM	debbie jones	07/14/2023 12:29 PM		
Grover, Dawn T. 6404752361	Open	07/14/2023	07/14/2023	07/14/2023	No		Time-Limited	One-time	100.00	IRIS	Aids, Equipment, and Supplies	Organization	Generic Provider		Home Delivered Meal Cost (Each) - S5170	1.00	1.00	Each	100.00	1.00	437.25	Eileen McElmond	Jagati A.R. Vidal	debbie jones	07/14/2023 12:29 PM	debbie jones	07/14/2023 12:29 PM	
Grover, Dawn T. 6404752361	Open																					Sharee Lee	debbie jones	07/14/2023 01:00 PM	debbie jones	07/14/2023 01:00 PM		
Grover, Dawn T. 6404752361	Open																					Sharee Lee	debbie jones	07/14/2023 02:29 PM	debbie jones	07/14/2023 02:29 PM		
Grover, Dawn T. 6404752361	Open																					Sharee Lee	debbie jones	07/17/2023 08:25 AM	debbie jones	07/17/2023 08:25 AM		
Stank, Christine - 8416167486	Open	07/12/2023	07/12/2023	07/12/2023	No		Time-Limited	One-time	100.00	IRIS	Aids, Equipment, and Supplies	Organization	Generic Provider		Home Delivered Meal Cost (Each) - S5170	1.00	1.00	Each	100.00	1.00	437.25	Rubbi L Schroeder	Abram Sadji	debbie jones	07/12/2023 03:18 PM	debbie jones	07/12/2023 03:29 PM	

Figure 4-45: Budget Amendment Tracking Inbox

## 6. My Pending Budget Amendment Requests

- DHS Admins and Administrators can view a list of request that have been specifically assigned from the previous queue of the DHS Admin logged in.

## 7. Consultant Assigned Requests

- This queue is for ICs only. The queued items reflect the following statuses: Open, Returned to ICA, Approved, Denied request have and ETK Assignment of the IC, this assignment occurred when the request was initially created.

## 8. BA Requests Assigned to ICA Staff

- In this inbox, requests assigned to the Consultant Supervisor & ICA Quality Management roles only
- All Requests are in the status, Open, Return to ICA, Approved, or Denied.

## 9. NOA Needed (DHS Administrator role and Administrator Role only)

- This inbox shows a list of Denied Status for more than xx days.
- This number of days is stored in the respective configuration file for both BA and OTE requests.

- Name = Inbox Work Queue - Number of days before NOA on Denied**
- Note:** The request status history is used referencing the most recent (one with null end date). To test this the start date of this denied history record will have to be changed or change the value in the configuration to 0 or (1 and wait a day).

## 10. All Assigned BA Requests (DHS Admin role ONLY)

- This inbox shows all requests that are in the Pending status if the request has been "self-assigned", thus having a DHS Reviewer on the request's UI.
- As stated above, this shows all request self-assigned and has a column to see what DHS Reviewer has been assigned to the request.

## 11. Independent Review Outstanding (DHS Admin role ONLY)

- This inbox shows requests with status of:
  - Independent Review Request

- Independent Review Issue
- By default these requests would have had to be assigned a specific DHS reviewer to get to this status.
- There is also a column in this queue to view the DHS Reviewer assigned.

#### 4.7.1.7 Budget Amendment Request Alerts

There is an alert generation workflow effect, to alert the assigned ICs of updates to the Budget Amendments.

An example of a generated Budget Amendment Request Alert can be reviewed in the figure below. It includes the Participant's Name, MCI, Type, Priority, Description, and Instructions.

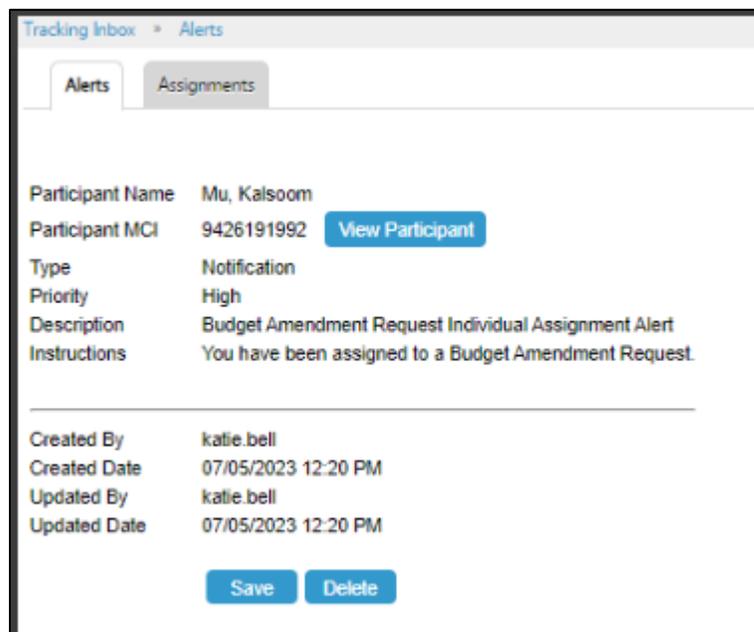


Figure 4-46 Budget Amendment Request Alert

### 4.7.1.8 Budget Amendment Request Status Change

To update the BA Request Status, on the Budget Amendment Request form select the BA Request Status change tab.

1. Select new BA Request Status Change.

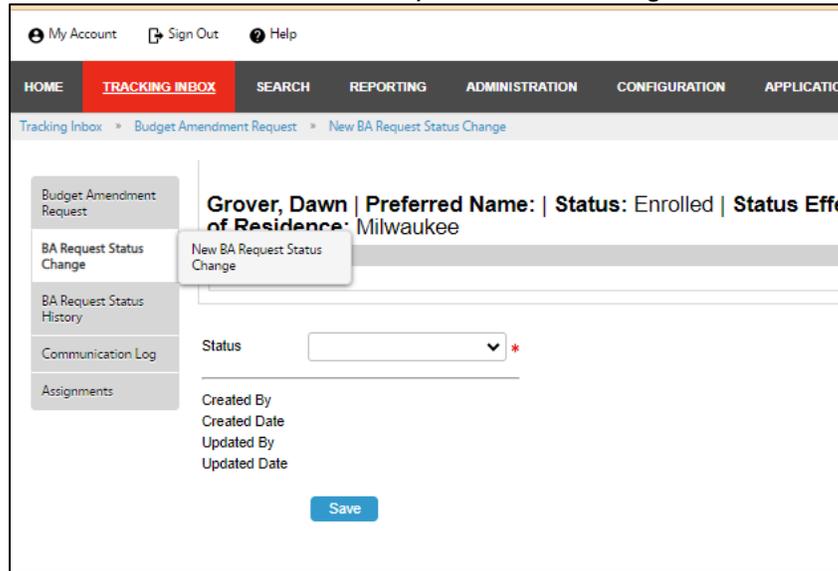


Figure 4-47 Budget Amendment Request Status Change

2. Choose the appropriate Status.
3. Select Save.

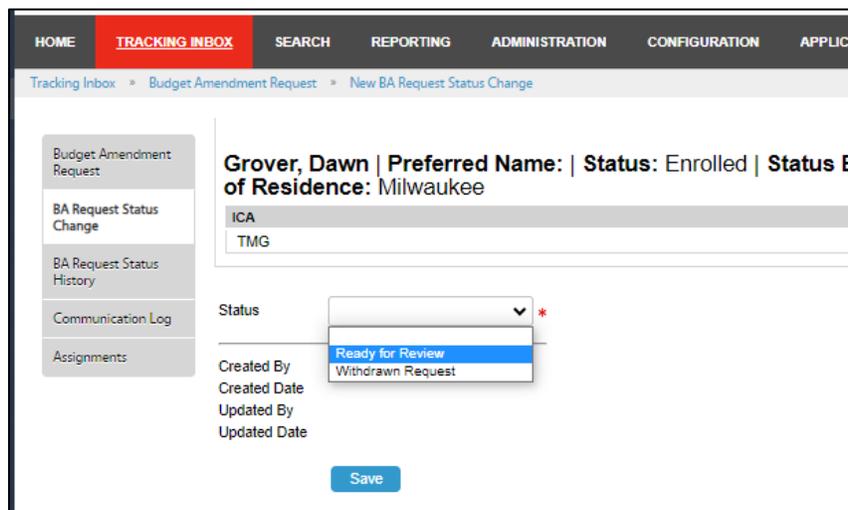
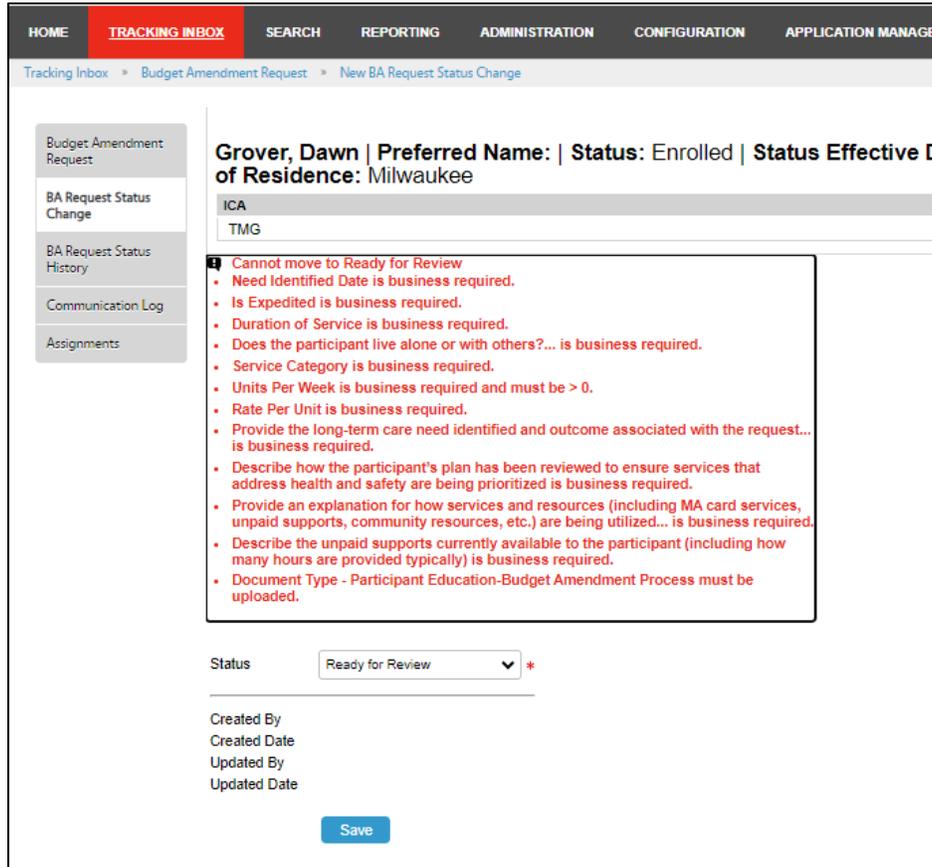


Figure 4-48 Budget Amendment Request Status Change, status selection

4. Address any validation error messages that may arise. See examples in the figure below.



HOME TRACKING INBOX SEARCH REPORTING ADMINISTRATION CONFIGURATION APPLICATION MANAGE

Tracking Inbox > Budget Amendment Request > New BA Request Status Change

Budget Amendment Request

BA Request Status Change

BA Request Status History

Communication Log

Assignments

**Grover, Dawn | Preferred Name: | Status: Enrolled | Status Effective D of Residence: Milwaukee**

ICA

TMG

**Cannot move to Ready for Review**

- Need Identified Date is business required.
- Is Expedited is business required.
- Duration of Service is business required.
- Does the participant live alone or with others?... is business required.
- Service Category is business required.
- Units Per Week is business required and must be > 0.
- Rate Per Unit is business required.
- Provide the long-term care need identified and outcome associated with the request... is business required.
- Describe how the participant's plan has been reviewed to ensure services that address health and safety are being prioritized is business required.
- Provide an explanation for how services and resources (including MA card services, unpaid supports, community resources, etc.) are being utilized... is business required.
- Describe the unpaid supports currently available to the participant (including how many hours are provided typically) is business required.
- Document Type - Participant Education-Budget Amendment Process must be uploaded.

Status: Ready for Review \*

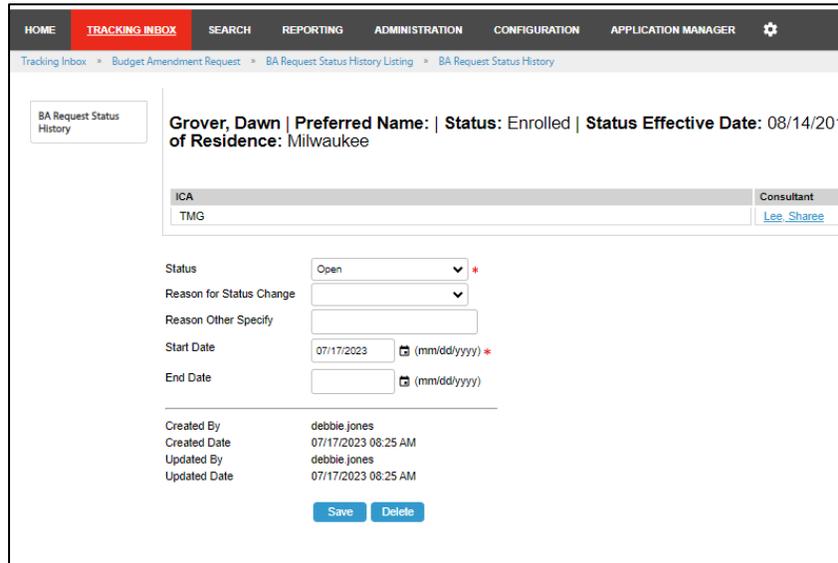
Created By  
Created Date  
Updated By  
Updated Date

Save

Figure 4-49 Budget Amendment Request Status Change Validation Message Examples

### 4.7.1.9 Budget Amendment Request Status Change History

To view the Status Change History of a Budget Amendment Request, select the BA Request Status History on the left navigation.



HOME TRACKING INBOX SEARCH REPORTING ADMINISTRATION CONFIGURATION APPLICATION MANAGER

Tracking Inbox > Budget Amendment Request > BA Request Status History Listing > BA Request Status History

**BA Request Status History**

**Grover, Dawn | Preferred Name: | Status: Enrolled | Status Effective Date: 08/14/2014 | of Residence: Milwaukee**

ICA: TMG Consultant: [Lee\\_Sharee](#)

Status: Open  
 Reason for Status Change:  
 Reason Other Specify:  
 Start Date: 07/17/2023  
 End Date:

Created By: debbie jones  
 Created Date: 07/17/2023 08:25 AM  
 Updated By: debbie jones  
 Updated Date: 07/17/2023 08:25 AM

Save Delete

Figure 4-50 BA Request Status History Change Form

To update the Status Change History:

1. Select the Appropriate Status:
  - a.) Open
  - b.) Ready for Review
  - c.) Returned to ICA
  - d.) Withdrawn Request
  - e.) Request Approved
  - f.) Request Denied
  - g.) Closed
  - h.) Ready for Re-Review
  - i.) Independent Review Requested
  - j.) Overturned
  - k.) Upheld
  - l.) Remanded

The screenshot shows a web form for changing the status of a Budget Amendment Request. The user is Dawn Grover, currently enrolled in Milwaukee. The form includes fields for ICA (TMG), Status (Open), Reason for Status Change (Open), Reason Other Specify, Start Date, End Date, Created By, Created Date, Updated By, and Updated Date. A dropdown menu is open for 'Reason for Status Change', showing various reasons such as 'Independent Review Issued', 'Ready for Review', 'Returned to ICA', 'Withdrawn Request', 'Request Approved', 'Request Denied', 'Closed', 'Ready for Re-review', 'Independent Review Requested', 'Overturned', 'Upheld', and 'Remanded'. The 'Open' option is selected.

Figure 4-51 Budget Amendment Request Status History Change Reasons

2. Select the “Reason for Status Change” from the drop-down listing.

The screenshot shows the same form as Figure 4-51, but with the 'Reason Other Specify' dropdown menu open. The menu lists various reasons for status change, including 'Deceased', 'Decided to go with a different program', 'Difficulty finding or retaining providers', 'Disenrolled from SORC', 'Disqualified with care team/IRIS consultant', 'Dissatisfied with cost share', 'Doesn't Meet Functional Eligibility', 'Doesn't Meet Program Eligibility', 'Eligibility Change', 'Expired MyCares', 'Failure to Pay Cost Share', 'Failure to Utilize IRIS Funding (no spend)', 'H&S Issues / Unsafe POC', 'Health and Safety', 'Hospital Admission', 'Hospitalized', and 'I have found other ways to meet my needs'. The 'Disqualified with care team/IRIS consultant' option is selected.

Figure 4-52 BA Request Reasons for Status Change

3. Add the “Reason Other Specify” Text (this is optional).
4. Enter the Start Date
5. Enter the End Date (this is optional).
6. Click Save to save the form.

### 4.7.1.10 Budget Amendment Request Communication Log

Access the Budget Amendment Request’s Communication Log Tab on the left navigation bar. Here you can add a text log entry. Once complete save the form.

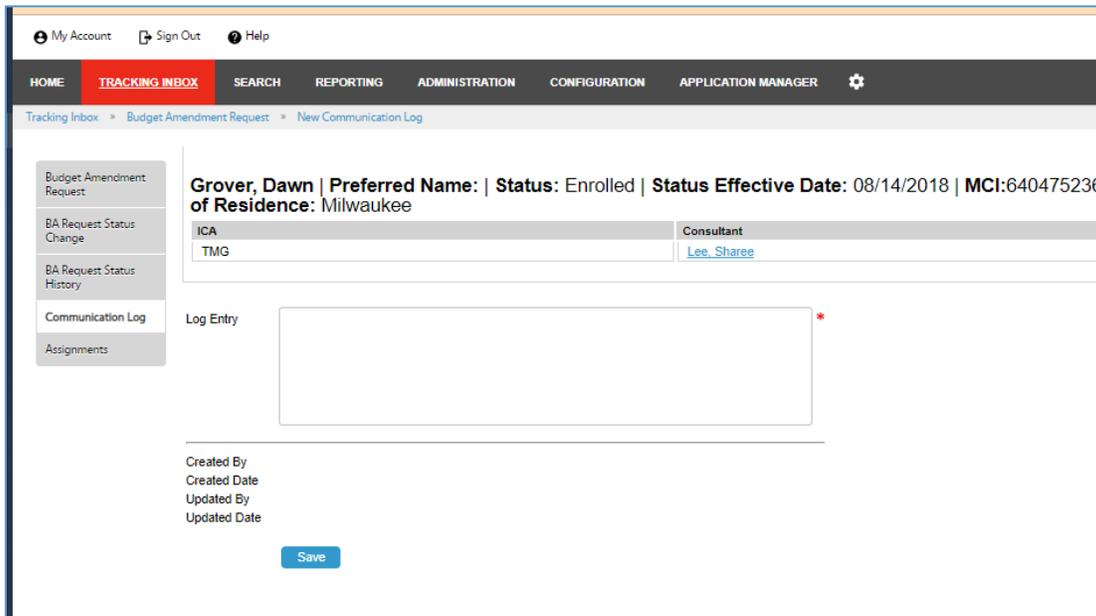


Figure 4-53 Budget Amendment Request Communication Log

All new Communication Log entries will be displayed on the Communication Log’s listing view.



Log Entry	Created By	Created Date	Updated By	Updated Date
test	debbie jones	07/17/2023 08:28 AM	debbie jones	07/17/2023 08:28 AM
test	debbie jones	07/17/2023 08:28 AM	debbie jones	07/17/2023 08:28 AM

Figure 4-54 Budget Amendment Communication Log Listing View

### 4.7.2 One-Time Expenses (OTE)

The One-Time Expenses records are used to adjust a Participant’s expenses that impact their budgeted financial amounts.

From the Participant > Financials record, add One-Time Expenses data.

To create a new One-Time Expenses record, follow these steps.

1. Hover over One-Time Expenses and select New One-Time Expenses.

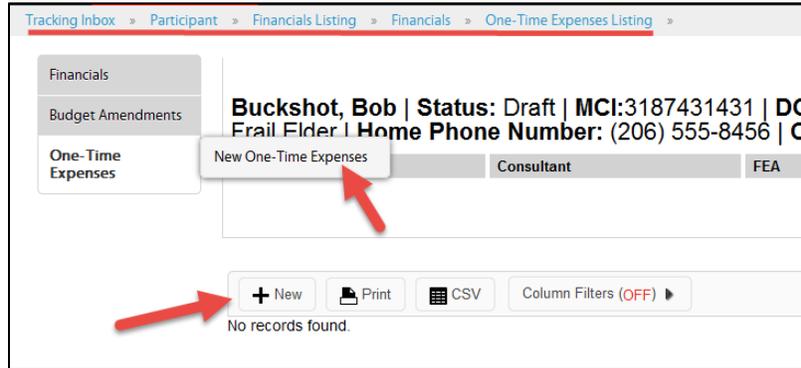


Figure 4-55 New One-Time Expenses

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

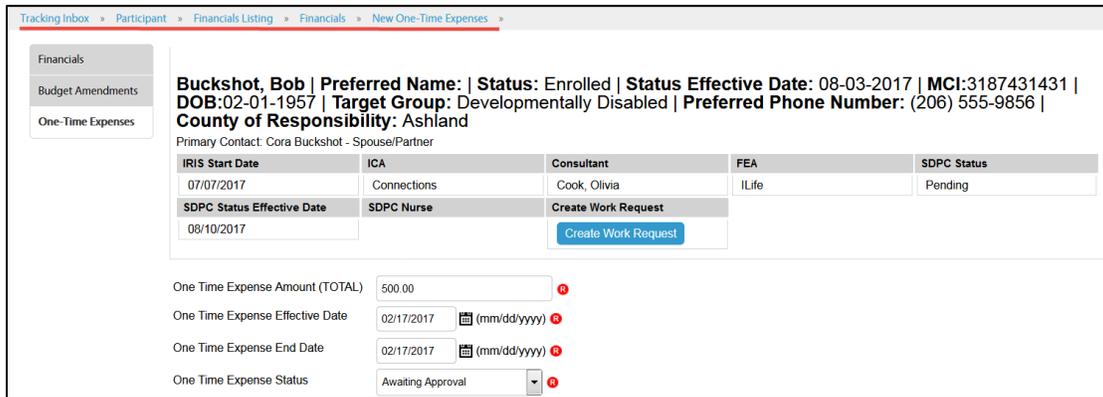


Figure 4-56 New One-Time Expenses Record

3. Enter optional data fields as needed.

**Note:** It is recommended to enter as many data fields as possible.

4. Click Save. The One-Time Expenses Listing displays.

Figure 4-57 One-Time Expenses Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 4.7.2.1 Request New One Time Expense

To Create a New One Time Expense Request select the appropriate Participant. From the Participant Banner select the Create New One Time Expense Button.

Figure 4-58 Request One Time Expense Button

1. The One Time Expense Request Form will populate.
2. Enter required data element fields.
3. Enter optional data fields as needed.
4. Click Save

Note: Do not enter the \$ symbol, it will create a validation error message.

Tracking Inbox > One Time Expense Request

**Preferred Name:** | **Status:** Enrolled | **Status Effective Date:** 01/11/2022 | **MCI**

**Residence:** Marathon

ICA	Consultant	Living Arrangement
Advocates4U	<a href="#">Ocasio, Ericka</a>	Own Home or Apartment

**Audit Log**

[One Time Expense Request Audit Log](#)

[View Active Plan Authorizations](#)

Open [View Participant](#)

Need Identified Date  \*

Is Expedited  Yes  No \*

Approved Amount

Does the participant live alone or with others?  
If a participant lives with others, how many family members reside in the home?  
How many HCBS waiver recipients reside in the home?

Service Category

Cost

Provide the long-term care need identified and outcome associated with the request. Explain how the request will help the participant meet their long-term care needs in the most effective and efficient way.

Describe how the participant's plan has been reviewed to ensure services that address health and safety are being prioritized.

Provide an explanation for how services and resources (including MA card services, unpaid supports, community resources, etc.) are being utilized and maximized within the existing service plan.

Describe the unpaid supports currently available to the participant (including how many hours are provided typically).

Assigned IC

DHS Reviewer

Created By: debbie jones  
Created Date: 07/18/2023 12:36 PM  
Updated By: debbie jones  
Updated Date: 07/18/2023 12:36 PM

[Save](#) [Delete](#)

Figure 4-59 One Time Expense Request From

**Note:** When in OPEN status, although all required fields are marked with a require image on the page, it can be saved without entering all the required fields. These required fields will be validated when user attempts to transition from open to the next transition (pending). If not in open status, all required fields will have to be entered to save it. This is precautionary in case a field is blanked out as to get to any status from open, these fields will have to be entered.

The start date & end date and approved amount for a BA Request is validated when the transition is to Approved. They are required.

For an OTE Request the Approved about will be required.

### 4.7.2.2 Create New One Time Expense Document

In the banner of the One Time Expense Request form, select the Create One Time Expense Request Document.



Figure 4-60 Create One Time Expense Request Document Button

To view OTE Request Documents from the Document Console, select View OTE Request Document.

### 4.7.2.3 OTE Request Authorizations

To view Active and Pending Authorizations click on the View Active Plan Authorizations Button at the top of the request form. This will only show if the respective Plan exists (there should always be an active plan).



Figure 4-61: View Active Plan Authorizations Button

As displayed in the figure below, the Authorization Listing presents up as a popup.

Active Plan Authorizations - Plan Start: 09/01/2022 Plan End: 08/31/2023															
Auth ID	Domain	Outcome	Funding Source	Service	Provided By	Units	Rate	Total Amount	Service From	Service To	ICA	FEA	Funded by a Budget Amendment?	Created	Updated
41819534	Community Integration	p Bdham sHUF ad KF WKSF ad uFA dha dM ab-UPPupPHP	IRIS SDPC	IRIS Self-Directed Personal Care Services Non Live-in (15 minutes) - T1019	KANWAL IQBAL, QASIM IQBAL	4 Hours, Weekly	\$14.42/Hour	\$385.19	09/01/2022	10/12/2022	TMG	ILIFE		rdanahan-03/02/2023 01:52 PM	rdanahan-03/02/2023 01:52 PM
41819535	Community Integration	p Bdham sHUF ad KF WKSF ad uFA dha dM ab-UPPupPHP	IRIS Waiver	Respite Service Provided in Other Setting Remote (Nightly) - H0045	Generic Provider	1 Nights, Monthly	\$100.00/Night	\$1,335.60	09/01/2022	08/31/2023	TMG	ILIFE		rdanahan-03/02/2023 01:52 PM	rdanahan-03/02/2023 02:05 PM
41819536	Community Integration	p Bdham sHUF ad KF WKSF ad uFA dha dM ab-UPPupPHP	IRIS Waiver	Respite Service Provided in Other Setting Remote (Nightly) - H0045	Generic Provider	2 Nights, Monthly	\$100.00/Night	\$2,671.20	09/01/2022	08/31/2023	TMG	ILIFE		rdanahan-03/02/2023 01:52 PM	rdanahan-03/15/2022 09:53 AM
41819537	Community Integration	p Bdham sHUF ad KF WKSF ad uFA dha dM ab-UPPupPHP	IRIS Waiver	Routine Supportive Home Care Service (Daily) - S5126	1 BROTHERLY LOVE LLC	1 Days, Monthly	\$100.00/Day	\$1,335.60	09/01/2022	08/31/2023	TMG	ILIFE		rdanahan-03/02/2023 01:52 PM	rdanahan-03/02/2023 02:08 PM

Figure 4-62 Active Plan Authorizations

#### 4.7.2.4 One Time Expense Work Queues

The One Time Expense Enhanced inbox provides a view of the following:

- Participant
- Request Status
- Need Identified Date
- Is Expedited
- Reason for Expedited
- Approved Amount
- Funding Source
- Service Category
- Provider Type Specify Provider
- Provided By
- Service Cost
- Assigned IC
- DHS Reviewer
- Created By
- Created Date
- Updated By
- Updated Date

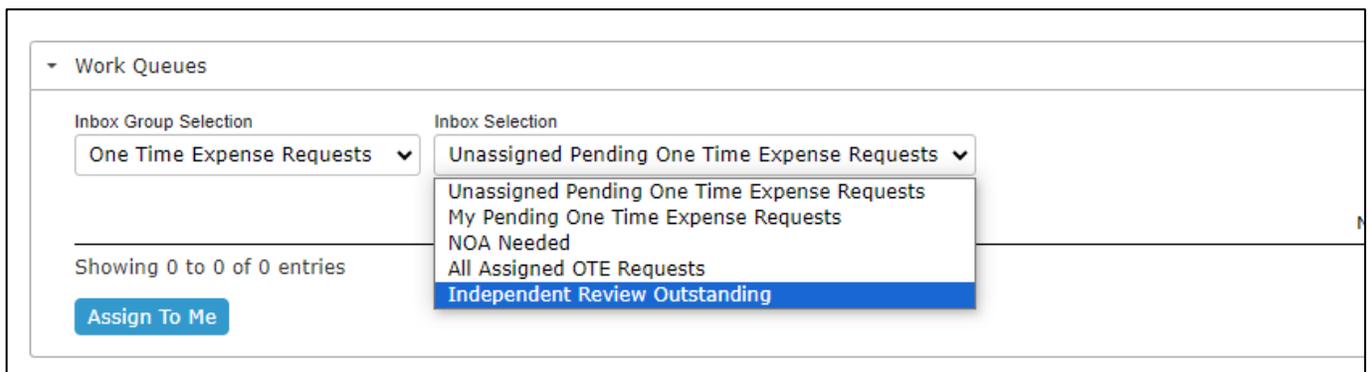


Figure 4-63 One Time Expense Inbox Selections

These work Queues work the same for both BA and OTE requests. There are 7 work queues for each, BA & OTE Requests.

##### 1. Unassigned Pending One Time Expense Requests.

- a.) Unassigned Pending **One Time Expense** Requests are visible only for DHS Admins and Administrators and show all requests in Pending status that have not been specifically assigned (or self-assigned) to a DHS Reviewer.
- b.) The DHS Admin and Administrator roles are able to select requests via a checkbox and click a button to assign it to themselves. The request will vanish from the prior queue when an assignment takes place. Note: There is no link directly to the request from this queue.

Participant	Request Status	Need Identified Date	Is Expedited	Reason for Expedited	Approved Amount	Funding Source	Service Category	Provider Type	Specify Provider	Provided By	Service	Cost	Assigned IC	DHS Reviewer	Created By	Created Date	Updated By	Updated Date
Grover, Dawn T - 6404752361	Open	07/12/2023	Yes	test	100.00	One Time Expense	DHS Approved One Time Retro OT Payment	IndividualReimbursement	Generic Provider		test	100.00	Sharee Lee	Abravi Sadji	debbie jones	07/12/2023 11:45 AM	debbie jones	07/12/2023 11:49 AM
Sloan, Christine - 8416167466	Open	07/13/2023	Yes	test	100.00	One Time Expense	Aids, Equipment, and Supplies	Organization	Generic Provider		test	100.00	Rita Macklin	Adam Warner	debbie jones	07/14/2023 08:57 AM	debbie jones	07/14/2023 09:14 AM
Vallejo, Judith - 9413396397	Open												Erica Ocasas		debbie jones	07/18/2023 12:36 PM	debbie jones	07/18/2023 12:36 PM

Figure 4-64 One Time Expense Work Queues

## 2. My Pending One Time Expense Requests

- a.) DHS Admins and Administrators can view a list of request that have been specifically assigned from the previous queue of the DHS Admin logged in.

## 3. Consultant Assigned Requests

- a.) This queue is for ICs only. The queued items reflect the following statuses: Open, Returned to ICA, Approved, Denied request have and ETK Assignment of the IC, this assignment occurred when the request was initially created.

## 4. One Time Expense Requests Assigned to ICA Staff

- a.) In this inbox, requests assigned to the Consultant Supervisor & ICA Quality Management roles only
- b.) All Requests are in the status, Open, Return to ICA, Approved, or Denied.

## 5. NOA Needed (DHS Administrator role and Administrator Role only)

- a.) This inbox shows a list of Denied Status for more than xx days.
- b.) This number of days is stored in the respective configuration file for both BA and OTE requests.
  - **Name = Inbox Work Queue - Number of days before NOA on Denied**
  - **Note:** The request status history is used referencing the most recent (one with null end date). To test this the start date of this denied history record will have to be changed or change the value in the configuration to 0 or (1 and wait a day).

## 6. All Assigned One Time Expense Requests(DHS Admin role ONLY)

- a.) This inbox shows all requests that are in the Pending status if the request has been "self-assigned", thus having a DHS Reviewer on the request's UI.
- b.) As stated above, this shows all request self-assigned and has a column to see what DHS Reviewer has been assigned to the request.

## 7. Independent Review Outstanding (DHS Admin role ONLY)

- a.) This inbox shows requests with status of:
  - Independent Review Request
  - Independent Review Issue

- By default these requests would have had to be assigned a specific DHS reviewer to get to this status.
- There is also a column in this queue to view the DHS Reviewer assigned.

#### 4.7.2.5 One Time Expense Alerts

There is an alert generation workflow effect, which can be used to alert the assigned ICs of updates to the One Time Expense Requests. A typical One Time Expense Request alert includes the Participant's Name, MCI, Type, Priority, Description, and Instructions.

#### 4.7.2.6 OTE Request Status Change

To update the OTE Request Status, on the One Time Expense Request form select the OTE Request Status change tab.

1. Select new OTE Request Status Change.

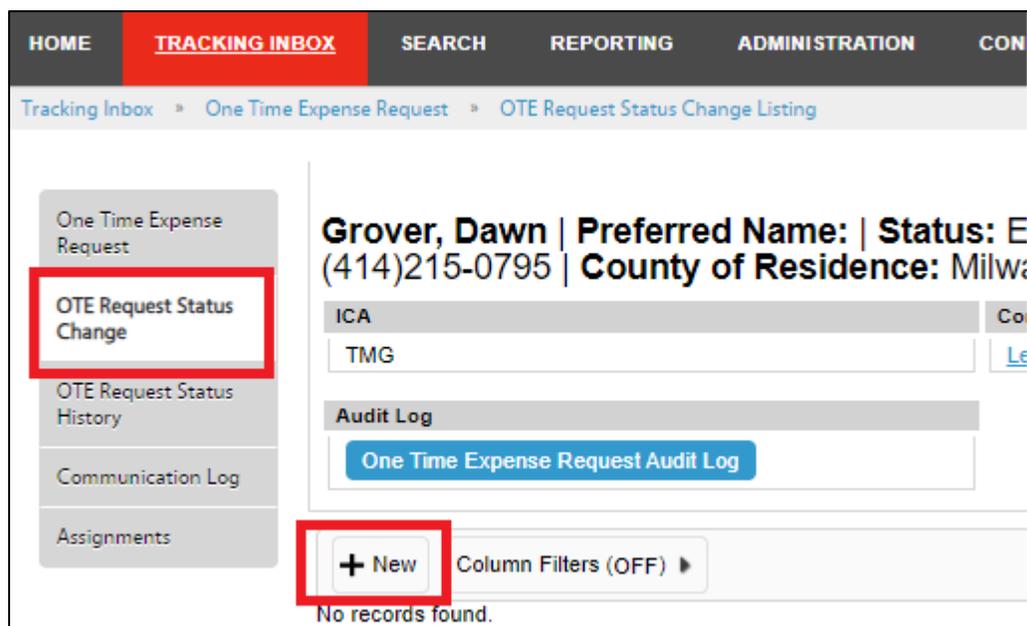


Figure 4-65: New OTE Request Status Change Button

2. Choose the appropriate Status.

The screenshot shows a form with a 'Status' dropdown menu. The dropdown is open, showing two options: 'Ready for Review' (highlighted in blue) and 'Withdrawn Request'. To the left of the dropdown are labels for 'Created By', 'Created Date', 'Updated By', and 'Updated Date'. Below these fields is a blue 'Save' button.

Figure 4-66: New OTE Request Status Options

3. Select Save.
4. Address any validation error messages that may arise.
5. The new Status is now available in the Status Change View Listing.

#### 4.7.2.7 OTE Request Status Change History

To view the Status Change History of a One Time Expense Request, select the OTE Request Status History on the left navigation.

The screenshot shows the 'OTE Request Status History Listing' page. The left navigation menu has 'OTE Request Status History' highlighted with a red box. The main content area shows details for 'Grover, Dawn' with fields for 'Preferred Name', 'Status: Enrolled', '(414)215-0795', and 'County of Residence: Milwaukee'. Below this is a 'New OTE Request Status History' button. At the bottom, there is a table with columns 'Status' and 'Reason for Status Change'. The table has two rows: 'Open' and 'Ready for Review'.

Status	Reason for Status Change	Re
Open		
Ready for Review		

Figure 4-67: OTE Request Status History

To update the Status Change History:

1. Select the Appropriate Status:
  - a.) Open
  - b.) Ready for Review
  - c.) Returned to ICA

- d.) Withdrawn Request
  - e.) Request Approved
  - f.) Request Denied
  - g.) Closed
  - h.) Ready for Re-Review
  - i.) Independent Review Requested
  - j.) Overturned
  - k.) Upheld
  - l.) Remanded
2. Select the “Reason for Status Change” from the drop-down listing.

The screenshot shows a web application interface for 'New OTE Request Status History'. The breadcrumb trail is 'Tracking Inbox > One Time Expense Request > New OTE Request Status History'. The main header displays 'Grover, Dawn | Preferred Name: | Status: Enrolled | Status Effective: (414)215-0795 | County of Residence: Milwaukee'. Below this, there are tabs for 'ICA' and 'TMG'. The form fields include:
 

- Status:** A dropdown menu with a red asterisk indicating it is required.
- Reason for Status Change:** A dropdown menu with a list of reasons. The selected reason is 'Customer service issues with the IRIS ICA'.
- Reason Other Specify:** A text input field.
- Start Date:** A date input field.
- End Date:** A date input field.
- Created By, Created Date, Updated By, Updated Date:** Audit fields for tracking changes.

Figure 4-68: OTE Request Status History Change Reasons

- 3. Add the “Reason Other Specify” Text (this is optional).
- 4. Add the Start Date. This is a required field.
- 5. Add the End Date. This is an optional field.
- 6. Click Save to save the form.

### 4.7.2.8 OTE Communication Log

Access the One Time Expense Request's Communication Log Tab on the left navigation bar. Here you can add a text log entry. Once complete save the form.

Figure 4-69 OTE Communication Log Form

All new Communication Log entries will be displayed on the Communication Log's listing view.

Log Entry	Created By	Created Date	Updated By	Updated Date
NEW TEST	debbie.jones	07/20/2023 02:15 PM	debbie.jones	07/20/2023 02:15 PM
NEW TEST	debbie.jones	07/20/2023 02:15 PM	debbie.jones	07/20/2023 02:15 PM

Figure 4-70 OTE Communication Log Listing View

## 4.8 Participant Contact

A Participant can have many Contact records added to their main Participant record. When a contact is added to a Participant's record, the user will be required to indicate the relationship between the Participant and the Contact. If a Contact is related to more than one Participant, a separate Contact record will need to be created for each of the Participants for that Contact.

From the Participant record, add Participant Contact data.

To create a new Participant Contact record, follow these steps.

1. Hover over Participant Contact and select New Participant Contact.

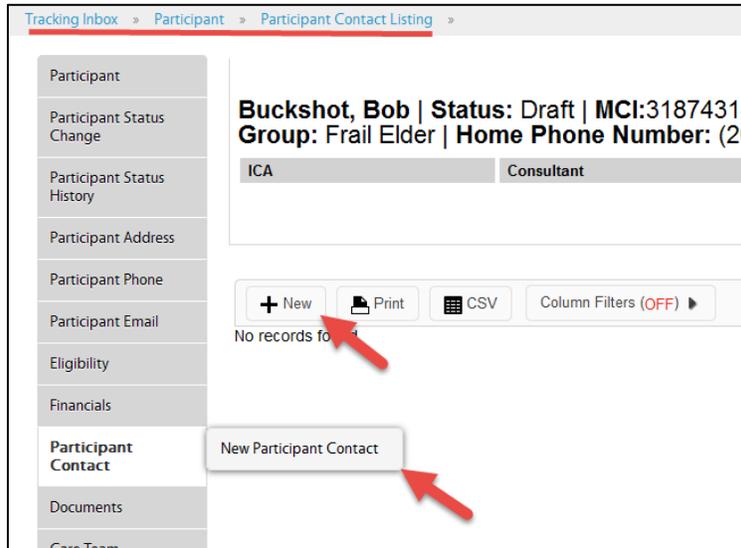


Figure 4-71 New Participant Contact

2. Enter required data fields.

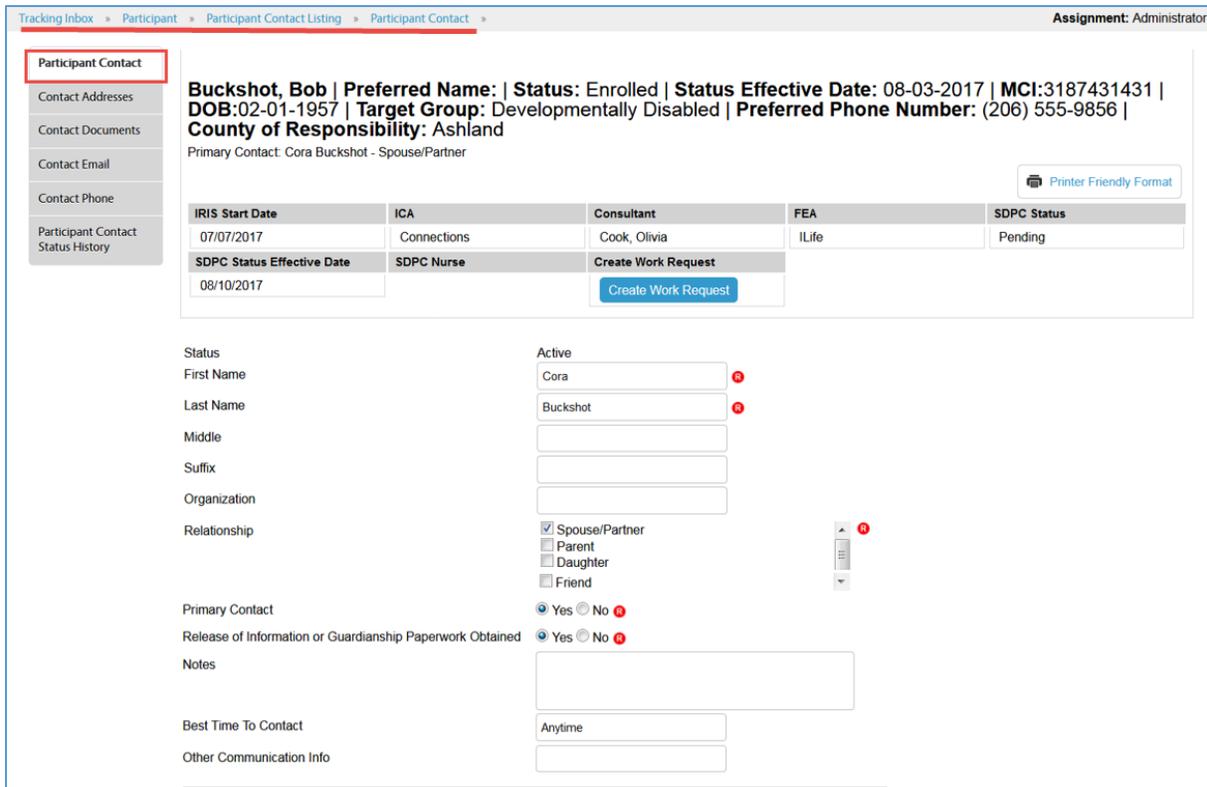


Figure 4-72 Create New Contact

3. Enter optional data fields.
4. Click Save. The record is saved, and sub-records (child-tracked objects) are now available to enter data.

**Note 1:** The new contact record's status is active. While active, the Deactivate Contact button will display and is used to indicate when a contact is no longer an active part of the Participant's record. Inactive contact records are retained for historical purposes.

**Note 2:** If the contact is a primary contact, the participant banner will be updated.

5. Select the Contact record from the results and click Select.
6. Enter required data fields.

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

Tracking Inbox > Participant > New Participant Contact >

Participant

Participant Status Change

Participant Status History

Participant Address

Participant Phone

Participant Email

Eligibility

Financials

Participant Contact

Documents

Care Team

Cost Share Ledger

**Buckshot, Bob | Status: Draft | MCI:3187431431 | DOB:02-01-1957 | AGE:60 | Target Group: Frail Elder | Home Phone Number: (206) 555-8456 | County of Residence: Ashland**

ICA Consultant FEA Create Work Request

Create Work Request

Search Contact

Contact Relationship

Kirkman, Sally [View/Edit Contact](#)

Guardian of Person

Guardian of Estate

Guardian of Person/Estate

POA Healthcare - Active

POA Healthcare - Inactive

POA Financial - Active

POA Financial - Inactive

Authorized Designee/Representative

Medical

Secondary Contact

Primary Contact  Yes  No

Release of Information Obtained  Yes  No

Figure 4-73 New Participant Contact Record

**Note 1:** If the Primary Contact relationship is Guardian of... and this is the first Contact record, it will automatically become the Participant's primary Contact until the user creates a user-defined Primary Contact record for the Participant.

**Note 2:** The status of non-primary contact records will remain pending until approved. The Primary Contact record added by the user will automatically have an active status.

Figure 4-74 Primary Contact Default Active Status

7. Click Save. The Participant Contact Status History displays. See next section for details to update the Contact’s status.
8. Click Participant Contact Listing in the breadcrumb trail to see all contacts for a Participant.

Contact	Status	Relationship	Primary Contact	Release Obtained	Created By	Created Date	Updated By	Updated Date
Buckshot, Cora	Active	Spouse/Partner	Yes	Yes	sgjordano	02/14/2017 12:42 PM		
Kirkman, Sally	Pending	Guardian of Estate	No	No	sgjordano	02/14/2017 12:26 PM		

Figure 4-75 Participant Contact Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 4.8.1 Contact Addresses

Contacts within the system can have multiple address records. Address record types will be either for a residence or a mailing address.

From the Participant Contact record, add Contact Address data.

To create a new Participant Contact Address record, follow these steps.

1. Hover over the Contact Addresses tab, then click on New Contact Address tab that appears.

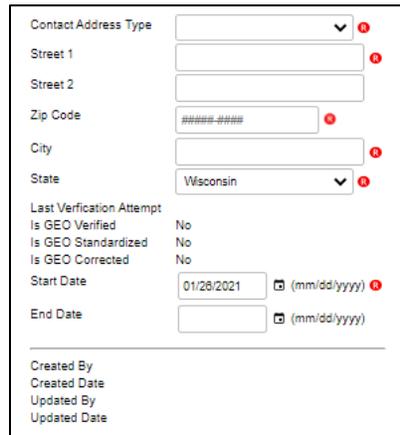


Figure 4-76 New Contact Address

2. Enter required data fields.

---

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When the zip code is entered, the system will auto-fill the city name.

---

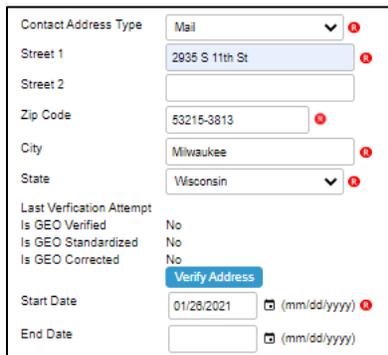


Figure 4-77 New Contact Address Record

3. Enter optional data fields as needed.
4. Click Verify Address button. This message indicates address has been verified or unverified.

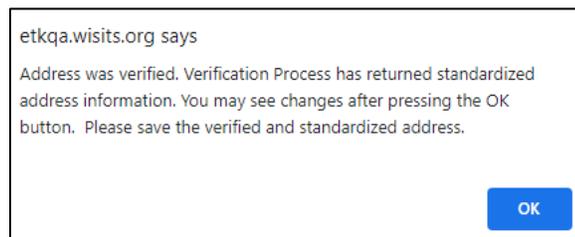


Figure 4-78 Address Verification Message

5. Click OK to close the message box. The system may update the address to the USPS standard format.

Figure 4-79 Updated Address After Verification

- The system populates the Start Date to the current date but can be updated, if needed.

**Note 1:** An unverified address can be saved. The GEO indicators will be set to 'No.'

**Note 2:** The Save button will be displayed after the address is verified.

- Click Save. The Contact Address Listing displays.

Tracking Inbox » Participant » Participant Contact Listing »

Participant

Participant Status Change

Participant Status History

Participant Address

Participant Phone

Participant Email

Eligibility

Employment Status

Financials

Participant Contact

Documents

Care Team

Cost Share Ledger

**Buckshot, Bob | Preferred Name: | Status: Enrolled | Status Effective Date: 08-03-2017 | MCI:3 DOB:02-01-1957 | Target Group: Developmentally Disabled | Preferred Phone Number: (206) 55 Responsibility: Ashland**

Primary Contact: Cora Buckshot - Spouse/Partner

IRIS Start Date	ICA	Consultant	FEA	SDP
07/07/2017	Connections	Cook, Olivia	ILife	Per

SDPC Status Effective Date	SDPC Nurse	Create Work Request
08/10/2017		Create Work Request

+New Print CSV Column Filters (OFF)

Status	First Name	Middle	Last Name	Suffix	Organization	Relationship	Primary Contact	Release Obtained	Best Time To Contact	Other Communication Info	Created By	Created Date
Active	Bucky		Buckshot			Son	No	No	Daytime		ic.consultant	03/22/2017 03:51 PM
Active	Becky		Buckshot			Daughter	No	No			ic.consultant	03/22/2017 03:52 PM
Active	Cora		Buckshot			Spouse/Partner	Yes	Yes	Anytime		ic.consultant	03/22/2017 03:56 PM

Figure 4-80 Contact Address Listing

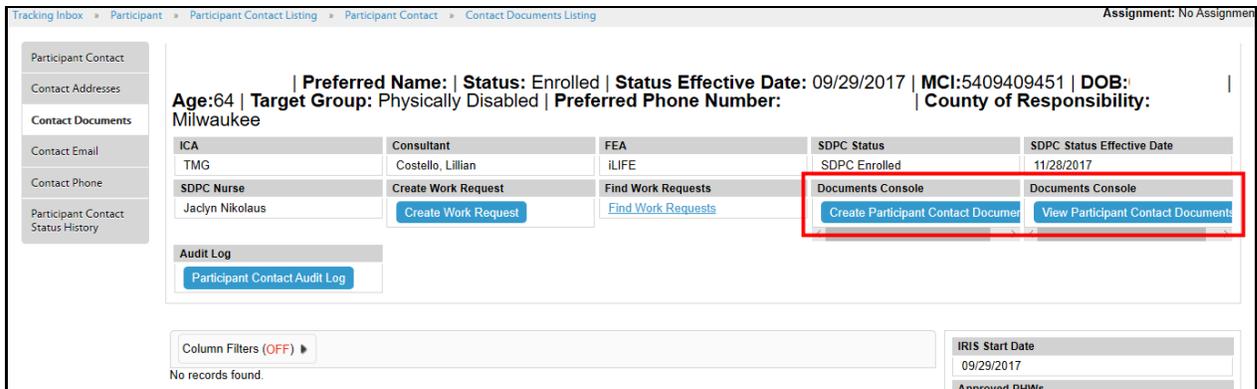
**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.8.2 Participant Documents

Participants within the system can have multiple documents uploaded and linked to their Document Console from the Participant BTO.

To create a Participant document, follow these steps.

