



Directed Payment Program (DPP) Reporting Portal

External User Guide

March 2024



TEXAS
Health and Human
Services

Contents

This document is a resource for people who are accessing the DPP reporting portal to view or upload quality reporting for CHIRP, TIPPS, RAPPS, and DPP BHS.

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Overview

The purpose of this user guide is to provide instructions on how to navigate the Directed Payment Program (DPP) Quality Reporting Portal. You will use the reporting portal to access DPP reporting resources on the bulletin board and upload your reporting data for CHIRP, DPP BHS, RAPPS, and TIPPS.

What is IAMOnline?

Texas Health and Human Services' (HHS) [IAMOnline](#) is a platform that manages authentication and authorization for all HHS application users. The new DPP reporting portal is one of the many applications that are accessed through IAMOnline.

Why is the new reporting portal in IAMOnline?

For security purposes, all HHS developed applications must use IAMOnline. This transition was going to happen whether we continued to use the old reporting portal or the new one.

Where can I find IAMOnline resources?

IAMOnline has a [Help](#) and [FAQ](#) page that are accessible without an account.

When you are logged into IAMOnline, you can access IAMOnline training materials by clicking the **Authorized Help Guide tile** on your IAMOnline dashboard.

Training videos are linked at the end of this document and PDF versions of the user guides are available on the reporting portal bulletin board.

How do I request access to the new reporting portal?

There are two steps to request access to the reporting portal:

- **Step 1:** Create an IAMOnline account.
- **Step 2:** Request access to the DPP application.

Since IAMOnline now manages user access, you will no longer use the DPP contact change form to request access to the reporting portal. The contact form will continue to be used to join or update the contact list to receive program communications from the DPP Quality team.

What will happen to the old reporting portal?

DPP Quality will not be checking the old portal for reporting submissions. You can still access it to view your previously submitted reporting templates.

IAMOnline Access

In March 2024, HHSC mass registered users, approvers, and organizations for the SFY 2024 program year. If you do not have access to IAMOnline, you will need to request an account through the IAMOnline login page. Future participating providers will also need to register their organization through the IAMOnline login page before adding users.

Request a New User Account

Follow the steps below to create a new user account in IAMOnline.

Step 1: Go to the [IAMOnline login screen](#).

Step 2: Click "Request account as non-HHS employee or register organization" link.



IAMOnline - Sign In

Username

Keep me signed in

Next

[Forgot Password? \(HHS/DSHS Emails Only\)](#)

[Request account as non-HHS employee or register organization](#)

[Sign Acceptable Use Agreement](#)

Step 3: On the **Request a New Account** screen, select "I want to request a new account as a non-HHS employee" and click continue.

Request A New Account

Please make a selection that applies to you: *

- I want to register my facility with EMSTR.
- I want to request a new account as a non-HHS employee.
- I want to register my organization with HHS.
- I want to sign Acceptable Use Agreement(AUA).
- I want to request a new account as a TERM user to request only EFT access.
- I want to request a new account for DFPS.

[Back to Sign In](#)

Continue

Step 4: On the **Preregistration** screen, select "Yes" for "Do you work for a Non-HHS Government Agency or Partner Organization?" Enter the Employer Identification Number (EIN) for your organization and click continue.

Preregistration


Do you work for a Non-HHS Government Agency or Partner Organization?*

Yes
 No

Not sure what type of account to request? If you are a HHS employee, contractor, temporary worker, volunteer, or intern you can sign in with your HHS Employee ID and Password. If you are unsure of which account applies to you, please contact the Help Desk at 512-438-4720 or contact your Supervisor.

Employer Identification Number (EIN) or Organization Name *

In order for you to request a new account, your employer or organization must already be registered with HHS. If your employer or organization is not registered with HHS yet, please navigate to the "Request a New Account" page and select "I want to register my organization with HHS"

 Search for your organization using your organization's EIN. The search function does not work with the organization's name unless you match exactly what was registered in the IAMOnline database.

Step 5: Complete the **Partner User Registration Form** and click continue.

Partner User Registration Form

Contact Information

Prefix

First Name *

Middle Name

Last Name *

EmployeeID *
e8768981096

Suffix

Work Email *

Phone Number *

User Type
Partner

Organization Name
Bluebonnet Trails Community Services

- Your request will go to your organization's approvers.
- Once approved, you will receive an email to activate your account. Follow the prompts to set up your account and security settings.

