

WISCONSIN



DWD

DVR Service Provider Portal

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April 2020

April 2020 Enhancements

- Update on enhancements coming to the portal
- April deployment
- Know where to take your questions



April 2020 Enhancements

- Expansion
- Upload
- Flexible Sharing
- Quantity/remaining balance
- Search by Service Type
- Alerts
- Change Order Alerts
- New role “Other”



April Enhancements-Expansion

- The April deployment will include expansion of the portal.
- What does this mean?
 - All Service Agreement Vendors (you) will begin using the portal for ALL Purchase Orders (POs).



April Enhancements-Expansion

- Some providers will see no change as they only provide services associated with statewide service activity codes.
- Other providers will now receive additional POs for services such as transportation, Skills to Pay the Bills, Job Shadows, etc.
- DVR will phase out providing POs to Service Providers outside of the portal.



April Enhancements-Upload

- Service providers will have the ability to “Upload Attachments” directly to the consumer file via the portal.
- Reports that are uploaded in this manner will be visible to the Service Provider as long as they have access to the case.
- Providers will be able to see what reports have been provided to DVR before invoicing to reduce Invoice Resolutions.



April Enhancements-Upload

Consumer Summary

Case Number: 000010459

Case Name: PET

Contact Attachments Messages Purchase Orders IPE

Attachments

Attach Document...

Attachment Type:

Other Attachment Type:

(NOTE: Only required if Attachment Type selected is Other.)

Report Year (4-digit):

Report Month:

File:



April Enhancements-Upload

- Attachment Type: Click on drop down and pre-populated names of reports will display.
- Select the appropriate File name.
- Enter the appropriate Report Year and Month.
- Click Browse.
- Select the file you want to attach, click open.
- Click Save Attachment.

<u>Date Uploaded</u>	<u>File</u>	
2/27/2020 9:22:25 AM	CE Mnthly Skill Instrctn 2020 01 DR WHO.doc	View
2/27/2020 9:37:21 AM	IPS Ongng Support 2020 01 DR WHO.doc	View
2/27/2020 9:22:16 AM	CE Mnthly Skill Instrctn 2020 01 DR WHO.doc	View
2/27/2020 8:13:59 AM	Background Chk 2020 12 DR WHO.doc	View



April Enhancements-Upload

- DVR will have access to the reports as soon as uploaded by the provider. Provider and DVR can look at the report simultaneously to discuss what has been attached or for invoicing purposes and to resolve any discrepancies of a report being received or not.
- An additional staff role is being created. This role can see POs and attach the reports, it doesn't have to be the staff person assigned to the PO line. This role will not have access to the FAR and IPE, personnel info, or agreement.



April Enhancements-Flexible Sharing

- DVR is adding a Flexible Sharing option.
- What does this mean for you?
 - Any attachment that is on the DVR case file that DVR previously emailed, faxed, etc. can now be shared via the portal. After a PO has been issued, DVR can “share” the document. Access will continue until DVR ends it or the PO End Date has passed (same as FAR and IPE).



April Enhancements-PO Quantities

- DVR has adjusted the display of the PO lines in the portal.
- What does this mean for you?
 - You will see total authorized and what remains as invoicing happens.

Quantity	Issue	Unit Price	Line Total	Remaining Balance	Remaining Units
1	Each	\$625.00	\$625.00	\$0.00	0
20	Each	\$45.00	\$900.00	\$810.00	18



April Enhancements-Alert Language

- Alerts “Purchase Order waiting for Assignment” Main Contact and Administrator Roles, WDA, and Activity Name now display in the Alert for easier identification of who to assign it to.

Message

[There is a Purchase Order with 1 or more lines waiting to be assigned to a staff member for WDA 10 for PRE-ETS: Assessment.](#)

[There is a Purchase Order with 1 or more lines waiting to be assigned to a staff member for WDA 10 for On-the-job Supports.](#)



April Enhancements-Change Order Alert

- Changes are being made to improve the Change Order Alert.
- It will be easier to identify what has changed.
- This should reduce the need to follow up with DVR staff to ask about what has occurred.



April Enhancements-New Role “Other”

- DVR is adding a new role in the portal of “Other”.
- What does this mean for you?
 - “Other” allows access to any PO for invoicing or uploading reports. “Other” does not have access to FAR, IPE, “Flexible Shared” items, Personnel Information, or Agreement. May be beneficial for invoicing staff or staff providing reports, but may not be assigned to a PO line.



Future Phases

- Continuous improvement. As IRIS users, DVR wants to hear your enhancement suggestions for improving the IRIS/portal process. Please contact Jenny Wendlandt.
- DVR is investigating options for fillable reports.
- DVR is investigating options for electronic invoicing.



General Reminders

- POs must be assigned to a staff person as this information filters into DVR's case management system.
- PO End Date will drive disabling the FAR and IPE view as well as any Flexible Sharing documents.
- PO will go from Active to Inactive at End Date (My Work List does not display Inactive, must go to Purchase Order Search to find Inactive POs).
- Access to PO and Consumer will be maintained for reporting and invoicing as necessary for 90 days past PO End Date.



Troubleshooting

- Portal questions or issues contact Jenny Wendlandt:
 - Jennifer.Wendlandt@dwd.Wisconsin.gov
 - 608-516-6469
- Service Agreement questions contact David Knuth:
 - David.Knuth@dwd.Wisconsin.gov
 - 608-266-0177
- Email questions to:
 - DVRServiceProviders@dwd.wisconsin.gov



Thank you!