1. Choose Create Participant Document.



Tracking Inbox > Participant > Participant Contact Listing > Participant Contact > Contact Documents Listing Assignment: No Assignment

Participant Contact

Contact Addresses

Contact Documents

Contact Email

Contact Phone

Participant Contact Status History

**Preferred Name:** | **Status:** Enrolled | **Status Effective Date:** 09/29/2017 | **MCI:**5409409451 | **DOB:** | **County of Responsibility:** Milwaukee

ICA	Consultant	FEA	SDPC Status	SDPC Status Effective Date
TMG	Costello, Lillian	ILIFE	SDPC Enrolled	11/28/2017

SDPC Nurse: Jaclyn Nikolaus

[Create Work Request](#) | [Find Work Requests](#)

**Documents Console** | **Documents Console**

[Create Participant Contact Document](#) | [View Participant Contact Documents](#)

Audit Log

[Participant Contact Audit Log](#)

Column Filters (OFF) ▶

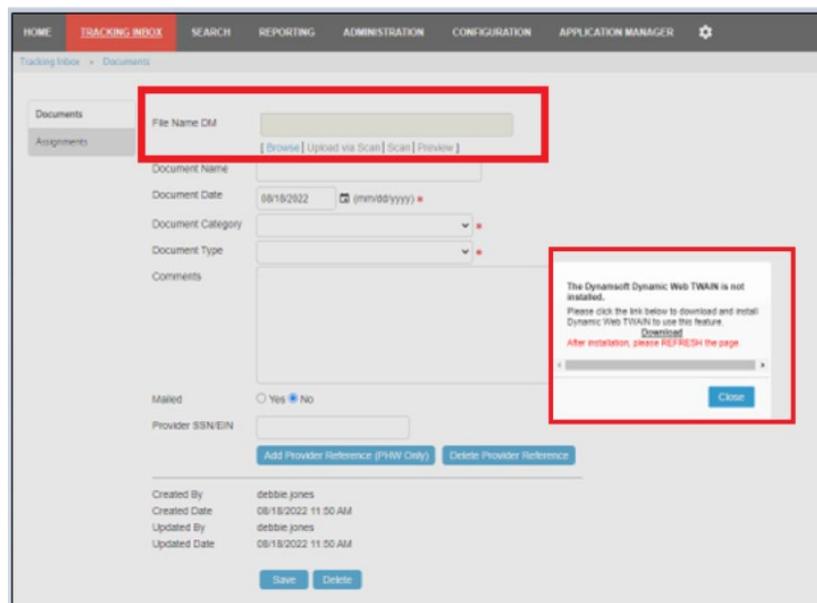
No records found.

IRIS Start Date: 09/29/2017

Approver: PHWs

Figure 4-81 Create or View Contact Documents Record

2. On the Documents Page under the first field (File Name DM), you see the options to click on Browse, Upload Via Scan, Scan and Preview. See figure below and option details below. Select the appropriate method to add your document.



HOME | TRACKING INDEX | SEARCH | REPORTING | ADMINISTRATION | CONFIGURATION | APPLICATION MANAGER

Tracking Inbox > Documents

Documents

File Name DM  [Browse](#) | [Upload via Scan](#) | [Scan](#) | [Preview](#)

Assignments

Document Name

Document Date: 08/18/2022

Document Category

Document Type

Comments

Marked:  Yes  No

Provider SSN/EIN

[Add Provider Reference \(PHW Only\)](#) | [Delete Provider Reference](#)

Created By: debbie.jones  
Created Date: 08/18/2022 11:50 AM  
Updated By: debbie.jones  
Updated Date: 08/18/2022 11:50 AM

[Save](#) | [Delete](#)

The Dynamsoft Dynamic Web TWAIN is not installed.  
Please click the link below to download and install Dynamic Web TWAIN to use this feature.  
[Download](#)  
After installation, please REFRESH the page.  
[Close](#)

Figure 4-82: Documents Page

**Note:** If you do not have a Dynamsoft Dynamic Web TWAIN driver installed on your device you will be prompted to download and install that software. See the pop-up prompt in the figure above. Click download and the Dynamsoft Service Setup Wizard will appear. Follow the prompts, click next to start the set up wizard and next to complete. Once the wizard is finished select close. Once the Dynamsoft Dynamic Web TWAIN drive is installed successfully refresh the page. The pop-up message will cease to display, and the Scan option links will now turn blue.



Figure 4-83: Dynamsoft Service Setup Wizard (Dynamic Web TWAIN Driver)

**Note 2:** If your device is not TWAIN compatible you will not be able to upload scanned documents or directly scan documents into WISITS. The options of Scan and Upload Via Scan will not change in color from grey to light blue signifying they are not available to the user (indicating a device that is not compatible with the TWAIN driver). A hover over pop up message will also populate advising there is no TWAIN Compatible device connected.

- a.) **SCAN:** Select the **Scan option**. pop-up prompt will be present so you can select the Source of your document. Select your TWAIN Device, that device's will populate its scan interface. See example below.

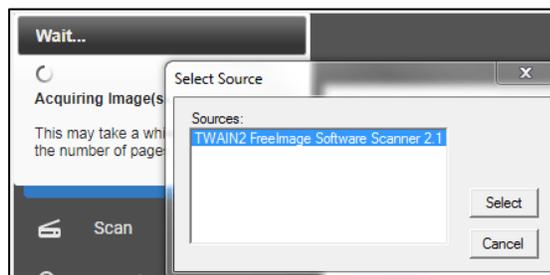


Figure 4-84: Select your Scanner.

- A Scan Panel (interface) will populate from your scanning device, select Scan.

- After you have scanned the document, a preview of the scanned document appears. The Preview option is available to edit scanned and uploaded files before saving. You can use the Image Editor, Rotate Left, and Rotate Right links to edit the images prior to saving. The navigation links on the top right of the image allow you to navigate through all the images that have been scanned.

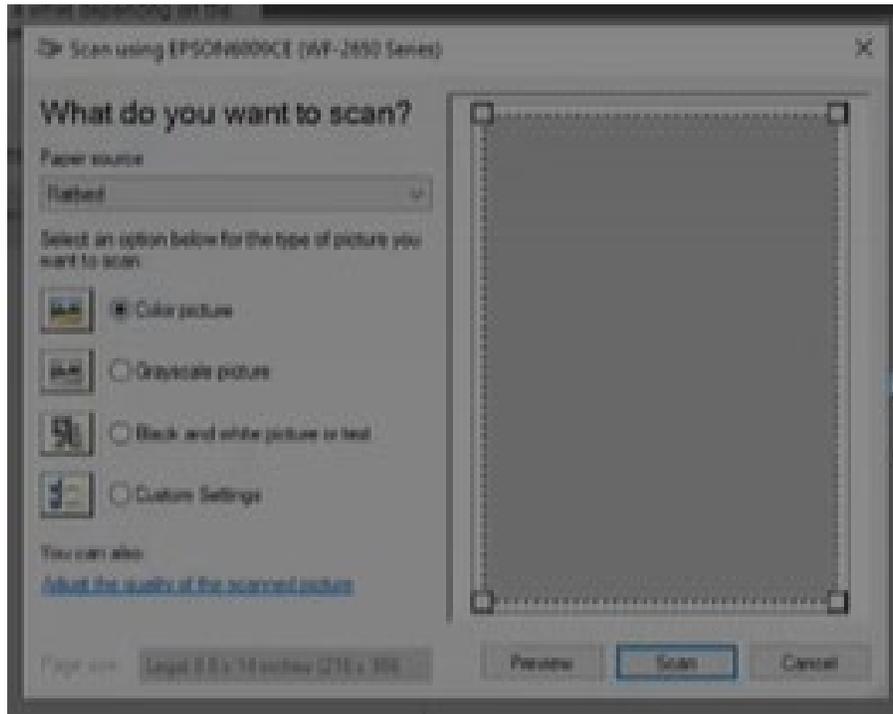


Figure 4-85: Example Scanner Interface

- b.) **Upload Via Scan:** To upload a document that is already scanned into and saved on your device (outside of the WISITS application) select the “Upload via Scan” link.
- Your available directories will appear.
  - Locate the scanned in document and select it.
  - If you select a file that is not a scanned file WISITS will create a pop-up error message.
- 
- The Image Editor page will populate and display for all the scanned images.

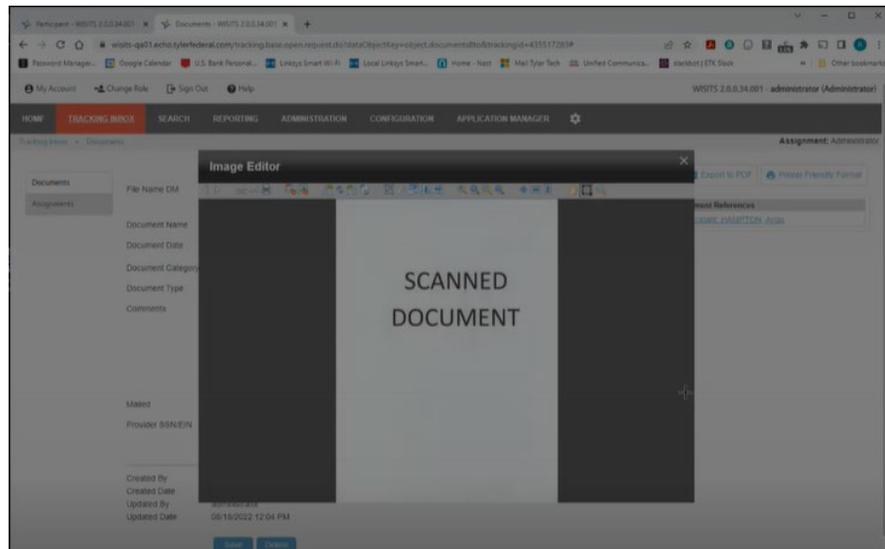


Figure 4-86: Direct Scan Image Editor

- Crop the image to include the entire document detail that should be save to the Participant Record.
- A save button will populate.
- Select the Save icon to save the cropped image.
- Use the X at the top of the Image Editor to exit out of the Image Editor.
- Tab out of the file name and WISIT will upload the Scanned document.

Figure 4-87: File Name DM Enabled Links.

Note: if you receive Error-1010; Data parameter out of supported range when uploading a document, close it out and proceed. This pop up should not hinder the upload.

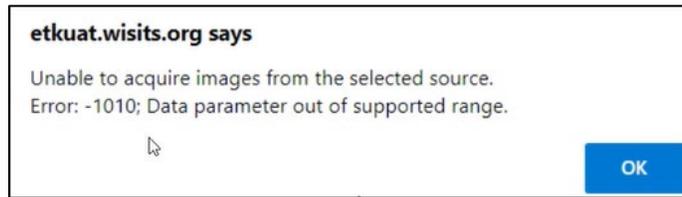


Figure 4-88 Bypass Error- 1010

When viewing the Document Management Enabled (DM-enabled) file types (see section 3.15.1 for more details regarding these options) and data elements in a data form, you will see icons for downloading and replacing the file along with the following menu options:

- Properties
- Lock
- Remove
- Update/Edit
- Versions
- Rename

c.) **Browse:** To upload a document not scanned in to WISITS or locally on your desktop, select the browse option. Your available directories will appear. This will allow you to locate the file, select it and upload it.



Figure 4-89: Select Document Addition (Browse, Upload Via Scan, or Scan)

Once the document is uploaded and saved, 5 links will appear. Update, Edit, Rename, Versions, and Lock.

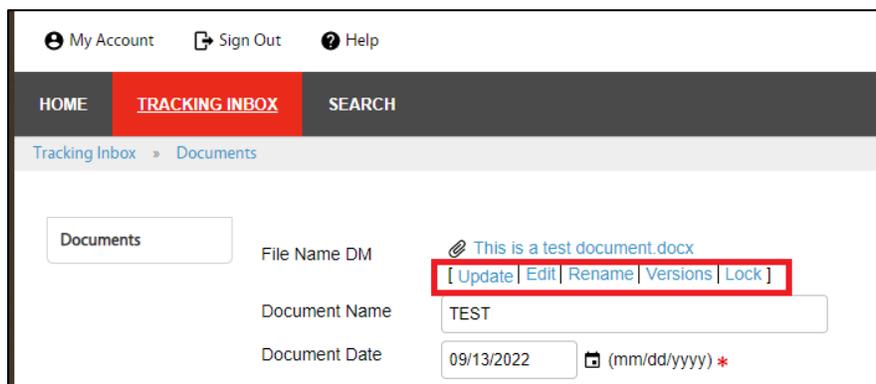


Figure 4-90: Update, Edit, Rename, Versions, and Lock.

**Note:** The Category value selected filters the values in the Type drop-down data field.

Mailed: Select the appropriate radio button (yes or no) to allow tracking of written communication. With the upgrade to TAP V23.2.4, notice that radio buttons now have the field name repeated and they appear within in an outlined perimeter.

3. Enter optional data fields as needed.

The screenshot shows the 'Document' form in the WISITS system. The 'Mailed' field is highlighted with a red box, showing radio buttons for 'Yes' and 'No'. The 'Mailed' label is also highlighted. The form includes fields for File Name DM, Document Name, Document Date, Document Category, Document Type, Comments, and Provider SSN/EIN. A 'Document References' section is visible on the right.

Figure 4-91: Uploading Participant Document

4. Add Document name.
5. Update Document date.
6. Select document Category Type and Document Type.
7. Add relevant comments.
8. Mailed Yes or No radio buttons.
9. Add Provider SSN/EIN.
10. Select Add Provider Reference (PWH only) or Delete Provider Reference as appropriate.
11. The document is saved and is now able to be viewed when the View Participant Documents button is selected.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

### 4.8.3 View Participant Documents

To view a Participant Document to the Participant Record, click on Plan. In the Banner select the blue link labeled “View Participant Document”

Vallejo, Judith | Preferred Name: | Status: Enrolled | Status Effective Date: 01/11/2022 | MCI:9413306397 | DOB:12/24/1945 | Age:76 | Target Group: Frail Elder | Preferred Phone Number: (715)446-0777 | County of Responsibility: Marathon

Primary Contact: Jerry Imran - Son

Export to PDF | Printer Friendly Format

ICA	Consultant	FEA	SDPC Status	SDPC Status Effective Date
TMG	<a href="#">Mieska Loi</a>	ILIFE	SDPC Enrolled	01/11/2022
SDPC Nurse	Create Work Request	Find Work Requests	Documents Console	Documents Console
Nicole Hintz	<a href="#">Create Work Request</a>	<a href="#">Find Work Requests</a>	<a href="#">Create Participant Document</a>	<a href="#">View Participant Documents</a>
Audit Log	<a href="#">Participant Audit Log</a>			

Figure 4-92: View Participant Document

The Participant Document Console will populate. Select the document to review and click on the link. A PDF version of the document will appear for review.

Participant Document Console

Show All entries

File Name	Document Name	Document Date	Category	Type	Comments	Mailed	Created By	Created Date	Updated By	Updated Date
<a href="#">Plan_FOURTYTWO_EBONE_20210721084919558.pdf</a>	Plan_FOURTYTWO_EBONE_20210721084919558	07/21/2021	ISSP and Related Documents	ISSP		No	debbie.jones	07/21/2021 8:49AM	debbie.jones	07/21/2021 8:49AM
<a href="#">Participant_Budget_Statement.pdf</a>	Participant_Budget_Statement	07/21/2021	Plan	Budget Statement		No	debbie.jones	07/21/2021 8:49AM	debbie.jones	07/21/2021 8:49AM
<a href="#">TEST.docx</a>	TEST	07/21/2021	Work Request	Notice of Action Needed	TEST	No	debbie.jones	07/21/2021 8:57AM	debbie.jones	07/21/2021 8:59AM

Showing 1 to 3 of 3 entries

Figure 4-93: The Participant Document Console

**Note:** When the file is uploaded, the system will auto-fill the Document Name and Document Date data fields. The Document Date data field can be edited.

**Note:** Click Home to return to the dashboard.

### 4.8.4 Document Management

When viewing the Document Management Enabled (DM-enabled) file type data element in a data form, you will see icons for downloading and replacing the file along with the following menu options:

- Properties
- Lock
- Remove

- Update
- Versions
- Rename

The screenshot displays a document management interface. On the left, there are tabs for 'Documents' and 'Assignments'. The main area shows details for a document named 'DM Questions.txt'. A red box highlights the action links: '[ Update | Rename | Remove | Versions | Lock | Properties ]'. Below this, the document name is 'DM File Example Upload', the date is '08/10/2022', the category is 'Miscellaneous', and the type is 'Other'. A comments box contains the text: 'This is a load of a file that is stored in the DM'. There are radio buttons for 'Mailed' (Yes/No) and a 'Provider SSN' field. At the bottom, there are buttons for 'Add Provider Reference (PHW Only)' and 'Delete Provider Reference'. A metadata section at the bottom shows: Created By: rclanahan, Created Date: 08/10/2022 08:14 AM, Updated By: rclanahan, Updated Date: 08/10/2022 08:15 AM.

Figure 4-94 Document Management Enabled Document Links

1. Properties: This link will allow you to review Metadata associated with your upload. This allows you to view the file's properties such as name, size, creator, created date, modified date, type, and features. For example: Metadata Values/Features configured on the Participant's Document Console are as follows:
  - Contribute Factors
  - Date Closed
  - Date of Death
  - Date of initial Notification
  - Incident Category
  - Incident Date
  - Incident Reported Date
  - Incident Type
  - Person Completing First Name
  - Person Completing Last Name
  - Person Completing Phone
  - Person Completing Title
  - Person Reporting
  - Phone
  - Type Of Report

Note these values are configurable by DHS Administrators and may be updated for DHS business purposes.

Document Properties: DM File	
Property Name	Property Value
Name	DM File.png
Size	69.8 KB
Creator	administrator
Created	05/01/2019 10:47 AM EDT
Modified	05/01/2019 10:56 AM EDT
Type	Portable Network Graphic
Features	Entellitrak, Annotation, Conversion, Versionable, Full-Text Search

Figure 4-95: DM File Properties

2. Lock:

- I. Represents a Document Management lock, which differs from a document being locked for editing using the edit function. Web Distributed Authoring and Versioning (WebDAV)
- II. After a file is locked by a user, it cannot be updated by other users, allowing a single user or document owner to restrict changes. Only a system administrator, or the user who has locked the file, can unlock it prior to any updates. File locking is restricted to users with write access to the file. To unlock the file simply click on the blue link that says "Unlock."
- III. When you close the document, it will unlock and be available for other users to edit. The lock will also expire after a set period (default is 60 minutes unless otherwise configured otherwise for your application).

3. Remove (and replace):

- I. From the Home screen or a tracking inbox, open the record to which the scanned file is attached.
- II. You will see the form associated with the record, including the file information for your scanned file. From here, you can replace or remove the scanned file by clicking on either the Replace or Remove links.
- III. To remove the file, click Remove.
- IV. If you press the Replace button, you are presented with the option to browse for or scan a new file to replace the one that was previously saved. Or you can select Revert to keep the same file that was saved with the record.
- V. Follow the instructions in Adding a Scanned Document to a Record to add a new scanned document.
- VI. Press the Save button when you have finished replacing the scan file.

4. Rename

- II. You can change the document's **name**. Click **Save** for your changes to take effect.

5. Update

- I. When you update a document, a new version is created with a new version number and that version becomes the current version.
  - If a document is currently being edited by another user, some options will not appear.

## 6. Version

- To edit a DM document, navigate to the Participant Console containing the DM document. Locate the DM document element and click on the attachment icon appearing to the left of the file name to expand. Click Edit.
  - I. To view previous versions, click Versions. The Document Versions window appears.
  - II. If a document has multiple versions and one of the previous versions is restored, the following occurs:
    - A copy of the document is created.
    - The copy is given a new version number.
    - The copy is given the current version flag, thus becoming the current version.

Version	Name	Author	Added	Actions
1.0	MicroPact Copyright Page.pdf	administrator	05/01/2019 10:47 AM EDT	⦿
1.1	MicroPact Copyright Page.pdf	administrator	05/01/2019 10:49 AM EDT	

Figure 4-96: Document Versioning

- III. To restore a previous version, click the restore to previous version icon that appears in the “Actions” column. Then, click Ok to confirm.

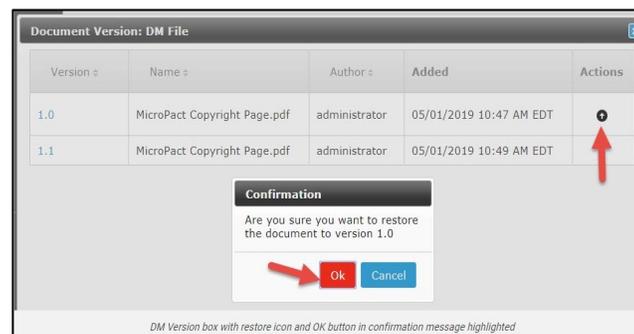


Figure 4-97: Restoring Previous Version

### 4.8.5 Contact Email

Contacts within the system can have multiple email records. Email record types can Primary, Secondary or Work.

From the Contact record, add Contact Email data.

---

**Note:** A Contact must have one Email record added. If a new record is added after an existing Preferred Record and Preferred Email is change to Yes, the old Preferred Email record will be updated to show the Preferred Email is No.

---

To create a new Contact Email record, follow these steps.

1. Hover over Contact Email and select New Contact Email.

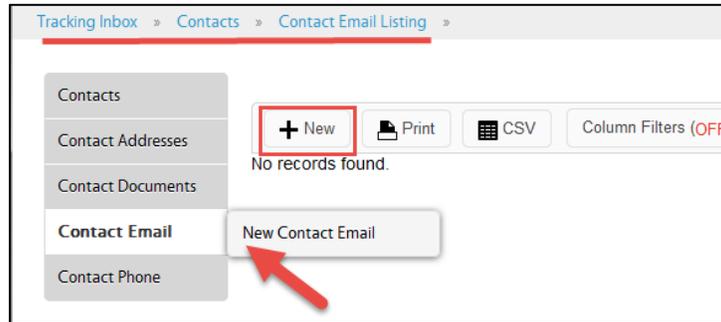


Figure 4-98 New Contact Email

2. Enter required data fields.

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

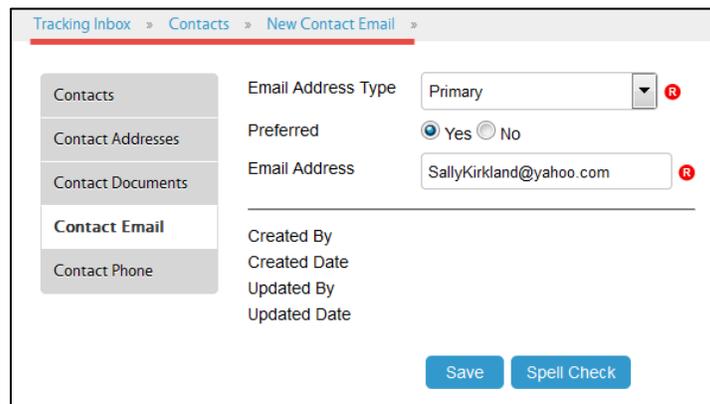


Figure 4-99 New Contact Email Record

3. Enter optional data fields as needed.

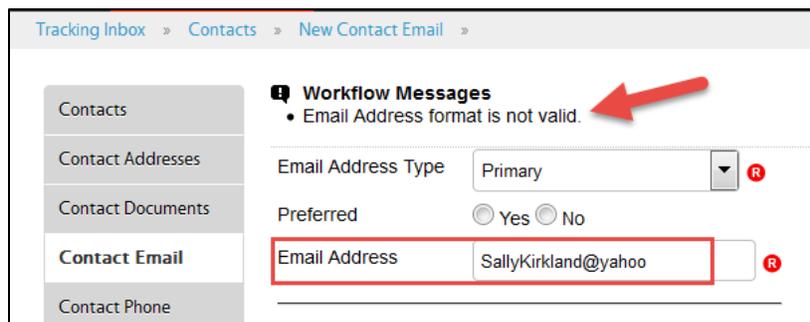


Figure 4-100 New Contact Email

**Note:** The email address must be a valid format, or the record cannot be saved.

4. Click Save. The Contact Email Listing displays.

Email Address Type	Preferred	Email Address	Created By	Created Date	Updated By	Updated Date
Primary	Yes	SallyKirkland@yahoo.com	Intake.Referral.Specialist	02/08/2017 10:37 AM		

Figure 4-101 Contact Email Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.8.6 Contact Phone

Contacts within the system can have multiple phone records. Phone record types can be Home, Mobile or Work.

From the Contact record, add Contact Phone data.

**Note:** A Contact must have one Preferred Phone record added. If a new record is added after an existing Preferred Phone and Preferred Phone is change to Yes, the old Preferred Phone record will be updated to show the Preferred Phone is No.

To create a new Contact Phone record, follow these steps.

1. Hover over Contact Phone and select New Contact Phone.

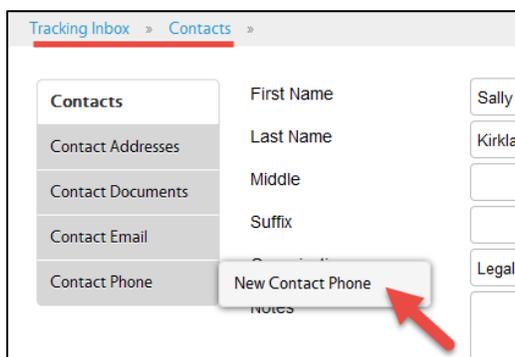


Figure 4-102 New Contact Phone

2. Enter required data fields.

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

Figure 4-103 New Contact Phone Record

3. Click Save. The Contact Phone Listing displays.

Phone Number Type	Preferred	Phone Number	Created By	Created Date	Updated By	Updated Date
Home	No	(206) 555-9754	Intake.Referral.Specialist	02/08/2017 10:49 AM		
Mobile	Yes	(206) 555-9874	Intake.Referral.Specialist	02/08/2017 10:50 AM	Intake.Referral.Specialist	02/08/2017 10:50 AM

Figure 4-104 Contact Phone Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.9 Care Team

The Care Team record for a Participant is a single data record. The Care Team record is used to assign the Participant's IRIS Consulting Agency (ICA), Consultant, Fiscal Employment Agency (FEA), Income Maintenance (IM) agency, Aging & Disability Resource Center (ADRC), and SDPC Nurse depending on the Participant's needs.

From the Participant record, add Care Team data.

To edit the system generated Care Team record, follow these steps.

1. Click Care Team.

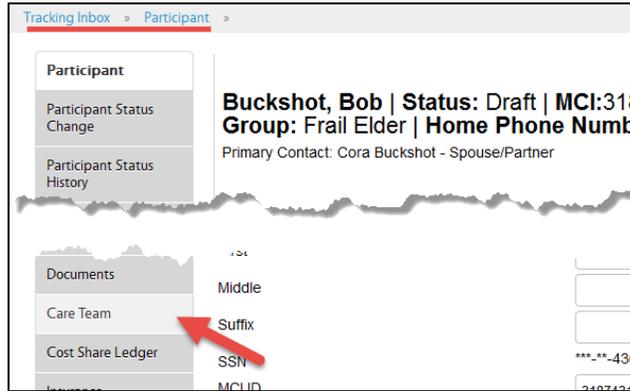


Figure 4-105 New Care Team

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

2. Select the IRIS Consulting Agency. This selection filters the available IRIS Consultants

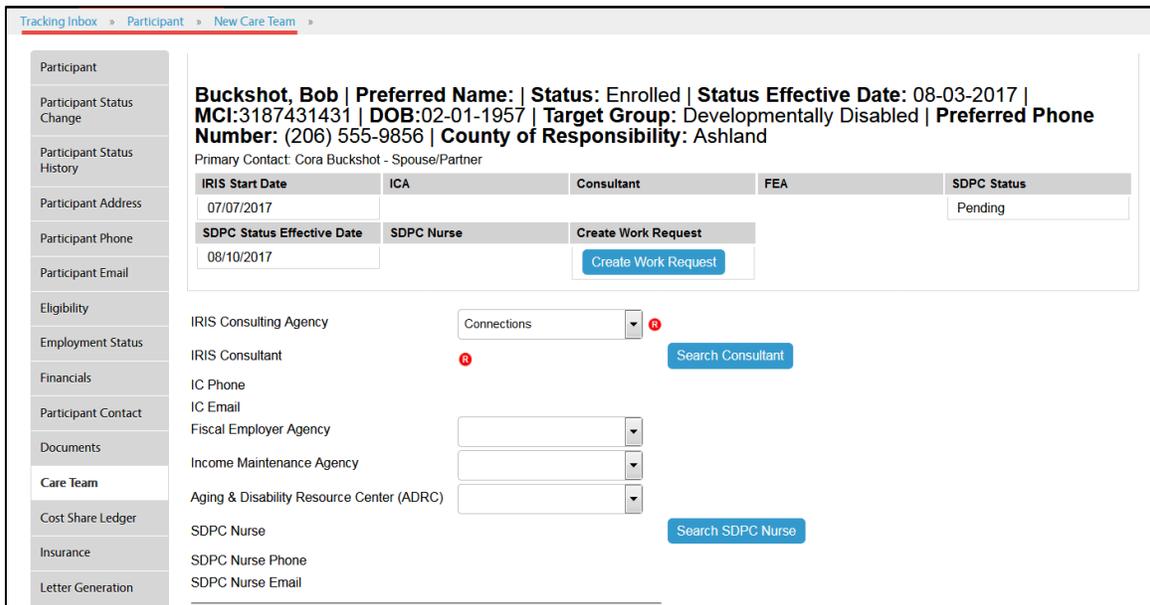


Figure 4-106 New Care Team Record

**Note 1:** If the Participant is part of an SDPC Case, the SDPC Nurse field will be required. The user will click Search SDPC Nurse and follow same steps used to add the Consultant.

**Note 2:** A Work Request record can be created from this screen by clicking Create Work Request.

3. Click Search Consultant. The Employee Search pop-up window displays.
4. Enter the Employee search criteria.

Figure 4-107 Employee Search Pop-up Window

**Note:** Only a user with an Administrator role can create an Employee record. If the consultant does not show in the search results, contact your administrator to create the record.

5. Select the record and click Select.

**Note:** The system auto-populates the Care Team record with the Consultant's contact information.

6. Click Save. The Care Team assignments are added.

Figure 4-108 New Care Team Record

**Note 1:** The ICA, Consultant, IM and ADRC are required to update the Participant's status to Referred.

**Note 2:** After the record is saved, the user can use the Search Consultant button to transfer the Participant to another consultant.

**Note 3:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 4.9.1 Care Team Transfers

After a Participant's Care Team has been selected, there may be situations when a transfer of service may be necessary. Transfers of the Care Team affect the Participant's record in a variety of ways. The types of transfers are:

- IRIS Consultant Agency (ICA)
- IRIS Consultant (IC)
- Fiscal Employment Agency (FEA)
- SDPC Nurse

The Participant's status must be Referred, Enrolled or Suspended for a transfer to occur.

From the Care Team record, a user with access can make changes to the Participant's Care Team.

Tracking Inbox » Participant » Care Team Listing » Care Team »

**Care Team**  
Transfer History

**Buckshot, Bob** | Status: Enrolled | MCI:3187431431 | DOB:02-01-1957 | Developmentally Disabled | Home Phone Number: (206) 555-8456 | Cou  
Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA	SDPC Status
Connections	Consultant, IC	ILife	Yes

SDPC Nurse: SDPC Operations

Create Work Request: [Create Work Request](#)

IRIS Consulting Agency	Connections	<a href="#">Transfer</a>
IRIS Consultant	IC Consultant <span style="color:red">R</span>	<a href="#">Transfer</a>
IC Phone	(222) 555-1236	
IC Email	ic.consultant@yahoo.com	<a href="#">Transfer</a>
Fiscal Employer Agency	ILife	
Income Maintenance Agency	Northern <span style="color:red">R</span>	
Aging & Disability Resource Center (ADRC)	ADRC of the North (Ashland, <span style="color:red">R</span> )	
SDPC Nurse	SDPC Operations	<a href="#">Transfer</a>
SDPC Nurse Phone	(123) 456-7899	
SDPC Nurse Email	success@simulator.amazonses.com	

Figure 4-109 Care Team Record

To transfer a Participant to a different ICA, IRIS Consultant, FEA, or SDPC Nurse, follow these steps:

1. Navigate to the Participant's Care Team record.

#### To change the ICA

**Note:** An ICA can be transferred only if:

- Participant Status is Referred, Enrolled or Suspended.

- The ICA can be updated without a Transfer if the Participant status is Draft.

2. Click Transfer to the right of the ICA data field. The ICA Transfer pop-up window displays.

Figure 4-110 IC Transfer Pop-up Window

3. Enter the required and optional data fields and click Save.

**Note:** Transferring the ICA will end the current Enrollment Segment (see section 5.5 Enrollment Segments).

When updating the Time Frame, note that FEA and ICA Transfers can be backdated.

4. If there are no other transfers, click Save on the Care Team record or continue below.
5. ICA and FEA Transfers can be retracted, please reach out to a DHS Administrator for assistance.

### To change the IRIS Consultant

**Note:** The IRIS Consultant can be updated without a Transfer if the Participant status is Draft.

1. Click Transfer to the right of the IRIS Consultant data field. The Consultant Transfer pop-up window displays.

Figure 4-111 IC Transfer Pop-up Window

- Click Search Consultant. The Employee Search pop-up displays.

Figure 4-112 Employee Search Pop-up Window

- Enter the search criteria and click Search.
- Click on the employee record and click Select. The search pop-up window closes.
- If there are no other transfers, click Save on the Care Team record or continue below.

## To change the FEA

**Note:** An FEA can be transferred only if:

- Participant Status is Enrolled or Suspended.
- The FEA can be updated without a Transfer if the Participant status is Draft or Referred.

- Click Transfer to the right of the Fiscal Employment Agency data field. The FEA Transfer pop-up window displays.
- Enter the required and optional data fields.
- When updating the Time Frame, note that FEA and ICA Transfers can be backdated.

Figure 4-113 FEA Transfer Pop-up Window

- If there are no other transfers, click Save on the Care Team record or continue below.
- ICA and FEA Transfers can be retracted, please reach out to the DHS Administrators for assistance.

**Note:** Transferring the FEA will assign the new FEA to the record and the existing FEA will also retain access for 30 days. Alerts go to the FEAs to inform them of the updates.

### To change the SDPC Nurse

**Note:** An SDPC Nurse can only be transferred if the SDPC status is Pending, Yes or Suspended and the May Not Be Assigned to another RN equals No

- Click Transfer to the right of the SDPC Nurse Data field. The SDPC Nurse Transfer pop-up window displays.

Figure 4-114 SDPC Nurse Transfer Pop-up Window

- Click Search SDPC Nurse. The Employee Search pop-up displays.

Figure 4-115 SDPC Employee Search Pop-up Window

3. Enter the search criteria and click Search.
4. Click on the employee record and click Select. The search pop-up window closes.
5. Click Save on the Care Team record.

### 4.9.2 Participant Care Team Transfer History

This is a single record that tracks all transfer details of the Care Team for a Participant.

Transaction Status ^	Transaction Type ^	Time Frame ^	Scheduled Date ^	Transfer From ^	Transfer To ^	Transferred Date ^	Transfer Reason ^	MMIS Error ^	Retracted ^	Retraction Date ^	Created By ^	Created Date ^	Updated By ^	Updated Date ^
Processed	ICA Transfer	Backdate	09/01/2023	Connections	TMG	10/05/2023	test transfer	No	Yes	10/05/2023	rclanahan	10/05/2023	rclanahan	10/05/2023
Processed	FEA Transfer	Backdate	09/01/2023	ILIFE	GT Independence	10/03/2023	test	No	Yes	10/03/2023	rclanahan	10/03/2023	rclanahan	10/03/2023

Figure 4-116 Care Team Transfer History

### 4.9.3 ICA and FEA Transfer Retractions

ICA and FEA Transfers can be retracted, please reach out to the DHS Administrators for assistance

The screenshot shows the 'ICA Transfer' details page in a web application. The page includes a navigation bar with 'TRACKING INBOX' highlighted. Below the navigation, there are tabs for 'ICA Transfer' and 'Assignments'. The main content area displays the following details:

- Status: Processed
- Transfer Type: ICA Transfer
- Transfer From: TMG
- Transfer To: First Person Care Consultants
- Time Frame: Immediate
- Reason For Transfer: test
- Transferred Date: 10/20/2023
- Participant ID: Johnson, Johnny - 3410107932 (with a 'View Participant' button)
- MCI ID: 3410107932
- Participant Name: Johnson, Johnny
- MMIS Error: Yes
- Is Retracted: (checkbox)
- Retraction Date: (input field)

At the bottom of the details section, there is a 'Retract Transfer' button.

Figure 4-117 ICA and FEA Transfer Retraction Button

## 4.10 Cost Share Ledger

**NOTE: Cost Share Ledger is currently under development and will be available at a future date.**

The Cost Share Ledger is a single record that displays the totals of a Participant's Cost Share. The Cost Share Ledger keeps track of how participants are doing with their cost share payments. They can be ahead, caught up, or behind.

No one participant who has cost share necessarily has the same cost share amount as another participant. As Bill amounts and Payment amounts are added for the Participant, the Ledger displays updates the latest Cost Share details.

A monthly file from MMIS indicates a participant's Cost Share amount for the month in which the file is generated, it also provides the preceding 4 months, and the following month. WISITS uses the information in this file to update Cost Share. When processed it will delete the file. WISITS updates Cost Share Waiver type, Effective Date and Amounts (if different from MMIS Cost Share file WISITS consumes the historical cost share and process in oldest date order for each entry in the MMIS Cost Share File).

As mentioned above, in total 6 months of cost share data for each Participant with a Cost Share is included in the MMIS file each month (using the same values that were included in the past in the daily Waiver Member extract). The MMIS Cost Share extract data includes two Participant group types (B and B+). Group A participants have \$0 Cost Share.

Cost Share Type	Cost Share Amount	WISITS Result for Group and Cost Share Amount
Null	Null	A/\$0
Null	>\$0	B/Amount reported (>0)
B/B+	>\$0	Type Reported/Amount Reported
B/B+	Null	Type Reported/\$0
A	=\$0	A/\$0
B/B+	=\$0	Type reported/Amount reported (\$0)

To view this in WISITS go to Participant > Cost Share Ledger Listing> Cost Share Ledger.

Tracking Inbox > Participant > Cost Share Ledger Listing > Cost Share Ledger > Assignment: Administrator

**Cost Share Ledger**

Cost Share

**Buckshot, Bob | Preferred Name:** | **Status:** Enrolled | **Status Effective Date:** 08-03-2017 | **MCI:**3187431431 | **DOB:**02-01-1957 | **Target Group:** Developmentally Disabled | **Preferred Phone Number:** (206) 555-9856 | **County of Responsibility:** Ashland

Primary Contact: Cora Buckshot - Spouse/Partner

[Printer Friendly Format](#)

IRIS Start Date	ICA	Consultant	FEA	SDPC Status
07/07/2017	Connections	Cook, Olivia	ILife	Pending
SDPC Status Effective Date	SDPC Nurse	Create Work Request		
08/10/2017		<a href="#">Create Work Request</a>		

Effective Start Date:  (mm/dd/yyyy)

Effective End Date:  (mm/dd/yyyy)

[Search/Refresh](#)

Show 10 entries

Transaction Type	Effective Date	Check No./Money Order No.	Cost Share Amount	Payment Plan Amount	Cost Share Paid	Cost Share Balance
Payment	02/21/2017	1321			50	150
Payment	02/21/2017	5462			50	100
Bill	02/01/2017		200			200

Showing 1 to 3 of 3 entries Previous 1 Next

[Delete](#)

Figure 4-118 Cost Share Ledger

## 4.10.1 Cost Share

***NOTE: Cost Share Ledger is currently under development and will be available at a future date.***

The Cost Share records are added and used to update the Cost Share Ledger.

From the Participant > Cost Share Ledger record, add Cost Share data.

To create a new Cost Share record, follow these steps.

1. Hover over Cost Share and select New Cost Share.

Tracking Inbox > Participant > Cost Share Ledger Listing > Cost Share Ledger > New Cost Share >

Cost Share Ledger  
Cost Share

**Buckshot, Bob | Preferred Name:** | **Status:** Enrolled | **Status Effective Date:** 08-03-2017 | **MCI:**3187431431 | **DOB:**02-01-1957 | **Target Group:** Developmentally Disabled | **Preferred Phone Number:** (206) 555-9856 | **County of Responsibility:** Ashland  
Primary Contact: Cora Buckshot - Spouse/Partner

IRIS Start Date	ICA	Consultant	FEA	SDPC Status
07/07/2017	Connections	Cook, Olivia	ILife	Pending

SDPC Status Effective Date	SDPC Nurse	Cost Share Amount (Current Month)	Payment Plan Amount (Current Month)	Cost Share Balance (To Current Date)
08/10/2017		0.00	0.00	100.00

Create Work Request  
Create Work Request

Cost Share Type: [Dropdown]

Date Due: [Date Picker] (mm/dd/yyyy)

Date Paid: [Date Picker] (mm/dd/yyyy)

Check or Money Order Number: [Text Field]

Cost Share Amount: [Text Field]

Payment Plan Amount: [Text Field]

Cost Share Paid: [Text Field]

Reversed Record ID: [Text Field]

Figure 4-119 New Cost Share

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

Tracking Inbox > Participant > Cost Share Ledger Listing > Cost Share Ledger > New Cost Share >

Cost Share Ledger  
Cost Share

**Buckshot, Bob | Status:** Referred | **MCI:**3187431431 | **Home Phone Number:** (206) 555-8456 | **County of Responsibility:** Ashland  
Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA
DHS ICA Agency	Shefford, Judy	ILife

Cost Share Balance (To Current Date): .00

Create Work Request  
Create Work Request

Cost Share Type: Bill [Dropdown]

Date Due: 02/01/2017 [Date Picker] (mm/dd/yyyy)

Cost Share Amount: 200.00 [Text Field]

Payment Plan Amount: [Text Field]

Figure 4-120 New Cost Share (Bill) Record

Tracking Inbox > Participant > Cost Share Ledger Listing > Cost Share Ledger > New Cost Share >

Cost Share Ledger

Cost Share

**Buckshot, Bob | Status: Referred | MCI:3187431431**  
**Home Phone Number: (206) 555-8456 | County of R**

Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA
DHS ICA Agency	Shefford, Judy	ILife

Cost Share Balance (To Current Date): 200.00

Create Work Request

Cost Share Type:  R

Date Paid:  R (mm/dd/yyyy)

Check or Money Order Number:  R

Cost Share Paid:  R

Figure 4-121 New Cost Share (Payment) Record

3. Enter optional data fields as needed.
4. Click Save. The Cost Share Ledger displays.

Tracking Inbox > Participant > Cost Share Ledger Listing > Cost Share Ledger > Cost Share Listing > Assignment: No Assignment

Cost Share Ledger

Cost Share

**Buckshot, Bob | Status: Referred | MCI:3187431431 | DOB:02-01-1957 | AGE:60 | Target Group: Frail Elder |**  
**Home Phone Number: (206) 555-8456 | County of Residence: Ashland**

Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA	Create Work Request
DHS ICA Agency	Shefford, Judy	ILife	<input type="button" value="Create Work Request"/>

+ New | Print | CSV | Column Filters (OFF) ▾

Cost Share Type	Date Due	Date Paid	Check or Money Order Number	Cost Share Amount	Payment Plan Amount	Cost Share Paid	Created By	Created Date	Updated By	Updated Date	Reversed	Reversed Record ID
Bill	02/01/2017			200.00			sgjordano	02/21/2017 03:57 PM				
Payment		02/21/2017	1321			50.00	sgjordano	02/21/2017 03:59 PM				
Payment		02/21/2017	5462			50.00	sgjordano	02/21/2017 04:01 PM				

Figure 4-122 Updated Cost Share Ledger

**Note:** As Payments are entered, the Bill record is updated to show an updated balance. Prior payments and bill amounts can be adjusted as appropriate and WISITS will reflect the updated balance.

5. Click on Cost Share to view the Cost Share Listing.

Cost Share Type	Date Due	Date Paid	Check or Money Order Number	Cost Share Amount	Payment Plan Amount	Cost Share Paid	Created By	Created Date	Updated By	Updated Date	Reversed	Reversed Record ID
Bill	02/01/2017			200.00			sgjordano	02/21/2017 03:57 PM				
Payment		02/21/2017	1321			50.00	sgjordano	02/21/2017 03:59 PM				
Payment		02/21/2017	5462			50.00	sgjordano	02/21/2017 04:01 PM				

Figure 4-123 Cost Share Listing

6. Click on and open the Bill record. The Cost Share Balance has been updated to show the payments amounts made to date.

ICA	Consultant	FEA	Cost Share Amount (Current Month)	Payment Plan Amount (Current Month)
DHS ICA Agency	Shefford, Judy	ILife	200.00	.00

**Cost Share Balance (To Current Date)**  
100.00

Cost Share Type: Bill  
Date Due: 02/01/2017  
Cost Share Amount: 200.00  
Payment Plan Amount:

Figure 4-124 Updated Cost Share Balance

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.11 Insurance

The Insurance records are used to track data for the type of insurance a Participant will use while participating in the IRIS program. Participants can have private and/or Medicare insurance records and depending on the selected insurance type, different data is captured for each. Medicare insurance includes parts A – D and this data is used to determine data tracking needs elsewhere in the system.

From the Participant record, add Insurance data.

To create a new Insurance record, follow these steps.

1. Hover over Insurance and select New Insurance.

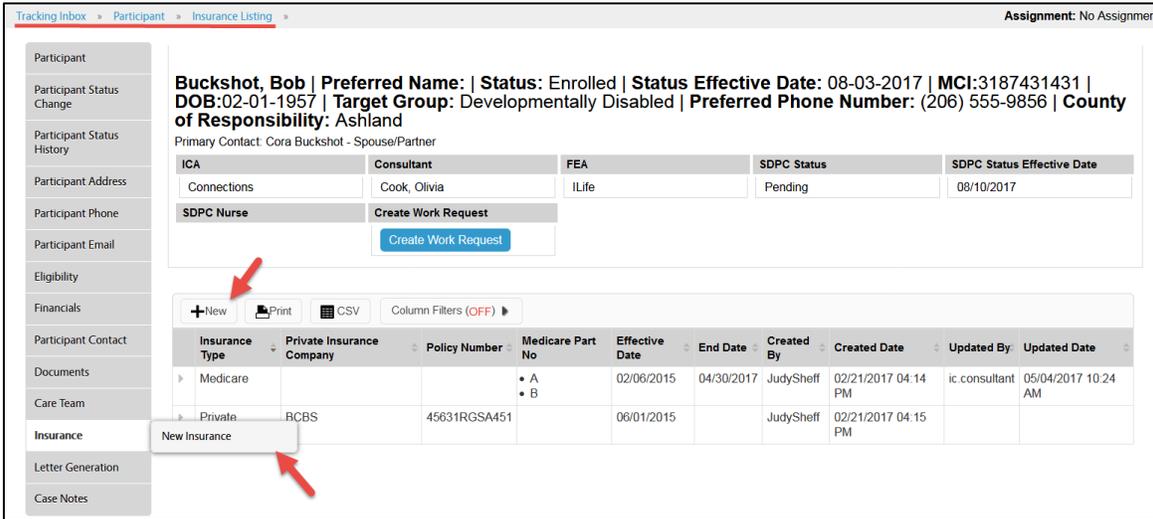


Figure 4-125 New Insurance

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

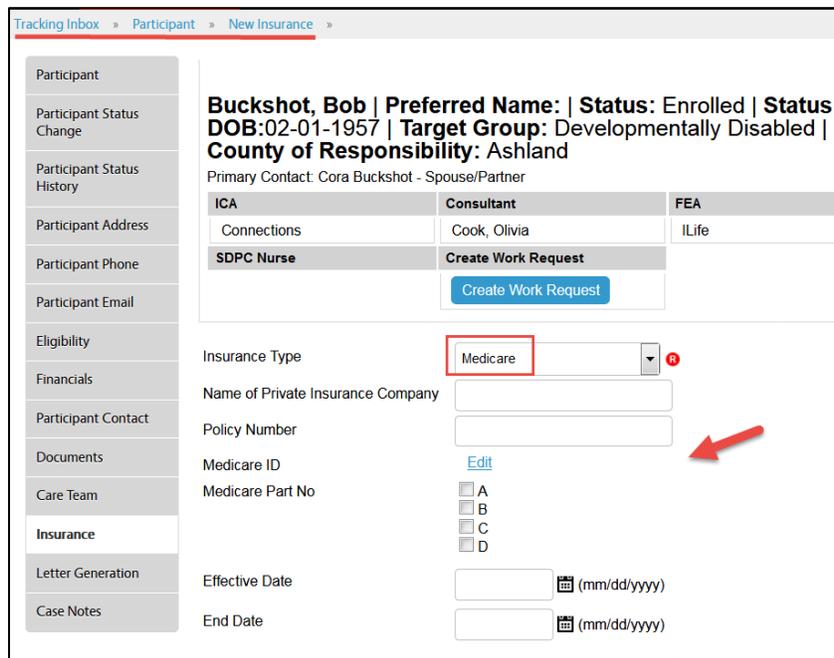


Figure 4-126 New Medicare Insurance Record

Tracking Inbox » Participant » New Insurance »

**Participant**

**Buckshot, Bob | Status: Referred | MCI:3187431431 | D Phone Number: (206) 555-8456 | County of Residence:**

Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant
DHS ICA Agency	Shefford, Judy

Eligibility

Insurance Type: Private \*

Name of Private Insurance Company:  \*

Policy Number:

Effective Date:  (mm/dd/yyyy)

End Date:  (mm/dd/yyyy)

Figure 4-127 New Private Insurance Record

3. Enter optional data fields as needed.

**Note:** It is recommended to enter as many data fields as possible.

4. Click Save. The Insurance Listing displays.

Tracking Inbox » Participant » Insurance Listing » Assignment: No Assignment

**Participant**

**Buckshot, Bob | Preferred Name: | Status: Enrolled | Status Effective Date: 08-03-2017 | MCI:3187431431 | DOB:02-01-1957 | Target Group: Developmentally Disabled | Preferred Phone Number: (206) 555-9856 | County of Responsibility: Ashland**

Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA	SDPC Status	SDPC Status Effective Date
Connections	Cook, Olivia	ILife	Pending	08/10/2017

SDPC Nurse:  Create Work Request

+New   Column Filters (OFF)

Insurance Type	Private Insurance Company	Policy Number	Medicare Part No	Effective Date	End Date	Created By	Created Date	Updated By	Updated Date
Medicare			• A • B	02/06/2015	04/30/2017	JudySheff	02/21/2017 04:14 PM	ic.consultant	05/04/2017 10:24 AM
Private	BCBS	45631RGS451		06/01/2015		JudySheff	02/21/2017 04:15 PM		

Figure 4-128 Insurance Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.12 Letter Generation

The Letter Generation record is created when a user needs to create a letter to the Participant, a Participant Contact, or another recipient on the Participant's behalf.

The user has the ability to select the type of letterhead for the correspondence and choose a template that is pre-populated with standard content for the letter type. The user can edit the template and preview the letter before finalizing the letter.

Once a letter has been generated, the system saves the new letter to the Documents folder.

From the Participant record, add Letter Generation data.

To create a new Letter Generation record, follow these steps.

1. Hover over Letter Generation and select New Letter Generation.

The screenshot shows the 'Letter Generation Listing' page for a participant named Bob Buckshot. The page includes a sidebar with navigation options, a main content area with participant details and a table of contacts, and a bottom section with a '+New' button and a 'New Letter Generation' button highlighted by a red arrow.

Tracking Inbox » Participant » Letter Generation Listing »

Participant

Participant Status Change

Participant Status History

Participant Address

Participant Phone

Participant Email

Eligibility

Financials

Participant Contact

Documents

Care Team

Insurance

**Letter Generation**

Case Notes

**Buckshot, Bob | Preferred Name: | Status: Enrolled | Status Eff**  
**DOB:02-01-1957 | Target Group: Developmentally Disabled | Pro**  
**of Responsibility: Ashland**

Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA
Connections	Cook, Olivia	ILife

SDPC Nurse

Create Work Request

Create Work Request

+New Print CSV Column Filters (OFF) ▶

No records found

New Letter Generation

Figure 4-129 New Letter Generation

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

Figure 4-130 New Letter Generation Record

**Note 1:** If Recipient Type is Participant or Contact, the system will auto-populate the residence (Participant) or primary (Contact) address into the corresponding name and address fields.

**Note 2:** The Participant must have a Residence type address.

3. Enter optional data fields as needed.
4. Click Preview (or go to step 7 if Preview is not necessary). The Opening Letter pop-up window displays.