Register Your Organization

All users must register under an organization. This could be at the facility, healthcare system, or corporate level. Follow the steps below if your organization is not registered in IAMOnline.

Step 1: Go to the [IAMOnline login screen](#).

Step 2: Click "Request account as non-HHS employee or register organization" link.

Step 3: On the **Request a New Account** form, select "I want to register my organization with HHS" and click continue.

Request A New Account

Please make a selection that applies to you: *

- I want to register my facility with EMSTR.
- I want to request a new account as a non-HHS employee.
- I want to register my organization with HHS.
- I want to sign Acceptable Use Agreement(AUA).
- I want to request a new account as a TERM user to request only EFT access.
- I want to request a new account for DFPS.

[Back to Sign In](#) [Continue](#)

You will be prompted with three requirements to register your organization. Click continue to confirm you meet the requirements.

Register Employer or Organization

You may register your employer or organization if it meets the following requirements:

- * Your employer or organization is a Non-HHS Government Agency.
- * Your employer or organization is a Partner Organization to HHS.
- * Your employer or organization is not already registered with HHS.

[Back](#) [Continue](#)

Step 4: Complete the **Partner Organization Registration Form**.

You will need to fill out your organization's identifying information and provide two contacts. These two contacts will be the first approvers for your organization. You will also need to enter an agency sponsor email address.

Click **Continue** to submit the form.

Partner Organization Registration Form

Register an Employer or Organization with HHS by submitting the form below. You will receive an email from HHS once the employer or organization is approved.

Employer or Organization Name *

Employer Identification Number (EIN) *

Description

Agency Sponsor Email Address *

Work Location Information

Address *

City *

State *

Zip Code *

Primary Contact Information

EmployeeID *

First Name *

Last Name *

Work Email Address *

Please provide your work email

Work Phone *

- The agency sponsor for the DPPs is Andrea Quinn at andrea.quinn@hhs.texas.gov.
- You can start adding new users after the agency sponsor approves your organization.
- If you need to add or make changes to your approvers after you register your organization, you will need to submit a ticket to the HHSC Help Desk.

DPP Reporting Portal Access

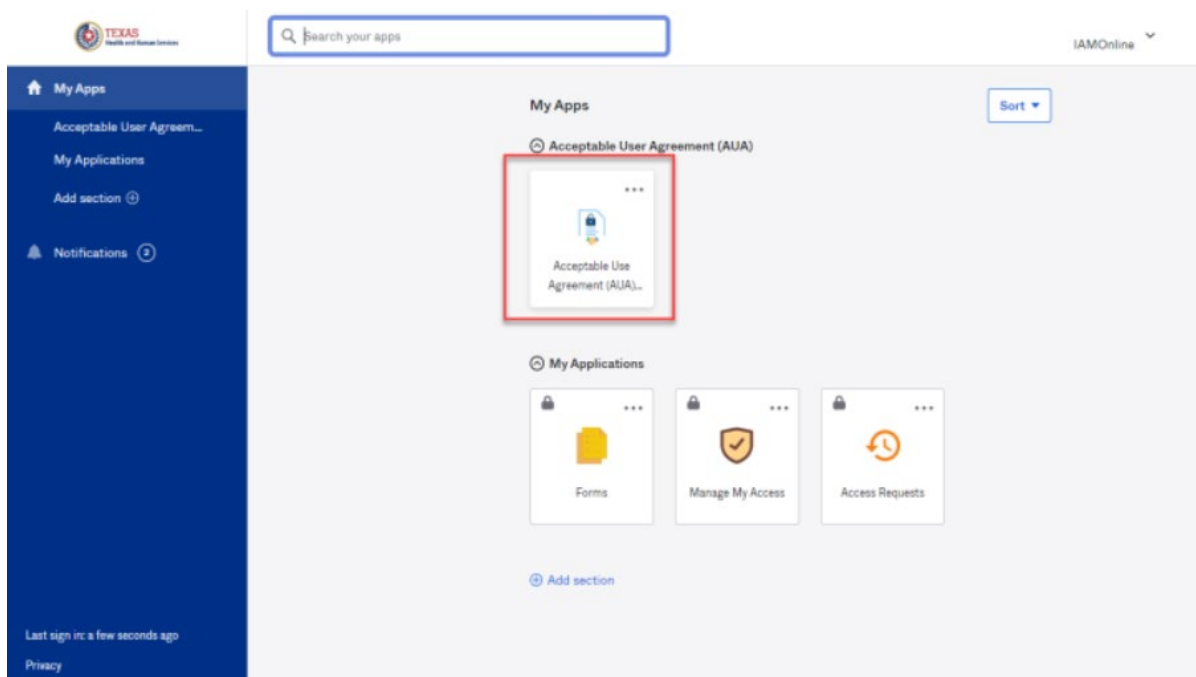
Once you have an IAMOnline account, you must request access to the DPP reporting portal.