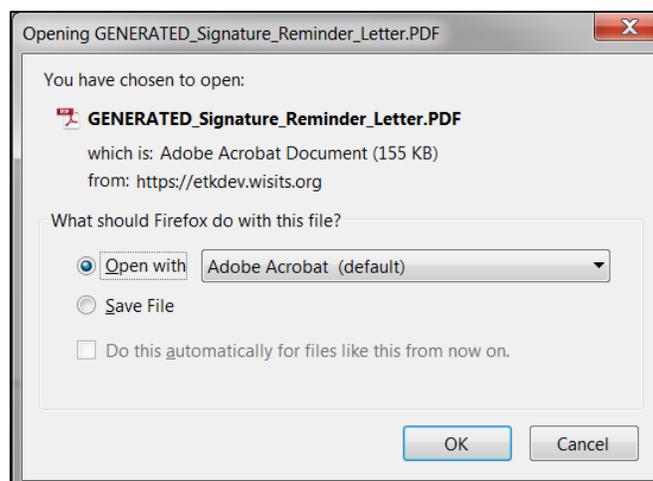


Figure 4-131 Opening Letter Pop-up Window

**Note:** The Opening Document pop-up window's field Open With... option defaults to the saved Letter PDF file type.

5. Select Open With... to preview the letter.

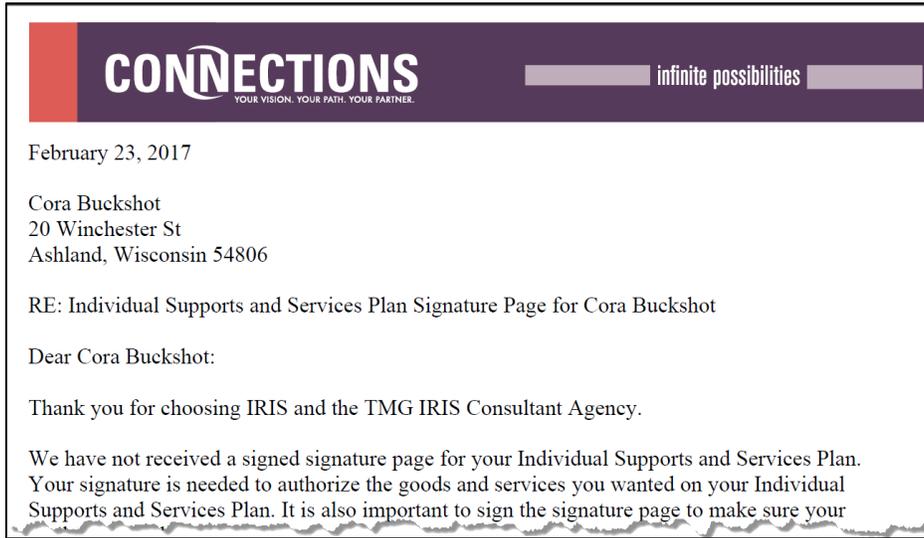


Figure 4-132 Letter Preview

6. Close the Preview window.
7. Click Generate Document. The New Document Generated message displays.
8. Click OK.

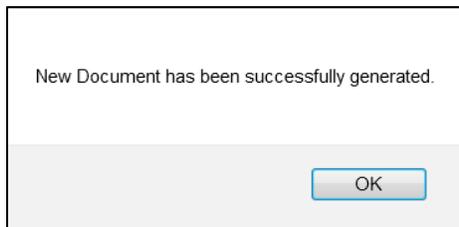


Figure 4-133 New Document Generated Message

9. Click Documents from the left navigation menu.

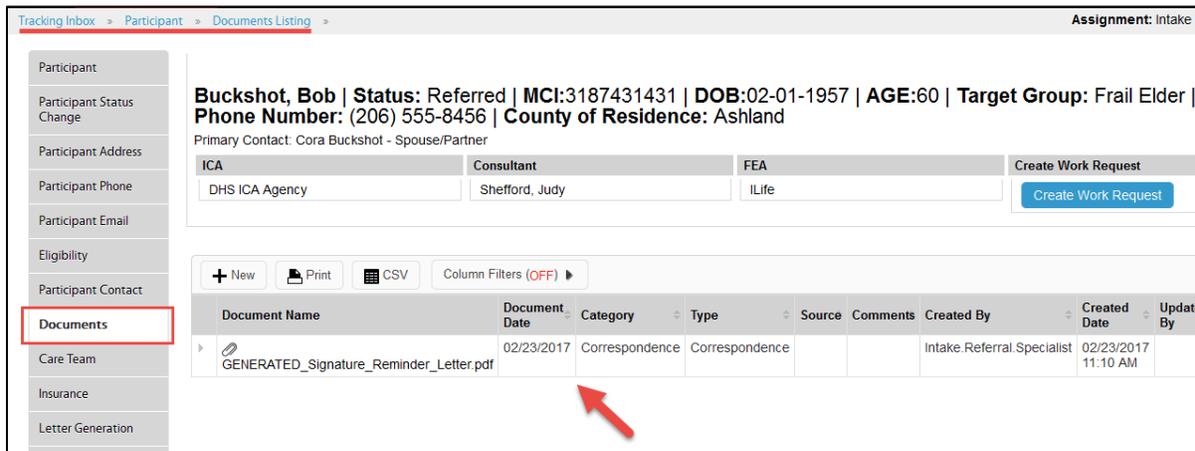


Figure 4-134 Document Listing

- From the Document listing screen, click the file link to Open and Print the new letter or click the Document record row to open the document record and add more details for the document.

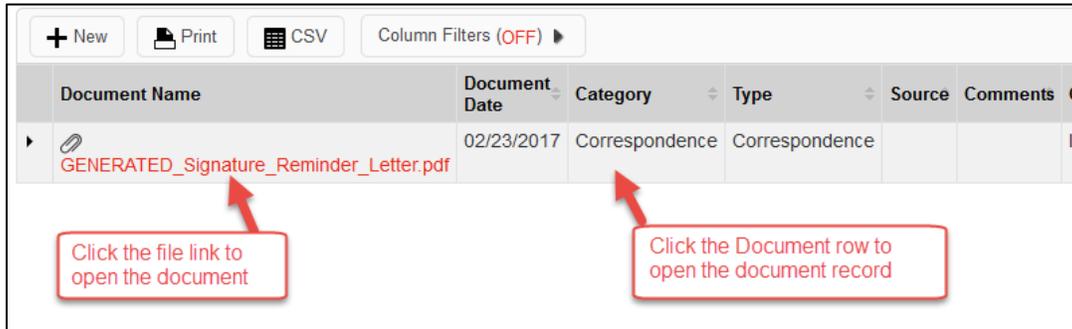


Figure 4-135 View Document or Document Record

- From the Document listing screen, click the file link to Open and Print the new letter or click the Document record row to open the document record and add more details for the document.

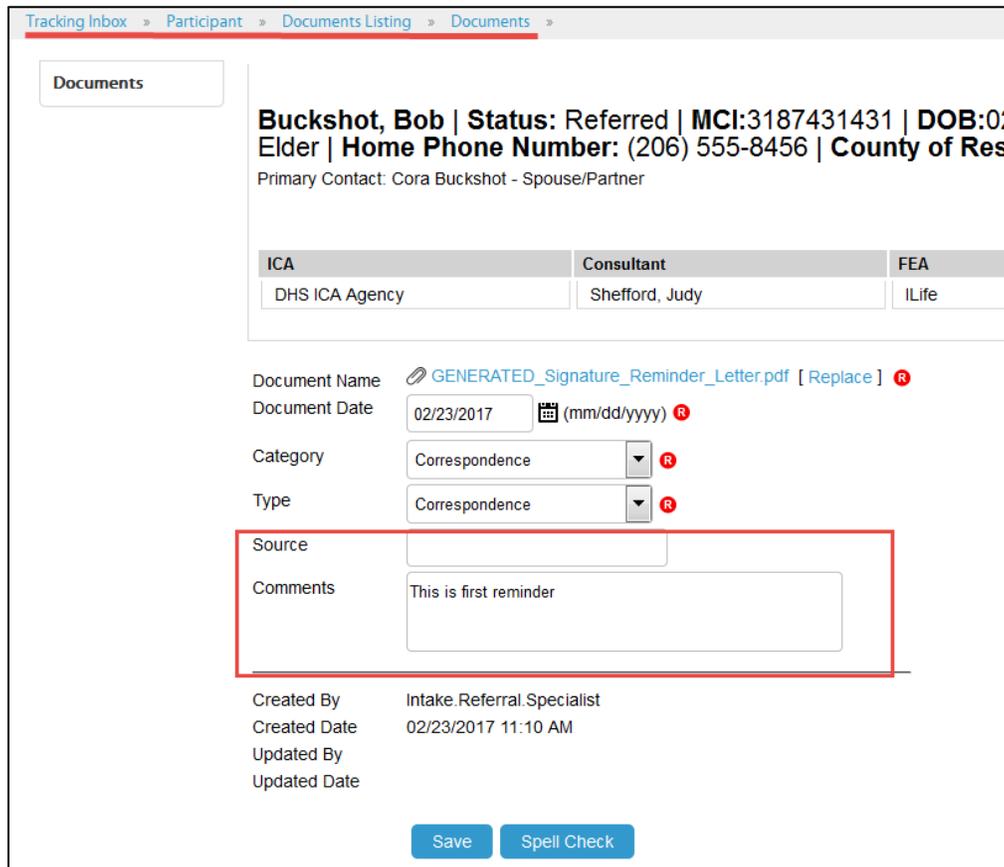


Figure 4-136 Document Record

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.13 Case Notes

The Case Notes records are for users to provide IRIS and SDPC case related notes for a Participant's main record. There are many distinct types of Case Notes. To add Case Notes, go to the Participant page and select the Case Notes Sub Tab on the Left Navigation.

Case Note Category Types and Case Note Type options in the dropdown listings are only available to users with role-based permissions to them. For example, if the user does not have access to IRIS Note Types the option to select IRIS Note Types will not appear in the drop-down listing.

From the Participant record, add Case Notes data.

To create a new Case Notes record, follow these steps.

1. Hover over Case Notes and select New Case Notes.

The screenshot shows the 'Case Notes Listing' page for a participant named Bob Buckshot. The page includes a left navigation menu with 'Case Notes' selected. The main content area displays participant details: **Buckshot, Bob | Status: Enrolled | MCI:3187431431 | DOB:02**, **Target Group: Developmentally Disabled | Preferred Phone N**, and **County of Residence: Ashland**. Below this, it shows the primary contact as Cora Buckshot - Spouse/Partner. A table lists ICA (Consultant), FEA (ILife), and SDPC Status (No). There are buttons for 'Connections', 'Consultant, IC', 'SDPC Nurse', and 'Create Work Request'. A toolbar at the bottom contains '+ New', 'Print', 'CSV', and 'Column Filters (OFF)'. A red arrow points to the '+ New' button, and another red arrow points to the 'New Case Notes' button in the bottom right corner.

Figure 4-137 New Case Notes

2. Enter required data fields.

---

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

---

Tracking Inbox > Participant > New Case Notes >

Participant

Participant Status Change

Participant Address

Participant Phone

Participant Email

Eligibility

Employment Status

Financials

Participant Contact

Documents

Care Team

Insurance

Letter Generation

**Case Notes**

Enrollment Segment

**Buckshot, Bob** | Status: Enrolled | MCI:3187431431 | DOB:02-01-1957 | Target Group: Developmentally Disabled | Preferred Phone Number: (206) 555-9856 | County of Residence: Ashland

Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA	SDPC Status	SDPC Status Effective Date
Connections	Consultant, IC	ILife	No	

SDPC Nurse: SDPC Nurse.sg Create Work Request

---

Case Note Category: IRIS Note Types R

Case Note Type: Routine Contact Activities R

Case Note Date: 05/16/2017 (mm/dd/yyyy) R

Communication Type: Phone R

Location: ICA-Staff Home Office R

Discussed Progress Towards Achieving Goals:  Yes  No

Case Note Text: Reached out to Participant for additional details needed for enrollment. R

Documents:  Browse

Figure 4-138 New Case Notes Record

**Note:** The Case Note Date cannot be a future date.

3. Enter optional data fields as needed.
4. Click Save. The Notes Listing displays.

Tracking Inbox > Participant > Case Notes Listing > Assignment: No Assignm

Participant

Participant Status Change

Participant Address

Participant Phone

Participant Email

Eligibility

Employment Status

Financials

Participant Contact

Documents

Care Team

Insurance

Letter Generation

**Case Notes**

**Buckshot, Bob** | Status: Enrolled | MCI:3187431431 | DOB:02-01-1957 | AGE:60 | Target Group: Developmentally Disabled | Preferred Phone Number: (206) 555-9856 | County of Residence: Ashland

Primary Contact: Cora Buckshot - Spouse/Partner

ICA	Consultant	FEA	SDPC Status	SDPC Status Effective Date
Connections	Consultant, IC	ILife	No	

SDPC Nurse: SDPC Nurse.sg Create Work Request

---

+ New Print CSV Column Filters (OFF)

Case Note Category	Case Note Type	Case Note Date	Communication Type	Location	Created By	Created Date
IRIS Note Types	Routine Contact Activities	05/16/2017	Phone	ICA-Staff Home Office	IntakeSpecialist	05/16/2017 10:47 AM

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Figure 4-139 Case Notes Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.  
**Note 2:** At the top of the custom Case Notes listing the CSV button can be clicked and a csv is downloaded for the user to edit and manipulate as an excel spreadsheet.

## 4.14 Participant Journal

The Participant Journal was used to track the various aspects of the Participant's situation, including their health and safety, transportation needs, employment, living arrangements, relationships, and membership within their community. The Participant Journal cannot be edited or deleted. To update the Plan's Outcome and Strategy, the user must create a new Participant Outcome and Strategy to replace the Plan's old Participant Journal's Outcome and Strategy.

See section 4.15.1 Participant Outcome and Strategies for more information about those records.

To view an existing Participant Journal record, follow these steps.

1. Select Participant Journal.

Figure 4-140 Participant Journal

2. The existing historical information is displayed.

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 4.14.1 Participant Outcome and Strategies

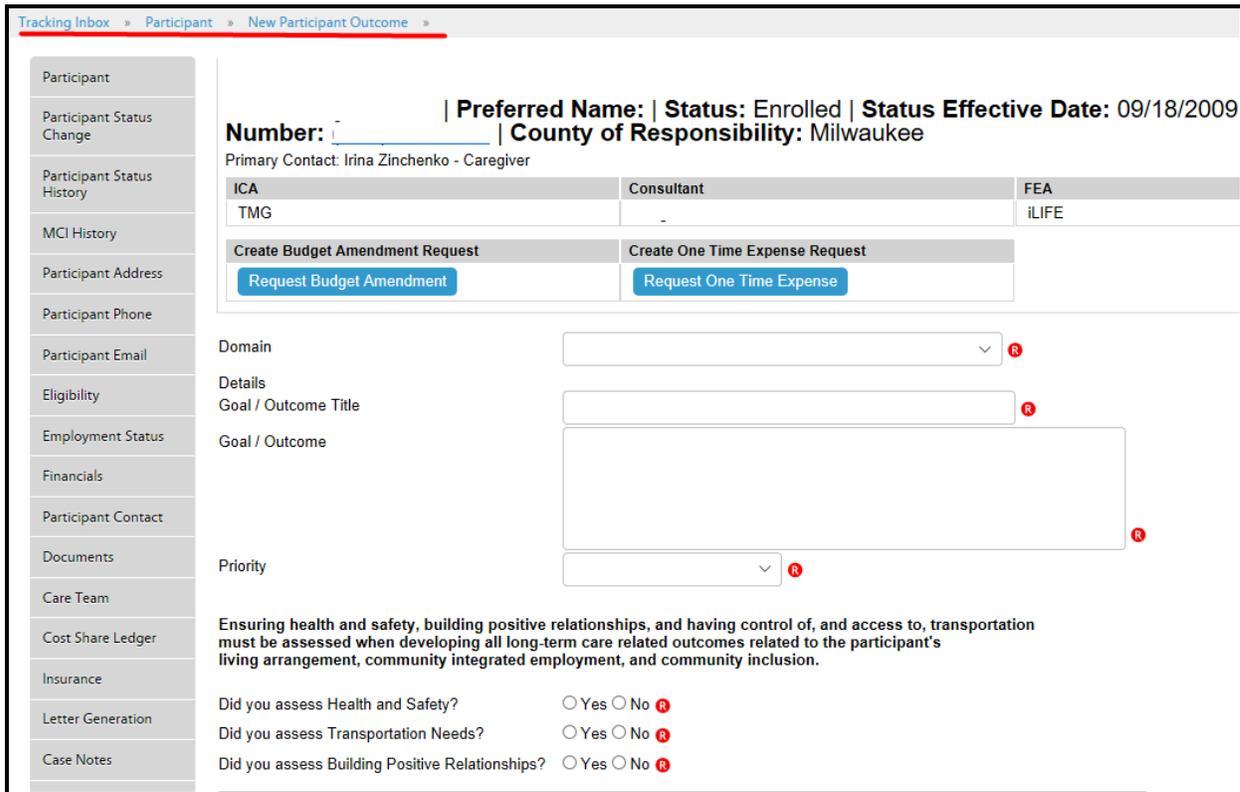
The Participant Outcome and Strategies records are used to capture the Participant's intentions while enrolled in the IRIS program. The outcome and strategy records are used to create the Plan's Outcome/Strategy and Authorization records. (See section 4.16 Plan.)

If a change is needed to one of these records, the user will need to select the record and make the desired changes. The system will copy recent Outcomes and Strategies that are not in "Abandoned" status and the user can make changes to the copied records.

From the Participant > Participant Outcome, add Participant Outcome data.

To create a new Participant Outcome record, follow these steps.

1. Hover over Participant Outcome and select New Participant Outcome.



Tracking Inbox » Participant » New Participant Outcome »

Participant

Participant Status Change

Participant Status History

MCI History

Participant Address

Participant Phone

Participant Email

Eligibility

Employment Status

Financials

Participant Contact

Documents

Care Team

Cost Share Ledger

Insurance

Letter Generation

Case Notes

Number: - | Preferred Name: | Status: Enrolled | Status Effective Date: 09/18/2009  
 County of Responsibility: Milwaukee

Primary Contact: Irina Zinchenko - Caregiver

ICA	Consultant	FEA
TMG	-	iLIFE

Create Budget Amendment Request      Create One Time Expense Request

Request Budget Amendment      Request One Time Expense

Domain  R

Details

Goal / Outcome Title  R

Goal / Outcome  R

Priority  R

Ensuring health and safety, building positive relationships, and having control of, and access to, transportation must be assessed when developing all long-term care related outcomes related to the participant's living arrangement, community integrated employment, and community inclusion.

Did you assess Health and Safety?       Yes  No R

Did you assess Transportation Needs?       Yes  No R

Did you assess Building Positive Relationships?       Yes  No R

Figure 4-141 New Participant Outcome

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

Domain: Health and Safety **R**

Details: Does the person have a primary care physician or need assistance to obtain one? Does the person need assistance getting to the physician? Does the person have concerns for his/her safety? Is there a concern or need specific to the individual's disability?

Document the strengths, challenges, and strategies discussed with the person regarding this domain. Indicate if they have an outcome that outcome is. Document if the outcome is immediate, long term, something they'd like to consider in the future, etc.

Goal / Outcome Title: " My independent life depends on my heal-78681239 **R**

Goal / Outcome: " My independent life depends on my health. I will maintain my health and mental health." **R**

Status: Maintaining

Status Change to: [dropdown]

Priority: Immediate **R**

Ensuring health and safety, building positive relationships, and having control of, and access to, transportation must be assessed when developing all long-term care related outcomes related to the participant's living arrangement, community integrated employment, and community inclusion.

Did you assess Health and Safety?  Yes  No **R**

Did you assess Transportation Needs?  Yes  No **R**

Did you assess Building Positive Relationships?  Yes  No **R**

Figure 4-142 New Participant Record

3. Enter optional data fields as needed.

**Note:** It is recommended to enter as many data fields as possible.

4. Click Save. The Participant Strategy tab displays.

HOME TRACKING INBOX SCAN SEARCH REPORTING ADMINISTRATION

Tracking Inbox > Participant > Participant Outcome Listing > Participant Outcome >

Participant Outcome

Participant Strategy

Outcome Status History

Number: | Preferred Name: | Status: | County of Responsibility

Primary Contact: Irina Zinchenko - Caregiver

ICA Consultant

Figure 4-143 Participant Outcome

5. Hover over Participant Strategy and select New Participant Strategy.
6. Enter required data fields.

Create Budget Amendment Request

Request Budget Amendment

Create One Time Expense Request

Request One Time Expense

Strategy Title

Strategy

Created By  
Created Date  
Updated By  
Updated Date

Save

Figure 4-144 New Participant Strategy

7. Click Save. The Participant Strategy displays.

HOME
TRACKING INBOX
SCAN
SEARCH
REPORTING
ADMINISTRATION
CONFIGURATION
⚙️

Tracking Inbox > Participant > Participant Outcome Listing > Participant Outcome > Participant Strategy Listing >

Participant Outcome

Participant Strategy

Outcome Status History

| Preferred Name: | Status: Enrolled | Status Effective Date: 09/18/2009 |

| County of Responsibility: Milwaukee

**Number:** . . .

Primary Contact:

ICA	Consultant	FEA
TMG		iLIFE

Create Budget Amendment Request

Request Budget Amendment

Create One Time Expense Request

Request One Time Expense

[+ New](#) [Print](#) [CSV](#) [Column Filters \(OFF\)](#)

Strategy Title	Strategy
▶ Participant will continue her regular vi-78681240	Participant will continue her regular visits to her doctors. Participant will continue her regular visits to her psychiatrist. Participant will take her medications according to schedule.

Figure 4-145 Participant Strategy Listing

**Note 1:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

WISITS USER GUIDE

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## 4.15 Plan

A participant in the IRIS program is given a current year Plan which includes desired outcomes with strategies to achieve these outcomes. Specific services are ordered and supplied to the participant coinciding with the strategies for the desired outcome. These services have a cost and a specific timeframe to be administered and fall within a total plan amount that is allocated for that participant for that plan year. A plan is renewed on a yearly basis. Analysis is performed and services (authorizations) may change throughout the year and possibly when a new plan year starts. It is dynamic, based on the needs, outcomes and strategies, and available funds of the participant.

The Plan screen displays an expanded banner with Plan totals, in addition to the Participant's banner data (see Table 4-1 Participant Banner Data), it includes the following:

Table 4-3 Expanded Plan Banner Data

■ ICA	■ Consultant	■ FEA
■ IRIS Annual Budget Amount	■ IRIS Annual Plan Amount	■ Difference
■ IRIS Average Monthly Budget	■ IRIS Average Monthly Plan Amount	■ Difference
■ IRIS One-Time Expense Budget	■ IRIS One-Time Expense Plan Amount	■ Difference
■ SDPC Annual Budget Amount	■ SDPC Annual Plan Amount	■ Difference
■ SDPC Monthly Budget Amount	■ SDPC Monthly Plan Amount	■ Difference
■ Create Work Request button	■ Find Work Requests link	

**Note 1:** Each row displays a budget amount, the plan amount, and the current difference (+ or -) amount between the two.

**Note 2:** The banner is dynamic, and these data fields are updated as the data is added to the Participant's various other records.

ICA	Consultant	FEA
TMG	Klopstein, Janice	iLIFE - FEA
<b>IRIS Annual Budget Amount</b>	<b>IRIS Annual Plan Amount</b>	<b>Difference</b>
16852.32	12898.48	3953.84
<b>IRIS Average Monthly Budget</b>	<b>IRIS Average Monthly Plan Amount</b>	<b>Difference</b>
1404.36	1074.87	329.49
<b>IRIS One-Time Expense Budget</b>	<b>IRIS One-Time Expense Plan Amount</b>	<b>Difference</b>
.00	.00	.00
<b>SDPC Annual Budget Amount</b>	<b>SDPC Annual Plan Amount</b>	<b>Difference</b>
.00	.00	.00
<b>SDPC Monthly Budget Amount</b>	<b>SDPC Monthly Plan Amount</b>	<b>Difference</b>
.00	.00	.00
<b>Create Work Request</b>	<b>Find Work Requests</b>	
<a href="#">Create Work Request</a>	<a href="#">Find Work Requests</a>	

Figure 4-146 Plan Banner

**Note 1:** The Create Work Request button always displays.

**Note 2:** The banner is dynamic, and these data fields are updated as the data is added to the Participant's records.

The initial Plan for a Participant can only be created after the Participant Outcome and Strategy records have been created. The Create Plan button displays on the Participant's main record once these records are saved.

A new Plan can be created for a Participant with the following status:

- Referred
- Enrolled
- Suspended

A Plan and Authorizations can be created for a Participant with a Referred status.

From the Participant record, add Plan data.

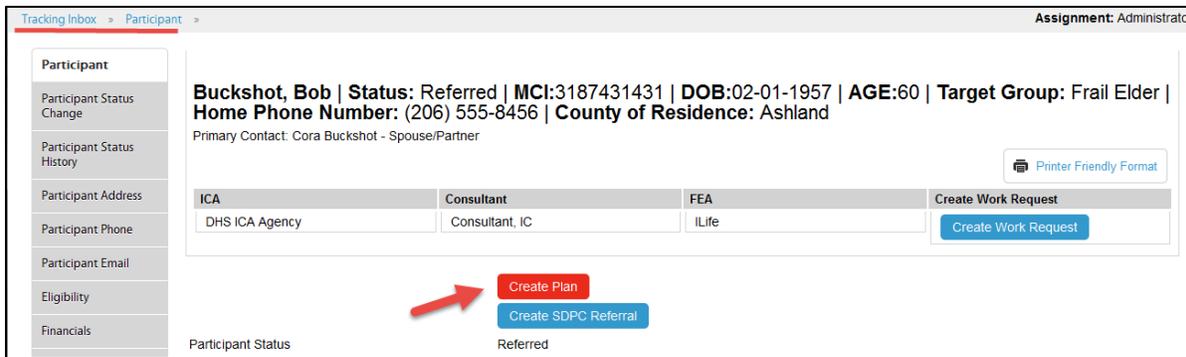


Figure 4-147 Create Plan

To create a new Plan record, follow these steps.

1. Click Create Plan. The system will auto-generate the new Plan and the Plan listing displays.

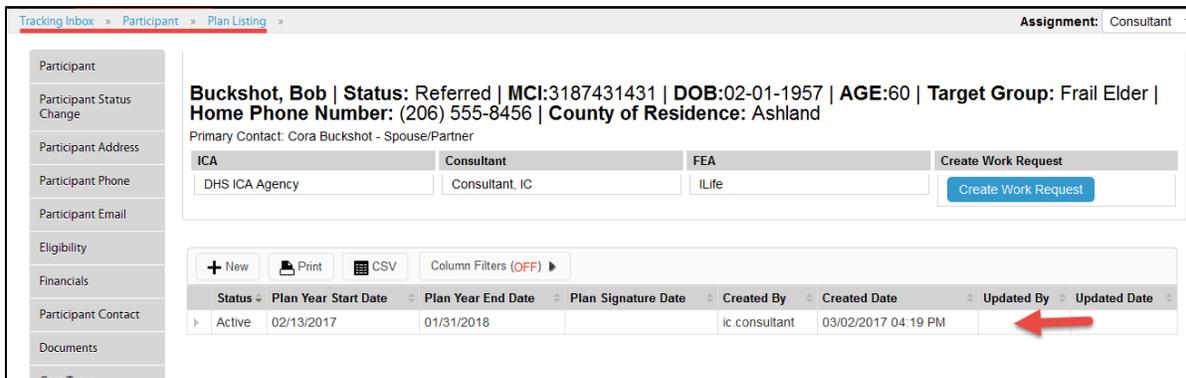
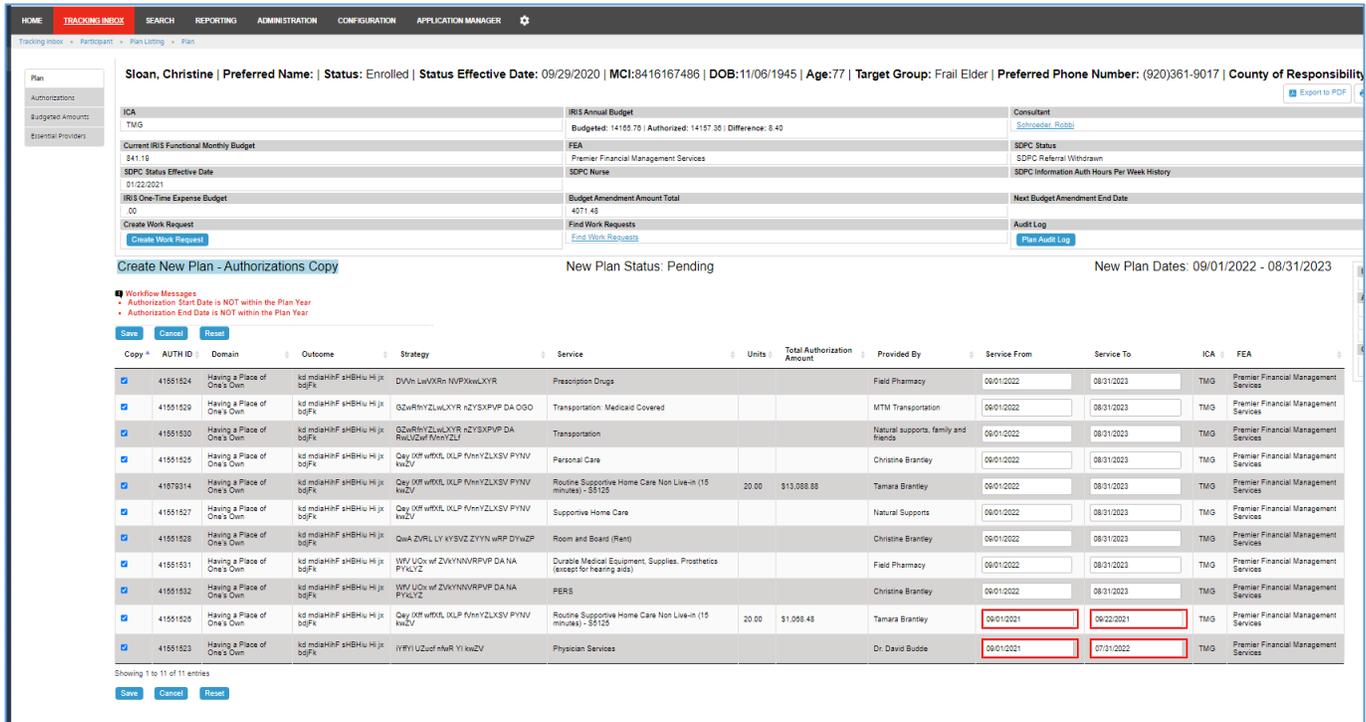


Figure 4-148 New Plan in Plan Listing

When selecting the Create New Plan – Authorizations Copy function (Plan Copy), WISITS will copy existing authorizations that have not end dated into the new plan. If Authorizations that have ended dates

are included in an attempted copy to a new plan the user will see validation error messages and WISIT will exclude those Authorizations.

The plan view listing is customized to help the consultants efficiently view necessary information at a glance including; Auth ID, Domain, Outcome, Strategy, Service, Units, Total Authorization Amount, Provided By, Service From, Service To, ICA and FEA. See example in figure below.



**Sloan, Christine | Preferred Name: | Status: Enrolled | Status Effective Date: 09/29/2020 | MCI:8416167486 | DOB:11/06/1945 | Age:77 | Target Group: Frail Elder | Preferred Phone Number: (920)361-9017 | County of Responsibility**

**Create New Plan - Authorizations Copy**      New Plan Status: Pending      New Plan Dates: 09/01/2022 - 08/31/2023

**Workflow Messages**

- Authorization Start Date is NOT within the Plan Year
- Authorization End Date is NOT within the Plan Year

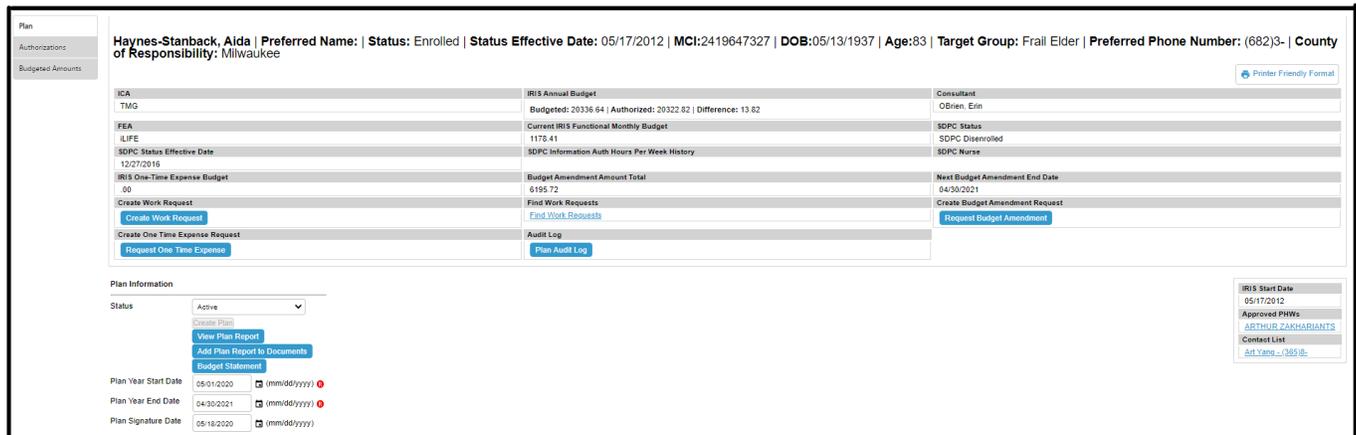
Copy #	AUTH ID	Domain	Outcome	Strategy	Service	Units	Total Authorization Amount	Provided By	Service From	Service To	ICA	FEA
41551524	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	DVAh LwXRn NVPXwLXYR	Prescription Drugs			Field Pharmacy	09/01/2022	08/31/2023	TMG	Premier Financial Management Services
41551529	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	GZuRrhYzLwLXYR nZYEXVVP DA OGD	Transportation: Medicaid Covered			MTM Transportation	09/01/2022	08/31/2023	TMG	Premier Financial Management Services
41551530	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	GZuRrhYzLwLXYR nZYEXVVP DA ReUzQr FmVzUz	Transportation			Natural supports, family and friends	09/01/2022	08/31/2023	TMG	Premier Financial Management Services
41551525	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	Day XfF wFtSL XLP FvhhYzLXSV PYNV hzZV	Personal Care			Christine Brantley	09/01/2022	08/31/2023	TMG	Premier Financial Management Services
41572014	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	Day XfF wFtSL XLP FvhhYzLXSV PYNV hzZV	Routine Supportive Home Care Non Live-in (15 minutes) - \$5125	20.00	\$13,088.00	Tamara Brantley	09/01/2022	08/31/2023	TMG	Premier Financial Management Services
41551527	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	Day XfF wFtSL XLP FvhhYzLXSV PYNV hzZV	Supportive Home Care			Natural Supports	09/01/2022	08/31/2023	TMG	Premier Financial Management Services
41551528	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	QuA ZVRL LY XYSVZ ZYYN wRP DYwZP	Room and Board (Rent)			Christine Brantley	09/01/2022	08/31/2023	TMG	Premier Financial Management Services
41551531	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	WVf UQw wF ZVXNNVRPVP DANA PFKLZ	Durable Medical Equipment, Supplies, Prosthetics (except for hearing aids)			Field Pharmacy	09/01/2022	08/31/2023	TMG	Premier Financial Management Services
41551532	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	WVf UQw wF ZVXNNVRPVP DANA PFKLZ	PERS			Christine Brantley	09/01/2022	08/31/2023	TMG	Premier Financial Management Services
41551526	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	Day XfF wFtSL XLP FvhhYzLXSV PYNV hzZV	Routine Supportive Home Care Non Live-in (15 minutes) - \$5125	20.00	\$1,088.48	Tamara Brantley	09/01/2021	09/22/2021	TMG	Premier Financial Management Services
41551523	kd mdaiaHF sHBHu HJx b6Fk	Having a Place of One's Own	kd mdaiaHF sHBHu HJx b6Fk	YfHY LUzLwF nWR Yf kwZV	Physician Services			Dr. David Budde	09/01/2021	07/31/2022	TMG	Premier Financial Management Services

Showing 1 to 11 of 11 entries

Figure 4-149 Create New Plan, End Dated Authorizations Validation Messages

Note: Plan Copy is available from Plan Page for participants who are in a Referred status and for those who are Re-referrals, the referred status is included in the scenarios allowed for the plan copy check.

2. Click to open the new Plan. The Authorizations and Budgeted Amounts tabs display.



**Plan**  
 Authorizations  
 Budgeted Amounts

**Haynes-Stanback, Aida | Preferred Name: | Status: Enrolled | Status Effective Date: 05/17/2012 | MCI:2419647327 | DOB:05/13/1937 | Age:83 | Target Group: Frail Elder | Preferred Phone Number: (682)3- | County of Responsibility: Milwaukee**

ICA: IRIS Annual Budget  
 TMG: Budgeted: 20336.64 | Authorized: 20332.82 | Difference: 13.82  
 FEA: Current IRIS Functional Monthly Budget  
 ILIFE: 1170.41  
 SDPC Status Effective Date: SDPC Information Auth Hours Per Week History  
 IRIS One-Time Expense Budget: Budget Amendment Amount Total  
 .00: 6195.72  
 Create Work Request: Find Work Requests  
 Create One Time Expense Request: Request One Time Expense  
 Request One Time Expense: Plan Audit Log

Plan Information  
 Status: Active  
 Plan Year Start Date: 05/01/2020  
 Plan Year End Date: 04/30/2021  
 Plan Signature Date: 05/18/2020

IRIS Start Date: 05/17/2012  
 Approved PHW: ARTHUR ZAKHARIANTS  
 Contact List: Art.Vana...385@i...

Figure 4-150 New Plan

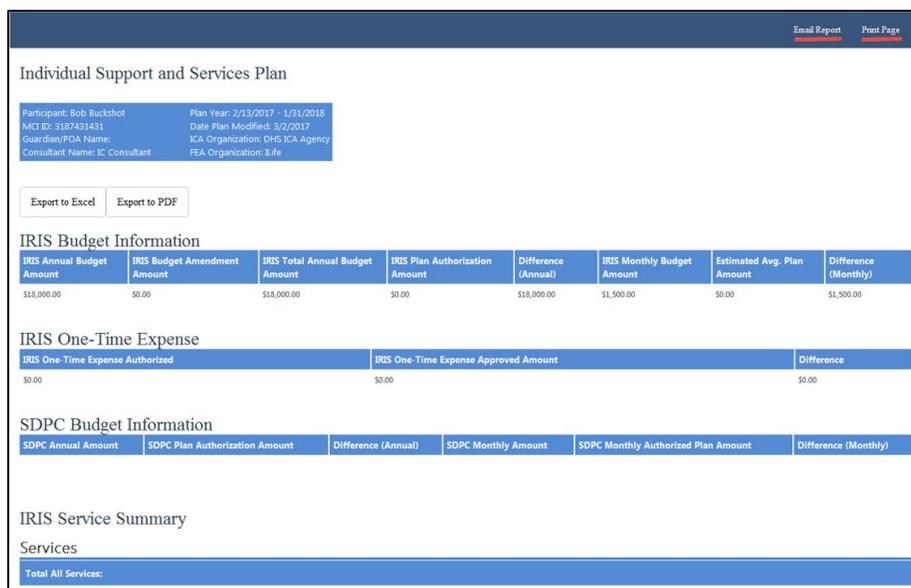
**Note 1:** The Plan year start date is the IRIS start date or Date Referral if start date has not been entered yet. The Plan end date is the last day of the previous month of the following year.

**Note 2:** Some data is pulled in from other records already created for the Participant.

**Note 3:** The list of authorizations from the current expiring plan (if applicable) will show up allowing the user to select authorizations to be copied to the new plan.

**Note 4:** The Budget Statement button allows the user to create a Budget Statement with customized dates that are within the Plan dates and attach it to the Participant Document Console.

3. Click View Plan Report to open the plan in a printable report that can also be emailed to others.



Individual Support and Services Plan

Participant: Bob Buschot  
 MCI ID: 3187431431  
 Guardian/POA Name:  
 Consultant Name: IC Consultant

Plan Year: 2/13/2017 - 1/31/2018  
 Date Plan Modified: 3/2/2017  
 ICA Organization: DHS ICA Agency  
 FEA Organization: ILife

Export to Excel | Export to PDF

**IRIS Budget Information**

IRIS Annual Budget Amount	IRIS Budget Amendment Amount	IRIS Total Annual Budget Amount	IRIS Plan Authorization Amount	Difference (Annual)	IRIS Monthly Budget Amount	Estimated Avg. Plan Amount	Difference (Monthly)
\$18,000.00	\$0.00	\$18,000.00	\$0.00	\$18,000.00	\$1,500.00	\$0.00	\$1,500.00

**IRIS One-Time Expense**

IRIS One-Time Expense Authorized	IRIS One-Time Expense Approved Amount	Difference
\$0.00	\$0.00	\$0.00

**SDPC Budget Information**

SDPC Annual Amount	SDPC Plan Authorization Amount	Difference (Annual)	SDPC Monthly Amount	SDPC Monthly Authorized Plan Amount	Difference (Monthly)

**IRIS Service Summary**

Services

Total All Services:

Figure 4-151 View Plan Report

- Click Add Plan Report to Documents to copy the report to the Participant's Document tab.



Figure 4-152 Copy Plan to Documents Tab

---

**Note 1:** Click on the breadcrumb trail to return to the main record.

**Note 2:** Continue to the follow sections to add data to the Plan.

---

- Click the Budget Statement button to create a Budget Statement document.

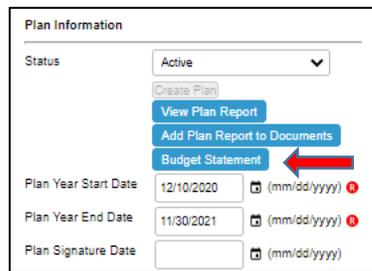


Figure 4-153 Create Budget Statement

- Populate "From" and "To" date fields for the statement you want to create.

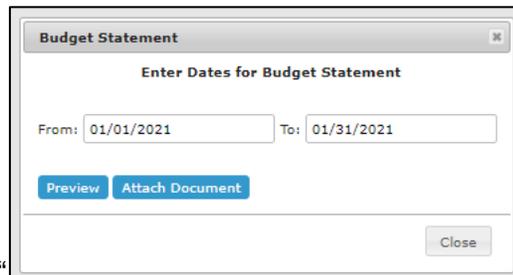


Figure 4-154 Budget Statement Dates

- Click the Preview button to view the requested report. A PDF will be created to view it.
- Click the Attach Document button to add it to the Participant's Document Console.

### 4.15.1 Plan View

The Plan View tab is used to see details copied from the Participant's Outcomes and Strategies for the current Plan. When Authorizations are added for the Participant, the Plan amounts are updated by the system in the expanded banner view.

From the Participant > Plan record, view Plan data

1. Click on Plan View.

**Buckshot, Bob** | Status: Referred | MCI:3187431431 | DOB:02-01-1957 | AGE:60 | Target Group: Frail Elder | Home Phone Number: (206) 555-8456 | County of Residence: Ashland

ICA	Consultant	FEA
DHS ICA Agency	Consultant, IC	ILife
<b>IRIS Annual Budget Amount</b>	<b>IRIS Annual Plan Amount</b>	<b>Difference</b>
18000.00	.00	18000.00
<b>IRIS Average Monthly Budget</b>	<b>IRIS Average Monthly Plan Amount</b>	<b>Difference</b>
1500.00	.00	1500.00
<b>IRIS One-Time Expense Budget</b>	<b>IRIS One-Time Expense Plan Amount</b>	<b>Difference</b>
.00	.00	.00
<b>SDPC Annual Budget Amount</b>	<b>SDPC Annual Plan Amount</b>	<b>Difference</b>
.00	.00	.00
<b>SDPC Monthly Budget Amount</b>	<b>SDPC Monthly Plan Amount</b>	<b>Difference</b>
.00	.00	.00

Status: Active Plan Dates: 02/13/2017 - 01/31/2018

Authorizations By Outcome | Authorizations Only

Domain: Community Membership

● Outcome: Club Member  
Strategy: Develop friendships

Status: In Progress  
Status: Maintaining  
[Add Authorization](#)

Figure 4-155 Plan View

**Note 1:** The Participant Outcome records display at the bottom of the Plan View screen.

### 4.15.2 Authorizations

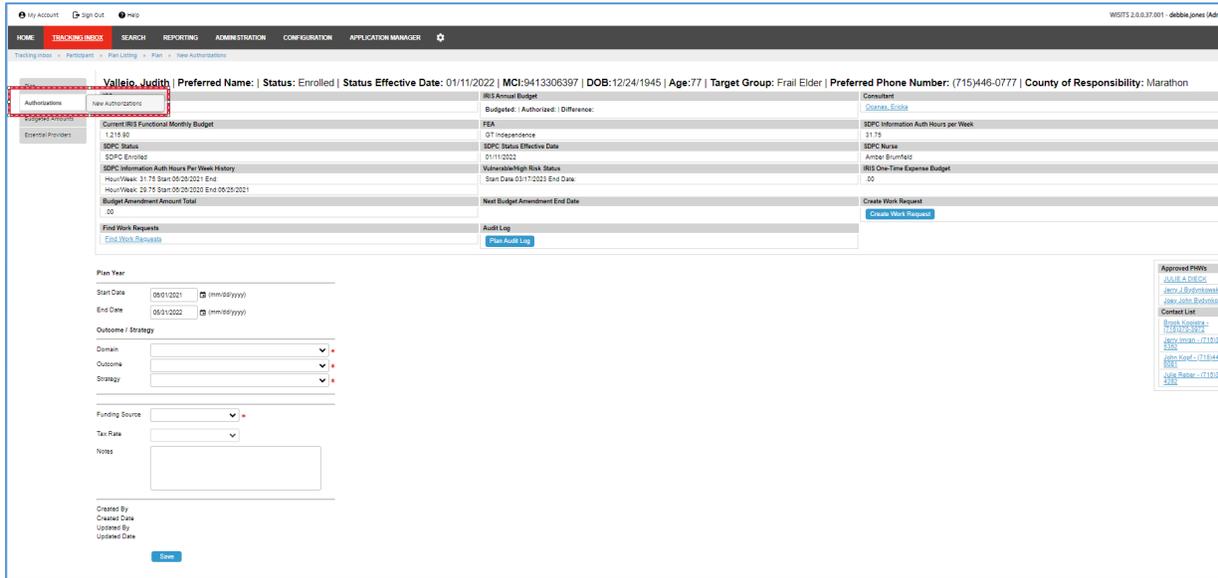
Authorizations are created for services that a Participant will utilize with the IRIS program. Service authorizations can be created with a begin date prior to process date when appropriate, a reason code field appear and will be required to move forward. Additional justification text may also be required based on a reason code table with values to be provided by DHS.

From the Participant > Plan > Authorization, add Authorization data.

**Note:** Authorizations can also be created by clicking Add Authorizations button on other screens within the system when available.

To create and add an Authorization record, follow these steps.

1. Click New Authorization.



The screenshot shows the 'New Authorization' form for a participant named Valjeio, Judith. The form is divided into several sections:

- Personal Information:** Includes fields for Preferred Name, Status (Enrolled), Status Effective Date (01/11/2022), MCI number (9413306397), DOB (12/24/1945), Age (77), Target Group (Frail Elder), Preferred Phone Number ((715)446-0777), and County of Responsibility (Marathon).
- Budget:** Includes Current RES Functional Monthly Budget (1,215.00), Budgeted / Authorized / Difference, and SDCP Information Auth Hours per Week (31.75).
- SDCP Status:** Includes SDCP Status (Enrolled), SDCP Effective Date (01/11/2022), and SDCP Information Auth Hours Per Week History.
- Plan Year:** Includes Start Date (05/01/2021) and End Date (05/31/2022).
- Outcome / Strategy:** Includes dropdown menus for Domain, Outcome, and Strategy.
- Funding Source:** Includes a dropdown menu for Funding Source and a dropdown for Tax Rate.
- Notes:** A text area for entering notes.
- Buttons:** Includes 'Save', 'Create Work Request', and 'View Plan Log' buttons.

Figure 4-156 New Authorization (Part 1)

2. Enter required data fields Domain, Outcome, and Strategy.
3. Enter required field Funding Source. New fields specific to the Funding Source option selected will appear. Examples include but are not limited to; Service Category, Provider Type, Service, and Specify Provider.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

4. Specify Provider. If you select a specific provider you will need to Click on the Provider Search. If you select Generic Provider the Provider Search is not populated.
5. Enter Provider search criteria.

**Provider Search**

Location Name

Provider Address

Provider City

Provider Zip

▲ Provider Organization Name	‡ Location Name	‡ Provider Address	‡ Provider City	‡ Provider Zip
▶ All Day Adult Care LLC	All Day Adult Care LLC	N4901 Dam Rd	Delavan	53115

Showing 1 to 1 of 1 entries

Figure 4-157 Provider Search

---

**Note:** The Participant must be an Approved Participant added to the Provider's main record. See section 5.1 Approved Participant for more details.

---

- Click on the appropriate Provider record and click on the Select button. The provider will populate on the Authorization form.

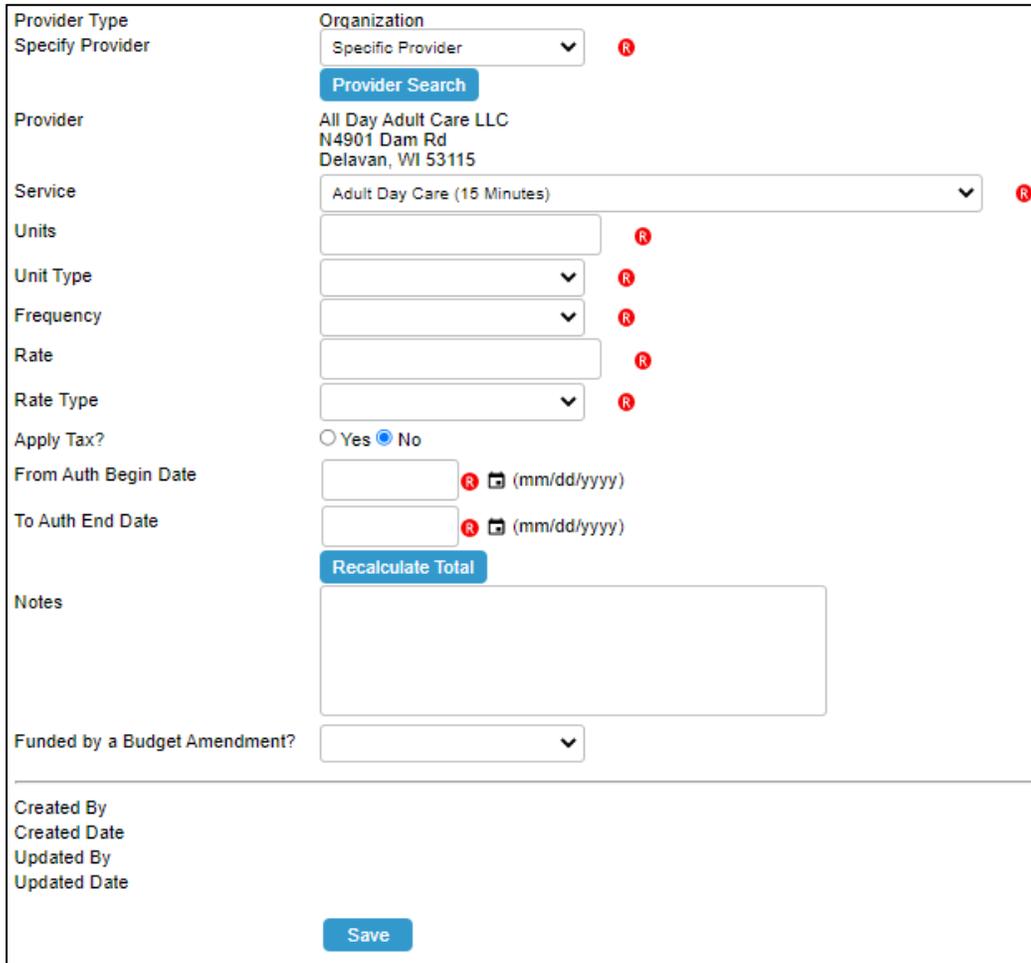


Figure 4-158 New Authorization (Part 2)

---

**Note:** For definitions of the data required on this screen, see section 14.2.2 Term Definitions.

---

- Select a Service and continue to enter required and optional data fields. The available services will display the along with a corresponding service Code.

Figure 4-159 Total Authorization Amount Calculation

**Note 1:** Services with an Hourly unit type can have fractional quantity amounts (i.e., .25, .50, or .75).

**Note 2:** A combination of Service Category, Provider Type and Frequency may have overtime restrictions per Department of Labor laws. If an amount is entered that is greater than the restriction amount, the system will display a workflow message.

**Note 3:** The system auto-calculates the Total Authorization Amount based on the data fields boxed above.

**Note 4:** The Tax Rate displayed is for the current time period. Tax rates can be edited in the system. Previous tax rates are stored for historical purposes.