Acceptable Use Agreement (AUA)

If you are new to IAMOnline, you will need to sign the Acceptable Use Agreement (AUA) to unlock Manage Access and other applications.

Step 1: Log into [IAMOnline](#).

Step 2: Under My Apps, click the **Acceptable Use Agreement (AUA)** tile to review the AUA form.



Step 2: Review the AUA form and sign the agreement. Click Submit once the form is completed.

Information Security Acceptable Use Agreement

You must complete this agreement if you use HHS information resources. Before signing this agreement, read the Information Security Acceptable Use Policy in its entirety and make sure that you understand it. If you need help accessing the policy, speak to your supervisor or contract manager.

By selecting "I Agree" and typing my name below, I acknowledge that I have read and understood the agreement, and I agree to comply with its terms. *

- I Agree
- I Don't Agree

Acknowledgement

I have read, understand, and will comply with the requirements in the Information Security Acceptable Use Policy.

First Name *

Andrea

Last Name *

Quinn

Your Work Email *

dpptestprovider.01@gmail.com

Your Work Phone

512

I am (choose one and explain below): *

- An employee of HHSC (specify department and division)
- An employee of DSHS (specify department and division)
- An employee of another agency (specify agency, department, and division)
- A contractor (specify employer or non-state agency name)
- An intern or volunteer (specify agency, department, and division)
- Other (specify below if you are an advisory council member or an employee of a private provider)

Comments

employee of a private provider

HHS Employee ID, if applicable

Date Agreement Signed *

03/22/2024

Submit

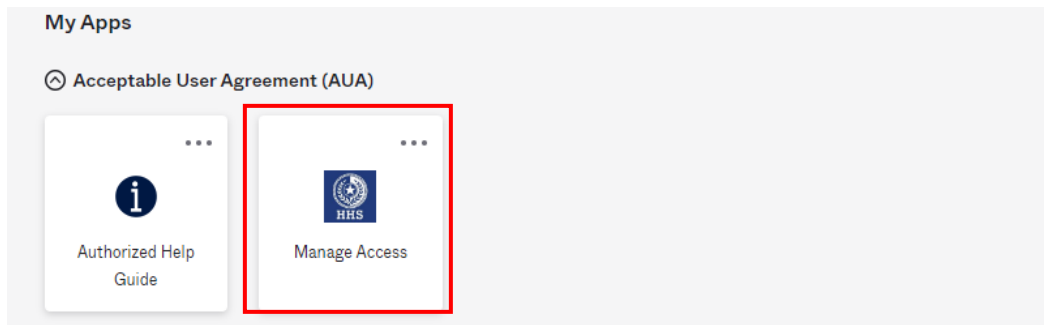
Step 3: After submitting the form, the applications on your My Apps dashboard should unlock.

DPP Access Request

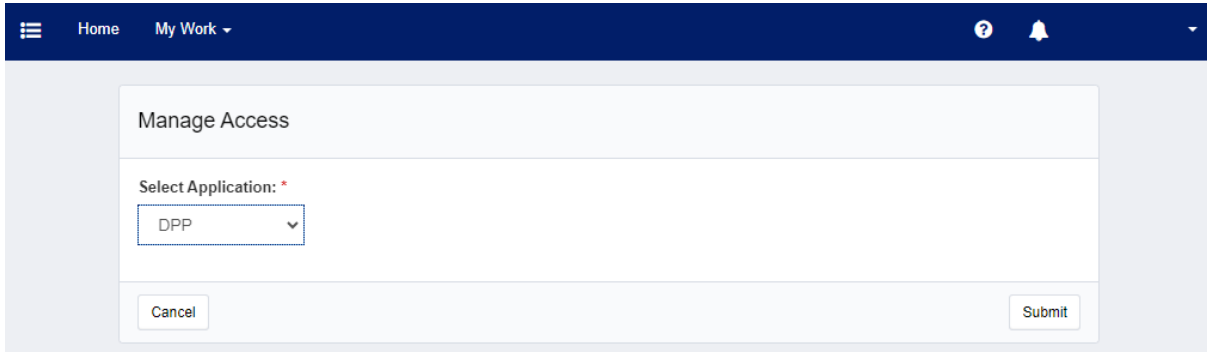
You can request to add access or change access to the DPP reporting portal from the IAMOnline My Apps dashboard. Note that new access requests and updates use the same form. The only difference is there will be an extra field that displays current provider affiliations.