**Note 5:** Users can select the NO radio button for “Apply Tax?” and the tax rate will be hidden on the form. With the upgrade to TAP V23.2.4, notice that radio buttons now have the field name repeated and they appear within in an outlined perimeter

- Click **Save** when all required and appropriate fields are completed to submit the authorization.

Note: The Plan banner is updated with the new amounts. Additionally, once saved, the Authorization Number is a link to the source record. The MCI is a link to the Participant Record.

Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

Mayo, Yuriy | Preferred Name: | Status: Enrolled | Status Effective Date: 09/08/2020 | MCI:8403884486 | DOB:02/20/1936 | Age:85 | Target Group: Frail Elder | Preferred Phone Number: (625)3- | County of Responsibility: Milwaukee

[Printer Friendly Format](#)

ICA	IRIS Annual Budget	Consultant
Advocates4U	Budgeted: 10483.00   Authorized: 12459.96   Difference: 1976.96	Krautkramer, Melissa
FEA	Current IRIS Functional Monthly Budget	SDPC Information Auth Hours Per Week History
GT Independence	374.51	
IRIS One-Time Expense Budget	Budget Amendment Amount Total	Next Budget Amendment End Date
.00	.00	
Create Work Request	Find Work Requests	Create Budget Amendment Request
<a href="#">Create Work Request</a>	<a href="#">Find Work Requests</a>	<a href="#">Request Budget Amendment</a>
Create One Time Expense Request	Audit Log	
<a href="#">Request One Time Expense</a>	<a href="#">Authorizations Audit Log</a>	

Figure 4-160 Updated Plan Banner

**Note:** Under the American Rescue Plan Act (ARPA), created funding enhancements for Approved Service Codes receive a 5% increase.

- WISITS will automatically apply the increase to annual and monthly budget amounts by 5% for all approved services systematically for all provided by Organizations. Tracking reports are available for Participant's Authorizations with this change.
- For services being provided by a PHW for their enrolled members a WISIT report is provided to the ICA, ICAs work with the participant as appropriate.

#### 4.15.2.1 Updating an existing Authorization

Once an Authorization is saved certain fields become read only and can no longer be edited. As an example, the Funding Source cannot be edited after the authorization is saved. Other fields can be modified by the user but it can only occur on the same day the Authorization is created. More specifically:

- If authorization is non-IRIS funding source or an IRIS Funding source with a Generic provider, the Begin Auth date remains open to being updated.
- If funding source is IRIS and has a Specific provider, the Begin Auth date is still able to be updated but goes to Read only the next day.
- On the next day in "Update Mode," the fields of (From Auth Begin Date) and (Service) become Read Only and the Provider Search button is hidden the day after the Authorization is created.

If attempting to update the End Date the day after the Authorization is created, a workflow message of "To Auth End Date cannot be prior to current date" will populate because only current and future dates are allowed and a justification will be required.

Fields that can be updated may have conditional configurations that allow the edit but require a reason code (and additional explanation for the change).

Outcome / Strategy	
Domain	Community Integration
Outcome	p Bdhsm sHJF ad KF WKsF ad uFa dha dM ab-UPFUpPHP
Strategy	OXFwNv CVXNDVZMNVRL IXff wfxLl XR nYX-XhhXphPx
Authorization Number	41819825
ICA	TMG *
FEA	ILIFE *
Funding Source	IRIS Waiver
Service Type	Aids, Equipment, and Supplies *
Provider Type	Organization
Specify Provider	Specific Provider <a href="#">Provider Search</a>
Provider	ANIMAL HOSPITAL OF OSHKOSH 1981 S Washburn St Oshkosh, WI 549046292 *
Service	Purchase of Used Assistive Technology (Each) - T2029 *
Units	2.00 *
Units Change Reason Code	Justified Correction *
Units Change Rationale	Units changed from 1.00 to 2.00. Selected justified correction and WISITS requires additional text. *
Unit Type	Each *
Frequency	Weekly *
Rate	50.00 *
Rate Type	Each *
Apply Tax?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Tax Rate	.1130
From Auth Begin Date	04/02/2023 (mm/dd/yyyy) *
Retroactive Begin Date Reason Code	Justified Correction *
Retroactive Begin Date Rationale	TEST Retroactive Start Date *
To Auth End Date	04/28/2023 (mm/dd/yyyy) *
Total Authorization Amount	445.20
Notes	
Funded by a Budget Amendment?	Combination of IRIS Budget

Figure 4-161 Updating an Authorization, Unit Change Reason Code

See in the figure above, the Units Change Reason Code and Units Change Rationale fields appear when the Units are updated after the initial save. When these fields are populated they are required to successfully update and save the authorization.

When a user creates an Authorization with a Retroactive Begin Date, a reason code field will appear and must be updated to save the form. It uses same reason code table that is used when Units are changed after saving the Authorization. And the Reason Codes are also; Justified Correction, IC Error or for the purpose of Budget Management. At times, additional Rationale will be required in the Units Change Rationale field. Both distinct fields will be required to save the form when they are populated.

The screenshot shows a web form for creating an authorization. The 'Retroactive Begin Date Reason Code' dropdown menu is open, showing three options: 'Justified Correction', 'IC Error', and 'Budget Mismanagement'. The 'Justified Correction' option is selected. The form also displays other fields such as 'Plan Year', 'Start Date', 'End Date', 'Outcome / Strategy', 'Funding Source', 'Service Type', 'Provider Type', 'Specify Provider', 'Provider', 'Service', 'Units', 'Unit Type', 'Frequency', 'Rate', 'Rate Type', 'Apply Tax?', 'Tax Rate', 'From Auth Begin Date', 'Total Authorization Amount', and 'Notes'.

Figure 4-162 Authorization, Retroactive Begin Date Reason Code Dropdown Listing.

Additionally, Authorizations with Funding Sources of DVR, Family Community Supports, Medicaid Card Services(LTC ), Medicaid Card Services Acute, Medicare, Private Pay do not lock Service or From Auth Begin Date the day after it was created.

The screenshot shows a read-only field for 'Funding Source' with the value 'IRIS Waiver' and 'Service Type' with the value 'Day Services'. A red 'R' icon is visible next to the 'Day Services' value, indicating a read-only status.

Figure 4-163 Funding Source Read-only

### 4.15.2.2 Copy Authorization

Once an Authorization is saved there will be an option to Copy the Authorization. This Button becomes available on existing Authorizations and is not one of the buttons that is configurable by DHS Admins

Vallejo, Judith | Preferred Name: | Status: Enrolled | Status Effective Date: 07/01/2021

ICA: Advocates4U

Current IRIS Functional Monthly Budget: 1,215.90

SDPC Status: SDPC Enrolled

SDPC Information Auth Hours Per Week History: Hour/Week: 31.75 Start: 06/26/2021 End: 06/25/2021; Hour/Week: 29.75 Start: 06/26/2020 End: 06/25/2021

Budget Amendment Amount Total: .00

Find Work Requests: [Find Work Requests](#)

Plan Year: Start Date: 06/01/2021; End Date: 06/31/2022

Outcome / Strategy: Domain: Community Integration; Outcome: mdjhlHax HiaFuuWahDi; Strategy: kYNVRXLA & PIVwLP

Authorization Number: 41501411; ICA: TMG; FEA: ILIFE

Funding Source: Medicaid Card Services (LTC); Service Type: Durable Medical Equipment, Supplies, Prosthetics (except for hearing aids); Provider: Aspius Home Medical

Service: Durable Medical Equipment, Supplies, Prosthetics (except for hearing aids)

From Auth Begin Date: 06/01/2021; To Auth End Date: 06/31/2022

Notes: Grab bars, shower chair, commode, raised toilet seat, hospital bed, wheelchair, lift chair, bi-pap, oxygen, TED stockings, leg wraps, pulse oximeter, INR machine, blood sugar machine, nebulizer & pill box.

Created By: hannah cooney; Created Date: 04/22/2021 04:29 PM; Updated By: hannah cooney; Updated Date: 04/22/2021 04:29 PM

Figure 4-164 Authorizations, Copy Authorization Button

### 4.15.3 Budgeted Amounts

The Budgeted Amounts screen is updated with information from the Financials records. The Budgeted Amounts record includes the expanded Participant banner with the break-out of the planned budgeted amounts, the amounts spent to date and the amount differences for each type. (See Figure 4-103 Plan Banner for details.)

From the Participant > Plan record, click on Budgeted Amounts data.

To create a new Budgeted Amounts record, follow these steps.

1. The IRIS and SDPC (if any) amounts entered in the Financials record are added to the Budgeted Amounts record and broken out for each month of the Plan year.

Type	Effective Date	End Date	Amount	Created By	Created Date
Monthly	03/01/2017	03/31/2017	1500.00	ic.consultant	03/10/2017 09:04 AM
Monthly	04/01/2017	04/30/2017	1500.00	ic.consultant	03/10/2017 09:04 AM
Monthly	05/01/2017	05/31/2017	1500.00	ic.consultant	03/10/2017 09:04 AM
Monthly	06/01/2017	06/30/2017	1500.00	ic.consultant	03/10/2017 09:04 AM
Monthly	07/01/2017	07/31/2017	1500.00	ic.consultant	03/10/2017 09:04 AM
Monthly	08/01/2017	08/31/2017	1500.00	ic.consultant	03/10/2017 09:04 AM
Monthly	09/01/2017	09/30/2017	1500.00	ic.consultant	03/10/2017 09:04 AM
Monthly	10/01/2017	10/31/2017	1500.00	ic.consultant	03/10/2017 09:04 AM
Monthly	11/01/2017	11/30/2017	1500.00	ic.consultant	03/10/2017 09:04 AM

Figure 4-165 Budgeted Amounts

**Note 1:** Click Print or CSV (see section 2.11 Listings) to print the Budgeted Amount Listing.

**Note:** Once created, a Budgeted Amount record is read-only and cannot be edited when opened for viewing.

Type	Monthly
Effective Date	04/01/2017
End Date	04/30/2017
Amount	1500.00

Figure 4-166 New Budgeted Amounts Record

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

#### 4.15.4 Essential Providers

The DHS Bureau of Quality and Oversight’s “IRIS – Individual Support and Service Plan – Essential Providers” form is produced in WISITS so it can be sent to essential providers for IRIS participants.

DHS BQO has provided a listing of services are considered “Essential Services” that is stored in WISITS. When a new authorization is entered on the active plan of a participant, or an existing authorization is updated, and the Service Category is considered an Essential Service a pop-up informational message is triggered.

The essential service form popup occurs when an authorization with an essential service is chosen, the funding source is IRIS Waiver, IRIS SDPC, and when IRIS One-Time Expense and Specify Provider is Specific Provider only. Essential service form popup does not generate if funding source is not IRIS or if Specify provider is Generic.

This message is to alert the user they may have an action step.

*"You have just entered (or updated) an authorization for Service that is considered an Essential Service. You may need to create a new Essential Provider Form."*

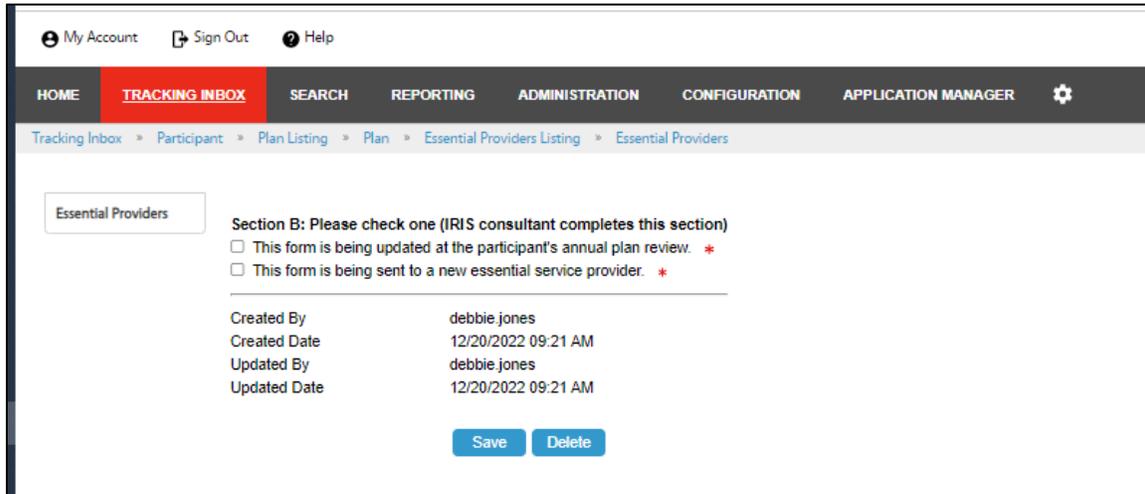
The document is generated by IRIS consultants and sent to providers who provide “Essential Services” on the participant’s plan.

To create an Essential Provider’s Form follow the steps below:

1. From the Participant Record, select Plan from the tabs on the left.
2. From the Plan Listing, select the active plan.
3. Select the “Create Essential Provider’s” button.
4. Consultants are required to indicate if “This form is being updated at the participant’s annual plan review” or “This form is being sent to a new essential service provider.’ WISITS will prevent saving the form and uploading it to the participant’s document console that required field is completed. Make the appropriate selection and Save the form.

The screenshot displays a web form titled "Plan Information". At the top, there is a dropdown menu for "Status" set to "Active". Below this are several action buttons: "Create Plan" (disabled), "View Plan Report", "Add Plan Report to Documents", "Budget Statement", and "Create Essential Providers" (highlighted with a red arrow). The form also includes three date input fields: "Plan Year Start Date" (04/30/2021), "Plan Year End Date" (03/31/2022), and "Plan Signature Date" (01/05/2022), each with a calendar icon and a red asterisk. At the bottom, there is a metadata section with fields for "Created By" (ntxoo.vang1), "Created Date" (04/16/2021 04:40 PM), "Updated By" (sarah.cupertino), and "Updated Date" (01/05/2022 03:30 PM). Finally, there are "Save" and "Delete" buttons at the very bottom.

Figure 4-167 Create Essential Providers Button



My Account Sign Out Help

HOME **TRACKING INBOX** SEARCH REPORTING ADMINISTRATION CONFIGURATION APPLICATION MANAGER

Tracking Inbox > Participant > Plan Listing > Plan > Essential Providers Listing > Essential Providers

Essential Providers

Section B: Please check one (IRIS consultant completes this section)

This form is being updated at the participant's annual plan review. \*

This form is being sent to a new essential service provider. \*

Created By	debbie jones
Created Date	12/20/2022 09:21 AM
Updated By	debbie jones
Updated Date	12/20/2022 09:21 AM

Save Delete

Figure 4-168 Essential Providers Form

The Essential Provider's Listing will populate confirming the form has been created.

To view the form go to the Participant's Document Console

WISITS will convert the completed form(s) to a PDF and upload it to the participant document console under the following:

- Document Name: Essential Provider Form
- Document Category: ISSP Related Documents
- Document Type: Essential Provider Agreement



File Name	Document Name	Document Date	Category	Type	Comments	Mailed	Created By	Created Date	Updated By	Updated Date
Essential Provider Form.pdf	Essential Provider Form	12/20/2022	ISSP and Related Documents	Essential Provider Agreement		No	debbie.jones	12/20/2022 9:23AM	debbie.jones	12/20/2022 9:23AM

Showing 1 to 1 of 1 entries

Previous 1 Next

Close

Figure 4-169 Document Console Essential Provider Form

Note: This will be one PDF with the potential to have multiple forms/pages depending on the number of essential services and essential service providers a participant has on their active plan. In the figure

below there are 8 pages in the PDF. There are 4 Provider/Agency's listed and each one would receive a 2-page form based on this participant's number of essential services.

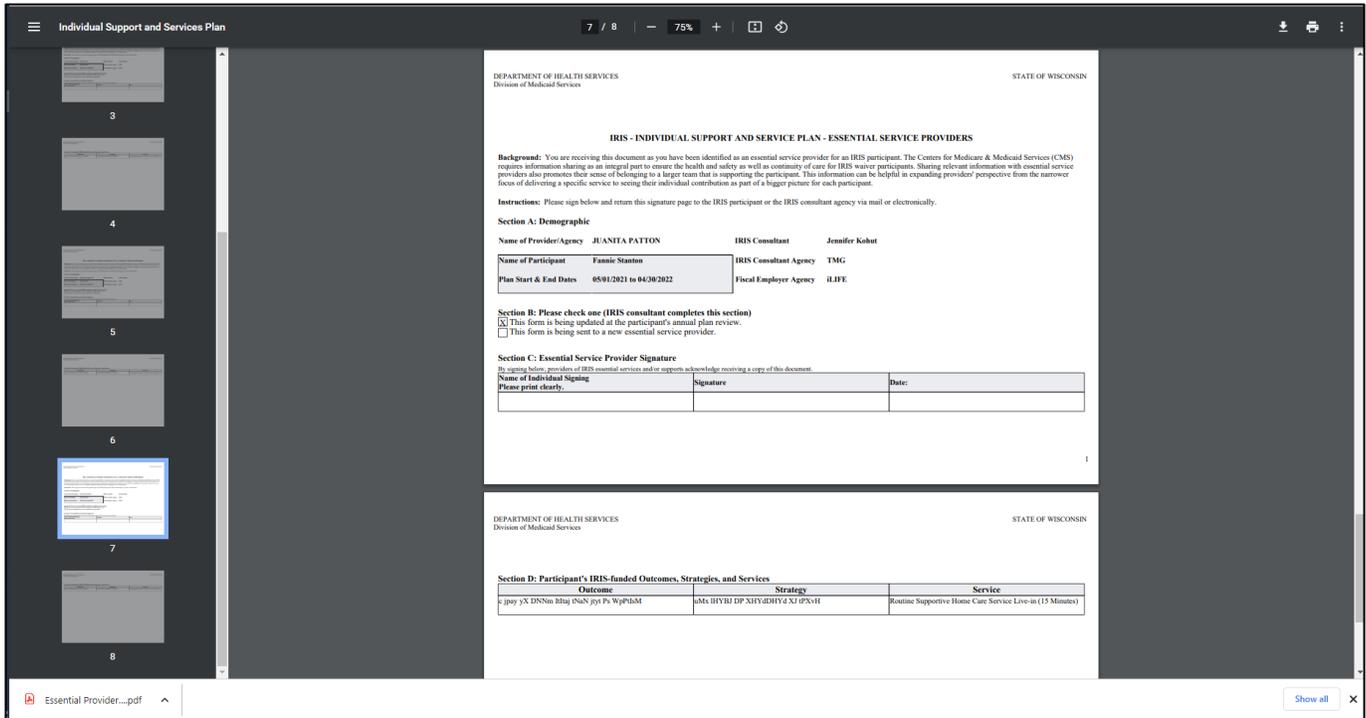


Figure 4-170 Essential Provider Form

Note: There is a nightly WISITS job named "Cleanup Unused Essential Providers". This job deletes all Essential Provider CTO's that have been initiated but not saved. They have neither box checked "This form is being updated at the participant's annual plan review." nor "This form is being sent to a new essential service provider."

For example: When the user clicked the Create Essential Providers button on the plan and then navigates away from that page without saving the record and generating/attaching the form. If the user goes back to that unprocessed Essential Provider's Form on the same date they may continue to generate and attach. If the user waits and the nightly job has run the record will be deleted and they will have to start over by clicking the "Create Essential Providers" button on the plan page again.

## 4.16 SDPC Referral

For a user to create an SDPC Referral record, the Participant's status must be Referred, Enrolled or Suspended. The initial SDPC Referral contains an initial set of Referral questions that must be answered correctly so that the SDPC Referral status can be updated to Referral Criteria Met.

Only a user with an SDPC system role can complete the final set of Intake questions that qualify a Participant for an SDPC Referral.

From the Participant record, add SDPC Referral data.

To create a new SDPC Referral record, follow these steps.

1. Click on SDPC Referral.

The screenshot shows a participant profile for 'Buckshot, Bob'. The participant is enrolled, with a status effective date of 08-03-2017. The target group is 'Developmentally Disabled' and the county of responsibility is 'Ashland'. The primary contact is 'Cora Buckshot - Spouse/Partner'. The page includes a table with columns for IRIS Start Date, ICA, Consultant, FEA, and SDPC Status. Below the table are buttons for 'Create Plan' and 'Create SDPC Referral', with a red arrow pointing to the latter. A 'Participant Status' dropdown is also visible, currently set to 'Enrolled'.

Figure 4-171 Create New SDPC Referral

**Note:** The system auto-generates the SDPC Referral record and displays the first set of qualifying questions.

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

**Note 3:** WISITS validation is present in both the SDPC Workflow and the Participant Status Change Process to prevent illogical SDPC effective dates. For example: SDPC effective dates should not be prior to IRIS effective dates and Date of Death should not be prior to IRIS Enrollment Date or SDPC effective dates.

The screenshot shows a form titled 'New SDPC Referral Questions'. It includes several sections: 'Date Referred to IRIS', 'IRIS Enrollment Date', 'Status', 'County of Residence', 'Living Situation', 'Living Situation Sub', and 'Currently Receiving MAPC'. The 'Referral' section contains a series of yes/no questions: 'Needs hands on care as evidenced by the LTC-FS? (17s or 27s)', 'Is under Fraud or Misappropriation Investigation?', 'Is involved with APS related to provision of cares? (self-neglect, worker neglect, etc.)', 'Is residing in an RCAC?', 'Is residing in an AFH owned by Blood relatives?', 'Has workers identified to provide cares and paperwork has been submitted to FEA?', 'Has a back-up plan that addresses SDPC requirements with people identified that can complete personal cares if the primary worker is unavailable?', and 'Will the guardian or POA-HC be providing paid SDPC services?'. There are also dropdown menus for 'Preferred Contact for SDPC Intake' and 'Referral Return Reasons', and a text area for 'Notes'.

Figure 4-172 New SDPC Referral Questions

- Click Save Draft (or if Save; skip next step).

**Note 1:** Save Draft will only save a record that has not been completed for future edits. SDPC Referrals in the Draft status are not submitted for approval. No new SDPC Referrals can be created if a Participant has an SDPC Referral in Draft status. SDPC Referral records can never be deleted; they can only have the status changed.

**Note 2:** When a Draft is saved, the system will automatically create a “To Complete Referral Draft” Reminder for the user that is shown on their home dashboard. The SDPC Referral draft record should be completed within 48 hours.

The screenshot shows a web interface for 'Reminders'. It includes a 'Reminders' tab, a 'Status' dropdown set to 'Active', a 'Subject' text field with 'To Complete Referral Draft for Bob E', a 'Due Date' calendar field set to '03/03/2017', a 'Priority' dropdown set to 'High', and an 'Instructions' text area containing 'Please complete SDPC Referral draft within 48 hours.' Red circular icons with the letter 'R' are visible next to the subject, due date, and priority fields.

Figure 4-173 SDPC Referral Reminder

- To complete the SDPC Referral, navigate to Participant > SDPC Referral > SDPC Referral Listing > SDPC Referral and complete the Intake questions.
- Click Save. The top portion of the form displays as read-only, and the set of Intake questions display for data entry.

**Note:** See section 14.5 SDPC Referral for details.

The screenshot shows the 'Intake' section of a form. It contains the following questions and options:

- Validity of referral has been verified?  Yes  No
- Person has 24 hour Private Duty Nursing?  Yes  No
- Person has skilled nursing under Medicare Part A? (per "35" rule)?  Yes  No
- Person has hospice services?  Yes  No
- Person has a prequalifying condition?  Yes  No
- Welcome call has been made and person has agreed to enroll in SDPC?  Yes  No
- If person is using MAPC, they agree to discontinue once SDPC begins?  Yes  No

There is also a 'Notes' field at the bottom.

Figure 4-174 SDPC Referral Intake Questions

- Enter selections for Intake set of questions.
- Click Save to submit the Referral for approval. If validated, the SDPC status is changed to Approved and all data fields become read-only and can no longer be edited.

**Note 1:** If the submitted SDPC Referral criteria is not met, the status will be changed to “SDPC Referral Saved as Referral Criteria UNMET” and the data fields can no longer be edited.

**Note 2:** The system will auto-generate a “SDPC Referral Saved as Referral Criteria UNMET” alert to the assigned consultant’s dashboard as a high priority with instructions to create a new SDPC Referral record.

**Note 3:** See section 14.5.1 SDPC Referral Statuses for all SDPC Referral statuses.

**SDPC Referral**

**Buckshot, Bob | Preferred Name: | Status: Enrolled | Status Effective Date: 08-03-2017 | MCI:3187431431 | DOB:02-01-1957 | Target Group: Developmentally Disabled | Preferred Phone Number: (206) 555-9856 | County of Responsibility: Ashland**  
 Primary Contact: Cora Buckshot - Spouse/Partner

IRIS Start Date	ICA	Consultant	FEA	SDPC Status
07/07/2017	Connections	Cook, Olivia	ILife	Pending
SDPC Status Effective Date	SDPC Nurse	Create Work Request		
08/10/2017		<input type="button" value="Create Work Request"/>		

Date Referred to IRIS: 02/13/2017  
 IRIS Enrollment Date: 07/07/2017  
**Status: Approved**  
 County of Residence: Ashland  
 Living Arrangement: Own Home or Apartment  
 Living Situations Sub: With spouse/partner/family  
 Currently Receiving MAPC: No

**Referral**

Has an IRIS enrollment date or meets requirements for IRIS enrollment date co-ordination? Yes  
 Needs hands on care as evidenced by the LTC-FS? (1?s or 2?s) Yes  
 Is under investigation for misappropriation of funds? No  
 Is involved with APS related to provision of cares? (self-neglect, worker neglect, etc..) No  
 If residing in an AFH or RCAC, the AFH or RCAC is owned by a relative related by blood or marriage? Yes  
 Has workers identified to provide cares? Yes  
 Has a back-up plan with people identified that can complete cares if the primary worker is unavailable? Yes

**Intake**

Validity of referral has been verified? Yes  
 Person has 24 hour Private Duty Nursing? No  
 Welcome call has been made and person has agreed to enroll in SDPC? Yes  
 If person is using MAPC, they agree to discontinue once SDPC begins? Yes

Notes

Figure 4-175 Approved SDPC Referral

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 4.16.1 SDPC Referral Status History

The SDPC Referral Status History listing provides the history detail for the SDPC Referral.

Tracking Inbox > Participant > SDPC Referral Listing > SDPC Referral > SDPC Referral Status History Listing > Assignment: SDPC Operations

**SDPC Referral**

**Buckshot, Bob | Preferred Name: | Status: Enrolled | Status Effective Date: 08-03-2017 | MCI:3187431431 | DOB:02-01-1957 | Target Group: Developmentally Disabled | Preferred Phone Number: (206) 555-9856 | County of Responsibility: Ashland**  
 Primary Contact: Cora Buckshot - Spouse/Partner

IRIS Start Date	ICA	Consultant	FEA	SDPC Status
07/07/2017	Connections	Cook, Olivia	ILife	Pending
SDPC Status Effective Date	SDPC Nurse	Create Work Request		
08/10/2017		<input type="button" value="Create Work Request"/>		

Print CSV Column Filters (OFF)

Status	Status Date	Created By	Created Date	Updated By	Updated Date
> Approved	08/10/2017	sdpc.operations.sg	08/10/2017 10:22 AM		
> Draft Referral	08/10/2017	sdpc.operations.sg	08/10/2017 09:31 AM		
> Referral Criteria Met	08/10/2017	sdpc.operations.sg	08/10/2017 10:06 AM		

Figure 4-176 SDPC Referral Status History Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 4.17 SDPC Information

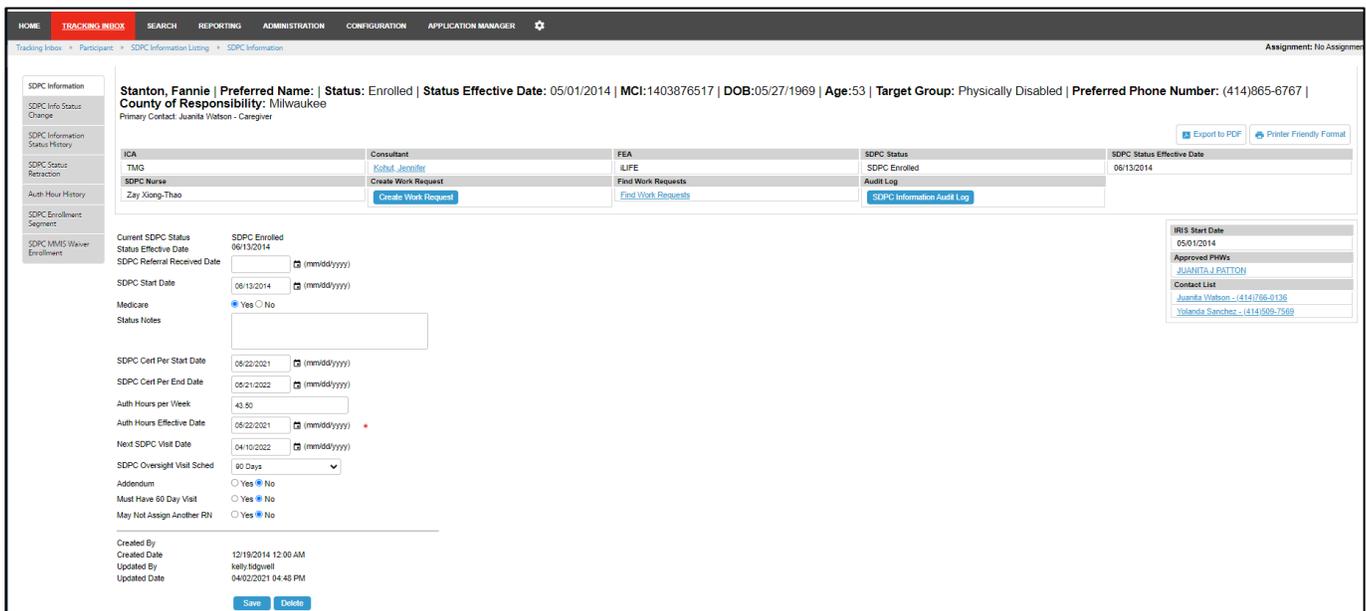
The Self-Directed Personal Care (SDPC) gives Participants with Medicaid Home and Community-Based Services (HCBS) the opportunity to self-direct their personal care services.

**Note:** Participants residing in a 1-2 bed adult family-owned home (who are unrelated) are not eligible for SDPC. See [Wisconsin Department of Health Services IRIS Policy Manual](#) for more SDPC rules and policies.

The SDPC Information section is used to enter the SDPC budget and budget related data for the Participant.

From the Participant record, view SDPC Information.

1. Click on SDPC Information.



The screenshot shows the 'SDPC Information' form for participant Stanton, Fannie. The form is titled 'Stanton, Fannie | Preferred Name: | Status: Enrolled | Status Effective Date: 05/01/2014 | MCI:1403876517 | DOB:05/27/1969 | Age:53 | Target Group: Physically Disabled | Preferred Phone Number: (414)865-6767 | County of Responsibility: Milwaukee'. The form includes several sections:

- SDPC Information Summary:** ICA (TMG), Consultant (Kathal Jennifer), FEA (LIFE), SDPC Status (SDPC Enrolled), SDPC Status Effective Date (06/13/2014).
- SDPC Referral Received Date:** 06/13/2014
- SDPC Start Date:** 06/13/2014
- Medicare:** Yes (selected)
- SDPC Cert Per Start Date:** 08/22/2021
- SDPC Cert Per End Date:** 05/21/2022
- Auth Hours per Week:** 43.50
- Auth Hours Effective Date:** 08/22/2021
- Next SDPC Visit Date:** 04/10/2022
- SDPC Oversight Visit Sched:** 90 Days
- Addendum:** Yes (selected)
- Must Have 90 Day Visit:** Yes (selected)
- May Not Assign Another RN:** Yes (selected)

At the bottom, it shows 'Created By: kelly.hdgwell' and 'Updated Date: 04/02/2021 04:48 PM'. There are 'Save' and 'Delete' buttons at the bottom.

Figure 4-177 New SDPC Information

2. Enter data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

Current SDPC Status	SDPC Enrolled
Status Effective Date	06/13/2014
SDPC Referral Received Date	<input type="text"/> (mm/dd/yyyy)
SDPC Start Date	06/13/2014 (mm/dd/yyyy)
Medicare	<input checked="" type="radio"/> Yes <input type="radio"/> No
Status Notes	<input type="text"/>
SDPC Cert Per Start Date	05/22/2021 (mm/dd/yyyy)
SDPC Cert Per End Date	05/21/2022 (mm/dd/yyyy)
Auth Hours per Week	43.50
Auth Hours Effective Date	05/22/2021 (mm/dd/yyyy) *
Next SDPC Visit Date	04/10/2022 (mm/dd/yyyy)
SDPC Oversight Visit Sched	90 Days
Addendum	<input type="radio"/> Yes <input checked="" type="radio"/> No
Must Have 60 Day Visit	<input type="radio"/> Yes <input checked="" type="radio"/> No
May Not Assign Another RN	<input type="radio"/> Yes <input checked="" type="radio"/> No
<hr/>	
Created By	
Created Date	12/19/2014 12:00 AM
Updated By	kelly.tidgwell
Updated Date	04/02/2021 04:48 PM
<input type="button" value="Save"/> <input type="button" value="Delete"/>	

Figure 4-178 New SDPC Information Record

---

**Note:** It is recommended to enter as many data fields as possible.

---

- Click Save to save the data.

---

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

---

## 4.17.1 SDPC Info Status Change

This screen is used to update any status change for the Participant's SDPC information.

From the Participant record, add SDPC Info Status Change data.

To create a new SDPC Info Status Change record, follow these steps.

1. Hover over SDPC Info Status Change and select New SDPC Info Status Change.

The screenshot shows a web application interface for creating a new SDPC Info Status Change record. The breadcrumb trail at the top reads: Tracking Inbox > Participant > SDPC Information Listing > SDPC Information > New SDPC Info Status Change.

Participant Information: Stanton, Fannie | Preferred Name: | Status: Enrolled | Status Effective Date: 05/01/2014 | MCI:1403876517 | Responsibility: Milwaukee

SDPC Info Status Change: New SDPC Info Status Change | Caregiver: a Watson - Caregiver

ICA	Consultant	FEA
TMG	<a href="#">Kohut, Jennifer</a>	iLIFE
SDPC Nurse	Create Work Request	Find Work Requests
Zay Xiong-Thao	<a href="#">Create Work Request</a>	<a href="#">Find Work Requests</a>

Form Fields:

- Status: SDPC Suspended \*
- Time Frame: Immediate \*
- Reason for Status Change: Care Plan on Hold Due to N \*
- Suspension Days Limit Used: [Empty Field]
- Waiver Extract Initiated:  Yes  No

Metadata Fields:

- Created By
- Created Date
- Updated By
- Updated Date

[Save](#)

Figure 4-179 New SDPC Info Status Change

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

Figure 4-180 New SDPC Info Status Change Record

3. Click Save. The SDPC Info Status Change Listing displays.
4. Ready all MMIS Warnings that may appear.

Figure 4-181 MMIS Warning Message “SDPC Enrollment Not Found To Close.”

**Note:** There must be a completed SDPC referral before the status can be changed.

HOME	TRACKING INBOX	SEARCH	REPORTING	ADMINISTRATION	CONFIGURATION	APPLICATION MANAGER	⚙️						
Tracking Inbox > Participant > SDPC Information Listing > SDPC Information > SDPC Info Status Change Listing													
<b>Stanton, Fannie   Preferred Name:</b>   <b>Status:</b> Enrolled   <b>Status Effective Date:</b> 05/01/2014   <b>MCI:</b> 1403876517   <b>DOB:</b> 05/27/1969   <b>Age:</b> 53   <b>Target Group:</b> Physically Disabled   <b>Preferred Phone:</b>													
County of Responsibility: Milwaukee													
Primary Contact: Juanita Watson - Caregiver													
SDPC Information	ICA	Consultant	FEA	SDPC Status	SDPC Status Eff								
SDPC Info Status Change	TMG	<a href="#">Kohut, Jennifer</a>	ILIFE	SDPC Enrolled	06/13/2014								
SDPC Information Status History	SDPC Nurse		Create Work Request	Find Work Requests	Audit Log								
SDPC Status Retraction	Zay Xiong-Thao	<a href="#">Create Work Request</a>	<a href="#">Find Work Requests</a>	<a href="#">SDPC Information Audit Log</a>									
Auth Hour History	+ New   Print   CSV   Column Fillers (OFF)												
SDPC Enrollment Segment	Process Action	Status	Time Frame	Effective Date	Reason for Status Change	Reason Other Specify	MMIS Error	Waiver Extract Initiated	Suspension Days Limit Used	Created By	Created Date	Updated By	Updated Date
SDPC MMIS Waiver Enrollment	▶ Pending	SDPC Suspended	Immediate	12/20/2022	Care Plan on Hold Due to No Oversight		Yes	No	730	debbie.jones	12/20/2022 11:28 AM	debbie.jones	12/20/2022 11:28 AM

Figure 4-182 SDPC Info Status Change Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 4.17.2 SDPC Information Status History

The SDPC Information Status History section keeps the history of each change in the SDPC status for the Participant.

To access the SDPC Information Status History, click on Participant > SDPC Information > SDPC Information Status History tab.

HOME	TRACKING INBOX	SEARCH	REPORTING	ADMINISTRATION	CONFIGURATION	APPLICATION MANAGER	⚙️			
Tracking Inbox > Participant > SDPC Information Listing > SDPC Information > SDPC Information Status History Listing										
<b>Stanton, Fannie   Preferred Name:</b>   <b>Status:</b> Enrolled   <b>Status Effective Date:</b> 05/01/2014   <b>MCI:</b> 1403876517   <b>DOB:</b> 05/27/1969   <b>Age:</b> 53   <b>Target Group:</b> Physically Disabled   <b>Preferred Phone:</b>										
County of Responsibility: Milwaukee										
Primary Contact: Juanita Watson - Caregiver										
SDPC Information	ICA	Consultant	FEA	SDPC Status	SDPC Status Eff					
SDPC Info Status Change	TMG	<a href="#">Kohut, Jennifer</a>	ILIFE	SDPC Enrolled	06/13/2014					
SDPC Information Status History	SDPC Nurse		Create Work Request	Find Work Requests	Audit Log					
SDPC Status Retraction	Zay Xiong-Thao	<a href="#">Create Work Request</a>	<a href="#">Find Work Requests</a>	<a href="#">SDPC Information Audit Log</a>						
Auth Hour History	+ New   Print   CSV   Column Fillers (OFF)									
SDPC Enrollment Segment	Start Date	End Date	Status	Reason for Status Change	Reason Other Specify	Waiver Extract Initiated	Created By	Created Date	Updated By	Updated Date
SDPC MMIS Waiver Enrollment	▶ 05/02/2014	06/13/2014	Referred			No		05/02/2014 12:00 AM		05/02/2014 12:00 AM
	▶ 06/13/2014		SDPC Enrolled			No		06/13/2014 12:00 AM		06/13/2014 12:00 AM

Figure 4-183 SDPC Information Status History

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 4.17.3 SDPC Status Retraction

On occasion, DHS Administrators may retract an SDPC status for business purposes such as making a correction or creating an exception based on a business need. The SDPC Retraction form mirrors IRIS Participant Status Retractions (see figure below).

There is no ICA, FEA, or Nurse information on the SDPC Status Retraction page, the form consists of a dropdown list of the available status to which a retraction can be made. The available option is based on the Participant's SDPC status history.

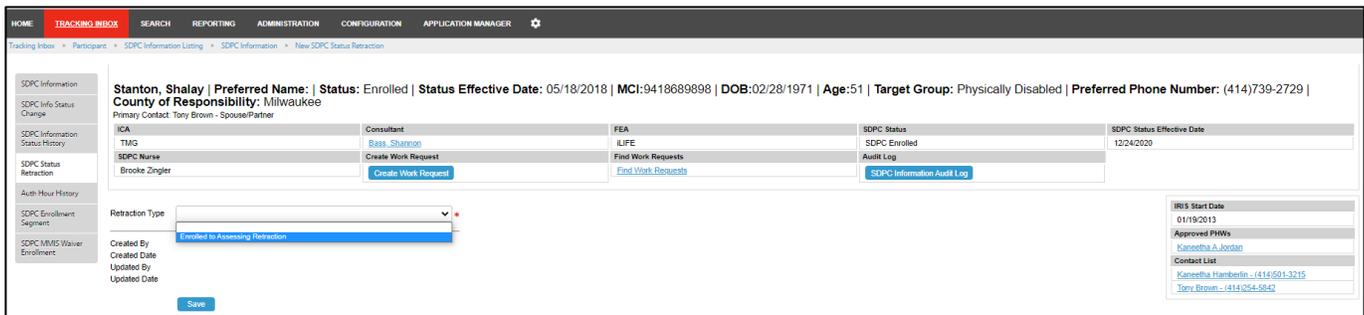


Figure 4-184 SDPC Status Retraction

This updated form will be submitted to MMIS Interchange, a message advising of the MMIS update will populate.



Figure 4-185 MMIS Transaction to InterChange is being processed please wait.

---

#### Notes:

1. Warning popup messages are incorporated to the IRIS Retraction Process and advise when the user IRIS Retraction will not retract the SDPC status and they should manually make the update.  
An Example of this might be when IRIS is being retracted from suspended to enrolled. The SDPC status is suspended but was not suspended to the IRIS Suspension. In a situation like the one mentioned above the user will be informed. And that user would need to determine appropriate next steps for the SDPC status.
2. Other WISITS messages will occur including validation error messages.  
For example, due to the fact that the SDPC status cannot be in the status it is in when the IRIS Status is retracted (some validations are already in place for these type of errors).

- When doing an IRIS Retraction, a message will be displayed at the top of the page if the Participant status retraction will not perform any status changes to the SDPC (when SDPC information exists in WISITS already).
- SDPC Statuses cannot be set to deceased any longer. This is handled by Participant Status Changes (and/or Participant Status Retractions).

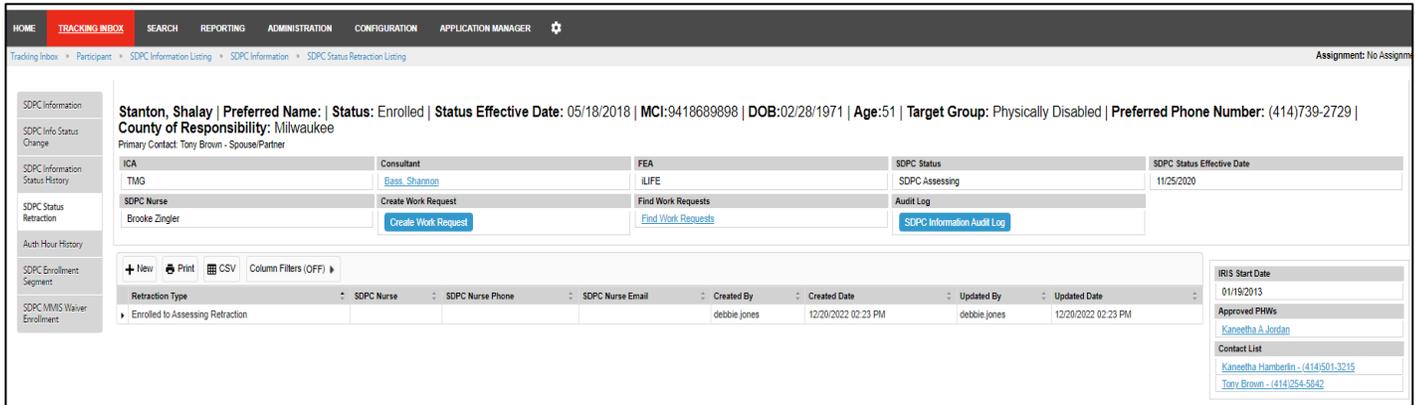


Figure 4-186 SDPC Status Retraction Listing

#### 4.17.4 Auth Hour History

This Tab allows the user to update the Auth Hours Per Week, the Start Date and End Date. Once all fields are updated click on the Save button at the bottom of the page to create the new record.

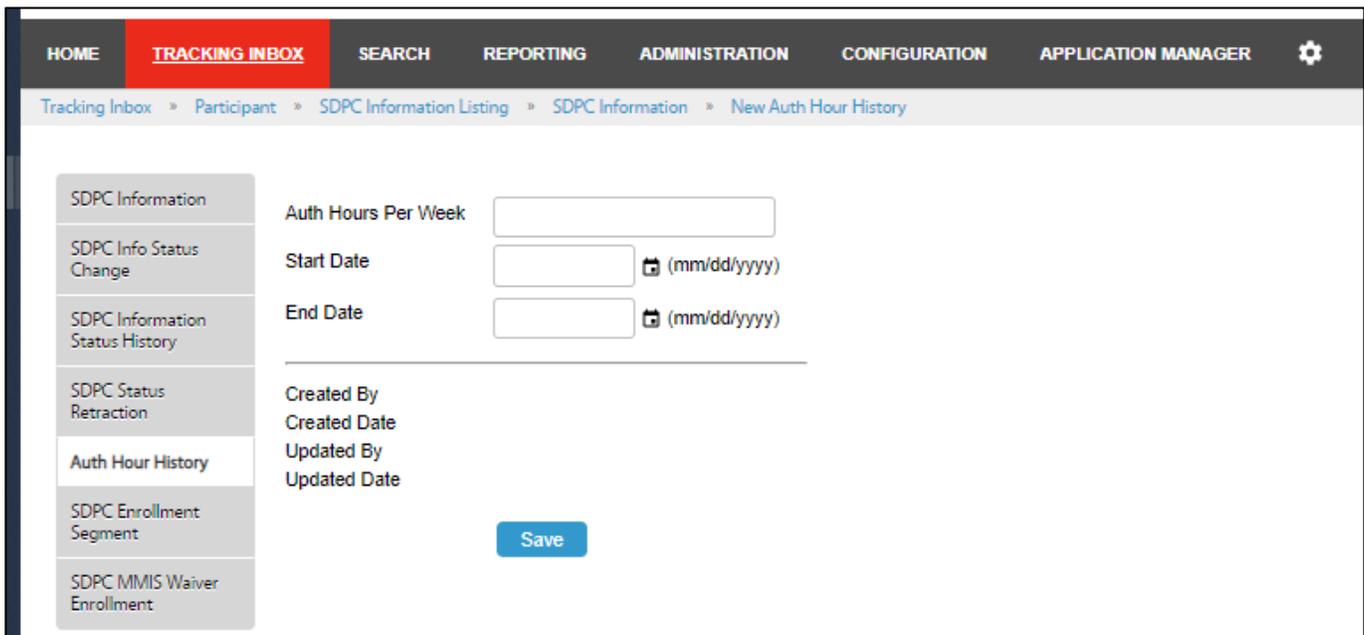


Figure 4-187 Creating New Auth Hour History

The Auth Hour History Listing will allow the user to see at a glance the current and past Auth Hour History records.

Tracking Inbox | Participant | SDPC Information Listing | SDPC Information | Auth Hour History Listing

**Stanton, Shalay | Preferred Name: | Status: Enrolled | Status Effective Date: 05/18/2018 | MCI:9418689898 | DOB:02/28/1971 | Age:51 | Target Group: Physically Disabled | Preferred County of Responsibility: Milwaukee**  
 Primary Contact: Tony Brown - Spouse/Partner

ICA	Consultant	FEA	SDPC Status
TMG	<a href="#">Bass, Shannon</a>	ILIFE	SDPC Enrolled
SDPC Nurse	Create Work Request	Find Work Requests	Audit Log
Brooke Zingler	<a href="#">Create Work Request</a>	<a href="#">Find Work Requests</a>	<a href="#">SDPC Information Audit Log</a>

Auth Hour History

+ New | Print | CSV | Column Filters (OFF) ▾

Start Date	End Date	Auth Hours Per Week	Created By	Created Date	Updated By	Updated Date
▶ 12/24/2020	12/13/2021	14.25	judy.swan	12/23/2020 11:22 AM	becky.christian	11/09/2021 03:47 PM
▶ 12/14/2021		14.25	becky.christian	11/09/2021 03:47 PM	becky.christian	11/09/2021 03:47 PM

Figure 4-188 Auth Hour History Listing

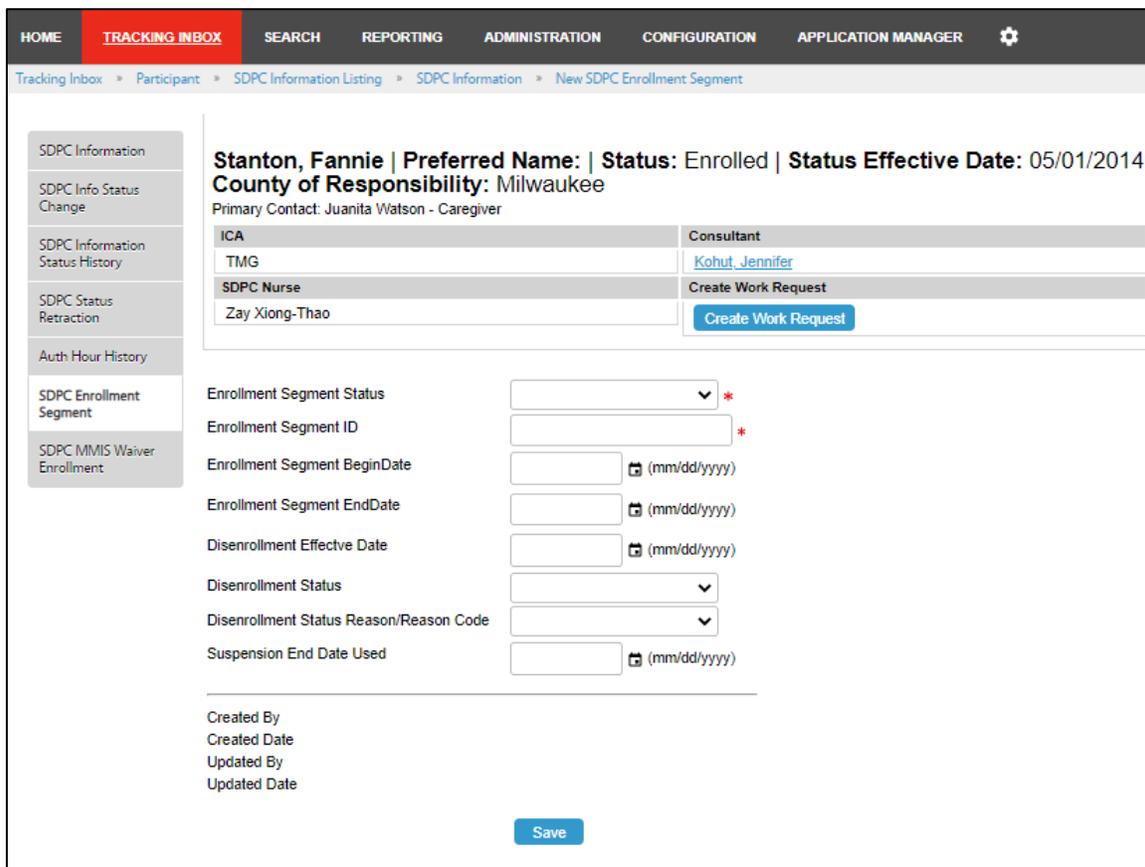
## 4.17.5 SDPC Enrollment Segment

WISITS displays MMIS Eligibility Response with all information being supplied by the SOAP service for the SDPC Information. WISITS will display and update active and inactive SDPC enrollment segments on the "SDPC Enrollment Segment" Tab.

User permissions for the SDPC Enrollment Segment CTO will mirror the IRIS Enrollment Segment.

WISITS sends Eligibility requests to interChange requesting eligibility and program information via real time calls to interchange web service. The E&E Verification Web Service includes the following SDPC information:

- WaiverProgram
- SDPCAgencyID
- SDPCEffectiveDate
- SDPCEndDate
- SDPCStatus
- WorkerID



HOME TRACKING INBOX SEARCH REPORTING ADMINISTRATION CONFIGURATION APPLICATION MANAGER

Tracking Inbox » Participant » SDPC Information Listing » SDPC Information » New SDPC Enrollment Segment

**SDPC Information**

**Stanton, Fannie | Preferred Name: | Status: Enrolled | Status Effective Date: 05/01/2014**  
**County of Responsibility: Milwaukee**  
 Primary Contact: Juanita Watson - Caregiver

ICA	Consultant
TMG	<a href="#">Kohut, Jennifer</a>
SDPC Nurse	Create Work Request
Zay Xiong-Thao	<a href="#">Create Work Request</a>

SDPC Enrollment Segment

Enrollment Segment Status  \*

Enrollment Segment ID  \*

Enrollment Segment BeginDate  (mm/dd/yyyy)

Enrollment Segment EndDate  (mm/dd/yyyy)

Disenrollment Effective Date  (mm/dd/yyyy)

Disenrollment Status

Disenrollment Status Reason/Reason Code

Suspension End Date Used  (mm/dd/yyyy)

Created By  
 Created Date  
 Updated By  
 Updated Date

[Save](#)

Figure 4-189 New SDPC Enrollment Segment

Figure 4-190 SDPC Enrollment Segment Listing

#### 4.17.6 SDPC MMIS Waiver Enrollment

MMIS Requests and Responses are stored on the SDPC MMIS Waiver Enrollment Tab, much like the way the MMIS Waiver Enrollment records for IRIS is kept on the IRIS MMIS Waiver Enrollment Tab. It has the same capabilities as the IRIS MMIS Waiver Enrollment for resubmitting transactions.

SDPC Information is kept in sync between the MMIS InterChange and WISITS. SDPC Status Changes trigger an MMIS Request/Response. If MMIS Response Successful, the SDPC status changes in WISITS. It is the "front end" validation and works in the same way as when IRIS Status Changes are processed.

SDPC Status Changes below are transmitted to MMIS on the front end of any status change:

- Enrolled
- Suspended
- Disenrollment

The WISITS status change only takes effect when MMIS Response is successful. (In the same way IRIS Status Changes take effect).

WISITS SDPC Enrollment Segment creation/update will adhere to the same date logic as the IRIS Enrollment segment creation. Specifically, there will be no overlapping dates for status of active, suspended, and inactive.

MMIS Requests follow guidelines of the appropriate MMIS process for closing/opening and making inactive the enrollment segments being sent to MMIS.

The following SDPC Status Changes will occur due to IRIS Status Changes (disenrolled and suspended).

#### SDPC Status Change MMIS Error Handling

SDPC Elements were added to the SDPC Status Change record (to mirror IRIS Participant Status Change). These elements are used for MMIS Transactions (and retractions) and also for jobs to resubmit SDPC MMIS Requests, etc.

- MMIS Error
- Suspension Days Limit Used

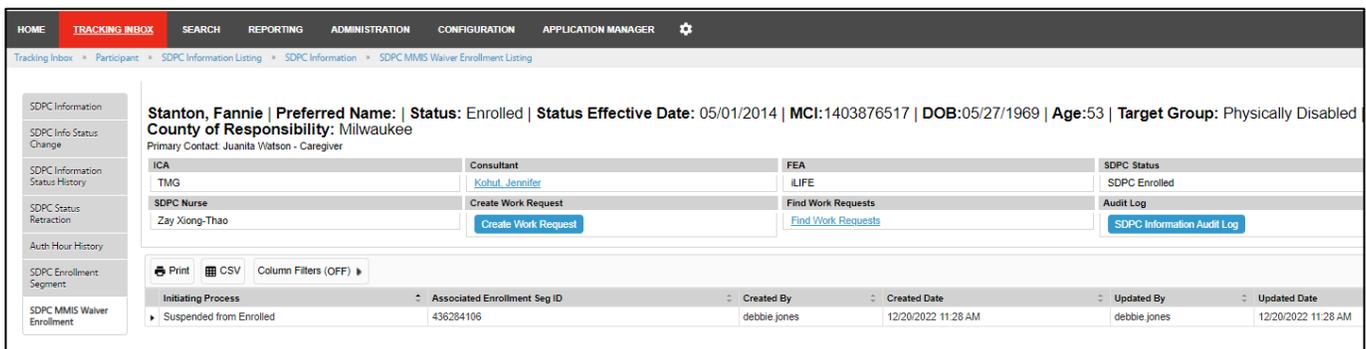
Two new jobs will be created (mirroring the IRIS MMIS RESUBMIT JOBS and how they process).

- One for the 9999 errors
- One for the non-9999 errors.

Correspondence to appropriate users/groups/etc. will be configured, similar to the IRIS MMIS processing of errors.

There are, for the IRIS MMIS Waiver Enrollment requests, several different types of communication to users (consultants, etc.) when a Request gets an "error" response. This is to inform the appropriate users of an issue so the issue can be corrected before a resubmit.

This is configurable, see the SDPC MMIS Enrollment Segment configuration RDO to control correspondence.



The screenshot shows the IRIS MMIS Waiver Enrollment system interface. The top navigation bar includes HOME, TRACKING INBOX, SEARCH, REPORTING, ADMINISTRATION, CONFIGURATION, and APPLICATION MANAGER. The breadcrumb trail is: Tracking Inbox > Participant > SDPC Information Listing > SDPC Information > SDPC MMIS Waiver Enrollment Listing.

Participant details for Stanton, Fannie are displayed:

- Stanton, Fannie | Preferred Name:** | **Status:** Enrolled | **Status Effective Date:** 05/01/2014 | **MCI:** 1403876517 | **DOB:** 05/27/1969 | **Age:** 53 | **Target Group:** Physically Disabled
- County of Responsibility:** Milwaukee
- Primary Contact:** Juanita Watson - Caregiver

Key information and actions are organized into sections:

- ICA:** TMG
- Consultant:** Kohut, Jennifer
- FEA:** ILIFE
- SDPC Status:** SDPC Enrolled
- SDPC Nurse:** Zay Xiong-Thao
- Create Work Request:** (button)
- Find Work Requests:** (button)
- Audit Log:** (button)
- SDPC Information Audit Log:** (button)

Below the details, there are options for Print, CSV, and Column Filters (OFF). A table shows the enrollment segment data:

Initiating Process	Associated Enrollment Seg ID	Created By	Created Date	Updated By	Updated Date
Suspended from Enrolled	436284106	debbie jones	12/20/2022 11:28 AM	debbie jones	12/20/2022 11:28 AM

Figure 4-191 SDPC MMIS Waiver Enrollment

## 4.18 Enrollment Segments

Participants in the IRIS Program can leave (dis-enroll) and return (re-enroll) into the program. The system will keep the historical data of each "episode" of a participant's involvement or enrollment in the IRIS program to ensure a complete case record/history.

The system will auto-generate the Enrollment Segment records when a Participant's status changes to enrolled and is the same as the IRIS start date. Each Enrollment Segment will have a unique segment ID that is updated incrementally by 1 number each time a new enrollment segment is started.

When a Participant is disenrolled, the system will auto-populate the Enrollment Segment End date. The system will auto-calculate the Total number of days the Participant was enrolled based on the Enrollment Segment's begin and end dates.

From the Participant record, view the Enrollment Segment data.

5. From the Participant record, click on Enrollment Segment.

Tracking Inbox » Participant » Assignment: SDPC Operati

**Participant**

**Buckshot, Bob** | Status: Enrolled | MCI:3187431431 | DOB:02-01-1957 | AGE:60 | Target Group: Developmentally Disabled | Home Phone Number: (206) 555-8456 | County of Residence: Ashland  
 Primary Contact: Cora Buckshot - Spouse/Partner

Printer Friendly Format

ICA	Consultant	FEA	SDPC Status	SDPC Status Effective Date
Connections	Consultant, IC	ILife	Yes	04/21/2017

SDPC Nurse: Create Work Request  
 SDPC Operations: Create Work Request

Enrollment Segment

Figure 4-192 Enrollment Segment Tab

6. From the Enrollment Segment listing, click on a record to view the segment details.

Tracking Inbox » Participant » Enrollment Segment Listing » Assignment: SDPC Operations

Print CSV Column Filters (OFF)

Enrollment Segment ID	Enrollment Segment Begin Date	Enrollment Segment End Date	Assigned ICA	Assigned FEA	Disenrollment Effective Date
▶ 318743143100001	03/10/2017 12:00 AM	03/23/2017 12:00 AM		ILife	
▶ 318743143100002	03/23/2017 12:00 AM	03/23/2017 02:57 PM		ILife	03/23/2017 07:57 PM
▶ 318743143100003	03/27/2017 12:00 AM			ILife	

Figure 4-193 Enrollment Segment Listing

**Note:** Since the Enrollment Segment record is a system generated record, all data fields are read-only. If the Enrollment Segment record is currently active, data updated within the Participant's other records will update the active Enrollment Segment record upon Save.

Tracking Inbox » Participant » Enrollment Segment Listing » Enrollment Segment »

Enrollment Segment

Enrollment Segment ID	318743143100002
Enrollment Segment Begin Date	03/23/2017 12:00 AM
Enrollment Segment End Date	03/23/2017 02:57 PM
Assigned FEA	ILife
Assigned ICA	
IRIS Start Date	03/23/2017 12:00 AM
IRIS Referral Date	02/13/2017 12:00 AM
Referral Status Effective Date	02/14/2017 04:44 PM
Enrolled Status Effective Date	
Disenrollment Status	Involuntary Disenrollment
Disenrollment Effective Date	03/23/2017 07:57 PM
Disenrollment Status Reason/Reason Code	Health and Safety
ICA Transfer Date	
Total Number of Days	1

Figure 4-194 Enrollment Segment Listing

---

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

---

## 4.19 Incident Report

When a participant suffers an incident that affects their condition while enrolled in IRIS, they are required to report these events with the assistance of their chosen IRIS Consulting Agency (ICA) using a state-provided form. ICAs are required to report Critical Incidents to IRIS personnel as it can impact the participant service needs and condition. These incidents are then summarized, analyzed, and reported to the appropriate DHS-IRIS via WISITS, and the QA staff review these reports for quality assurance purposes.

All Incident Report data is searchable. The Incident Reports queue is viewable by DHS Administrators and Analysts. It is located on the Home tab and lists all Incident Reports excluding statuses 'Open' and 'Closed.'

In WISITS, the Incident Report Tab becomes available when an IRIS Participant is in Referred status. It is located in the left sub tabs of the Participant record. It remains available on all other Participant Statuses.

On the Participant record, the sub tab on the left labeled 'Report Critical Incident' is now labeled '**Incident Report.**'

Tracking Inbox >Participant > Incident Report

To "Open a New Incident Report:

1. On the Participant record, hover over the Incident Report Sub Tab.
2. Select New Incident Report.
3. Complete as many fields as possible.
4. Click Save or if appropriate the user may delete the form at this point by clicking the delete button.

---

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

**Note 3:** Users can save partially completed Incident Report forms and return to them when they have more information to add. The status cannot be transitioned to "Ready for Review" and will remain in Open Status until all of the required fields are addressed or the form is deleted. When an attempt to transition the status fails, WISITS will advise which required fields remain blank.

---

Once an Incident Report is initiated and saved, the report can be viewed in the Incident Report Listing. From the Participant page, select the Incident Report sub tab. From the listing the user can create additional new Incident Reports and Print existing ones.

The user can return to Incident Reports in the Open Status to add additional information by clicking on the applicable row.

1. From the Incident Report listing, click on a record to view the segment details.

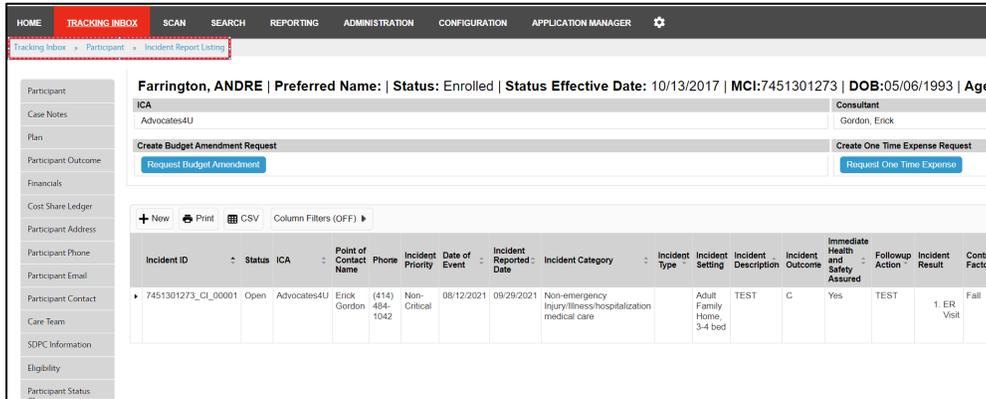


Figure 4-195 Incident Report Listing

**Note:** Since the Incident record is a system generated record, all data fields are read-only. If the Critical Incident record is currently active, data updated within the Participant’s other records will update the active Critical Incident record upon Save.

2. Once a Critical Incident record is selected, clicking on the five tabs allow for various options:

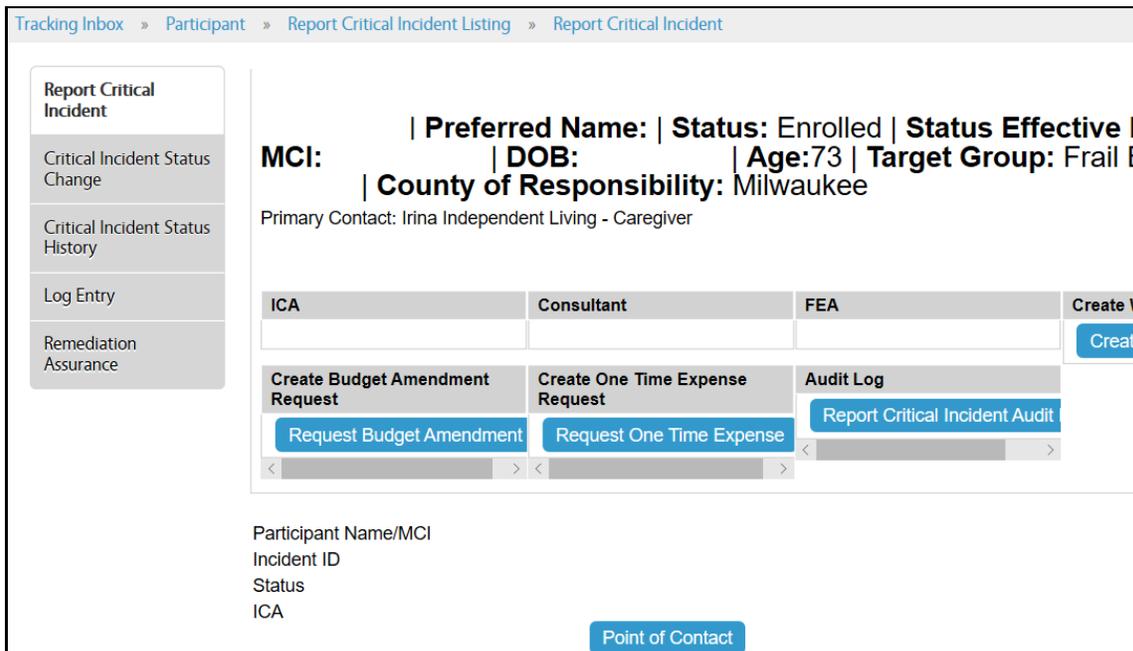


Figure 4-196 Critical Incident Tabs and Entry

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard

#### 4.19.1.1 Transition Status

Once all required fields are addressed WISITS will allow the User to Transition the Status.

1. On the left Navigation click the “Critical Incident Status Change” sub tab.
2. On the page select “Ready for Review” from the drop down.”
3. Click save.

The system will then validate all required fields are populated on the Incident Report page and then transition the status to ‘Ready for Review.’

If all required fields are not addressed WISITS will advise in red font which required fields remain blank.

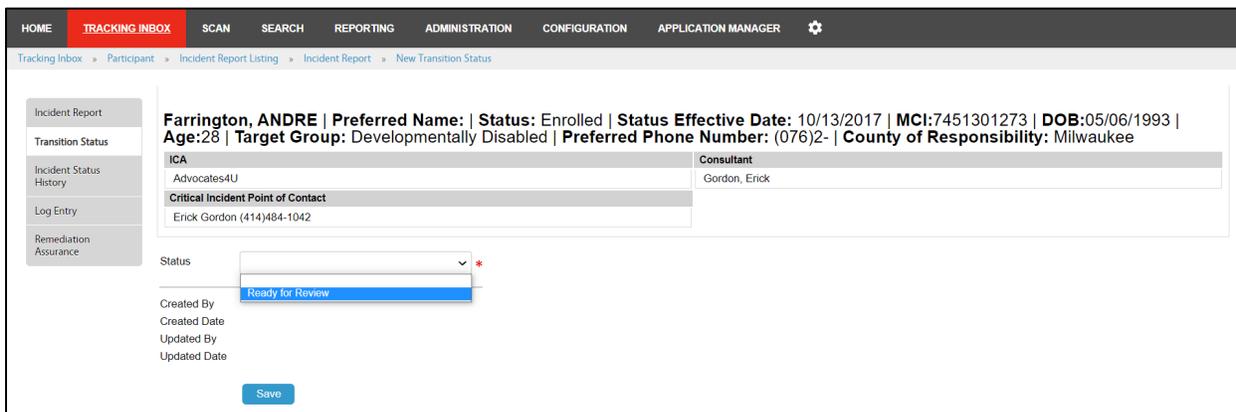


Figure 4-197: Incident Report, Transition Status

Required fields for Transition to Ready for Review.

As mentioned above, if there are missed fields WISITS will advise which fields from the list below remain blank:

- Incident Priority is required.
- Date of Event is required.
- Location Event Occurred is required.
- Reporting Provider (Individual/Agency) Name is required.
- Reporting Provider Contact Information (Telephone No., Email) is required.
- Incident Setting is required.
- Incident Category is required.
- Incident Description is required.
- Incident Follow-up Action is required.
- Caregiver involved where incident occurred is required.
- Incident Outcome is required.
- Immediate Health and Safety Assured is required.
- Date of Initial Notification is required.
- Original Reporter is required.

- Person Completing Last Name is required.
- Person Completing First Name is required.
- Person Completing Title is required.
- Person Completing Agency is required.
- Person Completing Email is required (email format it validated).
- Person Completing Phone is required.
- Person Reporting is required.
- Agency Referral is required.
- Type of Report is required.
- Persons/Agencies Contacted by IRIS Consultant is required.
- Post Incident Action is required.

After a successful transition to “Ready for Review,” the report is ready to be reviewed by ICA Quality, SDPC Nurse, SDPC Operations and or Administrators who have appropriate permissions to the report and can have it “Returned to the ICA” or “Closed” as appropriate by following these steps:

1. Click on the Transition Status Listing sub tab on the left.
2. In the content pane of the Transition Status Listing available reports appear. Those with permissions will also see the report on the WISITS Home Page under the Incident Report Workflow Queue. Administrators can review Role Based CRUDAS Permissions, as necessary.
4. Click on the report to be reviewed.

Figure 4-198: Incident Report Listing.

All of the required applicable fields must be fully addressed to update the Status from Ready for Review to Closed:

- Incident Priority
- Date of Incident Date of Event
- Location Event Occurred (Street, City, State ZIP Code)
- Reporting Provider (Individual/Agency) Name
- Reporting Provider Contact Information (Telephone No., Email)
- Type of Report (Check all that apply)
- Incident Setting
- Incident Category

- Incident Type
- Incident Description
- Incident Follow-up Action
- Date of Death
- Persons/Agencies Contacted by IRIS Consultant (Check all that apply)
- Caregiver involved where incident occurred.
- Incident Outcome
- Immediate Health and Safety Assured?
- Post Incident Action
- Date Form Completed
- Date of initial notification
- Original Reporter
- Person Completing Form - Last Name
- First Name
- Title
- Name of Agency
- Email Address
- Telephone Number
- Person Reporting - Print Name
- Agency Referral?
- Referred Agency
- Investigation Status
- Substantiated?
- Substantiation Date
- Remediation Action
- Remediation Action – Specify

---

**Note:** When the IRIS participant is NOT in Deceased Status and a death category is selected within the Critical Incident form a popup message populates “Warning :Participant must be in Deceased status to select a death Incident Category.”

---

### 4.19.1.2 Incident Status History

The Incident Status History reveals the Incident Report’s Status changes, Start Date, End Date, Created date, Created by, Updated date, and Updated by. They can be exported and/or printed.

Figure 4-199: Incident Report, Incident Status History

### 4.19.1.3 Log Entry

The Log Entry is available so that additional details may be added.

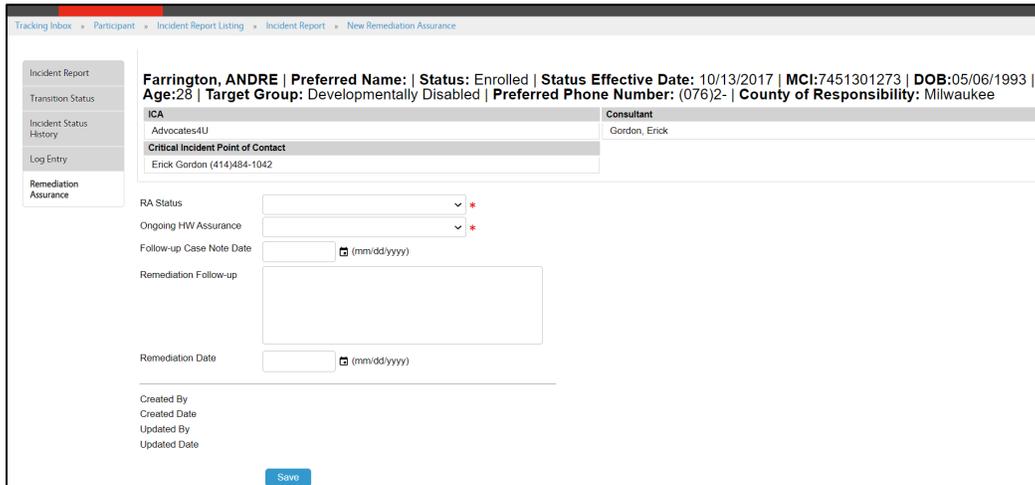
Figure 4-200: Incident Report, Log Entry Sub Tab.

### 4.19.1.4 Remediation Assurance

The Remediation Assurance Tab:

1. Provide RA Status from the available drop-down options (Remediation Open, Remediation Required, and Remediation Closed)
2. Provide Ongoing HW Assurance from available drop-down options (Complete or Incomplete).

3. Add Follow-up Case Note Date.
4. Provide Remediation Follow-up comments in the text field.
5. Provide Remediation Date.
6. Click Save.



Tracking Inbox » Participant » Incident Report Listing » Incident Report » New Remediation Assurance

**Incident Report**  
**Farrington, ANDRE | Preferred Name:** | **Status:** Enrolled | **Status Effective Date:** 10/13/2017 | **MCI:**7451301273 | **DOB:**05/06/1993 | **Age:**28 | **Target Group:** Developmentally Disabled | **Preferred Phone Number:** (076)2- | **County of Responsibility:** Milwaukee

ICA	Consultant
Advocates4U	Gordon, Erick

**Critical Incident Point of Contact**  
Erick Gordon (414)484-1042

RA Status:  \*

Ongoing HW Assurance:  \*

Follow-up Case Note Date:  (mm/dd/yyyy)

Remediation Follow-up:

Remediation Date:  (mm/dd/yyyy)

Created By  
Created Date  
Updated By  
Updated Date

Figure 4-201: Incident Report, Remediation Assurance Sub Tab

#### 4.19.1.5 Incident Report PDF Form

When the Incident Report is selected and updated, WISITS will pre-populate a Read Only Incident Report /IRIS PDF form.

To preview the PDF select the Preview button at the bottom of the Incident Report.

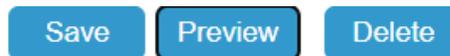


Figure 4-202: Incident Report, PDF Preview Button

A CSV file will display and can be opened and saved by the user. The Incident Report PDF Form:



Page 2

**DEPARTMENT OF HEALTH      INCIDENT REPORT - IRIS      STATE OF WISCONSIN**  
Division of Medicaid Services

Was the perpetrator / alleged perpetrator a paid service provider for subject of incident or was he/she an unpaid provider?

Name – Caregiver involved where incident occurred

Name – Employer of the caregiver involved when incident occurred

Address of Provider Agency employing the caregiver (Street, City, State, Zip Code)

**OUTCOME AND CONCLUSION**

Please provide a detailed description of the significant actions and events (e.g., staff terminated, arrested, etc.; person treated at ER) taken by all parties involved and their effects following the incident.

Collig sic verarum creaturae infans exerat agi sed cui. Praefatio se du judicarem contentae in. In aliam bonus ideas dat nec. Jam his tolleretur occurrent pia probandum sui archetypi aggedior. Cavendum hac sed nullum tum offere. Nequaquam supportum utroque existens existens suo. Ita sui poterant. Me indubitate cogitarem perperis.

Please discuss changes to the waiver participant's situation or status as a result of the incident including revisions to the person's individualized service plan, provider/staff, living arrangement, school, work, guardian, etc., and how these changes assure the participant's safety and improve his/her quality of life.

Collig sic verarum creaturae infans exerat agi sed cui. Praefatio se du judicarem contentae in. In aliam bonus ideas dat nec. Jam his tolleretur occurrent pia probandum sui archetypi aggedior. Cavendum hac sed nullum tum offere. Nequaquam supportum utroque existens existens suo. Ita sui poterant. Me indubitate cogitarem perperis.

Type of change made or action taken by County/Waiver Agency or contractor as a result of Incident (check all that apply)

<input checked="" type="checkbox"/> Nothing changed	<input checked="" type="checkbox"/> Medically related consult
<input checked="" type="checkbox"/> Corrective action initiated	<input checked="" type="checkbox"/> Behavioral consult
<input checked="" type="checkbox"/> Terminate staff	<input checked="" type="checkbox"/> Staff providing training related to subject of incident
<input checked="" type="checkbox"/> Change in personnel working with the participant	<input checked="" type="checkbox"/> Refer to Licensing (Adult)
<input checked="" type="checkbox"/> Added staff coverage	<input checked="" type="checkbox"/> Report to APS
<input checked="" type="checkbox"/> Change agency that provides service	<input checked="" type="checkbox"/> Report/Refer to caregivers
<input checked="" type="checkbox"/> Change to Individualized Service Plan	<input checked="" type="checkbox"/> Refer to Disability Rights Wisconsin
<input checked="" type="checkbox"/> Added new service	<input checked="" type="checkbox"/> Refer to District Attorney/law enforcement agency
<input checked="" type="checkbox"/> Reduced service	<input checked="" type="checkbox"/> Other – Specify:
<input checked="" type="checkbox"/> Terminated service	
<input checked="" type="checkbox"/> Increased amount and/or type of external monitoring of setting	

**NOTIFICATION OF INCIDENT**

Date Form Completed      Name - Primary Children's Services Specialist or IRIS Consultant.

Date of initial notification

Original Reporter:

**SUPPORT & SERVICE COORDINATOR / INDEPENDENT CONSULTANT / BROKER INFORMATION (if different from above)**

Name – Last	Name - First	Telephone Number
Email address xxxxxx@xxxx.com		
Person Reporting - Print Name		

Figure 4-204: Incident Report PDF Example (Page 2)

## 4.20 MMIS Eligibility

When the user would like to identify programs external of WISITS the Participant is enrolled in, a query can be made to MMIS to retrieve the information. This can be achieved by clicking on the **'Retrieve MMIS Eligibility and Enrollment'** button.

The information is also populated to the **MMIS Eligibility tab** when the Participant status transitions from Referred to Enrolled.

WISITS transmits SDPC information to MMIS for PPPM (Per Provider Per Month) payments.

SDPC information including participant demographics and SDPC enrollment data is transmitted to MMIS. WISITS will accept MMIS responses including errors and edits in order to keep the two systems aligned. This will include IRIS and SDPC status retraction functionality in WISITS.

**Note:** SDPC Information is kept in sync between the MMIS InterChange and WISITS, to find those records SDPC Enrollment Segments and the MMIS Waiver Enrollment Records please review the SDPC Information Tab.

Eligibility	Middle	<input type="text"/>
	Suffix	<input type="text"/>
MMIS Eligibility	SSN	***-**-0015 <a href="#">Edit</a>
Participant Status Change	MCI ID	3501000015
Participant Status History	MCI Effective Date	12/09/2020
Participant Status Retraction	DOB	01/01/1950 (mm/dd/yyyy)
MCI History	Gender	Male
Insurance	Preferred Name	<input type="text"/>
	Most Recent MMIS Eligibility Response	<div style="border: 1px solid black; padding: 5px;"> <p>Status: Success Date/Time Requested: 12/29/2020 3:38 PM <a href="#">Click here to go to MMIS Eligibility Information.</a></p> </div>

Figure 4-205 Retrieve MMIS Eligibility and Enrollment

1. The MMIS Eligibility can be checked at any time and multiple times as needed by the user clicking the 'Retrieve MMIS Eligibility and Enrollment' button.
2. The 'Most Recent MMIS Eligibility Response' field will display the latest query information requested.
3. Click on the '[here](#)' link to view the query results.

My Account | Sign Out | Help

HOME | **TRACKING INBOX** | SEARCH | REPORTING | ADMINISTRATION | CONFIGURATION | APPLICATION MANAGER

Tracking Inbox > Participant > MMIS Eligibility Listing > MMIS Eligibility > MMIS Eligibility Response Listing > MMIS Eligibility Response

MMIS Eligibility Response

MMIS Elig Benefit Plan

MMIS Elig Childrens LOC

MMIS Elig Adults LOC

MMIS Elig Managed Care

MMIS Elig Cost Share

MMIS Elig Waiver Program

MMIS Elig SDPC Program

**EBONE , FOURTYEIGHT | Preferred Name: FOURTYEIGHT | Status: Referred | Status Number: (777)777-7777 | County of Responsibility: Winnebago**

ICA	Consultant
Connections	<a href="#">Fischer, Anne</a>

**Audit Log**

[MMIS Eligibility Response Audit Log](#)

Transaction Reference ID	3000000206
Id Unique Client	3501000048
Submitted Client ID	3501000048
Member Found	Yes
<b>Transaction Status</b>	<b>Success</b>
Error Code	
Error Description	

Created By	administrator
Created Date	12/13/2022 03:01 PM
Updated By	administrator
Updated Date	12/13/2022 03:01 PM

Figure 4-206 MMIS Eligibility Response

**Note:** When the "Retrieve MMIS Eligibility and Enrollment" is processed and retrieved from the interChange a new record format will be included in the new SOAP service for SDPC Information. This information will be added to a new tab as a child of MMIS Eligibility Response. The new tab is called MMIS Elig SDPC Program.

4. Click on the tabs on the left side of the page to see if the Participant is enrolled in the selected Plan.



EBONE, FOURTYEIGHT | Preferred Name: FOURTYEIGHT | Status: Referred | Status Effective Date: 04/21/2022 | MCI:3501000048 | DOB:01/01/1950 | Age:72 | Target Group: Physically Disabled | Preferred Phone Number: (777)777-7777 | County of Responsibility: Winnebago

ICA: Consultant FEA  
Connections: Fischer, Anne Outreach Health Services  
Create Work Request Find Work Requests  
Audit Log  
MMS Eligibility Response Audit Log

Benefit Plan: BC Standard Plan | Benefit Plan Effective Date: 01/01/2020 | Benefit Plan End Date: 06/01/2021

Figure 4-207 MMIS Eligibility Response Detail

- When a query is unsuccessful, an error will be displayed.

Most Recent MMIS Eligibility Response	<p><b>Status: Failure</b>  <b>Error: 9102-Member not found in interchange</b>  <b>Date/Time Requested: 01/18/2021 10:14 AM</b>  Click <a href="#">here</a> to go to MMIS Eligibility Information.</p>
---------------------------------------	---

Figure 4-208 MMIS Eligibility Error Response

- Clicking the [‘here’](#) link takes the user to the MMIS Eligibility Response page.

Transaction Reference ID	143454377
Submitted Client ID	7771000006
Member ID	7771000006
Member Found	No
Transaction Status	Failure
Error Code	9102
Error Description	Member not found in interchange

Figure 4-209 MMIS Eligibility Response Page

## 4.21 MMIS Waiver Enrollment

MMIS sends the initial IRIS Waiver Enrollment to WISITS when a Participant status changes from Referred to Enrolled. The Request and Response messages sent between WISITS and MMIS are stored to keep the Waiver Enrollments in sync. Review the Waiver Member Enrollment Listing.

**Note:** SDPC Information is kept in sync between the MMIS InterChange and WISITS, to find those records SDPC MMIS Waiver Enrollment Records please review the SDPC Information Tab.

MMIS will send IRIS Waiver Enrollment Requests when the Participant statuses change to:

- Deceased
- Enrolled
- Involuntary Disenrollment
- Suspended
- Voluntary Disenrollment

Participant Address	Print	CSV	Column Filters (OFF)
Participant Phone	Initiating Process		
Participant Email	Initial Enrollment	Created By	Created Date
Participant Contact		system	12/29/2020 03:38 PM
Care Team		Updated By	Updated Date
SDPC Information		system	12/29/2020 03:38 PM
Eligibility			
MMIS Eligibility			
Participant Status Change			
Participant Status History			
Participant Status Retraction			
MCI History			
Insurance			
Letter Generation			
Enrollment Segment			
MMIS Waiver Enrollment			

Figure 4-210 MMIS Waiver Enrollment Listing

1. Click on the Initial Enrollment row to view the record. The **MMIS Waiver Enrollment** tab provides Initiating Process Status with create/update and date/timestamp information.

**MMIS Waiver Enrollment**

MMIS Waiver Program Enrollment Request(s)

**Ebone, Fifteen | Preferred Name:**  
**County of Responsibility: Milwau**

---

ICA  
TMG

**Create Budget Amendment Request**

[Request Budget Amendment](#)

Initiating Process	Initial Enrollment
Created By	system
Created Date	12/29/2020 03:38 PM
Updated By	system
Updated Date	12/29/2020 03:38 PM

Figure 4-211 MMIS Waiver Enrollment Page

2. Click on the **MMIS Waiver Program Enrollment Request(s)** tab. This tab displays the Initial Enrollment record created. Click on the Initial Enrollment row to view the data details for the MMIS Enrollment Seg Request.

MMIS Waiver Enrollment Request(s)

**Ebone, Fifteen** | Preferred Name: | Status: Enrolled | Status Effective Date: 12/18/2020 | MCI:3501000015 | DOB:01/01/1950 | Age:71 | Target Group: Frail Elder | Preferred Phone Number: (414)777-1515 | County of Responsibility: WI

ICA Consultant  
TMG Collins Reagan

Create Budget Amendment Request  
Request Budget Amendment

Create One Time Expense Request  
Request One Time Expense

Audit Log  
MMIS Waiver Enrollment Audit Log

Print CSV Column Filters (OFF)

Initiating Process	Request Sequence	Resubmitted Indicator	Transaction Source	Transaction Date	Transaction Time	Transaction Reference ID	Member ID	Last Name	First Name	Middle Initial	Name Suffix	DOB	SSN	Gender	Res Address Type	Res Care Of	Res Address1	Res Address2	Res City	Res State	Res ZipCode	Res ZipCode4	Res County	Res Phone	Res Phone Indicator	Mail Address Type	Mail Address1	Mail Address2	Mail Address3	Mail City	Mail State	Mail ZipCode
Initial Enrollment	No	WSTRT	12/29/2020	153842	143327089	3501000015	Ebone Fifteen	01/01/1950	3501000015	Male	IRIS Residential	2213 E Washington Ave		Madison WI	53704	5209	13	4147771515	H	IRIS Mailing	2213 E Washington Ave		Madison WI	53704								

Figure 4-212 MMIS Waiver Program Enrollment Request

3. The **MMIS Waiver Program Enrollment Request(s)** tab contains the enrollment data points sent to MMIS for the Participant IRIS enrollment.

MMIS Waiver Program Enrollment Request(s)

MMIS Enrollment Seg Response

**Ebone, Fifteen** | Preferred Name: | Milwaukee

ICA  
TMG

Create Budget Amendment Request  
Request Budget Amendment

Has Been Resubmitted No  
Initiating Process Initial Enrollment  
Transaction Source WSTRT  
Transaction Date 12/29/2020  
Transaction Time 153842  
Transaction Reference ID 143327089  
Member ID 3501000015  
Last Name Ebone  
First Name Fifteen  
Middle Initial  
Name Suffix  
DOB 01/01/1950  
SSN \*\*\*-\*\*-0015  
Gender Male  
Res Address Type IRIS Residential  
Res Care Of  
Res Address1 2213 E Washington Ave  
Res Address2  
Res Address3  
Res City Madison  
Res State WI  
Res ZipCode 53704  
Res ZipCode4 5209  
Res County 13  
Res Phone 4147771515  
Res Phone Indicator H  
Mail Address Type IRIS Mailing  
Mail Address1  
Mail Address2 2213 E Washington Ave  
Mail Address3  
Mail City Madison  
Mail State WI  
Mail ZipCode 53704  
Mail ZipCode4 5209  
Mail County 00  
Mail Phone 4147771515  
Mail Phone Indicator H  
Waiver Program Code IRIS  
Waiver Agency Id 89009901  
Transaction Type Open  
Enrollment Effective Date 12/18/2020  
Enrollment End Date 12/31/2299  
Status Active  
Worker Id reagan.c  
Start Reason Code 2L  
Stop Reason Code  
Recertification Due Date 11/30/2021  
Recent Complete Date 12/18/2020  
County of Responsibility 40  
Waiver FEA 89009900  
Fea Effective Date 12/18/2020  
Fea End Date 12/31/2299  
Fea Status Active

Figure 4-213 MMIS Enrollment Request Data Points

4. The **MMIS Enrollment Seg Response** tab has the Response Status from MMIS.

Figure 4-214 Enrollment Seg Response

5. For a failed Request, click on the **MMIS Enrollment Seg Errors** tab to see the reason the Request failed.

Error Code	Error Description	Error Type
9102	MEMBER NOT FOUND IN INTERCHANGE	Reject Field

Figure 4-215 MMIS Enrolment Seg Errors

**Note:** When the Response Status is Success with Errors, WISITS will handle this MMIS response as a 'Success.'

**Note 2:** When an ICA or FEA transfer occurs while suspended, WISITS keeps enrollment segments in sync with MMIS and sends correct suspension end date.

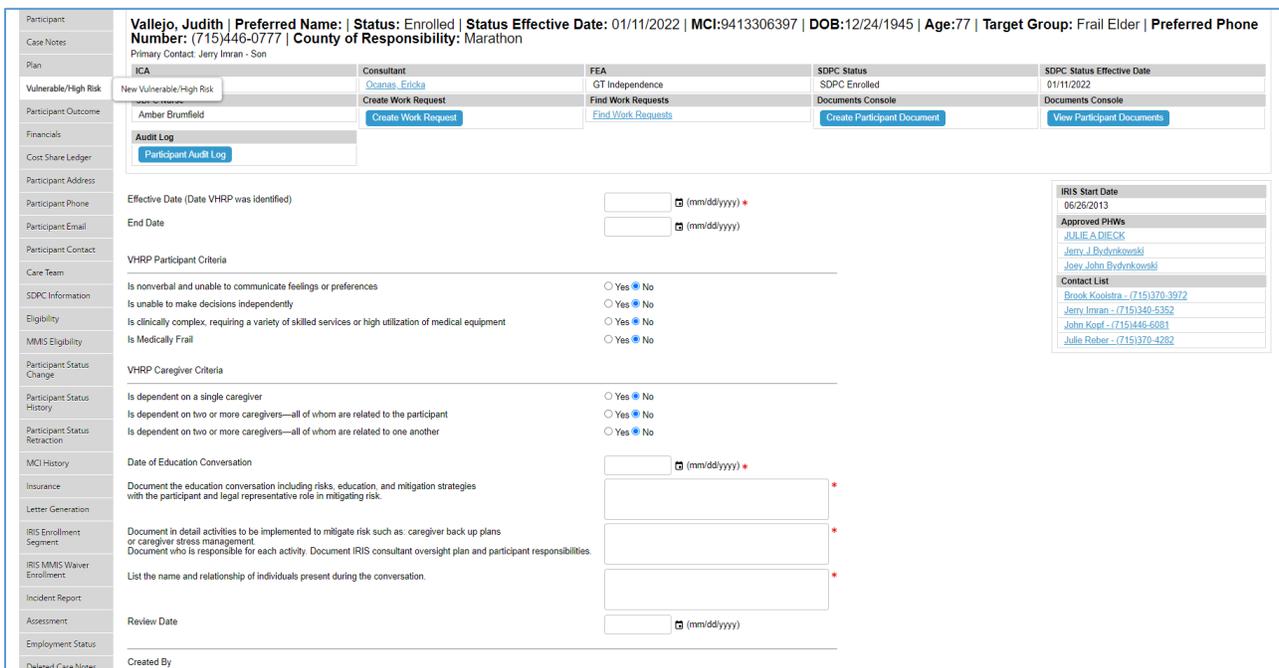
## 4.22 Vulnerable High/Risk Form

This CTO in WISITS captures the participant's vulnerable/high risk status (V/HR). The Vulnerable/High Risk tab is child of participant (CTO), it allows entry of Vulnerable/High Risk Participant information. This status can be changed as appropriate. Users can determine when a participant was in this V/HR status at any particular time via status Effective and End Dates. A PDF copy of the V/HR form can be saved to the Participant Console based upon selections made by the User.

To create a Vulnerable / High Risk record:

8. Go to the Participant Page
9. On the left navigation select or hover over the Vulnerable / High Risk tab.
10. Select New Vulnerable / High Risk.
11. A blank form will populate.
12. Complete all appropriate fields.

**Note:** Required fields must be completed in order to save the form.



Participant: **Vallejo, Judith | Preferred Name: | Status: Enrolled | Status Effective Date: 01/11/2022 | MCI:9413306397 | DOB:12/24/1945 | Age:77 | Target Group: Frail Elder | Preferred Phone Number: (715)446-0777 | County of Responsibility: Marathon**

Case Notes: Primary Contact: Jerry Imran - Son

Plan: ICA Consultant: Ocasio, Ericka FEA: GT Independence SDCP Status: SDCP Enrolled SDCP Status Effective Date: 01/11/2022

Vulnerable/High Risk: New Vulnerable/High Risk Create Work Request Find Work Requests Documents Console Documents Console

Participant Outcome: Amber Brumfield Create Work Request Find Work Requests Create Participant Document View Participant Documents

Financials: Audit Log Participant Audit Log

Participant Address: Effective Date (Date VHRP was identified) (mm/dd/yyyy) \*

Participant Phone: End Date (mm/dd/yyyy)

Participant Email: End Date (mm/dd/yyyy)

Participant Contact: VHRP Participant Criteria

Care Team: Is nonverbal and unable to communicate feelings or preferences  Yes  No

SDCP Information: Is unable to make decisions independently  Yes  No

Eligibility: Is clinically complex, requiring a variety of skilled services or high utilization of medical equipment  Yes  No

MMS Eligibility: Is Medically Frail  Yes  No

Participant Status Change: VHRP Caregiver Criteria

Participant Status History: Is dependent on a single caregiver  Yes  No

Participant Status Retraction: Is dependent on two or more caregivers—all of whom are related to the participant  Yes  No

Participant Status Retraction: Is dependent on two or more caregivers—all of whom are related to one another  Yes  No

MCI History: Date of Education Conversation (mm/dd/yyyy) \*

Insurance: Document the education conversation including risks, education, and mitigation strategies with the participant and legal representative role in mitigating risk. \*

Letter Generation: Document in detail activities to be implemented to mitigate risk such as: caregiver back up plans or caregiver stress management. Document who is responsible for each activity. Document IRIS consultant oversight plan and participant responsibilities. \*

IRIS Enrollment Segment: Document in detail activities to be implemented to mitigate risk such as: caregiver back up plans or caregiver stress management. Document who is responsible for each activity. Document IRIS consultant oversight plan and participant responsibilities. \*

IRIS MMS Waiver Enrollment: List the name and relationship of individuals present during the conversation. \*

Assessment: Review Date (mm/dd/yyyy)

Employment Status: Created By

Deleted Case Notes: Created By

IRIS Start Date: 06/26/2019

Approved PHNs: JULIE A DIECK, Jerry J. Brychynkowski, Joey John Brychynkowski

Contact List: Brook Koolstra - (715)370-3972, Jerry Imran - (715)340-5352, John Koop - (715)446-5081, Julie Reber - (715)370-4282

Figure 4-216 Vulnerable/High Risk

13. Click Save button at the bottom of the form.
14. A popup will be displayed asking the user if they want it attached to the Participant Documents Console.

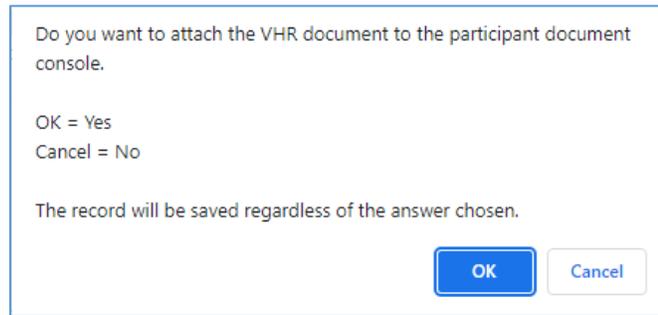


Figure 4-217 Option to save Vulnerable/High Risk PDF on Participant’s Document Console.

- a.) If the answer is yes, a PDF version of the form will be created behind the scenes and attached to the participant document console. This can be accessed when viewing the participant documents from the button on the banner.

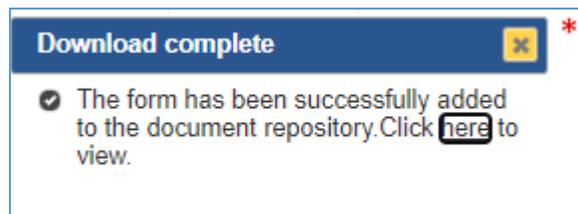


Figure 4-218 Confirmation Vulnerable/High Risk PDF saved to Participant Document Console.

- b.) If the answer is NO, the Vulnerable/High Risk Form will be present in the listing view and no PDF will be created.

15. To access the listing view click on the Vulnerable/High Risk Tab. Completed Vulnerable/High Risk forms are available to review or update by users with appropriate permissions.

Effective Date	End Date	Is nonverbal and unable to communicate feelings or preferences	Is unable to make decisions independently	Is clinically complex, requiring a variety of skilled services or high utilization of medical equipment	Is Medically Frail	Is dependent on a single caregiver	Is dependent on two or more caregivers—all of whom are related to the participant	Is dependent on two or more caregivers—all of whom are related to one another	Date of Education Conversation	Conversation Summary	Outcome Summary	Individuals participating in the education conversation	Review Date	Created By	Created Date	Updated By	Updated Date
03/17/2023		No	Yes	No	No	Yes	No	No	03/17/2023	Test	Test	Test	03/17/2023	debbie jones	03/17/2023 01:01 PM	debbie jones	03/17/2023 01:07 PM

Figure 4-219 Vulnerable/High Risk Listing view

- a.) When a form is updated and saved the option of creating the PDF will be presented again. See example of the PDF form below

**Vallejo, Judith | Preferred Name:** | **Status:** Enrolled | **Status Effective Date:** 01/11/2022 | **MCI:**9413306397 | **DOB:**12/24/1945 | **Age:**77 | **Target Group:** Frail Elder | **Preferred Number:** (715)446-0777 | **County of Responsibility:** Marathon  
 Primary Contact: Jerry Imran - Son

ICA: Advocates4U | Consultant: [Cecilia, Erica](#) | FEA: GT Independence | SDCP Status: SDCP Enrolled | SDCP Status Effective Date: 01/11/2022  
 SDCP Nurse: Amber Brumfield | Vulnerable/High Risk Status: Start Date: 03/17/2023 End Date: | Create Work Request | Find Work Requests | Documents Console | Create Participant Document

Documents Console | Audit Log  
[View Participant Documents](#) | [Participant Audit Log](#)

**Participant Document Console**

Show All entries Search:

File Name	Document Name	Document Date	Category	Type	Comments	Mailed	Created By	Created Date	Updated By
<a href="#">VULNERABLE_HIGH_RISK_DETERMINATION.PDF</a>	VULNERABLE_HIGH_RISK_DETERMINATION.PDF	03/17/2023	ISSP and Related Documents	Vulnerable/High Risk Determination Form		No	debbie.jones	03/17/2023 1:01 PM	debbie.jones
<a href="#">VULNERABLE_HIGH_RISK_DETERMINATION.PDF</a>	VULNERABLE_HIGH_RISK_DETERMINATION.PDF	03/17/2023	ISSP and Related Documents	Vulnerable/High Risk Determination Form		No	debbie.jones	03/17/2023 1:07 PM	debbie.jones
<a href="#">TEST (5).docx</a>	TEST	09/08/2022	Advocates4U	Conflict of Interest Disclosure		No	debbie.jones	09/08/2022 8:45AM	debbie.jones
<a href="#">Handwritten_2022-08-16_155015 WIIRIS -1872.pdf</a>	TEST Deb	08/16/2022	Advocates4U	Conflict of Interest Disclosure	test	No	debbie.jones	08/16/2022 3:13 PM	debbie.jones

Showing 1 to 4 of 4 entries Previous 1 Next

[Close](#)

Figure 4-220 Vulnerable/High Risk PDF saved in Document Console

<b>DEPARTMENT OF HEALTH SERVICES</b> Division of Medicaid Services F-02879 (09/2021)		<b>STATE OF WISCONSIN</b>	
<b>VULNERABLE HIGH RISK DETERMINATION – IRIS PROGRAM</b>			
<b>INSTRUCTIONS:</b> Completion of this form is not required through Wisconsin State Statute; however, completion of this form is an IRIS program requirement per IRIS policy. IRIS consultants are required to assess vulnerability and risk factors for abuse and neglect in the participant's personal life or finances. The IRIS consultant must complete this form after the determination of vulnerable/high risk participant (VHRP) has occurred (at least annually). In cases in which the participant does not wish to address the risk, this document should serve as a guide for discussion and acknowledgement of risk.			
Name – Participant (Last, First, Middle Initial) Vallejo, Judith		Name – IRIS Consultant Agency Advocates4U	
Date VHRP was Initially Determined/Redetermined 03/17/2023		Name – IRIS Consultant Ericka Ocanas	
Date of Education Conversation 03/17/2023			
1. State how the participant meets the definition of VHRP.			
<input checked="" type="checkbox"/> Is dependent on a single caregiver		<input type="checkbox"/> Is nonverbal and unable to communicate feelings or preferences	
<input type="checkbox"/> Is dependent on two or more caregivers—all of whom are related to the participant		<input checked="" type="checkbox"/> Is unable to make decisions independently	
<input type="checkbox"/> Is dependent on two or more caregivers—all of whom are related to one another		<input type="checkbox"/> Is medically frail	
		<input type="checkbox"/> Is clinically complex, requiring a variety of skilled services or high utilization of medical equipment	
2. <b>Conversation Summary</b> – Document the education conversation, including risks, education, and mitigation strategies with the participant's and legal representative's role in mitigating risk. Test			
3. <b>Outcome Summary</b> – Document in detail activities to be implemented to mitigate risk, such as caregiver back-up plans or caregiver stress management. Document who is responsible for each activity. Document IRIS consultant oversight plan and participant responsibilities. Test			
4. <b>Individuals participating in the education conversation</b> – List the names of individuals present during the conversation and their relationships with the participant. Test			
<input type="checkbox"/> My signature indicates that my IRIS consultant and I have discussed the risk(s). <input type="checkbox"/> My signature indicates that I understand the increased oversight needs that my IRIS consultant discussed with me. <input type="checkbox"/> My signature indicates that I understand my responsibilities.			
<b>SIGNATURE</b> – Participant		Date Signed	
<b>SIGNATURE</b> – Legal Representative (if applicable)		Date Signed	
<input type="checkbox"/> My signature indicates that I have explained the risks and mitigation strategies. <input type="checkbox"/> My signature indicates that I have explained the participant's responsibilities.			
<b>SIGNATURE</b> – IRIS Consultant		Date Signed	

Figure 4-221 VULNERABLE\_HIGH\_RISK\_DETERMINATION.PDF

## 5 Provider

The Provider main record is used to track data for Providers added to Participant records. The data tracked for a Provider also includes addresses, service and PHW approved participant records.

These records are usually created by a user with the FEA Operations role, but a user with a system administrator role can also create these records.

From the Tracking Inbox, add Provider data.

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

To create a new Provider, follow these steps.

1. Hover over Tracking Inbox and Provider; then select New.

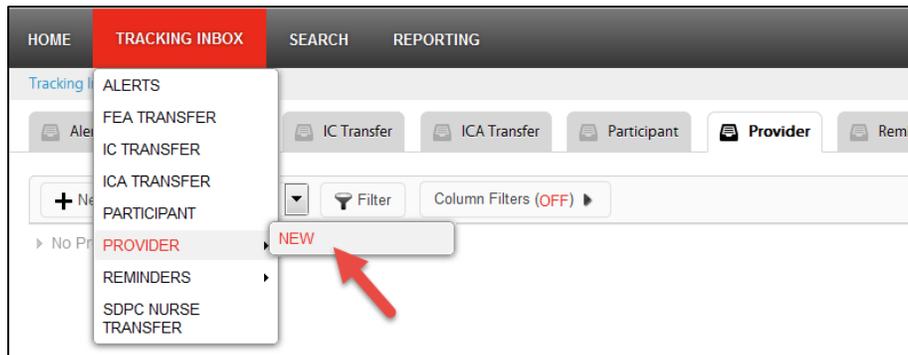


Figure 5-1 Create New Provider Record

**Note:** It is recommended that before a new Provider record is created, the existing Provider main records are searched. If the Provider record already exists, it can be opened for editing and not duplicated.

2. On the Provider landing screen, select the type and status of the Provider. These selections will determine what data is tracked and other system requirements. Provider Type of Organization will track EIN and W9 data; Providers who are PHW individuals have their name and SSN tracked.

Figure 5-2 Provider Landing Screen

3. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** The Provider's Social Security Number (SSN) and or the Employer Identification Number (EIN) can be entered into the form. At least one is required. A workflow validation error will display when a form submission attempt is made without either SSN or EIN. Upon entry and saving of the SSN and EIN, the number will be partially masked. Only the last 4 digits will be displayed.

**Note 3:** The National Provider Id (NPI) is included on the page. If populated (it is not required) it will show up in the last column of the Authorizations Extract.

**Note 4:** IRIS Authorizations Request and Response files are sent between Gainwell GWT/MMIS by WISITS for authorization data. These files once provided only EVV Authorization data, they now provide all authorizations with a funding source of IRIS Waiver, IRIS SDPC, or IRIS One-Time Expense where a generic provider is not selected to MMIS, in addition to the EVV Authorization Data. Processing of the files occurs daily, including weekends, and on holidays. The files contain single instances of each authorization. Only the most recent version of the authorization is sent. This excludes funding sources of:

- 1.DVR
2. Family/Community Supports
- 3.Medicaid Card Services (LTC)
- 4.Medicaid Card Services – Acute and Primary
- 5.Medicare

## 6. Private Pay

Figure 5-3 New Provider Record

4. Enter optional data fields as needed.

**Note:** It is recommended to enter as many data fields as possible.

5. Click Save. The child tabs display.

Figure 5-4 Provider Main Record Child Tabs

**Note 1:** The following sections provide steps for creating the child sub-records.

### 5.1 Approved Participant

These records are to track all of the Approved Participants for the PHW Provider.

From the Provider record, add Approved Participant data.

**Note 1:** Approved Participants status must be Referred or Enrolled before they can be added as a Provider's Approved Participant.

**Note 2:** The Provider's Approved Participant data is updated by the system whenever the Participant's main record is updated.

To create a new Approved Participant record, follow these steps.

1. Hover over Approved Participant and select New Approved Participant.

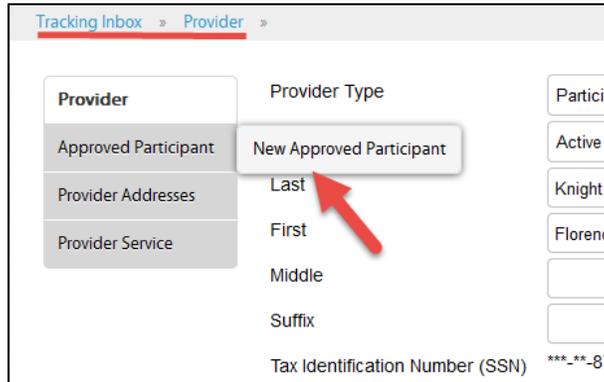


Figure 5-5 New Approved Participant

2. On the Approved Participant landing screen, click Participant Search.

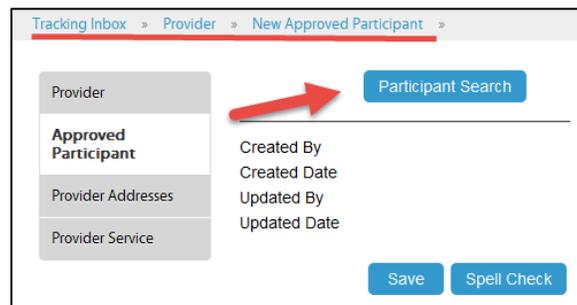


Figure 5-6 Approved Participant Landing Screen

3. On the Participant Search pop-up window, enter the MCI ID for the Participant and click Search.

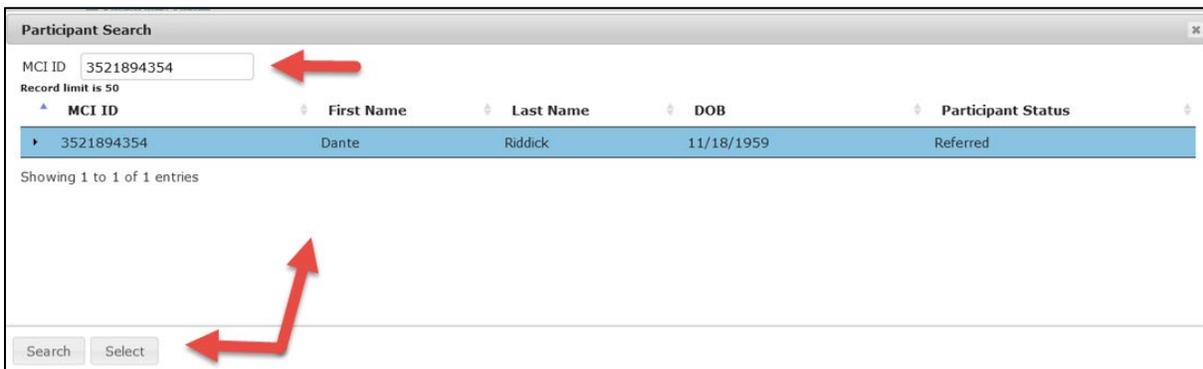


Figure 5-7 Participant Search Pop-Up Window

**Note:** A Participant cannot be approved for the same Provider more than once.

- Click on the Participant's record and click Select.

**Note:** When a Participant's main record is updated, the system will update the Participant's data elsewhere in the system.

- Click Save. The Approved Participant Listing displays.

Participant First Name	Participant Last Name	MCI ID	Participant Status	DOB	Created By	Created Date	Updated By	Updated Date
Dante	Riddick	3521894354	Referred	11/18/1959	sgiordano	02/08/2017 01:50 PM		

Figure 5-8 Approved Participant Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 5.2 Provider Addresses

Providers within the system can have multiple address records. Address record types of values are filtered based on the type of Provider.

From the Provider record, add Provider Addresses data.

To create a new Provider Addresses record, follow these steps.

- Hover over Provider Addresses and select New Provider Addresses.

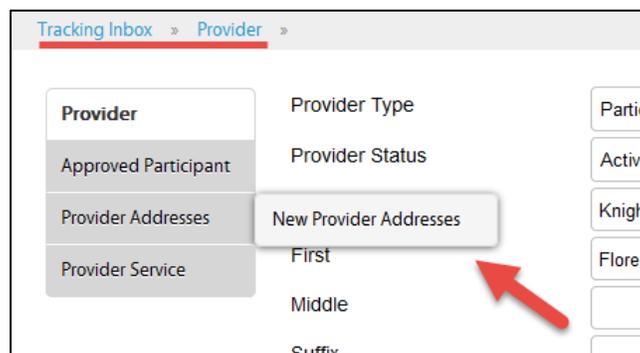


Figure 5-9 New Provider Address

- On the Provider Address landing screen, select the Address Type.

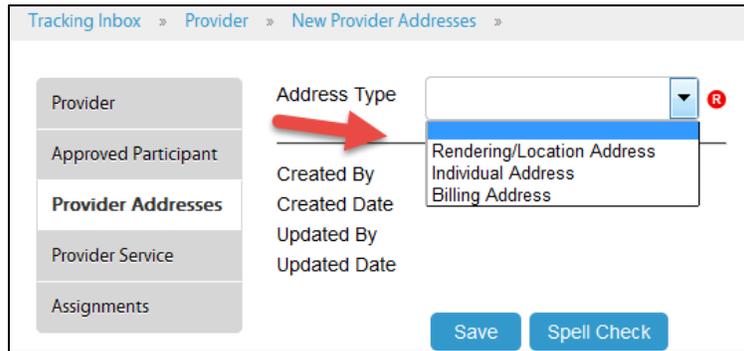


Figure 5-10 Provider Address Landing Screen

- Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

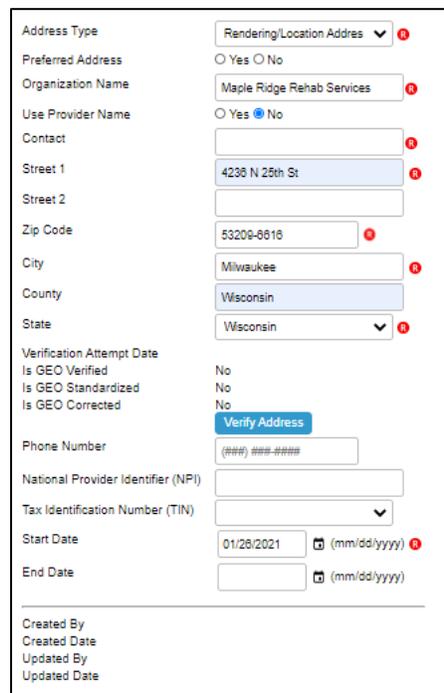


Figure 5-11 New Provider Address Record

- Click the Verify Address button.
- A message will be displayed to confirm the address is verified or unverified.

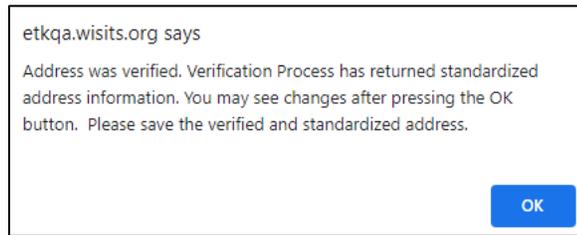


Figure 5-12 Address Verification Message

6. Click OK to close the message box.
7. The system will update the address to USPS standard format if needed. It will also populate the County if left blank.
8. The following fields will be updated by the system:
  - a.) Last Verification Attempt – Verification date
  - b.) Is GEO Verified – Yes or No that is based on the "is verified" field returned from the query.
  - c.) Is GEO Standardized – Yes or No. If verified from #b. and "is Standardized" = Y from field returned back from the query.
  - d.) Is GEO Corrected - Yes or No. If verified from #b. and "is Corrected" = Yes from field returned back from the query.

Address Type	Rendering/Location Address <span style="color: red;">!</span>
Preferred Address	<input type="radio"/> Yes <input type="radio"/> No
Organization Name	Maple Ridge Rehab Services <span style="color: red;">!</span>
Use Provider Name	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact	<input type="text"/> <span style="color: red;">!</span>
Street 1	4236 N 25th St <span style="color: red;">!</span>
Street 2	<input type="text"/>
Zip Code	53209-8618 <span style="color: red;">!</span>
City	Milwaukee <span style="color: red;">!</span>
County	Milwaukee
State	Wisconsin <span style="color: red;">!</span>
Verification Attempt Date	01/28/2021
Is GEO Verified	Yes
Is GEO Standardized	Yes
Is GEO Corrected	No
	<b>Verify Address</b>
Phone Number	(###) ###-####
National Provider Identifier (NPI)	<input type="text"/>
Tax Identification Number (TIN)	<input type="text"/>
Start Date	01/28/2021 <input type="text"/> (mm/dd/yyyy) <span style="color: red;">!</span>
End Date	<input type="text"/> (mm/dd/yyyy)
Created By	
Created Date	
Updated By	
Updated Date	
	<b>Save</b>

Figure 5-13 GEO Address Validated

9. Enter optional data fields as needed.

**Note 1:** It is recommended to enter as many data fields as possible.

**Note 2:** An unverified address can be saved. The GEO indicators will be set to 'No.'

**Note:** The Save button will not be visible until after the address has been verified.

10. Click Save. The Provider Address Listing displays.

Provider Address Type	Preferred Address	Street 1	Street 2	City	State	Zip Code	National Provider Identifier
Rendering/Location Address		5468 Maple Ave		Ashland	Wisconsin	54806	

Figure 5-14 Provider Address Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

### 5.3 Provider Service

Providers within the system can have multiple service records. These record types of values are filtered based on the type of Provider.

From the Provider record, add Provider Service data.

To create a new Provider Service record, follow these steps.

1. Hover over Provider Service and select New Provider Service.

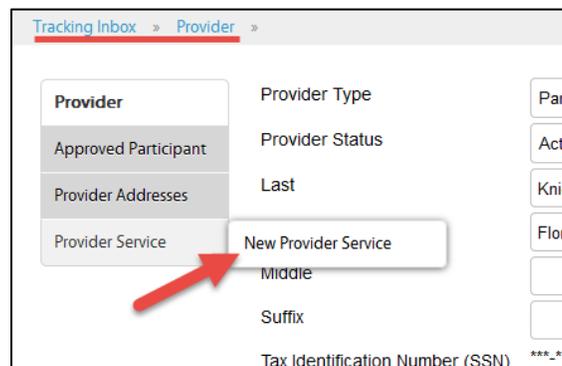


Figure 5-15 New Provider Service

- On the Provider Service landing screen, select the Service category and type.

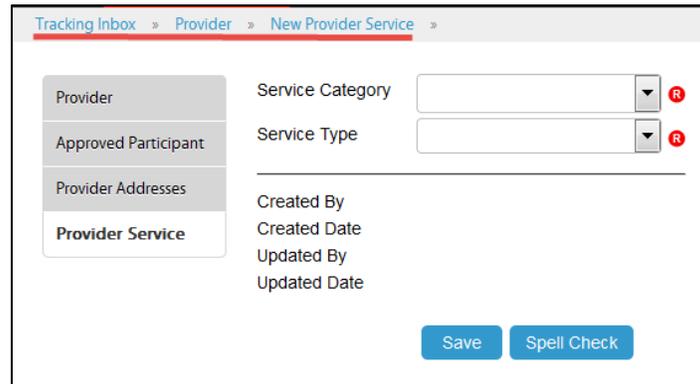


Figure 5-16 Provider Service Landing Screen

**Note:** The Service values are filtered based on the Service Category selection.

- Enter required data fields.

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

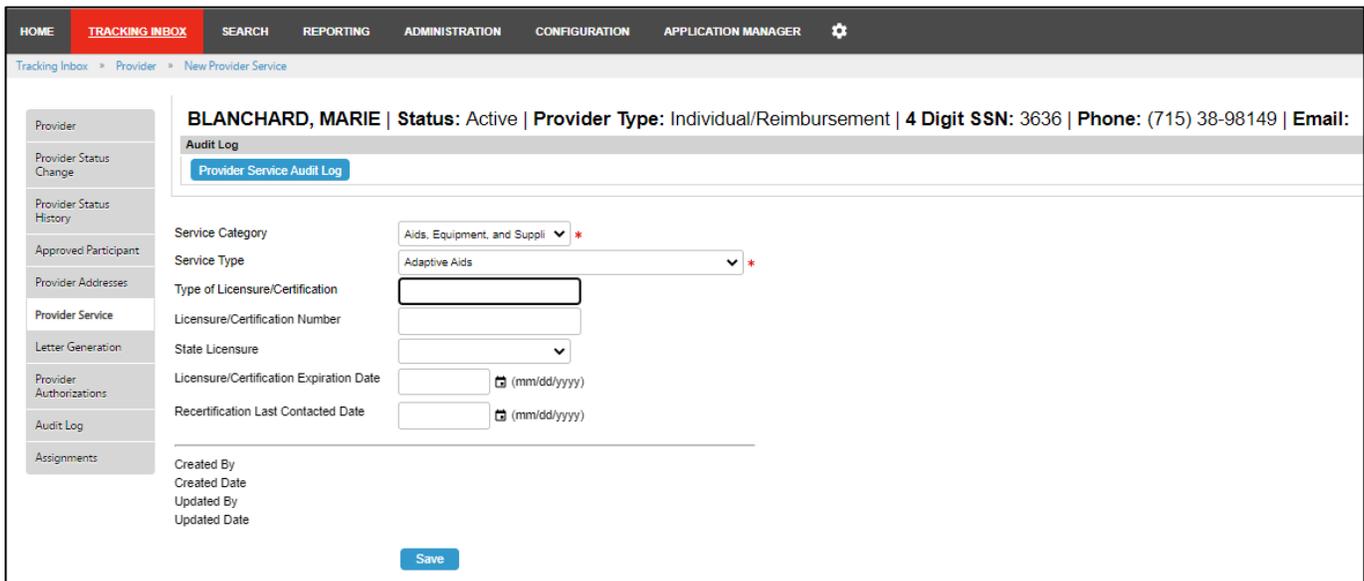


Figure 5-17 New Provider Service Record

- Enter optional data fields as needed.

**Note:** It is recommended to enter as many data fields as possible.

5. Click Save. The Provider Service Listing displays.

Service Category	Service Type	Type of Lice Cert	Lice Cert Number	State	Licensure Expiration Date
Daily Living Skills	Daily Living Skills	Nurse Aid	WI18126840368	Wisconsin	
Day Services	Day Services	Nurse Aid	WI318436145436	Wisconsin	

Figure 5-18 Provider Service Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 5.4 Provider Documents

Providers or ICs, FEA staff, and DHS may upload documents pertaining to that provider. This is a measure to increase efficiency in documentation in a centralized location, as well as streamlining the process to set up Participant Hired Workers (PHWs).

From a Provider Record's Document Console, select the Create or View Document buttons.

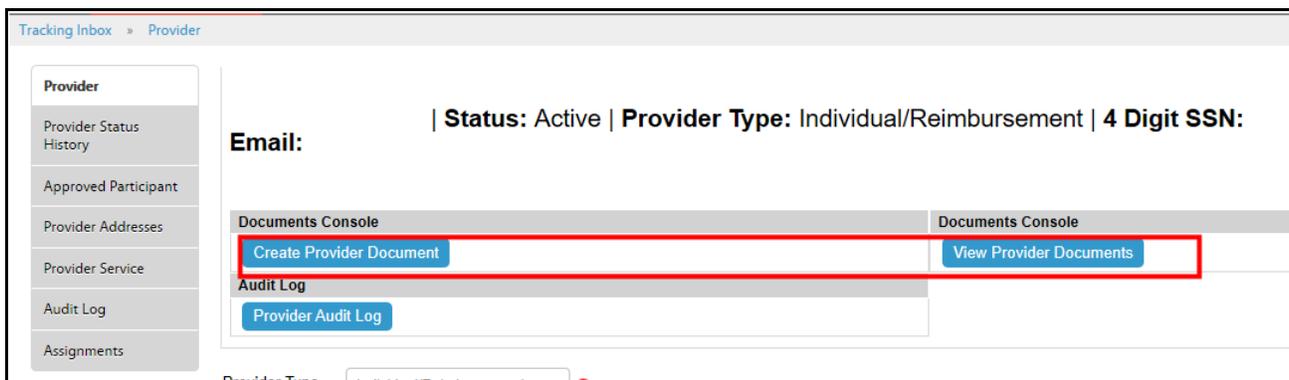


Figure 5-19 Document Console

1. Select Create Provider Document to Add a new Document:
2. Enter required data fields.

**Note:** Drop Down values determined by DHS.

Figure 5-20 New Provider Document Page

3. Enter optional data fields as needed.

**Note:** It is recommended to enter as many data fields as possible.

4. Click Save. The Provider Document is saved.
5. Select View Provider Documents (see figure 5-17) and you can see your list:

**Note:** Click on Home to return to the dashboard.

## 6 Bulk Transfer

With the proper permissions, users will be able to perform bulk transfers.

There are two types:

1. Bulk IC Transfer
2. Bulk SDPC RN Transfer

These records are usually performed by users with a supervisor role, but a user with a system administrator role can also perform these tasks.

### 6.1 Bulk IC Transfer

Consultant Supervisors can execute multiple IC transfers at a time. Once an IC transfer is executed, all Work Requests associated with the participant will be re-assigned to the receiving IC.

- Left Panel contains Contents and Search tabs.
- Right Panel: contains an opened tab for viewing Help topic pages.

The left panel contains the Contents tab for browsing, and the Search tab for full-text searching. Each selected topic page displays in the right panel as a new tab.

To perform a Bulk IC Transfer, you can perform the following steps.

1. Go to your Tracking inbox:

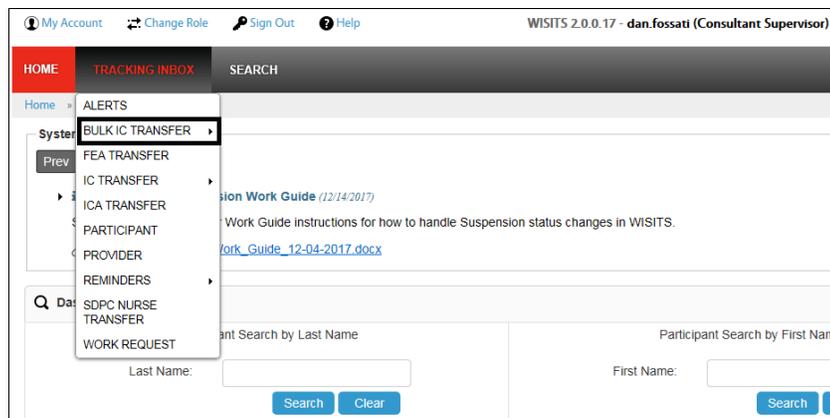


Figure 6-1 Tracking Inbox Listing

**Note:** Existing Bulk Transfers can be searched through the Search menu.

2. Select the IC to Transfer From:

HOME TRACKING INBOX SEARCH

Tracking Inbox > New Bulk IC Transfer >

Transfer From IC Consultant Fossati

Transfer To IC

Participants

- Duck, Donald - 3449324980
- Kenobi, Obiwan - 4425325432
- Montana, Hannah - 4398705432
- Mouse, Mickey - 9705432903
- Rodgers, Aaron - 3294324321
- Skywalker, Leia - 3243224324
- Vader, Darth - 4320043243

Reason For Transfer

Time Frame Immediate

Effective Date

Created By

Created Date 02/08/2018 01:18 PM

Updated By

Updated Date

Figure 6-2 New Bulk IC Transfer Page

---

**Note:** The sending IC's participants appear in the searchable list.

**Note 2:** WISIST will not allow Bulk Transfers to Consultants that are not currently active in the system or outside of the existing ICA.

---

3. Select the Receiving Consultant
4. Select Participants to Transfer. Reason is optional.

5. Select “Perform Immediate Bulk Transfer”

HOME TRACKING INBOX SEARCH

Tracking Inbox > New Bulk IC Transfer >

Transfer From IC SendingConsultant Fossati

Transfer To IC ReceivingConsultant Fossati

Participants

- Duck, Donald - 3449324980
- Kenobi, Obiwan - 4425325432
- Montana, Hannah - 4398705432
- Mouse, Mickey - 9705432903
- Rodgers, Aaron - 3294324321
- Skywalker, Leia - 3243224324
- Vader, Darth - 4320043243

Reason For Transfer

Time Frame Immediate

Effective Date

Figure 6-3 New Bulk IC Transfer Page

6. Upon successful completion of the Bulk Transfer, the system displays a confirmation message and the remaining participants.

Figure 6-4 New Bulk IC Transfer Page

**Note:** All work requests associate to the participant are automatically reassigned.

## 6.2 Bulk SDPC RN Transfer

SDPC RN Supervisors can execute multiple SDPC RN transfers at a time. Once a SDPC RN transfer is executed, all Work Requests associated with the participant will be re-assigned to the receiving SDPC RN.

- Left Panel contains Contents and Search tabs.
- Right Panel: contains an opened tab for viewing Help topic pages.

The left panel contains the Contents tab for browsing, and the Search tab for full-text searching. Each selected topic page displays in the right panel as a new tab.

To perform a Bulk SDPC RN Transfer, you can perform the following steps.

1. Go to your Tracking inbox and hover over Bulk SDPC Nurse Transfer for New:

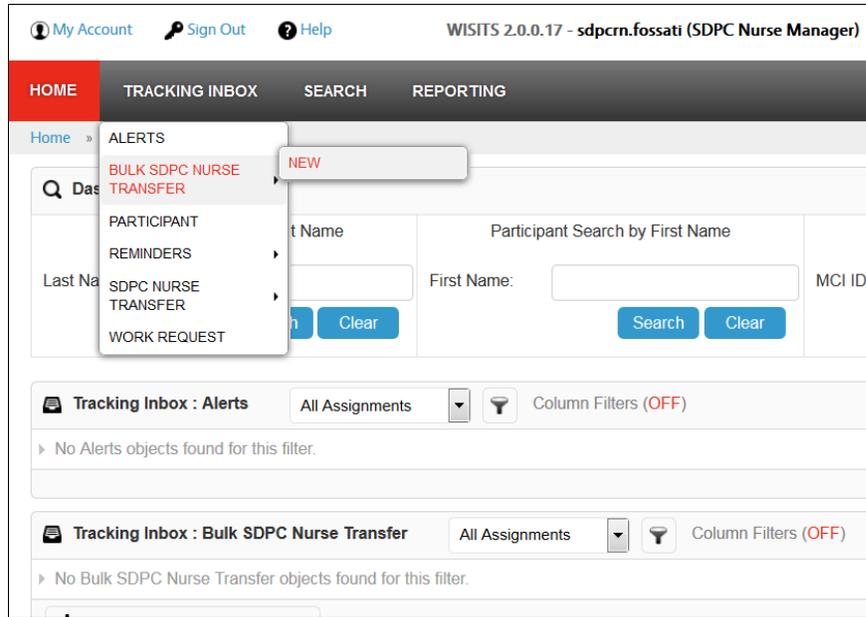


Figure 6-5 Tracking Inbox Listing

---

**Note:** Existing Bulk Transfers can be searched through the Search menu.

---

2. Select the SDPC RN to Transfer From:

HOME TRACKING INBOX SEARCH REPORTING ENTELLISQL PAGES ADMINISTRATION CONFIG

Tracking Inbox > New Bulk SDPC Nurse Transfer >

Transfer From SDPC Nurse Mary Poppins

Transfer To SDPC Nurse

Override May Not Assign Another RN  Yes  No

Participants

<input type="checkbox"/>	
<input type="checkbox"/>	Brown, Charlie - 12345678 - - - -
<input type="checkbox"/>	Doo, Scooby - 23456789
<input type="checkbox"/>	Panther, Pink - 345678901
<input type="checkbox"/>	Patty, Peppermint - 456789012

Reason For Transfer

Time Frame Immediate

Effective Date 03/06/2018

Created By  
Created Date  
Updated By  
Updated Date

Figure 6-6 New Bulk SDPC Nurse Transfer Page

---

**Note:** The sending SDPC Nurse's participants appear in the searchable list.

---

3. Select the Receiving SDPC Nurse
4. Select Participants to Transfer. Reason is optional.
5. Indicate whether an override is necessary.
6. Select "Perform Immediate Bulk Transfer"

7. Upon successful completion of the Bulk Transfer, the system displays a confirmation message and the remaining participants.



Figure 6-7 New Bulk SDPC Nurse Transfer Page

---

**Note:** All work requests associate to the participant are automatically reassigned.

---

## 7 Create Work Request

Work Requests are used to remind users of tasks needed to continue the workflow of a Participant's involvement in the IRIS program. Work Requests can be auto generated by the system or created by a user with permission to create a Work Request. See table below for system generated Work Requests.

**Note:** If the Participant's status is transitioned to Involuntary Disenrollment, Voluntary Disenrollment, Referral Withdrawn or Deceased, any unassigned work requests statuses will be changed to Void.

Table 7-1 Examples of System Generated Work Requests

Work Request Cause	Priority	Due Date	Assignment	Instructions
Welcome Call	High	3 Business Days after Date Referral Received at ICA field	IC	Complete Welcome Call within 3 Business Days from the date the <Date Referral was received at ICA>.
Initial Visit	High	14 Calendar days after Date Referral Received at ICA field	IC	Complete the Initial Face to Face Visit with participant within 14 Calendar Days from the 'Date the Referral was received at ICA'
Mail Welcome Packet	High	14 Calendar days after Date Referral Received at ICA field	IC	Mail the Welcome Packet to: <Participant First Name> <Participant Last Name>
Mail Withdrawal Letter	High	3 Business Day after Current Date	IC	Mail the Referral Withdrawn Letter for this Participant.
Mail Cost Share /Spend Down Letter	High	3 Business Days after Enrolled Date	IC Only if their Medicaid indicator is B or C	Mail the Cost Share Letter for this Participant.
Complete Enrollment	High	10 Business Days after Enrolled Date	IC	Complete the required paperwork and authorizations for the Participant.
Complete Critical Incident Report	High	2 Business Days after Current Date	IC	Complete a Critical Incident Report for this deceased Participant.

For user generated Work Requests, the user will need to have access to the Participant's record. The Participant banner includes a Create Work Request button that will auto-populate the work request with some of the Participant's data; including their name, MCI ID, and other identifying data.

---

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

---

To create a new Work Request, follow these steps.

1. From the Participant record, click Work Request.

The screenshot shows a web interface for a participant record. On the left is a navigation menu with options: Participant, Eligibility, Financials, Documents, Care Team, Notes, SDPC Information, SDPC Referral, and Enrollment Segment. The main content area displays participant information for 'Buckshot, Bob', including status (Enrolled), MCI ID (3187431431), and DOB (02-). It also lists target group (Developmentally Disabled) and county of residence (Ashland). Below this is a table with columns: ICA, Consultant, FEA, and SDPC Status. The 'ICA' row contains 'Connections', 'Consultant, IC', 'ILife', and 'Yes'. Underneath the table, there are two buttons: 'SDPC Nurse' and 'Create Work Request'. A red arrow points to the 'Create Work Request' button.

Figure 7-1 Create New Work Request Record

2. Enter required data fields.

---

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When the Work Request Type value is selected, the system will auto select the Priority. The user can edit this field, as needed.

**Note 3:** When some data field values are selected, conditional data fields may display as additional data will be needed.

---

Tracking Inbox > Work Request >

Work Request

Status

Participant Buckshot, Bob - 3187431431 [View Participant](#)

MCI ID 3187431431

Participant Name Buckshot, Bob

Assigned Date 04/21/2017

Work Request Category Work Request

Work Request Type Annual Visit/Plan Review Due

Priority High Priority

---

Assignment Type Individual

Assigned To [Employee Search](#)

Due Date & Time  (mm/dd/yyyy hh:mm AM/PM)

Instructions Document  [Browse](#)

Figure 7-2 New Work Request Record

3. Enter optional data fields as needed.

**Note:** It is recommended to enter as many data fields as possible.

4. Comments can be added as needed.

HOME TRACKING INBOX SCAN SEARCH REPORTING ENTELLISQL PAGES ADMINISTRATION CONFIGURATION

Tracking Inbox > Work Request > Comments Listing >

Work Request

Audit Log

**Comments**

Event Log

Assignments

+New Print CSV Column Filters (OFF)

Comment	Created By	Created Date
Firstname Last	11/30/2015	***Schedule for SEPTEMBER***

Figure 7-3 Work Request Comments Listing

- Click Employee Search to assign the Work Request. (Or, if Assignment Type is Group, select the Group and Role values from the next drop-down fields.)

**Employee Search**

First Name

Last Name

Record limit is 50

Job Title	Name	Phone Number	Organization
Consultant	Consultant, IC	(222) 555-1236	ADRC of the North (Ashland, Bayfield, Iron, Price & Sawyer), Bad River, Central, Connections, ILife, The Management Group

Showing 1 to 1 of 1 entries

Figure 7-4 Work Request Employee Search

- Enter the search criteria, click Search. From the Search results, click the employee record and click Select.

Tracking Inbox > Work Request >

**Work Request**

Status: Participant

Participant: Buckshot, Bob - 3187431431

MCI ID: 3187431431

Participant Name: Buckshot, Bob

Assigned Date: 04/21/2017

Work Request Category:

Work Request Type:

Priority:

---

Assignment Type:

Assigned To: IC Consultant

Due Date & Time:   (mm/dd/yyyy hh:mm AM/PM)

Instructions Document:

Figure 7-5 Work Request

**Note 1:** A work request can only be assigned to an active Employee system user. If the Employee's name does not display in the search results, see section 13.5 Employee for steps to add a new Employee record. (Role permissions apply.)

**Note 2:** The Instructions data field is used for system generated Work Requests. Users' creating a Manual Work Requests should use add Comments to provide instructions to the assignee(s).

- Click Save. The Work Request is created and is displayed in the assignee's Tracking Inbox > Work Requests.

The screenshot shows the IRIS Tracking Inbox interface. At the top right, the user 'ic.consultant (Consultant)' is logged in. The main navigation bar includes 'HOME', 'TRACKING INBOX', and 'SEARCH'. Below this, there are tabs for 'Contacts', 'FEA Transfer', 'IC Transfer', 'ICA Transfer', 'Participant', 'Reminders', 'SDPC Nurse Transfer', and 'Work Request'. The 'Work Request' tab is active. The interface includes a toolbar with options like '+ New', 'Page 1 of 1', 'Display 50 per page', 'Refresh', 'Print', and 'CSV'. Below the toolbar is a table of work requests. The first row is highlighted with a red border and contains the following data:

Status	Participant Name	MCI ID	Participant Name	Work Request Category	Work Request Type	Due Date	Priority	Assigned Date	Instructions	Comments	Created By
Assigned	Buckshot, Bob - 3187431431	3187431431	Buckshot, Bob	Work Request	Annual Visit/Plan Review Due	04/28/2017 03:50 PM	High Priority	04/21/2017		Need to move up Annual Visit due to conflict of medical appointments for Participant.	sdpc.operations.sg
Assigned	Buckshot, Bob - 3187431431	3187431431	Buckshot, Bob	Work Request	Complete	04/21/2017 03:00 PM	High Priority	04/08/2017	Complete the request		ic.consultant

Figure 7-6 Assigned Work Request

## 8 Reminders

Reminders are available to all users within the system to set up their own tasks reminders, as needed. Some supervisory-type roles will be able to review and update reminders within their assigned organization.

From the Tracking Inbox record, add Reminders data.

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

To create a new Reminder, follow these steps.

1. Hover over Tracking Inbox and Reminder; then select New.

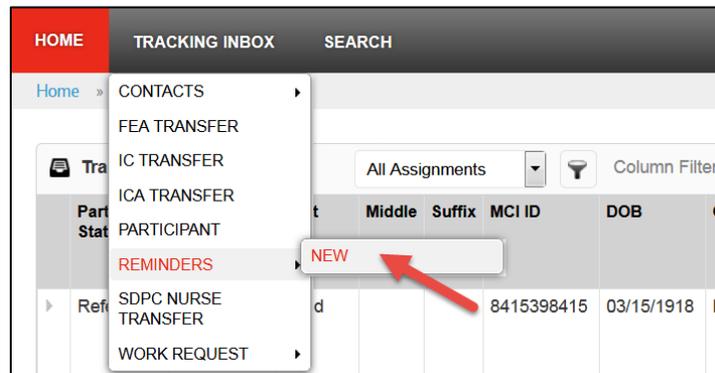


Figure 8-1 Create New Record

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

The screenshot shows the 'New Reminders' form. The fields are:
 

- Status: (empty)
- Subject: Contact Florence Knight (with a red R icon)
- Due Date: 02/09/2017 (with a calendar icon and a red R icon)
- Priority: High (with a dropdown arrow and a red R icon)
- Instructions: Her certifications are expiring soon.

 At the bottom, there are fields for 'Created By', 'Created Date', 'Updated By', and 'Updated Date', along with 'Save' and 'Spell Check' buttons.

Figure 8-2 New Reminder Record

3. Enter optional data fields as needed.
4. Click Save. The reminder is added to the user's Home Reminder Tracking Inbox.



Status	Subject	Due Date	Priority	Instructions
>	Contact Florence Knight	02/08/2017	High	Her certifications are expiring soon.

+ New Reminders

Figure 8-3 Reminder Tracking Inbox

**Note:** A reminder can also be created from the Reminder Tracking Inbox using the New Reminder button.

## 9 Deleting a Record

If your system role has delete privileges, then a **Delete** button is available, as shown in Figure 9-1.

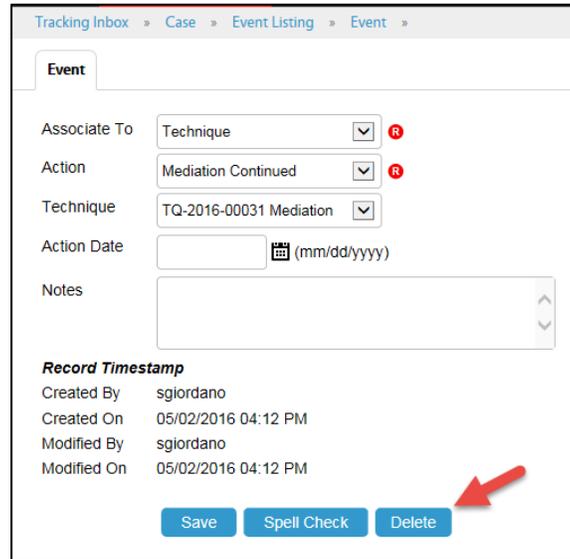


Figure 9-1 Record with Delete Option

When you click **Delete**, a dialog box, as shown in Figure 9-2, is displayed to request that you confirm the deletion.

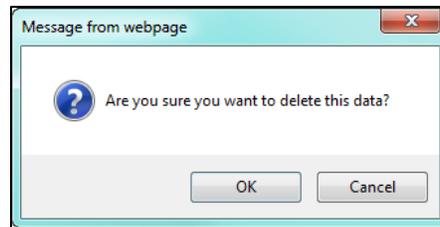


Figure 9-2 Delete Record Dialog Box

**Note:** If you do not have privileges to delete certain items in the system, you can contact your administrator to request that an entry be deleted. Once deleted, the record and all its data will be removed from the system. A delete cannot be undone.

# 10 Performing Searches

There are different search modes available to provide flexibility in identifying needed information:

- **Standard Search:** This search result format mirrors the format of the Tracking Inbox records.
- **Advanced Search:** This search format offers additional search elements, like Organizational Unit, as well as options for customization of the format and output.

Guidance on how to utilize these search methods is detailed in this section.

## 10.1 Standard Search

The Entellitrak system provides robust search capabilities allowing you to search by multiple criteria.

Data fields that were configured with *Allowed Search* will be available in search pages. In some cases, there may be choices available on the Search screen for items that are not user-entered, such as *State* for the main *Record* screen.

Figure 10-1 Initial Standard Search Page

**Note:** The Standard Search initial page displays data elements for the base-tracked record, along with all child-tracked records available within the base-tracked record.

## 10.1.1 Using Search

To perform a search, follow these steps:

1. Click the **Search** tab.
2. Under the Case list, click the **Standard Search** link.

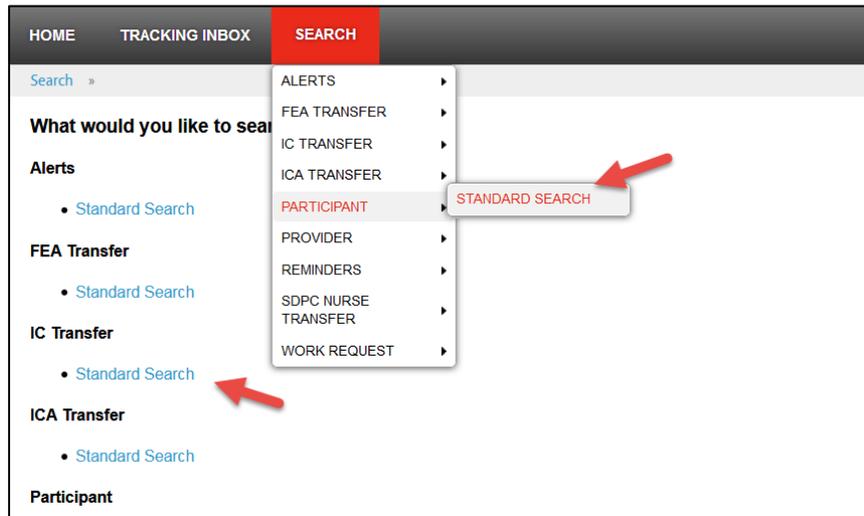


Figure 10-2 Search Tab

**Note:** from any screen in Entellitrak, you can position the cursor over the Search tab, and select Case from the drop-down list.

3. The Standard Search screen with a list of base and child tracked objects is displayed. To enter search criteria based on data elements in any object, click the check box to the left of the object name and a list of searchable fields appears.

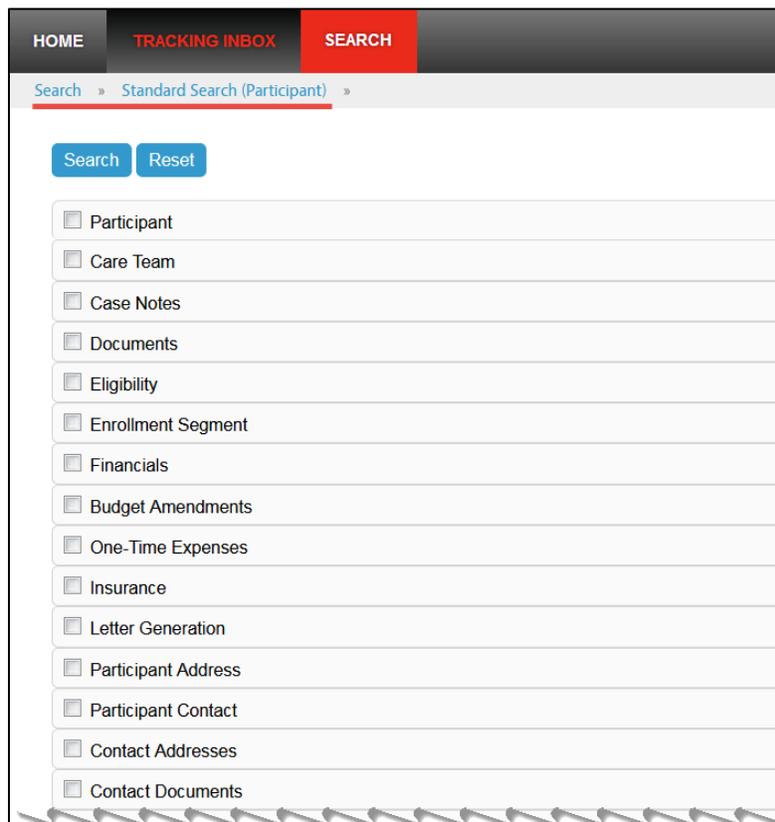


Figure 10-3 Standard Search Screen

---

**Note:** If this is a repeat use of the Search and new criteria is needed, click the Reset button to reset the search form and remove all previous search criteria.

---

4. When the Case object is selected, the Criteria area expands, displaying the data elements and options for the Case base-tracked object. (See Figure 10-4.)

Figure 10-4 Search Criteria

5. Select the appropriate comparison operators for the search information, enter the appropriate data, and click **Search**. Examples are: Like, Not Like, Equal, Not Equal, Starts With, Ends With, Before, After, Between, etc.
6. On the Search Results screen, click a search result item. This displays the Record screen, allowing it to be viewed or edited if your role permits.

Participant Status	Last	First	Middle	Suffix	MCI ID	DOB	Gender	Preferred Name	Date Referred to IRIS	IRIS Start Date	Date Referral Received	Currently Served by CSP	Has a Protective Placement	Race	Race Specify	Ethnicity	Primary Language
Enrolled	Buckshot	Bob			3187431431	02/01/1957	Male		02/13/2017	07/07/2017	02/14/2017			Two or more races		Non-Hispanic	English
Enrolled	Fuddrucker	Elrod			8415398415	03/15/1918	Male		03/15/2017	05/04/2017	03/15/2017			Unknown		Unknown	English

Figure 10-5 Search Results

7. Click on a record to open.

**Note:** The user will only be able to view records based on their permissions levels.

## 10.1.2 Using the Run Last Search Option

If you have navigated away from the search result page and want to see the search result again, position the cursor over the Search tab and then click the **Run Last Search** link. The system performs the search again, and the search results screen is displayed.

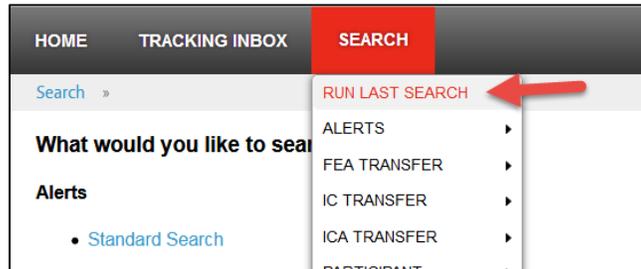


Figure 10-6 Search Tab Menu - Run Last Search Option

---

**Note:** The same search criteria will be used as previously when the search was run. Once a user has logged out of the system, they will need to start a new search to activate the Run Last Search option.

---

## 10.2 Advanced Search

The Advanced Search module provides more search filters and display formats than the standard search. In addition to data filters that are available in standard search, advanced users can also apply filters based on organizational units and object assignments to get more precise search results.

---

**Note:** The Advanced Search feature is only available to advanced system users, such as, supervisors and administrative roles.

---

Users can then choose to display data elements from child objects, in addition to data elements from base objects in a variety of formats, including HTML, Microsoft Word, or Microsoft Excel. Complex search criteria can be saved for recurring use and can be shared with other users with the same role in the system.

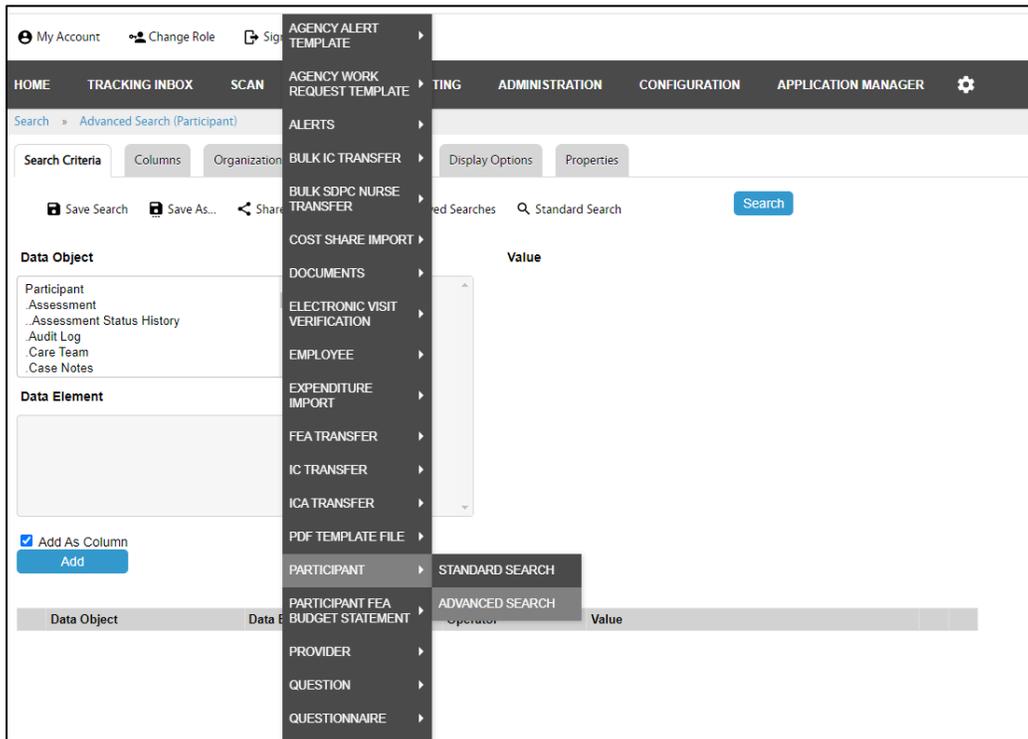


Figure 10-7 Advanced Search

The *Advanced Search* option screen is divided and organized into six navigation tabs. Each of the following sections explains how to select the appropriate options to generate your desired search results.

### 10.2.1 Search Criteria

Search criteria can be entered using the following steps.

1. In the *Advanced Search* screen, the **Search Criteria** tab is the default view.

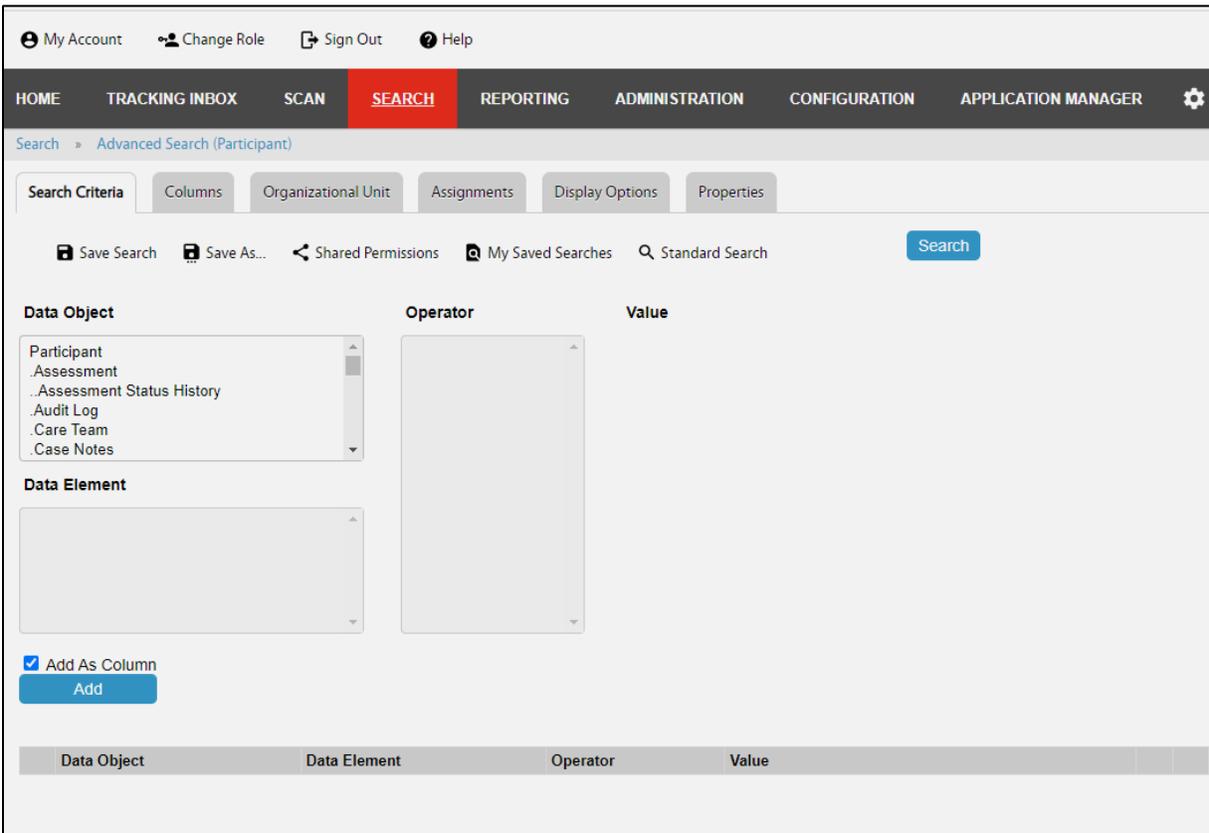


Figure 10-8 Search Criteria Tab in Advanced Search Screen

2. In the top left column, select the data object to be included in the search.
3. In the bottom left column, select the data element (field) to be included in the search.
4. From the Operator column select the search operator.
5. Select the search value as applicable.
6. Click **Add**. The screen refreshes and the criteria are displayed in the lower pane.
7. Repeat Steps 2 through 6 until all criteria have been entered.

**Note:** When more than one criterion has been added, the Logical Operator section is available. Selecting AND means that all search criteria has to be true in order to show results. Selecting OR means that a least one criteria has to be true.

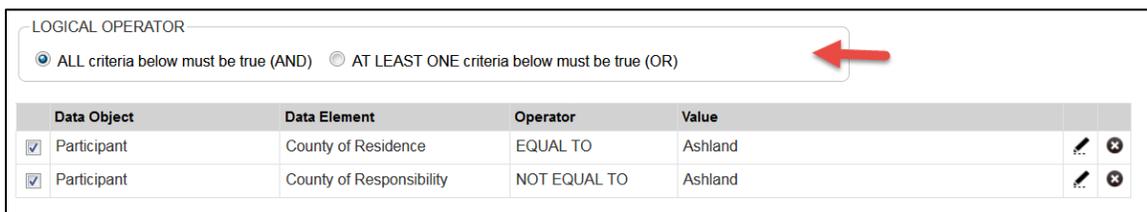


Figure 10-9 Logical Operator with Multiple Search Criteria

## 10.2.2 Columns

The Columns tab displays a list of data objects and the related data elements (fields) that can be displayed in the search results based on the selected search criteria. At least one column must be selected to perform an advanced search. Columns can be rearranged by moving them to the left or right.

**Note:** Selection of Columns does not impact the Search criteria selected in the previous step. Columns selection only determines the data presentation.

Columns may be added using the steps in the following procedures.

1. Click the **Columns** tab. Two sections are displayed below the menu items. On the left side of the content pane is the *Column Selector* section and on the right side of the page is *Column Editor*.

Data Object	Data Element	Label	Sort	Up/Down
Participant	County of Residence	County of Residence		Up   Down
Participant	County of Responsibility	County of Responsibility		Up   Down
Participant	First	First		Up   Down
Participant	Last	Last		Up   Down

Figure 10-10 Columns Tab

2. Select the data object to display a list of elements (fields).
3. Click one or more elements to be added in the Column Selector section. The Column Editor and *Column Layout* sections are populated with your column selections.
4. Repeat Steps 1 and 2 until all desired columns have been added.
5. To configure sorting preference, select the **Ascending** or Descending option for each data element in the Column Editor section.
6. In the Column Editor section, columns may be removed by clicking the **Delete** icon.

**Note:** The data sort order will display using the first column.

### 10.2.3 Organizational Unit

The next step in creating an advanced search is the selection of the organizational unit (office) to be included in the result set. The organizational units displayed will depend on the user’s role and permissions.

An organizational unit can be selected using the following steps.

1. Click the **Organizational Unit** tab.
2. Select the organizational units to be included in the search and the Include Children check box, if necessary.

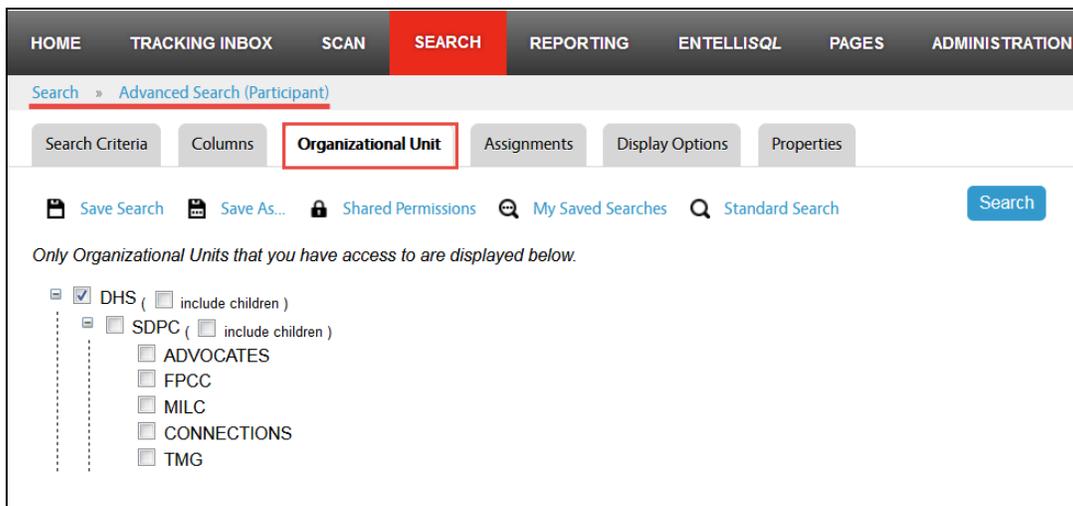


Figure 10-11 Organizational Unit Tab

## 10.2.4 Assignments

The Assignments tab allows you to limit your search results by a user account or role.

1. Click the **Assignments** tab.

Figure 10-12 Assignments Search Criteria Tab

2. Select the needed criteria and then click **Add**. Criteria are displayed in the list below the Assignments criteria panel.
3. Repeat Step 2 to add as many criteria as needed.

## 10.2.5 Display Options

Results of the advanced search can be displayed in one of three output formats: HTML, Microsoft Word, or Microsoft Excel. Search results displayed in HTML format can be saved and re-run.

The output format can be selected using the following steps.

1. Click the **Display Options** tab.

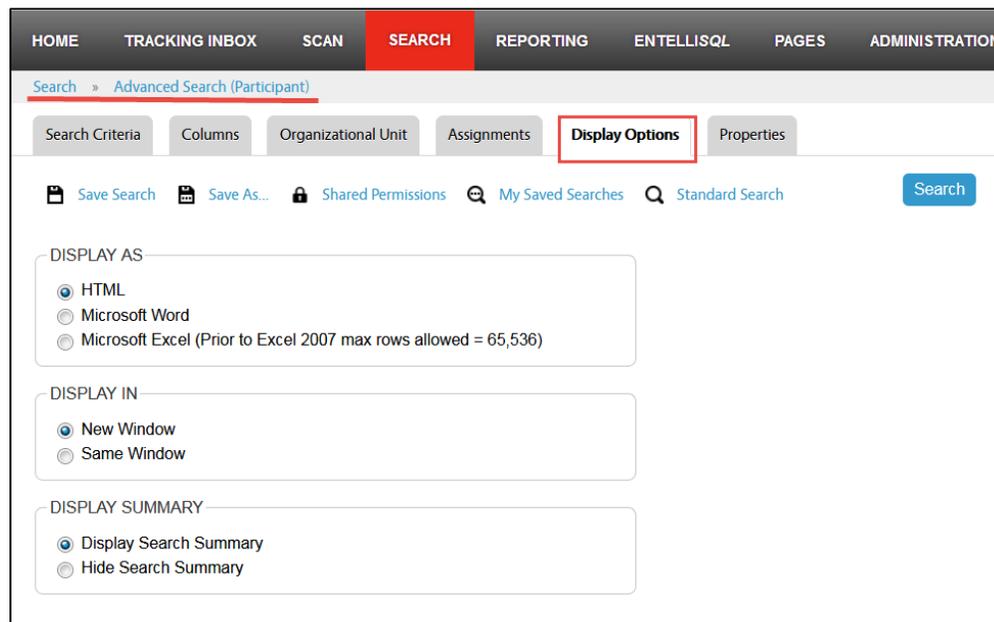


Figure 10-13 Display Options Tab

2. Select the Display As format.
3. Select a Display In option. The result set can be displayed in a new browser window or in the same window.
4. Select a Display Summary option. An example of a search results page that displays a summary section is shown in Figure 10-14.
5. Click **Search**. The Search Results screen is displayed.

---

**Note:** If Microsoft Word or Microsoft Excel is selected as the output format, a window will be displayed prompting to open or save the search results. The maximum-row limit for Excel is 1,048,576 and maximum columns are 16,384 (may vary depending on Excel versions).

---

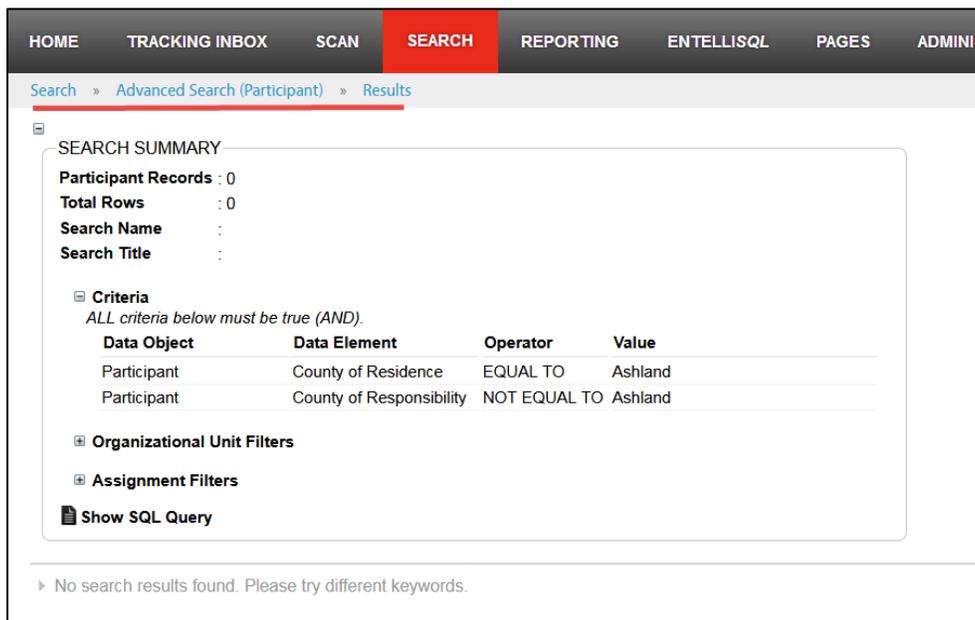


Figure 10-14 Search Results

**Note:** If there are no search results, use the breadcrumb trail to return to the search criteria and make different selections.

## 10.2.6 Saving a Search

Users with the proper permissions can save and re-run advanced searches. This is particularly useful for situations in which a lot of time is spent composing or fine-tuning the criteria for a search. It is also useful for searches using the same or similar criteria that are re-run on a regular basis. The saved search will, by default, only be available to the user who created the search, but users can share their saved search with other users. In order to save a basic or ad hoc search, it must first be run with HTML as the output option.

After running the search, it can be saved using the following steps.

1. Click Advanced Search in the breadcrumb trail from search Results to return to the Advance Search options.

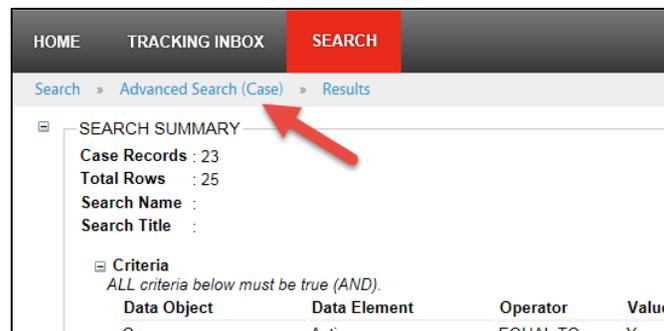


Figure 10-15 Return to Advance Search Options

2. Click the **Properties** tab.

Figure 10-16 Search Properties Tab

3. Enter a Name, Title (if needed) and Description.
4. Click **Save Search** link.

---

**Note 1:** To save a search under a new name, click the Save As link. The Save As window displays.

**Note 2:** To save edits to an existing saved Search's name or description, click the Save Search button.

---

## 10.2.7 Sharing a Search

The user who created the search can share saved advanced searches with the following audiences:

- Specific user(s)
- Specific group(s)
- Users in the same role as the user who created the search; specifically, the role the creator was in when the search was created. For example, a user with the Super Processor role can only share searches with other users that have the Super Processor role.

After saving the search, it can be shared using the steps in the following procedure.

---

**Note:** If another user has shared their saved search with you, you will not be able to share that search with others unless you have performed a Save As step to make yourself the creator of the search.

---



Figure 10-17 Share a Saved Search

1. Click the **Shared Permissions** link. The Permissions window is displayed.

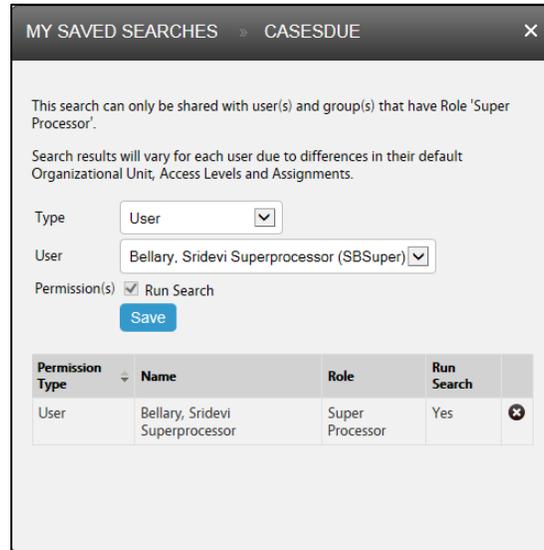


Figure 10-18 Search Sharing Dialog Box

2. Select a type. (In this example, *User* is selected).
3. Select a user.
4. Click **Save**. The permission is saved and displayed.

## 10.2.8 Re-running, Editing or Deleting a Saved Search

The My Saved Searches screen displays searches saved by the current user (see Figure 10-19).

Name	Data Object	Description	Required Role	Created On	Last Updated On
Enrollment Segment Report	Participant	Enrollment Segment Report	Administrator	04/13/2017 08:17 AM	04/13/2017 08:17 AM
Enrollment Segment Report with Start/End Dates	Participant	Enrollment Segment Report with Start/End Dates	Administrator	05/04/2017 01:15 PM	05/04/2017 01:15 PM
Enrollment Segment Report with Start/End Dates-1Q17	Participant	Enrollment Segment Report with Start/End Dates-1Q17	Administrator	04/13/2017 03:35 PM	05/04/2017 01:12 PM

Figure 10-19 My Saved Searches Listing

The following table describes the icons available in the My Saved Searches listing.

Icon	Alt Text	Description
	Edit	Launches the Search Criteria screen to modify the Search
	Run Search	Runs and displays search results in HTML
	Export Search to Microsoft Excel	Runs and exports search results to Excel
	Export Search to Microsoft Word	Runs and exports search results to Word
	Delete	Deletes selected item

Table 10-1: My Saved Searches Icons

To re-run, edit, or delete a saved search, navigate to the *My Saved Searches* screen by clicking the **My Saved Searches** link in the *Search* tab.

To re-run a search, perform one of the following actions:

- Click the **Run Search** icon to display results in HTML.
- Click the name of the search to display results in HTML.
- Click the **Export Search to Microsoft Excel** icon to run and export the search results to an Excel spreadsheet.
- Click the **Export Search to Microsoft Word** icon to run and export the search results to a Word document.

To edit a search:

1. Click the **Edit** icon. The saved search and all previously entered settings are loaded.
2. Add or adjust the Search Criteria, Columns, Organizational Unit and Display options as needed.
3. To rename the saved search, click the **Properties** tab and enter a new name.
4. Click **Save Search**. The search is saved, and the Search Criteria tab is displayed.

To delete a search:

1. Click the **Delete** icon. A dialog box appears asking to confirm the deletion.

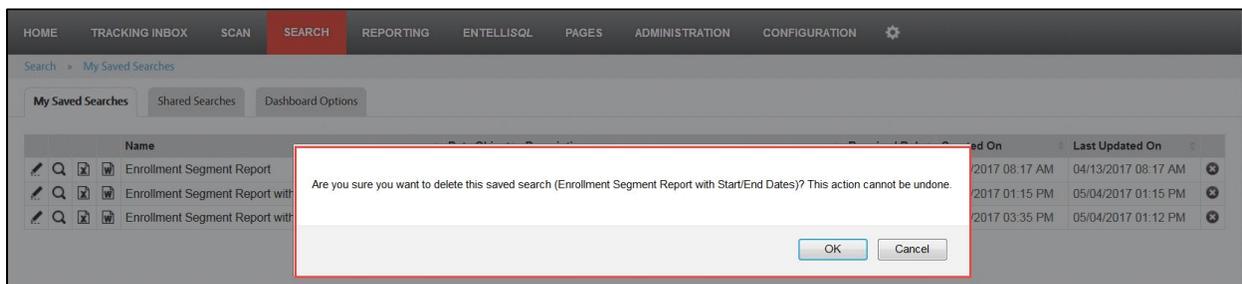


Figure 10-20 Deletion Confirmation Dialogue Box

2. Click **OK**.
3. The search is deleted and the *My Saved Searches* screen refreshes.

# 11 Reporting

The Entellitrak system provides extensive reporting capabilities using a standard set of reports. Reports can be accessed from your dashboard or by navigating to the *Reporting* tab. The Reporting screen contains the My Reports and Shared Reports tabs.

**Note:** Report building is covered in the *Entellitrak Administrator Guide*.

## 11.1 Viewing Shared Reports

An Administrator can create and share saved reports. Depending on your role, you may have shared reports.

1. Position the cursor over the Reporting tab and click the **Shared Reports** menu option.

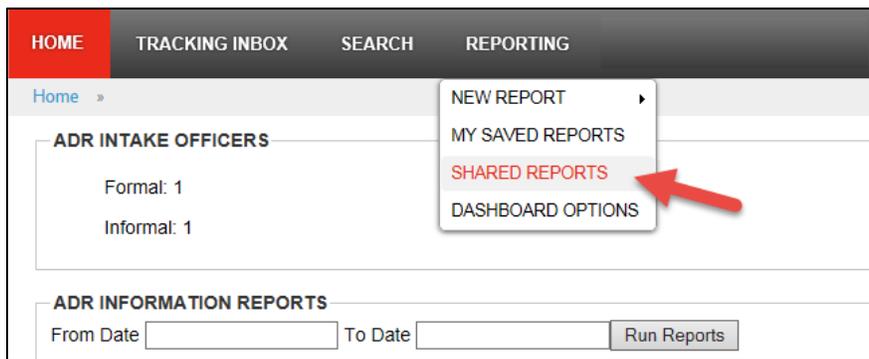


Figure 11-1: Home Screen with Reporting Tab Menu Expanded

2. On the Shared Reports screen, click the name of the report or the **Run Report** (📧) icon. The Reporting screen is refreshed with Report Parameters and Display Options for the report.

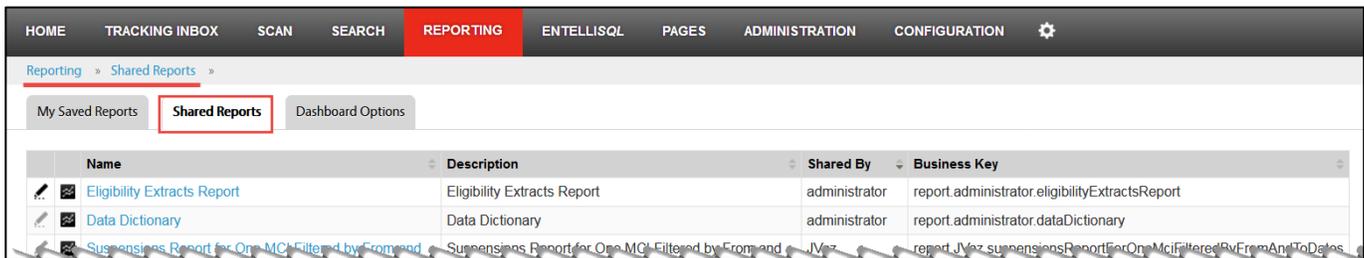


Figure 11-2: Reporting > My Shared Reports

3. Choose the report parameters if they exist for the selected report.
4. Select the appropriate display options for viewing the report.



Figure 11-3: Report > Report Settings

5. Click **Run Report**. While the report is generated, the Report Status screen is displayed briefly, followed by the report.

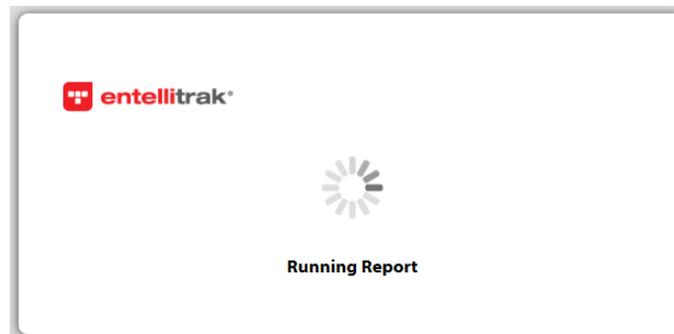


Figure 11-4: Report Status Screen

Active	Case Entry Date	Case Number	Due Date	Individual Name
1	04/25/2016	2016-00007	07/24/2016	Daisy Aday
0	04/25/2016	2016-00009	07/24/2016	Lilly Ofthevalley
1	03/09/2016	2016-00012	06/06/2016	Tulip Tiptoe
0	02/26/2016	2016-00013	05/26/2016	June Summerfun
1	04/27/2016	2016-00014	07/26/2016	Bert Stone
1	02/12/2016	2016-00019	05/12/2016	Johnny Appleseed
1	05/03/2016	2016-00020	08/01/2016	May Weather

Figure 11-5: Sample Report Results

---

**Note:** When the report is received from the server, it is displayed in a separate browser window. When finished reviewing the report, close the separate report window.

---

Reports may be viewed in a variety of display options. If viewing a report in a format other than single-page HTML in your browser, you will need to have access to the program used to view the report, such as Adobe Reader, Microsoft Word, or Microsoft Excel.

**Note:** For security purposes, your browser may require you to confirm that you want to download the file from the *Report Status* screen. Click the yellow bar at the bottom of your screen and then click Download File.

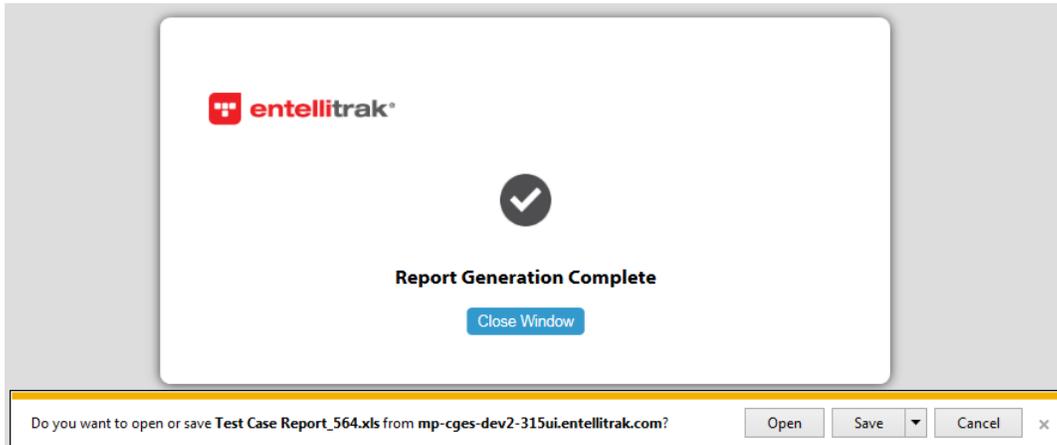


Figure 11-6 Save a Report

A dialog box will open allowing you to select whether you want to open or save the file.

If you select **Save**, a *Save As* dialog box opens, allowing you to save the file to your machine. If **Open** is selected, the report opens in the appropriate program.

## 11.2 Dashboard Options

In the Dashboard Options screen, an administrator can select reports to be listed as hyperlinks or with displayed results on the Home screen. Reports under My Saved Reports and Shared Reports can be listed and/or displayed on the Home screen.

Reports can be selected for viewing in the Home screen using the following steps.

1. Click the **Reporting** tab.
2. Click the **Dashboard Option** tab.
3. Select reports for List and/or Display by clicking the check boxes to the right of each report.

In the example below (Figure 11-7), one report is selected to be listed in the My Reports section of the Home screen, while the other report is selected for display.

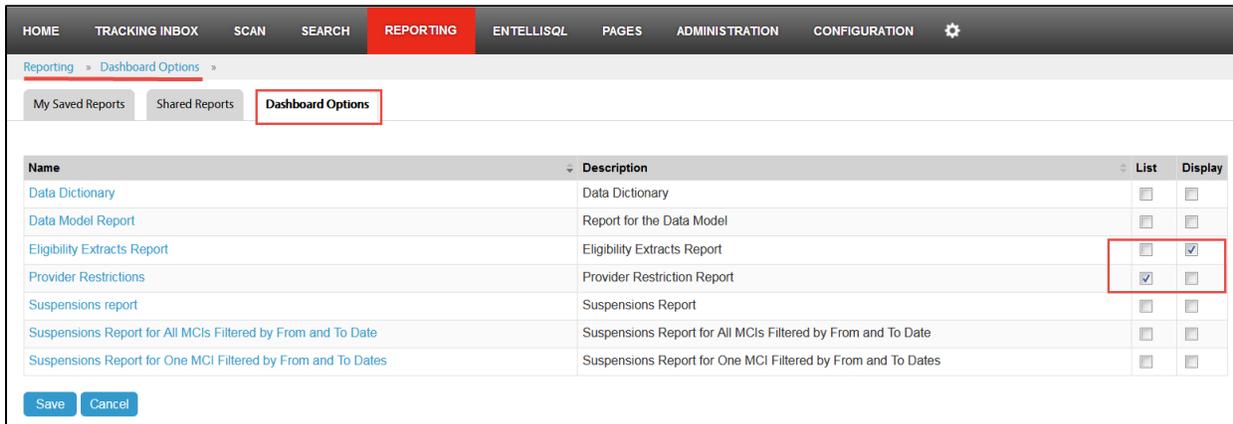


Figure 11-7 Reporting>Dashboard Options

- When all selections are made, click **Save**.
- To view your selections on the Home screen, click the **Home** tab. In the example below (Figure 11-8), the Complaints Report is listed as a link in the My Reports section located in the left side of the Home screen and the Test Case Report is displayed as a result set on the right side of the Home screen. The listing and display options are reflective of the preferences selected in Dashboard Options (Figure 11-7).



Figure 11-8 Home Screen with My Reports Listed and Displayed Report

## 12 Using the Help Module

The Help module provides searchable help topics to Entellitrak users and administrators. Help pages contain an overview of the basic Entellitrak functions, such as navigating, searching, and data entry. You have the ability to navigate the Contents tree as well as to open, read, and search for Help content. For information on editing Help content, see the *Entellitrak Administrator Guide*.

To navigate to the Help module, click the **Help** link at the top of the screen, as shown in Figure 12-1.

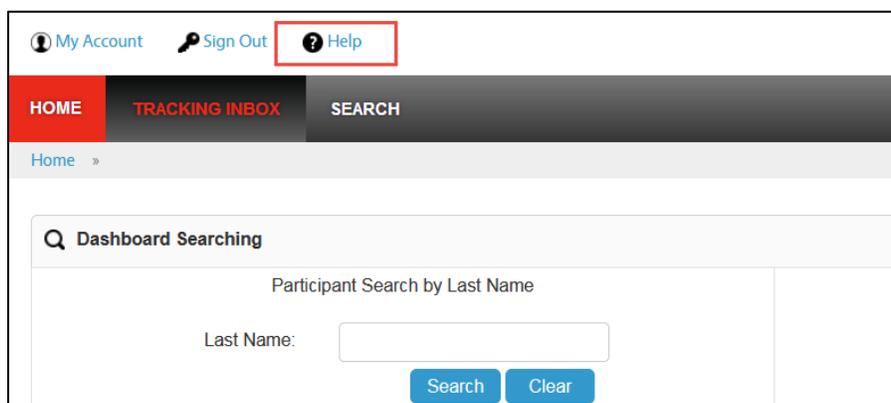


Figure 12-1: Help Link

### 12.1 User Interface

The Help module is divided into two panels:

- Left Panel contains Contents and Search tabs.
- Right Panel: contains an opened tab for viewing Help topic pages.

The left panel contains the Contents tab for browsing, and the Search tab for full-text searching. Each selected topic page displays in the right panel as a new tab. Additional information on navigating the Help user interface is addressed in the following sections.

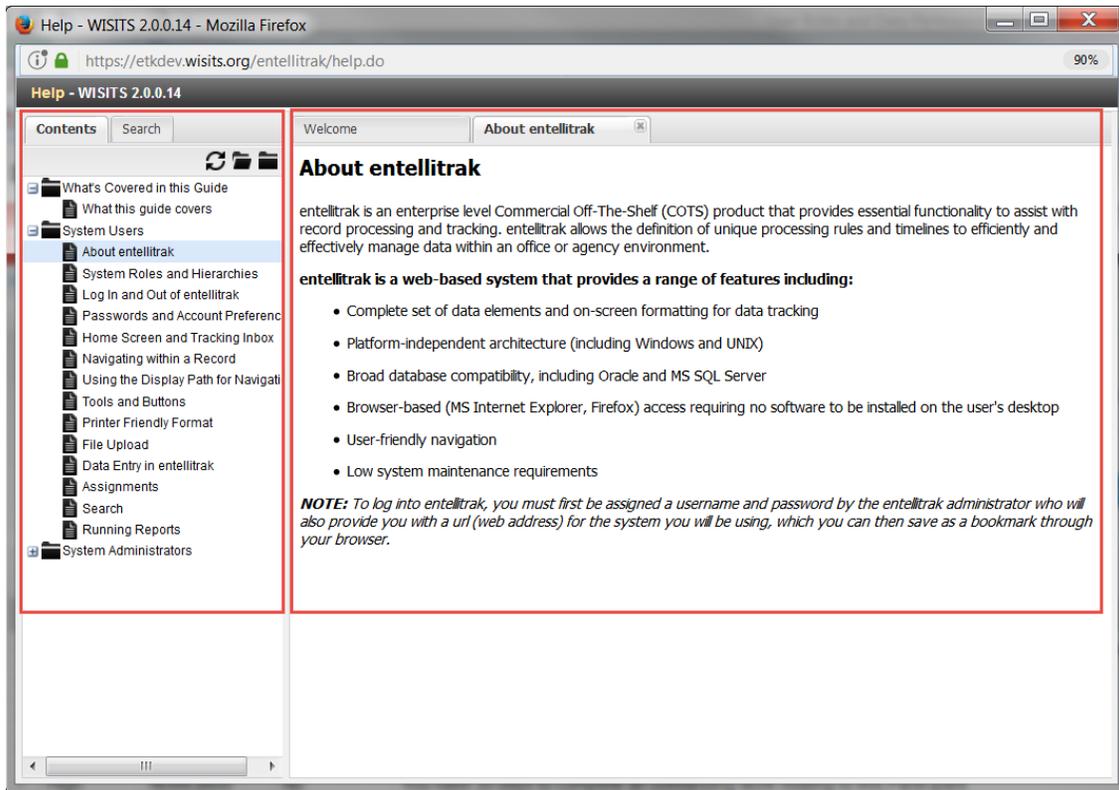


Figure 12-2: Help Window

## 12.2 Searching Help

To perform a search within the Help menu, use the following steps.

1. Click the **Search** tab in the left panel.

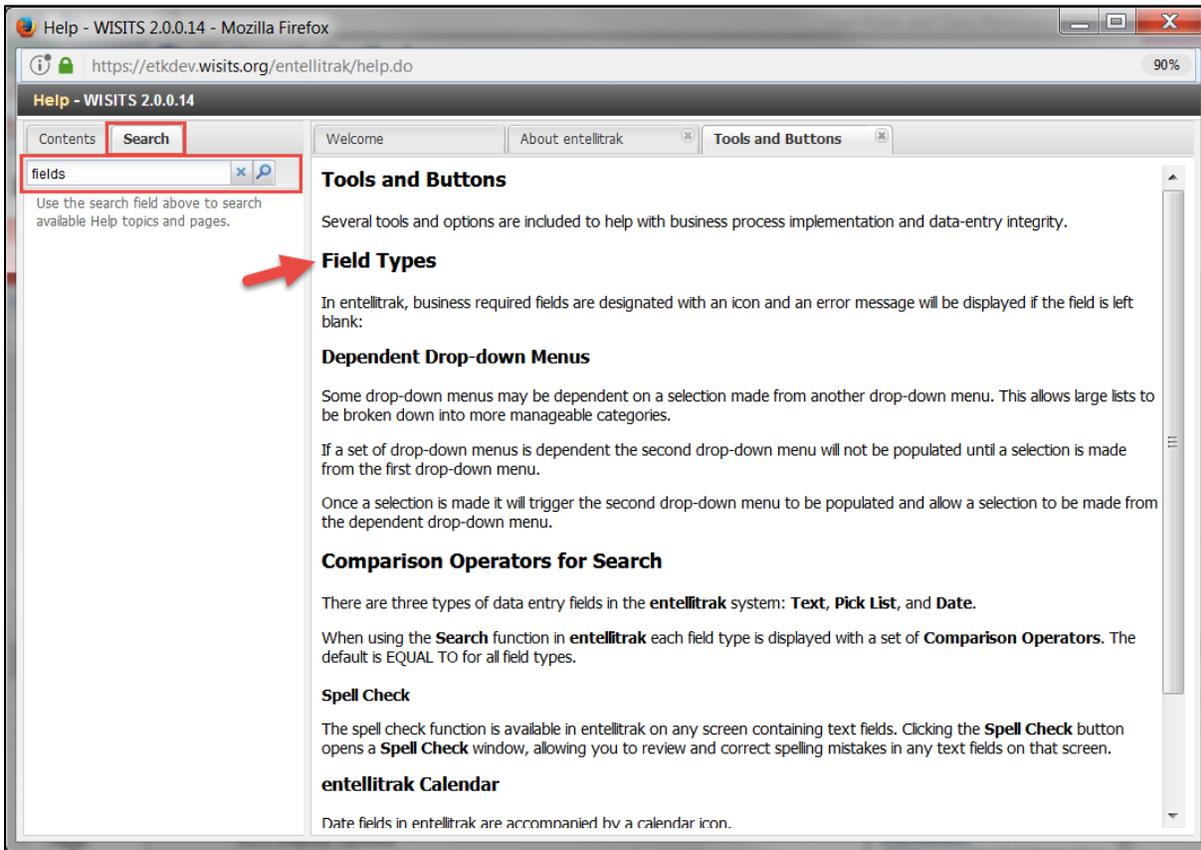


Figure 12-3: Help Search tab.

2. Enter the text for the search criteria.

---

Tip: Entering more than one word in the search box will return results containing any of the words.

---

3. Click the **Search** icon or press **Enter**. The results display in the left panel.
4. To view a topic page, click the text link at the top of the result you wish to see. The topic page selected displays in the right panel.

Help - Case Management

Contents Search

Home

**Home Screen and Tracking Inbox**  
Home screen and tracking inbox entellitrak provides several features to help you speedily and easily navigate the system. When you first log into entellitrak you will see the Home screen which lists up to the first ten records assigned to you...

**User Preference Update**  
Add Users to a Group The Preferences option is used to configure a user's Home screen. Users who have the proper permission can configure the Home screen themselves; however, if your organization req...

**Group Preferences**  
Add Preferences to a Group The Preferences option is used to configure a user's Home screen. Users who have the proper permission can configure the Home screen themselves, However, if your organization...

**Max Page Size for Tracking Inbox and Search Results**  
Max Page Size for Tracking Inbox and Search Results When a user logs onto entellitrak, the Home screen is displayed and lists up to the first 10 items assigned to the user. To see a larger listing of...

**Manage Groups**  
Manage Groups Groups are created to allow more than one person to have access to the same information in the system. For instance, if a Case were assigned to a Group instead of an individual, everyone...

**Update Organizational Unit for Users**  
Update a User's Organizational Unit You can change a

Welcome Home Screen and T...

## Home Screen and Tracking Inbox

entellitrak provides several features to help you speedily and easily navigate the system.

When you first log into **entellitrak** you will see the **Home** screen which lists up to the first ten records which are assigned to you. A record is assigned to you either by another user or by you having created it. Depending on your role and privileges you may also see a **My Reports** section which will display quick links for any saved reports.

If you have more than ten records assigned to you, navigate to the Record **Tracking Inbox** to view all your Records. The **Tracking Inbox** allows you to sort your Records in ascending or descending order by clicking any **Column** header.

In the example below, the **Records** are sorted by the **Name** column:

Home Tracking Inbox Search Reporting

Tracking Inbox » Sample Record Tracking System - JohnDoe (Analyst)

Contact Record Planned Projects

New Page 1 of 1 Display 50 per page Print Displaying 1 - 27 of 27 All Assignments

Record ID Number	Name	Vendor Name	Contract Award Date	Contract End Date	Awarded Amount	Percent Complete	Contract Value	Notification
343243-AD-001	Arandal, Jonesi	ACME, Inc.			\$0.00	0%	\$0.00	
757833-REE-040	Becker, Flavio	ZPrinters			\$2,000.00	30%	\$2,000.00	No
4747-URD-002	Deer, Joaahana	JSS Contractors	10/01/2010	09/30/2011	\$20,000.00	10%	\$20,000.00	Yes
45668-0FP-004	Freer, George	ABC Co	10/01/2010	09/30/2011	\$800,000.00	100%	\$800,000.00	Yes

Figure 12-4: Help Search Results

## 13 Administrator Type Roles Only

Other than the Entellitrak system administrator, there are two other administrator roles with WISITS with access beyond those required to create, read, or update data to Participants' and other system records: an Agency Administrator and DHS Administrator. Contact a system administrator to get details on each roles access within the system.

### 13.1 Participant Status History

The Participant's Status History tracks the various statuses a Participant's records may transition through as they participate in IRIS. See Table 4-2 Status From and To Transitions.

As Participant records are added and updated, the Participant's status is tracked in the system as Intake Specialists, Consultants and other roles change the Participant's status. Each status transition triggers various events within the system, such as alerts, work requests and assignments.

Only the Administrator role can update the Participant Status from the Participant Status History to change the status outside of the usual workflow and business rules. See Table 4-2 Status From and To Transitions for the list of statuses. Other roles can view the Participant Status History.

From the Participant record, add Participant Status History data.

To create a new Participant Status History record, follow these steps.

1. Hover over Participant Status Change and select New Participant Status Change.

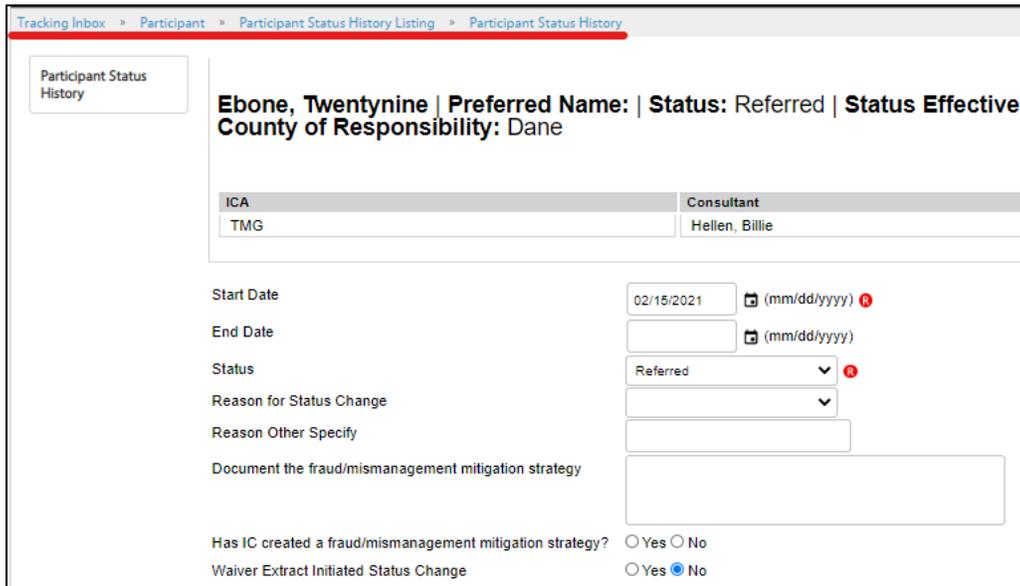
**Note:** This section will use the Draft to Referred as an example workflow.

The screenshot shows the IRIS system interface for a participant named Bob Buckshot. The participant details include: Status: Referred, MCI: 3187431431, DOB: 02-01-1957, AGE: 60, Target Group: Frail Elder, Home Phone Number: (206) 555-8456, and County of Residence: Ashland. The status history table shows two records: one from 02/06/2017 to 02/14/2017 with a status of 'Draft', and another starting on 02/14/2017 with a status of 'Referred'. A red arrow points to the '+ New' button in the table's toolbar.

Start Date	End Date	Status	Reason for Status Change	Reason Other Specify
02/06/2017	02/14/2017	Draft		
02/14/2017		Referred		

Figure 13-1 New Participant Status History

2. Enter required data fields.



Participant Status History

**Ebone, Twentynine | Preferred Name: | Status: Referred | Status Effective**  
**County of Responsibility: Dane**

ICA	Consultant
TMG	Hellen, Billie

Start Date: 02/15/2021 (mm/dd/yyyy)

End Date: (mm/dd/yyyy)

Status: Referred

Reason for Status Change:

Reason Other Specify:

Document the fraud/mismanagement mitigation strategy:

Has IC created a fraud/mismanagement mitigation strategy?  Yes  No

Waiver Extract Initiated Status Change  Yes  No

Figure 13-2 New Participant Status History Record

3. Enter Optional data fields, as needed.

**Note:** Waiver Extract Initiated Status Change defaults to 'No.' If MMIS sends a file to update the Participant Status, then the system will set this element to 'Yes.'

4. Click Save. The Participant Status History Listing displays.



Process Action	Status	Time Frame	Effective Date	Reason for Status Change	Reason Other Specify	Fraud Mismanagement Strategy	Is Fraud Strategy Created	Waiver Extract Initiated	Created By	Created Date	Updated By	Updated Date
Processed	Referred	Immediate	02/15/2021					No	sandy.reiner	02/15/2021 10:27 AM	sandy.reiner	02/15/2021 10:27 AM
Processed	Enrolled	Immediate	02/15/2021					No	sandy.reiner	02/15/2021 03:18 PM	sandy.reiner	02/15/2021 03:18 PM
Processed	Suspended	Immediate	02/17/2021	Ineligible Living Setting				No	sandy.reiner	02/17/2021 11:14 AM	sandy.reiner	02/17/2021 11:14 AM
Processed	Enrolled	Immediate	02/22/2021					No	sandy.reiner	02/22/2021 01:48 PM	sandy.reiner	02/22/2021 01:48 PM

Figure 13-3 Participant Status History Listing

**Note:** Click on the breadcrumb trail to return to the main record or click Home to return to the dashboard.

## 13.2 Participant Audit Log

The Participant Audit Log tracks every new, read, updated, or deleted record within the Participant main record. The audit log shows the data object name, the data element, which user account accessed the record with a date and timestamp. The log shows if the record was read, newly created and if updated, what the previous value was and the new value after the update.

Only a user with an administrative type of role can view this part of the system.

| Preferred Name: | Status: Enrolled | Status Effective Date: 09/29/2017 | MCI:  
Age:64 | Target Group: Physically Disabled | Preferred Phone Number: | County of Re

ICA	Consultant	FEA	SDPC Status
TMG	Costello, Lillian	iLIFE	SDPC Enrolled
SDPC Nurse	Create Work Request	Find Work Requests	Documents Console
Jaclyn Nikolaus	<a href="#">Create Work Request</a>	<a href="#">Find Work Requests</a>	<a href="#">Create Participant Document</a>
Audit Log			
<a href="#">Participant Audit Log</a>			

[Create Plan](#) [Create SDPC Referral](#) IRIS Start 09/29/20

Figure 13-4 Participant Audit Log button

## 13.3 Participant Contact Status History

The available statuses for a Participant's Contact are Pending, Active and Inactive and are determined by the state. A Participant Contact can only be added to a Participant's main record one time to prevent duplication of records for the same contact. There can only be one Primary Participant Contact record; if a new record is marked as Primary, the older records will be reset as non-Primary.

From the Participant > Participant Contact record, add Participant Contact Status History data.

To create a new Participant Contact Status History record, follow these steps.

1. Select Participant Audit Log button and audit log history displays.

Audit Log						
Data Object Name	Data Element Name	User Account Name	Timestamp	Event Type	Previous Value	New Value
Documents	Document Date	jaclyn.nikolaus	07/29/2019 05:17 PM	Create		07/29/2019
Documents	File Name	jaclyn.nikolaus	07/29/2019 05:17 PM	Create		Smith, T OV 07-29-19.pdf
Documents	Type	jaclyn.nikolaus	07/29/2019 05:17 PM	Create		Oversight Forms
Documents	Category	jaclyn.nikolaus	07/29/2019 05:17 PM	Create		SDPC
Documents	Document Name	jaclyn.nikolaus	07/29/2019 05:17 PM	Create		Oversight Visit
Notes	Note Date	jaclyn.nikolaus	07/29/2019 05:09 PM	Create		07/29/2019
Notes	Note Text	jaclyn.nikolaus	07/29/2019 05:09 PM	Create		RN emailed IC to provide update after oversight visit and to obtain collateral contact as part of annual SDPC process
Notes	Communication Type	jaclyn.nikolaus	07/29/2019 05:09 PM	Create		Documentation
Notes	Education Provided	jaclyn.nikolaus	07/29/2019 05:09 PM	Create		No
Notes	Note Category	jaclyn.nikolaus	07/29/2019 05:09 PM	Create		SDPC Note Types
Notes	Note Type	jaclyn.nikolaus	07/29/2019 05:09 PM	Create		RN SDPC Contact

Figure 13-5 New Participant Contact Status History. Click Save. Participant Contact Status History Listing displays.

## 13.4 Work Request Audit Log

The Work Request Audit Log tracks every new, read, updated, or deleted record within the Work Request main record. The audit log shows the data object name, the data element, which user account accessed the record with a date and timestamp. The log shows if the record was read, newly created and if updated, what the previous value was and the new value after the update.

Only a user with an administrative type of role can view this part of the system.

## 13.5 Employee

An Employee Record can only be added by a user with an administrator or system administrator role. The Employee tracked object is used to create new user's system account and to add organization (agency) assignment data.

**WARNING:** Only use the Employee tracked object to add system users to the project. The system will auto-generate the new user's account from the new Employee record. If the new user is created using the Administration > Manage Users > New User path, the user will not be assigned to an organization. **Only the Employee record provides organization assignment needed for records access within the system.**

From the Tracking Inbox, add Employee data.

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

To create a new Employee, follow these steps.

1. Hover over Tracking Inbox and Employee; then select New.

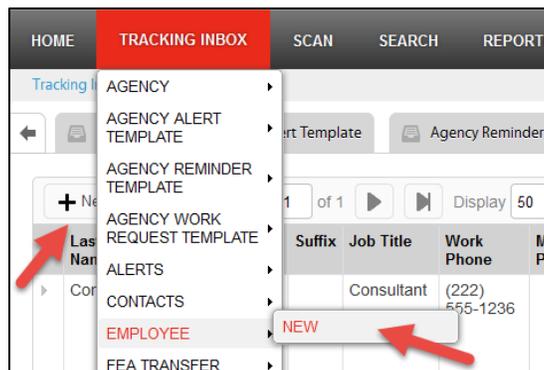


Figure 13-6 Create New Employee Record

**Note:** It is recommended that before a new Employee record is created, the existing Employee main records are searched. If the Employee record already exists, it can be opened for editing and not duplicated.

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

Tracking Inbox > New Employee

Last Name  R

First Name  R

Middle Name

Suffix

Reference

Job Title  R

Work Phone  R

Mobile Phone

Email Address  R

Manager

Agency

- Advocates4U - ICA
- Connections - ICA
- Consumer Direct - ICA
- First Person Care Consultants - ICA
- GT Independence - FEA
- MetaStar - Call Center - Call Center
- Midstate Independent Living Choices - ICA
- Outreach Health Services - FEA
- ...

Username  R

Accessibility  Yes  No R

Hierarchy  R

Group(s)

- Advocates4U Consultant Supervisor Group
- Connections Consultant Supervisor Group
- Consumer Direct Consultant Supervisor Group
- DHS Administrators

Figure 13-7 New Employee Record

---

**Note:** When the record is saved, the Employee number will be auto generated by the system.

---

3. Enter optional data fields as needed.

---

**Note:** It is recommended to enter as many data fields as possible.

---

4. Click Save. The user's account is created in WISITS.

## 13.6 Agency

This tracked object is used to add new Agencies to the system. These new records are added to the Agency reference data object. When a new Employee record is created, the agencies are provided to associate the Employee with that agency.

From the Tracking Inbox, add Agency data.

---

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

---

To create a new Agency, follow these steps.

1. Hover over Tracking Inbox and Agency; then select New.

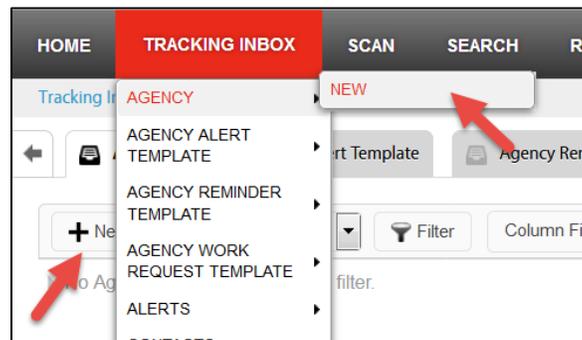


Figure 13-8 Create New Agency Record

---

**Note:** It is recommended that before a new Agency record is created, the existing Agency main records are searched. If the Agency record already exists, it can be opened for editing and should not be duplicated.

---

2. Enter required data fields.

---

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

---

Tracking Inbox » New Agency

Name  R

Code  R

Order

Start Date   (mm/dd/yyyy)

End Date   (mm/dd/yyyy)

Type  R

Related Organization

Agency Reference  R

Participant LetterHead

- TMG\_Header
- CONNECTIONS\_Letterhead\_Template
- DHS\_Letter\_Head
- MILC\_Letterhead

Participant Letter Templates

- Annual\_Plan\_Update\_Letter
- BA\_Request\_Approval\_letter
- CONNECTIONS\_Welcome\_Letter
- MILC\_Welcome\_Letter
- OTE\_Request\_Approval\_letter

---

Provider LetterHead

- TMG\_Header
- CONNECTIONS\_Letterhead\_Template
- DHS\_Letter\_Head
- MILC\_Letterhead

Provider Letter Templates

- Annual\_Plan\_Update\_Letter
- BA\_Request\_Approval\_letter
- CONNECTIONS\_Welcome\_Letter
- MILC\_Welcome\_Letter
- OTE\_Request\_Approval\_letter
- TMG\_Back-Up\_Plan\_Letter
- TMG\_IRIS\_Welcome\_Letter

Provider Form Templates

- Critical Incident Report
- DHS F01854

ICM ID

DHS Encounter ID

Payer ID

Agency Enumeration ID

Figure 13-9 New Agency Record

**Note 1:** Agency Type data field is used for permissions.

**Note 2:** Logo selected will appear on Budget Statement forms created from the Participant record.

3. Enter optional data fields as needed.

**Note:** It is recommended to enter as many data fields as possible.

4. Click Save. The record is saved and refreshes so a Default IRIS Consultant can be added.

Figure 13-10 Add Default IRIS Consultant

5. Click Search Consultant. The Employee Search pop-up window displays.
6. Enter search criteria and click Search.
7. Select the employee's record and click Select. The search window closes.
8. From the Agency record, click Save.

## 13.7 Agency Work Request Template

This tracked object is used to create a Work Request template for use for a particular Agency.

From the Tracking Inbox record, add Agency Work Request Template data.

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

To create a new Agency Work Request Template, follow these steps.

1. Hover over Tracking Inbox and Agency Work Request Template; then select New.

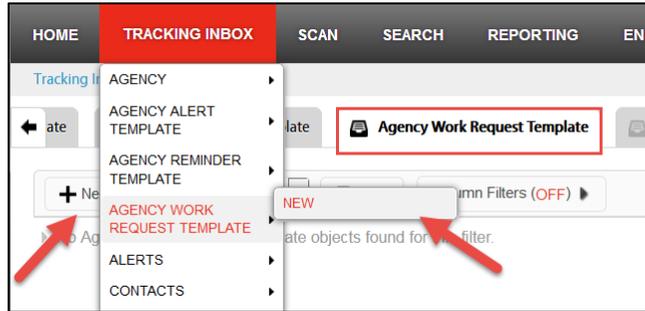


Figure 13-11 Create New Agency Work Request Template Record

2. Enter required data fields.

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

Figure 13-12 New Agency Work Request Template Record

3. Enter optional data fields as needed.
4. Click Save. The record is saved and refreshed so the Assigned User can be added if need.

Figure 13-13 Add Assigned User

## 13.8 Alerts

Alerts and Work Requests are prioritized High, Medium, and Low and can also be viewed on the Home Tab at the bottom of the screen in the Work Queues Inbox Group Selection “Alerts.”

On the Home Tab, in the Work Queues Administrators can see Alerts “Assigned to Me,” “Assigned to my groups,” and “Status changed failed Alerts.” The Alerts visible are controlled by role permissions.

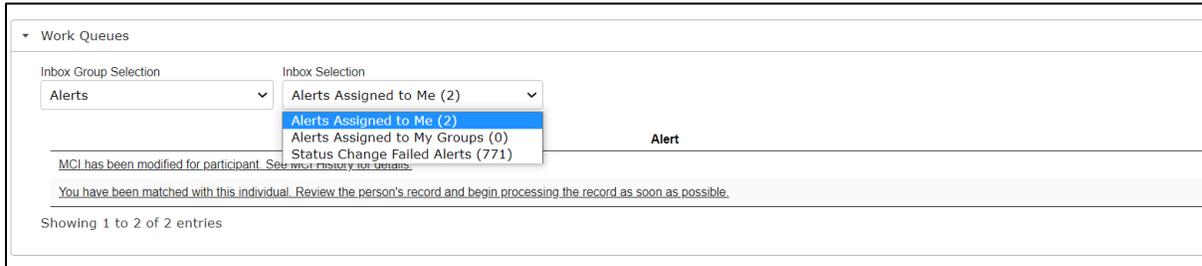


Figure 13-14 Work Queues Alerts

The Alert will advise what action has occurred for validation and or what next step if any is necessary. In addition to the notification via the Home Tab and Tracking Inbox some Alerts also have an email notification sent. The user can clear the alerts and work requests individually or they can clear multiple or all alerts and work requests at once.

### Clearing Alerts and Work Requests.

A checkbox exists the first column of each row in the list displayed in the work queues. Any that are checked by the user, may be deleted by clicking a button at the bottom of the list "Delete All Selected".

A checkbox in the heading allows the user to select the whole page of alerts. It toggles all checked/all unchecked Alerts that are to be cleared.

Upon completion of deleting/clearing alerts, a message is displayed stating "Process Complete – x number of Alerts Deleted" where x is the number that were selected and deleted. The queue is automatically refreshed after the delete operation.

All Alerts Enhanced Inboxes have been modified to allow the bulk dismissal of Alerts and Work Requests:

- Alerts Assigned to Me alert.assignedToMe
- Alerts Assigned to My Groups alert.assignedToMyGroups
- Status Change Failed Alerts inbox.alerts.failedStatChange
- Completed for Work Request Enhanced Inbox(es)

Alerts ▾
Alerts Assigned to Me (12) ▾

	Alert	
<input type="checkbox"/>		
<input type="checkbox"/>	<u>You have been matched with this individual. Review the person's record and make an initial phone contact as soon as possible.</u>	1
<input type="checkbox"/>	<u>You have been matched with this individual. Review the person's record and make an initial phone contact as soon as possible.</u>	2
<input type="checkbox"/>	<u>You have been matched with this individual. Review the person's record and make an initial phone contact as soon as possible.</u>	7
<input type="checkbox"/>	<u>Faye Edelburg has been transferred to Judith Hefner.</u>	7
<input type="checkbox"/>	<u>Chong Pao Vue has been transferred to Judith Kosharek.</u>	1
<input type="checkbox"/>	<u>You have been matched with this individual. Review the person's record and make an initial phone contact as soon as possible.</u>	0
<input type="checkbox"/>	<u>You have been matched with this individual. Review the person's record and make an initial phone contact as soon as possible.</u>	0
<input type="checkbox"/>	<u>Barbara Shannon has been transferred to Judith Hefner.</u>	1
<input type="checkbox"/>	<u>Mary Paul has been transferred to Judith Hefner.</u>	2
<input type="checkbox"/>	<u>Rhonda Longtine has been transferred to Judith Hefner.</u>	2
<input type="checkbox"/>	<u>Participant has been disenrolled</u>	4
<input type="checkbox"/>	<u>Pamala Pounds has been transferred to Mai Lee.</u>	0

Showing 1 to 12 of 12 entries

Delete All Selected

Figure 13-15 Enhanced Inbox Bulk Dismissal Option to Clear Alerts.

Alerts are only created by a system administrator. To view current alerts, go to Administration > System Data & Settings > Reference Data Lists > Alerts Description.

HOME TRACKING INBOX SCAN SEARCH REPORTING ENTELLISQL PAGES ADMINISTRATION CONFIGURATION 					
Administration > Reference Data Lists > Alerts Description Listing >					
<span>+ New</span> <span>⏪</span> <span>⏩</span> Page <span>1</span> of <span>1</span> <span>▶</span> <span>▶▶</span> Display <span>18</span> per page <span>🔄 Refresh</span> Displaying 1 - 18 of 18					
Name	Code	Order	Start Date	End Date	
▶ SDPC Referral Saved as Intake Criteria Unmet	alertDescription.srsaicu	40			
▶ Automated Participant Plan status change failed	alertDescription.participant.planStatusChangeFailed				
▶ Complete Outstanding Work	alertDescription.status.completeOutstandingWork	50			
▶ Justification for Suspension	alertsDescription.status.suspension.justificationAlert	60			
▶ Participant FEA Has Been Transferred	alertDescription.participantTransfer.fea	10			
▶ Participant ICA Has Been Transferred	alertDescription.participantTransfer.ica	10			
▶ Participant IRIS Consultant Has Been Transferred	alertDescription.participantTransfer.ic	10			
▶ Participant Plan status has changed.	alertDescription.participant.planStatusChange				
▶ Participant SDPC Nurse Has Been Transferred	alertDescription.participantTransfer.sdpcNurse	10			
▶ Participant Status Change Failed Alert	alertsDescription.participant.statusChangeFailedAlert	50			
▶ Participant has been Suspended.	alertDescription.participant.status.suspended	70			
▶ Participant has been suspended from the SDPC Program.	alertDescription.sdpc.status.suspended	90			
▶ Participant is no longer suspended.	alertDescription.participant.status.nolonger.suspended	80			
▶ Participant's current Plan is nearing the End Date.	alertDescription.plan.endDateWindow	10			
▶ SDPC Intake Submitted	alertsDescription.sis	30			
▶ SDPC Referral Saved as Referral Criteria Unmet	alertsDescription.srsasu	20			
▶ SDPC Referral Submitted	alertsDescription.srs	10			
▶ SDPC Status Change Failed Alert	alertsDescription.sdpc.statusChangeFailedAlert	100			

Figure 13-16 Alerts Reference Data Listing

## 13.9 Agency Alert Template

This tracked object is used to create a new Agency Alert.

From the Tracking Inbox, create an Agency Alert Template.

---

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

---

To create a new Agency Alert Template, follow these steps.

1. Hover over Tracking Inbox and Agency Alert Template; then select New.

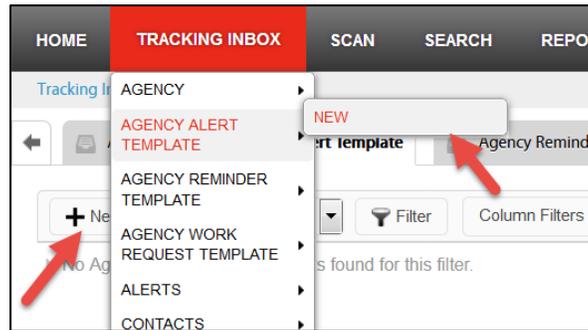


Figure 13-17 Create New Agency Alert Template Record

2. Enter required data fields.

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

The screenshot shows the 'New Agency Alert Template Record' form. The form has two tabs: 'Agency Alert Template' (selected) and 'Assignments'. The form fields are as follows:

- Agency: [Dropdown menu]
- Business Object: SDPC Referral [Dropdown menu] (R)
- RF State: Referral Criteria Unmet (sdpc) [Dropdown menu] (R)
- Type: Notification [Dropdown menu] (R)
- Description: SDPC Referral Saved as Referral Criteria Unmet [Dropdown menu] (R)
- Priority: High [Dropdown menu] (R)
- Instructions: New SDPC Referral must be created. [Text area]
- Assign to Consultant:  Yes  No (R)
- Assignment Type: Individual [Dropdown menu] (R)
- Employee Search: [Button]
- Assigned User: (R)

Figure 13-18 New Agency Alert Template Record

3. Enter optional data fields as needed.
4. If Assignment Type is Individual, click Employee Search. The Employee Search pop-up window displays.
5. Enter search criteria and click Search.
6. Select the employee's record and click Select. The search window closes.
7. If the Assignment Type is Group, select the Group and Role.
8. From the Agency Alert Template record, click Save.

## 13.10 Agency Reminder Template

This tracked object is used to create Agency Reminder Templates.

From the Tracking Inbox record, add Agency Reminder Templates data.

---

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

---

To create a new Agency Reminder Templates, follow these steps.

1. Hover over Tracking Inbox and Agency Reminder Templates; then select New.

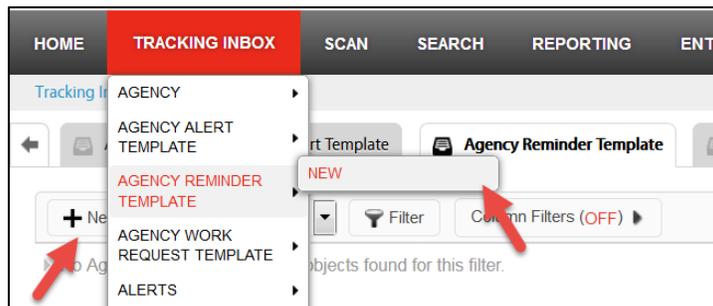


Figure 13-19 Create New Agency Reminder Templates Record

2. Enter required data fields.

---

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

---

Tracking Inbox > Agency Reminder Template >

**Agency Reminder Template** Assignments

Agency: First Person Care Consulting

Business Object Key: Agency (R)

RF State: Active (participantContact.sta) (R)

Priority: High (R)

Completion Days: 23 (R)

Day Type: Business Days

Subject: eqe (R)

Instructions: [Empty text area]

Assign to Consultant:  Yes  No (R)

Employee Search

Assigned User: Bul Kogi

Figure 13-20 New Agency Reminder Templates Record

3. Enter optional data fields as needed.
4. If Assignment to Consultant is selected, click Employee Search. The Employee Search pop-up window displays.
5. Enter search criteria and click Search.
6. If assignment to employee is needed, click Employee Search.
7. Enter employee search criteria and click Search.
8. Select and highlight the employee's record and click Select. The search window closes.
9. From the Agency Reminder Template record, click Save.

## 13.11 System Wide Broadcasts

The System Wide Broadcast feature enables a user with an administrative type of role to make an announcement about the system that will be sent to all users of the system. When users first log in, the broadcast will appear at the top of their home inbox.

A System Wide Broadcast can be sent to all system users, to users with a specific role or to users of multiple roles in the system. Broadcasts can be set up to have a start and end date, as needed.

From the Tracking Inbox, add a System Wide Broadcast data.

---

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

---

To create a new System Wide Broadcast, follow these steps.

1. Hover over Tracking Inbox and System Wide Broadcast; then select New.

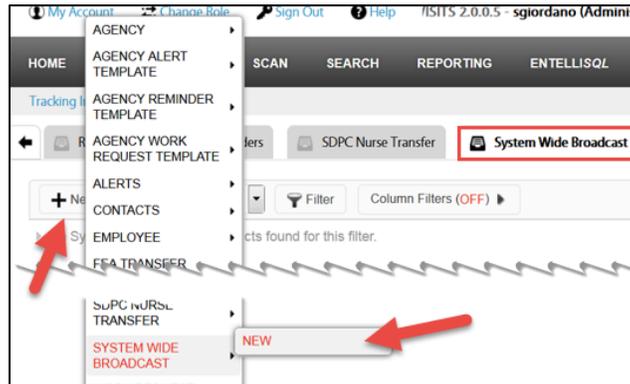


Figure 13-21 Create New System Wide Broadcast Record

2. Enter required data fields.

**Note 1:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

**Note 2:** When some data field values are selected, conditional data fields may display as additional data will be needed.

Figure 13-22 New System Wide Broadcast Record

3. Enter optional data fields as needed.

---

**Note:** It is recommended to enter as many data fields as possible.

---

4. Click Save. The broadcast will be sent by the system effective immediately (no Start Date) or based on the selected Start Date.

---

**Note:** The broadcast will be effective until the record is updated with an End Date.

---

## 13.12 PDF Template File

Only a user with an administrative type of role can upload a new PDF Template File.

From the Tracking Inbox, add a PDF Template File.

---

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

---

To create a new PDF Template File, follow these steps.

1. Hover over Tracking Inbox and PDF Template File; then select New.

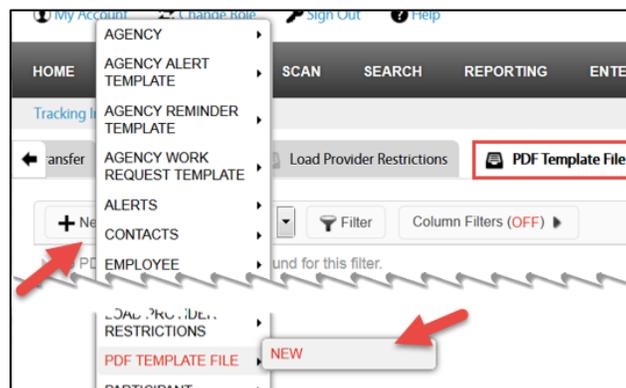


Figure 13-23 New PDF Template File

2. Enter required data fields.

---

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

---

Tracking Inbox > New PDF Template File >

PDF Template File Configuration - Where an AE configures what parameters map to in a PDF Template

Name  <sup>R</sup>

Code  <sup>R</sup>

Order

PDF Template File   <sup>R</sup>

Use PDXFA For Parameter Mapping  Yes  No <sup>?</sup>

Strip PDXFA Data  Yes  No <sup>?</sup>

Remove Edit Restrictions  Yes  No <sup>?</sup>

PDF Parameter Configuration Section

Last Updated Date

Last Updated By

Figure 13-24 New PDF Template File Record

3. Enter optional data fields as needed.

**Note:** The Use PDXFA for Parameter Mapping data field recommended setting is defaulted to No.

4. Click Save.

## 13.13 Work Request / Alert Email opt out.

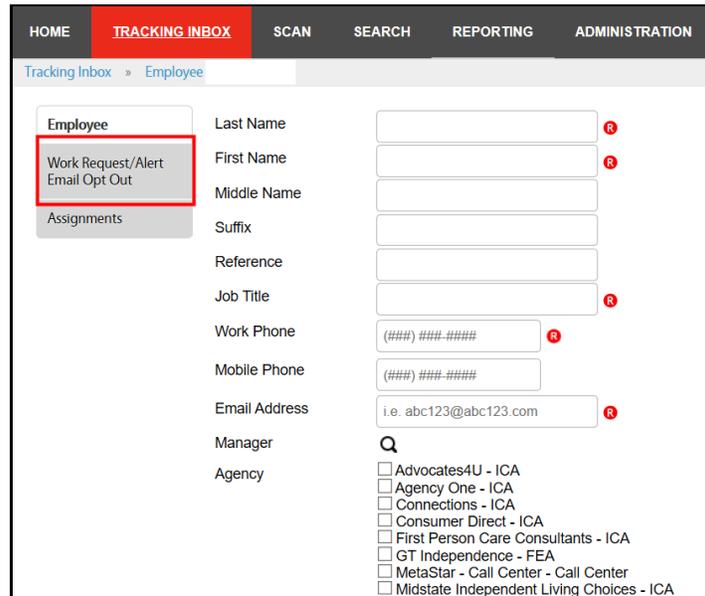
Employees are able to view a list (with Checkbox) of all Alerts and Work Requests. They will be able to check and/or uncheck items (check will mean "opt Out") when saved.

From the Tracking Inbox, add a new employee and then select that employee.

**Note:** Required fields are marked with red circle (R) icon. Records cannot be saved unless all required fields are completed.

To view & update the Work Request / Alert Email opt out options, follow these steps.

1. Hover over Work Request/Alert Email opt Out; then select New.



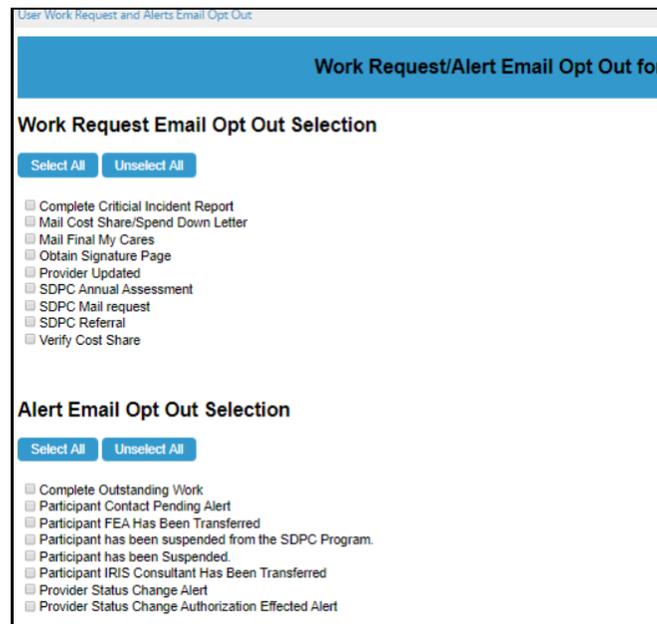
The screenshot shows a web application interface with a navigation bar at the top containing 'HOME', 'TRACKING INBOX', 'SCAN', 'SEARCH', 'REPORTING', and 'ADMINISTRATION'. Below the navigation bar, there is a breadcrumb trail 'Tracking Inbox > Employee'. The main content area is a form titled 'Employee' with several input fields: Last Name, First Name, Middle Name, Suffix, Reference, Job Title, Work Phone, Mobile Phone, Email Address, Manager, and Agency. The 'Work Request/Alert Email Opt Out' option is highlighted with a red box. The Agency field has a dropdown menu with the following options: Advocates4U - ICA, Agency One - ICA, Connections - ICA, Consumer Direct - ICA, First Person Care Consultants - ICA, GT Independence - FEA, MetaStar - Call Center - Call Center, and Midstate Independent Living Choices - ICA.

Figure 13-25 New Work Request/Alert Email opt Out.

5. Enter required data fields and save.

**Note:** See section 2.8 Menus, Fields, and Options in this document for details of each data field's functionality.

6. Here is an example of the types that could be selected.



The screenshot shows a web application interface titled 'User Work Request and Alerts Email Opt Out'. The main heading is 'Work Request/Alert Email Opt Out for'. Below this, there is a section titled 'Work Request Email Opt Out Selection' with two buttons: 'Select All' and 'Unselect All'. The list of options includes: Complete Critical Incident Report, Mail Cost Share/Spend Down Letter, Mail Final My Cares, Obtain Signature Page, Provider Updated, SDPC Annual Assessment, SDPC Mail request, SDPC Referral, and Verify Cost Share. Below this, there is a section titled 'Alert Email Opt Out Selection' with two buttons: 'Select All' and 'Unselect All'. The list of options includes: Complete Outstanding Work, Participant Contact Pending Alert, Participant FEA Has Been Transferred, Participant has been suspended from the SDPC Program, Participant has been Suspended, Participant IRIS Consultant Has Been Transferred, Provider Status Change Alert, and Provider Status Change Authorization Effected Alert.

Figure 13-26 Examples Work Request/Alert Email Options

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---

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## 14.2 WISITS Quick References

This section contains descriptions for acronyms and terminology used within this user guide.

### 14.2.1 Acronyms

The following are acronyms used within this document or within the system.

<b>Acronym</b>	<b>Description</b>
ADL	Activities of Daily Living
ADRC	Aging & Disability Resource Center
CARES	Client Assistance for Reemployment and Economic Support (system)
CMS	Centers for Medicaid and Medicare Services
CVS	Comma-separated Values
DAD	Disabled Adult Children
DD	Developmental Disability
DHS	Department of Health Services
DLTC	Division of Long-Term Care
DOB	Date of Birth
EBD	Elderly, Blind or Disabled
FE	Frail Elders
FEA	Fiscal Employment Agency
FPL	Federal Poverty Level
HCBS	Home and Community-Based Services
HCBS	Home and Communicate-Based Services
IADLS	Instrumental Activities of Daily Living
IBA	Individual Budget Allowance
IC	IRIS Consultant
ICA	IRIS Consultant Agency
ICF-IID	Intermediate Care Facility for Individuals with Intellectual Disabilities
IM	Income Maintenance Agency
IRIS	Include, Respect, I Self-Direct
WISITS	Wisconsin IRIS Self-Directed Information Technology System
LOC	Level of Care
LTC FS	Long-Term Care Functional Screen
MAPC	Medicaid Personal Care Agency
MAPP	Medicaid Purchase Plan
MCI ID	Master Customer Index Identification Number
MCOs	Managed Care Organizations
NPI	National Provider Identification

<b>Acronym</b>	<b>Description</b>
ORCD	Office of Resource Center Development
PACE	Program for All-Inclusive Care for the Elderly
PD	Physical Disability
PDF	Portable Document Format
PHW	Participant Hired Worker
PIR	Provider-Individual Reimbursement
QDWI	Qualified Disabled and Working Individuals
QMB	Qualified Medicare Beneficiary
RF	Rules Framework
SDPC	Self-Directed Personal Care
SDS	Self-Directed Supports
SLMB	Specified Low Income Medicare Beneficiary
SSI	Supplemental Security Income
SSI-E	Supplemental Security Income Exceptional Expense
SSN	Social Security Number
WI	Wisconsin

## 14.2.2 Term Definitions

The following are definitions of terms used within this document or within the system.

**Authorization:** Is defined as an IRIS waiver service or IRIS SDPC service authorized on a Participant's individual support and service plan in which the funding source, service category, provider, service, number of units, unit type, frequency, cost of unit (rate), rate type and time frame (authorization period) are defined.

**Funding Source:** Is defined as the resource the good or service is being paid for or supplied from. There are eight (8) funding sources in Core ISITS; DVR, Family/Community Support, IRIS One-Time Expense, IRIS SDPC, IRIS Waiver, Medicaid Card Service (LTC), Medicaid Card Service – Acute and Primary, and Medicare.

**DVR:** is defined as a service funded by the Division of Vocational Rehabilitation. This service is not paid for by the FEA and does not come out of the Participant's IRIS budget.

**Family/Community Support:** Is defined as a good or service that is supplied naturally within in the participant's life. This is commonly referred to as a natural support. These goods and services are provided at no cost to the participant.

**IRIS One-Time Expense:** Is defined as a good or service that has been approved through the IRIS One-Time Expense approval process (IRIS Policy 5.8). These goods and services are paid for by the FEA and are paid from the Participant's IRIS budget or One-Time Expense approval.

**IRIS SDPC:** Is defined as self-directed personal care services funded through the IRIS 1915(j) waiver. These services are paid for by the FEA but are not paid from the Participant's IRIS budget.

**IRIS Waiver:** Is defined as goods and services paid for by the IRIS 1915(c) Home and Community Based Services waiver. These goods and services are paid for by the FEA and are paid from the Participant's budget.

**Medicaid Card Service (LTC):** Is defined as a service paid for through the Wisconsin Forward Health Medicaid program that relates specifically to the participants long term care. This service is not paid for by the FEA and does not come out of the Participant's IRIS budget. These services are commonly referred to as *Card Services*.

**Medicaid Card Services – Acute and Primary:** Is defined as a service funded through the Wisconsin Forward Health Medicaid Card and is most commonly related to medical and/or preventative care or prescriptions drugs. This service is not paid for by the FEA and does not come out of the Participant's IRIS budget. These services are commonly referred to as *Card Services*.

**Medicare:** Is defined as a service provided through the federal Medicare program. This service is not paid for by the FEA and does not come out of the Participant's IRIS budget.

**Service Category:** Is defined as a general classification of a services available in the IRIS program. There are multiple services associated with each service category. Reference the IRIS Funding Source / Service Category / Long Description Crosswalk to reference the relationship between the service category and the services (Long Description) within each service category.

**Provider:** Is defined as the person or organization (agency) providing the support or service to the Participant. There are three (3) provider types in Core ISITS, Participant Hired Worker (PHW), Organization, and Individual/Reimbursement.

**Individual:** Is defined as the provider type in which the Participant or their PHW are directly reimbursed for services or goods. The common examples of these are one-time purchases, such as, Over-the-Counter items purchased directly by the Participant or PHW or mileage reimbursement for the PHW. Service authorizations with an *Individual* provider identified and all other required authorization information will be transmitted nightly to the FEA for future processing of payment reimbursements.

**Organization:** Is defined as the provider type in which the service or good is provided by an organization or agency not directly employed by the Participant. Services authorizations with an *Organization* provider identified, and all other required authorization information will be transmitted nightly to the FEA for future processing of payments rendered.

**Participant Hired Worker:** Is defined as the provider type in which the provider is directly employed by the participant and the participant is the employer of record. Services authorizations with a *PHW* provider identified and all other required authorization information will be transmitted nightly to the FEA for future processing of payments rendered.

**Generic Provider:** Is defined as a provider place holder to build an Individual Support and Service Plan (ISSP) because the provider is unknown at the time the authorization is being entered. Generic provider should be used as a place holder only for ISSP building purposes. Service authorization with generic provider identified will not go to the FEA and for processing. Only Service authorizations with an Individual, Organization or Participant Hired worker provider identified are transmitted to the FEA for future payment of services.

**Service Long Description:** Is defined as the long description of the service that includes the service description, the unit of measure for the service, and if the service is provided on an individual basis or in a group setting. Reference the IRIS Funding Source / Service Category / Long Description Crosswalk for a list of service categories and their relationship to the long description. The list of long descriptions is also available in Appendix A of the IRIS Service Definition Manual  
<https://www.dhs.wisconsin.gov/library/p-00088o.htm>.

For IRIS Waiver Services, IRIS SDPC Services and IRIS One-Time Expense Services, the following authorization sentence appears after the user has identified the Funding Source, Service Category, the Service Provider (Organization, PHW, Individual), and the Service Long Description. Items appearing in {Brackets} need to be completed by the IRIS Consultant and are defined below.

I need {Numeric}, {Unit Type}, every {Frequency}, at {Dollar Amount} per {Rate Type}.

**Numeric:** Is defined as the number of units of the good or service required by the participant.

**Unit Type:** Is defined as what the unit {Numeric} is measured in. There are five (5) unit types available in the IRIS program; Miles, Hours, Days, Nights, and Each.

**Frequency:** Is defined as how often the units are used in each time frame. There are four (4) frequencies available in the IRIS program; Weekly, Monthly, Annually, and Each. For the conversion to

Core ISITS all services frequencies should be entered using the frequency of annual except for IRIS SDPC services which must use a frequency of monthly.

**Dollar Amount:** Is defined as the cost of the individual unit. This is commonly referred to as the rate. For Participant Hired Workers the wage paid to the worker should be entered and when applicable the apply tax check box should be checked.

**Rate Type:** Is defined as the dollar amount entered (or rate) relevant to the unit type. There are five (5) rate types available in the IRIS program; Mile, Hour, Day, Night, and Each. Core ISITS includes built in responsive disclosure, meaning that based on the *Unit Type* selected the *Rate Type* is predefined to match (i.e. if the service plan requires 60 days of respite annually because the unit type is entered in days the only selection available under rate type is day).

Below is an example of what the authorization sentence will look like once completed.

I need {Numeric}, {Unit Type}, every {Frequency}, at {Dollar Amount} per {Rate Type}.

I need {60},{Days}, every {Annually}, at {\$45.00} per {Day}.

**To Auth End Date:** Is defined as the day the service authorization starts. This date must be within the Participant's current plan year.

**From Auth End Date:** Is defined as the day the service authorization ends. This date must not exceed the Participant's current plan year end date.

## 14.3 Referral and Enrollment Required Data

Requirements to transition statuses for Participant records

For a Participant to move **from 'Draft' to 'Referred'** status, the user must populate the following information for the Participant:

Table 14-1 Participant Transition to Referred Status

<p><b>Participant Main Record</b></p> <ul style="list-style-type: none"> <li>• Last Name</li> <li>• First Name</li> <li>• SSN</li> <li>• MCI ID</li> <li>• DOB</li> <li>• Gender</li> <li>• Date Referred to IRIS</li> <li>• Date Referral Received at ICA</li> <li>• Target Group</li> <li>• Race</li> <li>• Ethnicity</li> <li>• Primary Language</li> <li>• County of Responsibility</li> <li>• County of Residence</li> <li>• Current Enrollment In</li> </ul>	<p><b>Participant Address</b></p> <ul style="list-style-type: none"> <li>• Residence Type Address</li> <li>• ZIP Code</li> <li>• Street 1</li> <li>• City</li> <li>• State</li> </ul> <p><b>Eligibility</b></p> <ul style="list-style-type: none"> <li>• Date of Medicaid Eligibility</li> </ul> <p><b>Care Team</b></p> <ul style="list-style-type: none"> <li>• ICA Assigned</li> <li>• IRIS Consultant Assigned</li> <li>• IM Agency Assigned</li> <li>• ADRC Assigned</li> </ul>
--	--

For a Participant to **move into an 'Enrolled' status**, the Participant must have all the required fields **from the Referred Status plus** the following information for the Participant must be populated:

Table 14-2 Participant Transition to Enrolled

<p><b>Outcome</b></p> <ul style="list-style-type: none"> <li>• At least one Outcome</li> </ul> <p><b>Strategy</b></p> <ul style="list-style-type: none"> <li>• At least one Strategy</li> </ul> <p><b>Plan</b></p> <ul style="list-style-type: none"> <li>• An Active Plan</li> </ul> <p><b>Authorization</b></p> <ul style="list-style-type: none"> <li>• At least 1 Authorization whose funding Source is an IRIS Waiver Funding Source with a non-generic Provider</li> </ul>	<p><b>Care Team</b></p> <ul style="list-style-type: none"> <li>• FEA Assigned</li> </ul> <p><b>Financials</b></p> <ul style="list-style-type: none"> <li>• IRIS Monthly Budget Amount &gt; 0</li> <li>• Marital Status</li> </ul> <p><b>Participant Main record</b></p> <ul style="list-style-type: none"> <li>• Current Enrollment In</li> <li>• Current Living Situation</li> </ul> <p><b>Participant Phone</b></p> <ul style="list-style-type: none"> <li>• At least one Phone Number</li> </ul> <p><b>Authorizations and Budgeted Amounts</b></p> <ul style="list-style-type: none"> <li>• Amount of Authorizations &lt; Annual Budget Amount)</li> </ul>
--	---

## 14.4 Status Transitions and Actions

Participant records move through several transitions across various roles within the system. This section provides details on how the records transition between statuses.

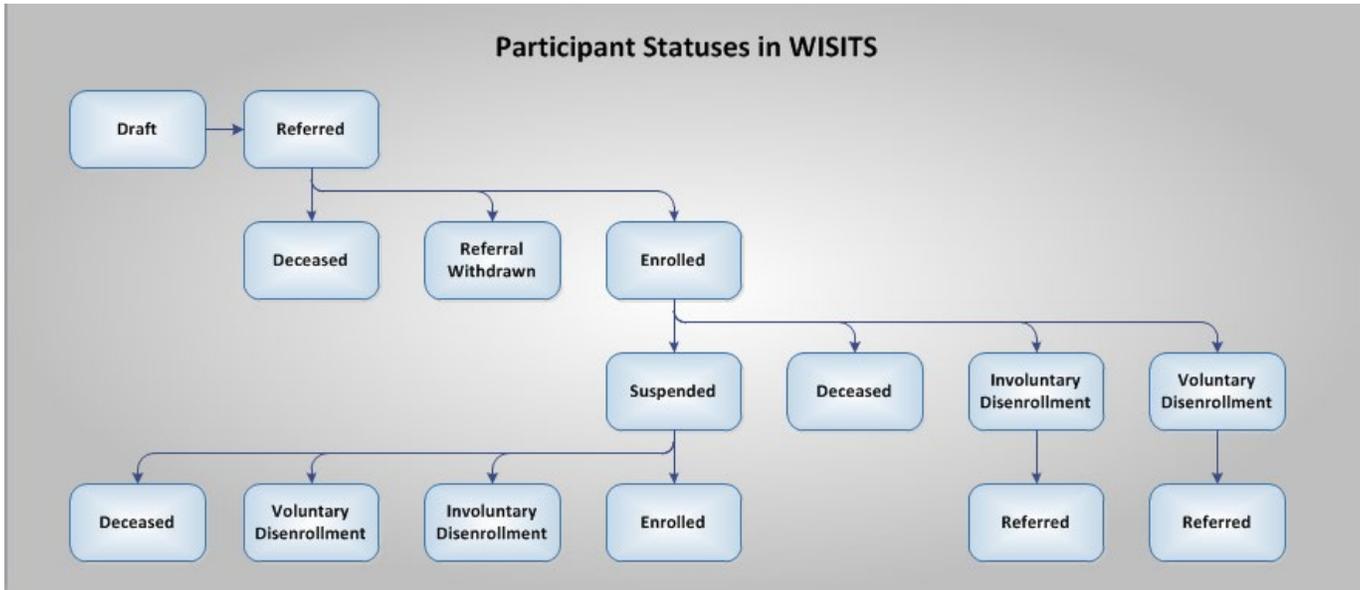


Figure 14-1 Participant Statuses in WISITS

The following tables provide details of how each status is updated in the system.

### 14.4.1 Draft Status

A Draft status can only be transitioned to Referred.

**Current Status:** Draft

**New Status:** Referred

**Actions:**

New Participant record status when first created. All required information for Participant must be entered before the status can transition to Referred.

When the status is changed to Referred, the system will auto-generate the following Work Requests:

- Welcome Call
- Initial Visit
- Mail Welcome Packet

A Plan and Authorizations can be created for a Participant with a Referred status.

## 14.4.2 Referred Status

The Referred status can only be transitioned to Enrolled, Referral Withdrawn, or Deceased.

**Current Status:** Referred

**New Status:** Enrolled

**Actions:**

All required information for Participant must be entered before the status can transition from Referred.

System will auto-generate Work Requests to assigned IC to complete required paperwork and Service Authorizations

The system will set the IRIS Start Date on Participant record to Effective Date of the Status change.

If Medicaid Group Indicator is B or C, the system will generate a Work Request for IC to mail Cost Share and/or Spend down letter to Participant.

**Current Status:** Referred

**New Status:** Referral Withdrawn

**Actions:**

User must provide reason for withdrawn referral. Available reasons are:

- Miscommunication/misunderstanding of responsibilities
- Decided to go with a different program.
- Ineligible living Setting
- Deceased
- Eligibility change

The system will auto-generate a Work Request assigned to the Participant's current IRIS Consultant to "Create Withdrawal Letter."

The system auto-generates an alert for the IC; all outstanding work for Participant must be completed within 30 days.

If there is an active or pending plan, the system sets the Plan End Date to the Effective Date of the status change and Plan becomes Inactive. All Authorizations end and end dates are updated to Effective date of status change.

Any SDPC Referral status with MET is updated to UNMET status (most recent referral status only).

Thirty days after status change, the system transfers the Participant from current IC to DHS case-owner.

**Current Status:** Referred

**New Status:** Deceased

**Actions:**

System will auto-generate Work Requests to assigned IC to complete a critical incident report.

System will auto-generate Alerts to each Care Team member (includes FEA and pending SDPC, if applicable) and each has 30 days to complete any outstanding work.

System sets the Plan End Date to the Effective Date of the status change and Plan becomes Inactive. All Authorizations end and end dates are updated to Effective date of status change.

Any SDPC Referral status with MET is updated to UNMET status (most recent referral status only).

Thirty days after status change, the system transfers Participant from current IC to DHS case-owner.

### 14.4.3 Enrolled Status

The Enrolled status can only be transitioned to Involuntary Disenrollment, Voluntary Disenrollment, Suspended or Deceased.

**Current Status:** Enrolled

**New Status:** Involuntary Disenrollment

**Actions:**

User must provide reason for Involuntary Disenrollment status. Available reasons are:

- Health and Safety
- No Contact
- No Service Utilization
- Fraud
- Failure to Pay Cost Share

---

**Note:** An Involuntary Disenrollment status update can also be initiated from MMIS via the Waiver Member Extract job that is processed daily. Alerts are sent for successful and unsuccessful updates.

---

System will auto-generate Alerts to each Care Team member (includes FEA and pending SDPC if applicable) and each has 30 days to complete any outstanding work.

System sets the Plan End Date to the Effective Date of the status change and Plan becomes Inactive. All Authorizations end and end dates are updated to Effective date of status change.

Thirty (30) days after status change, the system transfers Participant from current IC to DHS case-owner.

**Current Status:** Enrolled

**New Status:** Voluntary Disenrollment

**Actions:**

User must provide reason for Voluntary Disenrollment status. Available reasons are:

- Dissatisfied with cost share.
- Difficulty finding or retaining providers.
- Needed add'l support in coordinating services/support.
- Unable to secure all needed services or hours of service.
- Services did not meet expectations.
- Not able to use provider of my choice.
- Dissatisfied with care team/IRIS consultant.
- Customer service issues with the IRIS FEA
- Customer services issues with the IRIS ICA
- I have found other ways to meet my needs.
- Other – Please describe (Use Other; Specify field)

---

**Note:** A Voluntary Disenrollment status update can also be initiated from MMIS via the Waiver Member Extract job that is processed daily. Alerts are sent for successful and unsuccessful updates.

---

System will auto-generate Alerts to each Care Team member (includes FEA and pending SDPC if applicable) and each has 30 days to complete any outstanding work.

System sets the Plan End Date to the Effective Date of the status change and Plan becomes Inactive. All Authorizations end and end dates are updated to Effective date of status change.

Thirty (30) days after status change, the system transfers Participant from current IC to DHS case-owner.

**Current Status:** Enrolled

**New Status:** Suspended

**Actions:**

User must provide reason for Suspended status. Available reasons are:

- Ineligible Living Setting
- Hospitalized
- Incarcerated
- Institutionalized

System will auto-generate Alerts to each Care Team member (includes FEA and pending SDPC if applicable) and each has 30 days to complete any outstanding work.

If Suspended Effective date is future date, Authorizations (except Support-Retainer Payments) are ended as of the Suspended Effective immediate date.

Ninety (90) days after status change, the system sends Alert to IC to send justification to DHS QA Team as to why Participant stays in Suspended status or to begin the Involuntary Disenrollment process.

**Current Status:** Enrolled

**New Status:** Deceased

**Actions:**

System will auto-generate Work Requests to assigned IC to complete a critical incident report.

System will auto-generate Alerts to each Care Team member (includes FEA and pending SDPC, if applicable) and each has 30 days to complete any outstanding work.

System sets the Plan End Date to the Effective Date of the status change and Plan becomes Inactive. All Authorizations end and end dates are updated to Effective date of status change.

Any SDPC Referral status with MET is updated to UNMET status (most recent referral status only).

Thirty (30) days after status change, the system transfers Participant from current IC to DHS case-owner.

#### 14.4.4 Referral Withdrawn Status

The Referral Withdrawn status can only be transitioned to Draft.

**Current Status:** Referral Withdrawn

**New Status:** Draft

**Actions:**

This transition will reset the following:

- IC Assignment
- Functional Screen Eligibility date
- Medicaid Eligibility Date
- Date Referred to IRIS

Any SDPC Referral status with MET is updated to UNMET status (most recent referral status only).

#### 14.4.5 Involuntary Disenrollment Status

The Involuntary Disenrollment status can only be transitioned to Draft.

**Current Status:** Involuntary Disenrollment

**New Status:** Draft

**Actions:**

This transition will reset the following:

- IC Assignment
- Functional Screen Eligibility date
- Medicaid Eligibility Date
- Date Referred to IRIS

Any SDPC Referral status with MET is updated to UNMET status (most recent referral status only).

**Current Status:** Involuntary Disenrollment

**New Status:** Enrolled

#### 14.4.6 Voluntary Disenrollment Status

The Voluntary Disenrollment status can only be transitioned to Draft.

**Current Status:** Voluntary Disenrollment

**New Status:** Draft

**Actions:** This transition will reset the following:

- IC Assignment
- Date Referred to IRIS
- Date of IRIS Functional Screen Eligibility
- Date of Medicaid Eligibility

Any SDPC Referral status with MET is updated to UNMET status (most recent referral status only).

#### 14.4.7 Suspended Status

The Suspended status can only be transitioned to Draft.

**Current Status:** Suspended

**New Status:** Enrolled

**Actions:**

IRIS Enrolled Date retains the IRIS Start Date when Participant was initially enrolled.

**Current Status:** Suspended

**New Status:** Involuntary Disenrollment

**Actions:**

User must provide reason for Involuntary Disenrollment status. Available reasons are:

- Health and Safety
- No Contact
- No Service Utilization
- Fraud
- Failure to Pay Cost Share

- 
- **Note:** An Involuntary Disenrollment status update can also be initiated from MMIS via the Waiver Member Extract job that is processed daily. Alerts are sent for successful and unsuccessful updates.
-

System sets the Plan End Date to the Effective Date of the status change and Plan becomes Inactive. All Authorizations end and end dates are updated to Effective date of status change.

System will auto-generate Alerts to each Care Team member (includes FEA and pending SDPC, if applicable) and each has 30 days to complete any outstanding work.

Thirty (30) days after status change, the system transfers Participant from current IC to DHS case-owner.

**Current Status:** Suspended

**New Status:** Deceased

**Actions:**

System will auto-generate Work Requests to assigned IC to complete a critical incident report.

System will auto-generate Alerts to each Care Team member (includes FEA and pending SDPC, if applicable) and each has 30 days to complete any outstanding work.

System sets the Plan End Date to the Effective Date of the status change and Plan becomes Inactive. All Authorizations end and end dates are updated to Effective date of status change.

Any SDPC Referral status with MET is updated to UNMET status (most recent referral status only).

Thirty days after status change, the system transfers Participant from current IC to DHS case-owner.

#### 14.4.8 Deceased Status

The Deceased status can only be transitioned to Draft.

**Current Status:** Deceased

**New Status:** Draft

**Actions:**

System retains the Participant's original value for Date Referred to IRIS.

### 14.5 IRIS External Workflows

The following diagrams provide details for external workflows that include adding data with WISITS.

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**Note:** Click on the icon within each of the following sections to open a PDF of the workflow.

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## 14.6 SDPC Referral

The needed criteria for an SDPC Referral to become active are:

<b>Part One of Questions (Referral):</b>	
Has an IRIS start date established? (If yes, criteria pass. If no, answer next question. If Iris Start date is populated when referral is created, this question does not show and defaults to yes.)	Yes or No
Does the person's circumstance warrant a Start Date Coordination Request? (only shows if prior question is No)	Yes
Needs hands on care as evidenced by the LTC-FS (1?s or 2?s)	Yes
Is under Fraud or Misappropriation Investigation?	No
Is involved with APS related to provision of cares? (Self-neglect, worker neglect, etc.)	No
Is residing in an RCAC?	No
Is residing in an AFH owned by Blood relatives?	Yes or No
Has workers identified to provide cares and paperwork has been submitted to FEA?	Yes
Has a back-up plan that addresses SDPC requirements with people identified that can complete personal cares if the primary worker is unavailable?	Yes
Will the guardian or POA-HC be providing paid SDPC services? (If answer is Yes, you will get another drop down list, but it does not meet criteria.)	No
Preferred Contact for SDPC Intake:	Selection

<b>Part Two of Questions (Intake):</b>	
Validity of referral has been verified?	Yes
Person has 24-hour Private Duty Nursing?	No
Person has skilled nursing under Medicare part A? (per "35" rule)?	No
Person has hospice services?	Yes or No
Person has a prequalifying condition? (If previous question is Yes, this question shows)	Yes
Welcome call has been made and person has agreed to enroll in SCPC?	Yes
If person is using MAPC, they agree to discontinue once SDPC begins?	Yes

### 14.6.1 SDPC Referral Statuses

The following are statuses that pertain to an SDPC Referral:

- Draft Referral
- Referral Criteria Met
- Intake Criteria UNMET
- Referral Criteria UNMET
- Approved

### 14.6.2 IRIS Cost Share



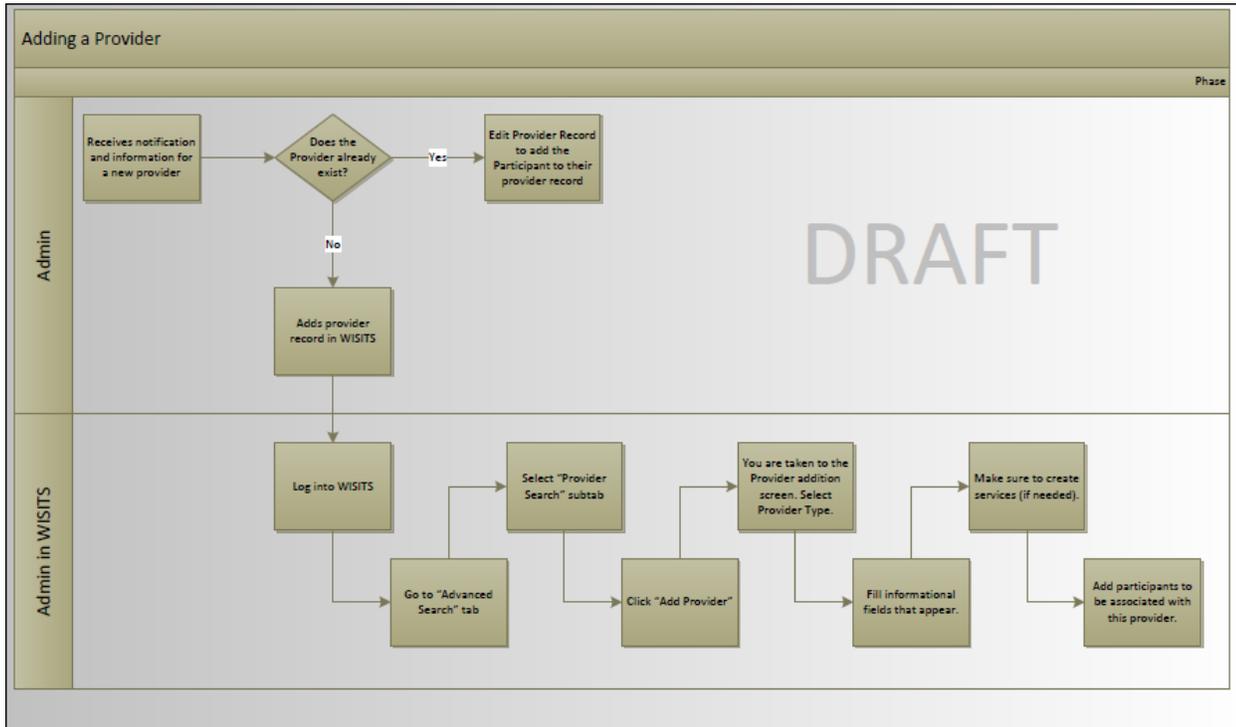
IRIS Cost Share  
Workflow.pdf

### 14.6.3 IRIS Program Authorizations

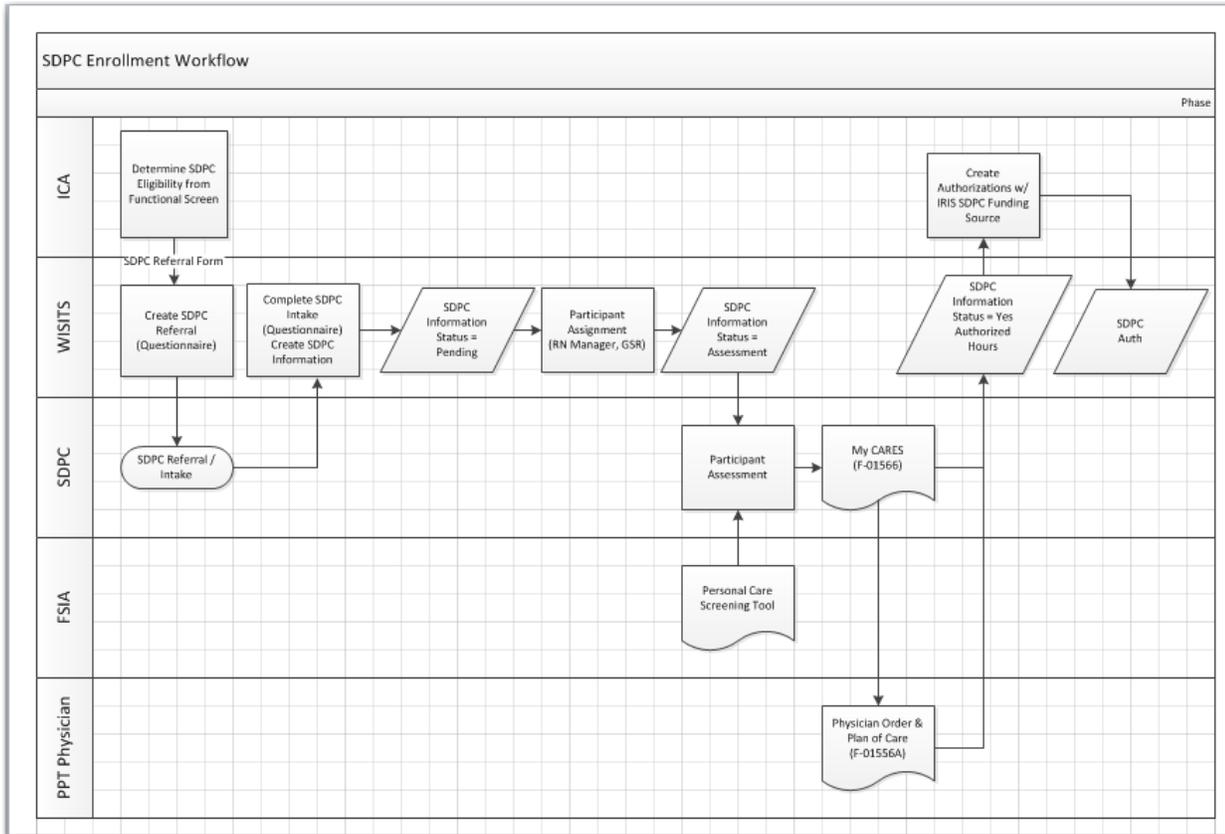


IRIS Program  
Authorizations Workfl

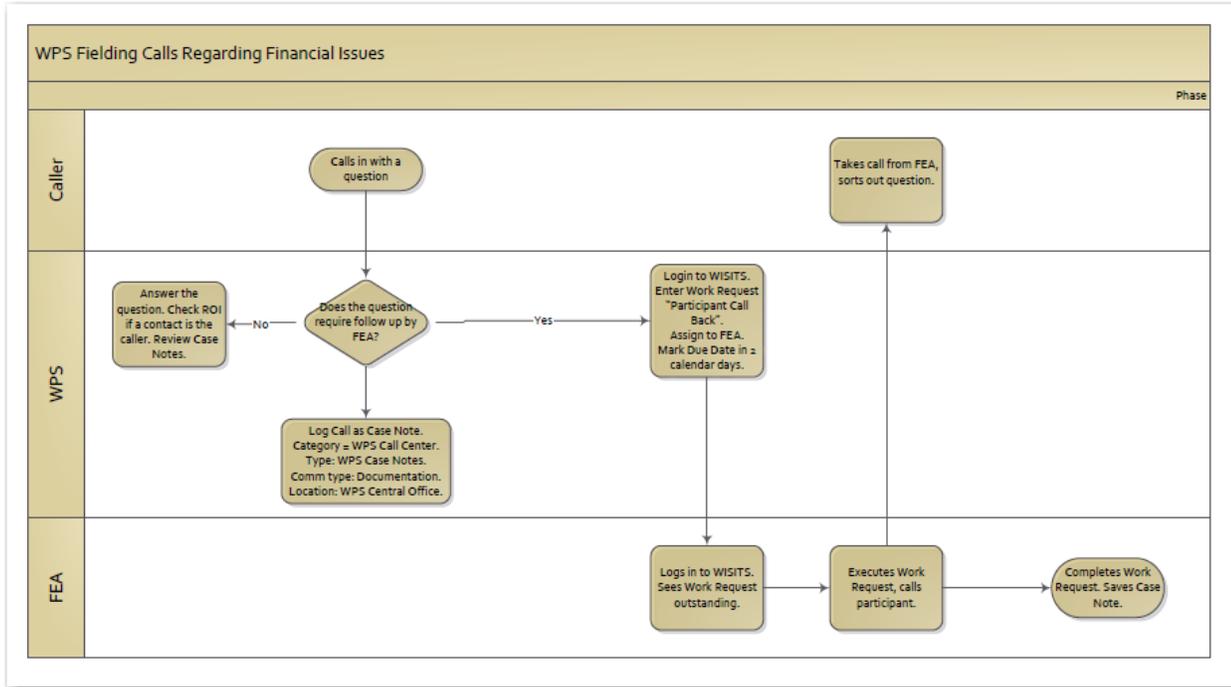
## 14.6.4 Adding a Provider



## 14.6.5 SDPC Enrollment



## 14.6.6 WPS Call Center Delegating Task to FEA



## 14.6.7 MetaStar Case Notes