Step 1: Log into [IAMOnline](#).

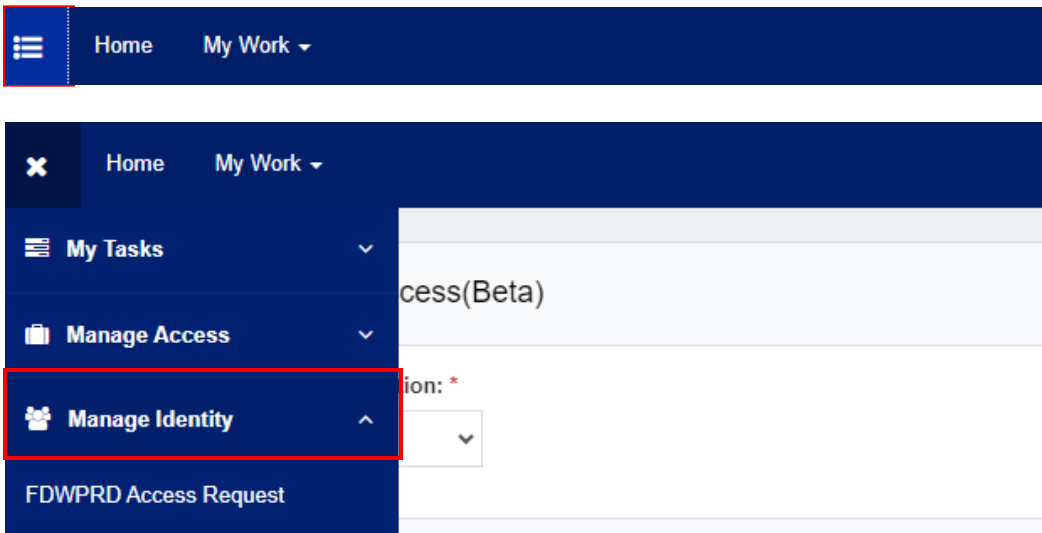
Step 2: Under My Apps, click the **Manage Access tile** to add or remove application access to the dashboard.



Step 3: On the Manage Access page, select **DPP** from the application dropdown list and click Submit. The DPP Access Request Form should appear after you click **Submit**.

A screenshot of a web application interface. At the top is a dark blue navigation bar with a hamburger menu icon, the text 'Home My Work', and a notification bell icon. Below the navigation bar is a white form titled 'Manage Access'. Inside the form, there is a label 'Select Application: *' followed by a dropdown menu showing 'DPP'. At the bottom of the form are two buttons: 'Cancel' on the left and 'Submit' on the right.

Another way to access the form is to click the hamburger menu icon on the Manage Access page, select **Manage Identity** and then select **DPP Access Request** from the listed forms. It will open the DPP Access Request Form.



Step 4: Complete the **DPP Access Request Form**. There are two external user roles: DPP Provider or Medicaid Managed Care Organization (MCO).

The **DPP Provider** user is responsible for uploading DPP reporting data for their participating providers.

- You may request access for yourself or a direct report by using the select user field.
- You can select multiple programs, service areas, and providers if you report for multiple facilities. Click **Add Group** after each selected provider.
- The same form is used to make updates to your affiliated participating providers (or user groups).

Provide Information: Directed Payment Programs (DPP)

Complete the following information before submitting your request:

Any label followed by an asterisk * indicates that this field is Required.

Select for Self or Direct Reports

Request Type *

Self

Select User *

Andrea Quinn

Select Roles *

DPP Provider

MCO

Add User Group(s)

Select Program Area: RAPPS | Select Service Area *: MRSA Central | Select Provider *: R1669468617 - FAMILY MEDICINE CENTER

User Groups (Please select Program Area, Select Service Area, Provider(s) and then click on "Add Group" button below to add the User Groups). **

	+
Program:CHIRP; Service Area:MRSA Central; Provider:C1861487779 - LIMESTONE MEDICAL CENTER	x
Program:RAPPS; Service Area:MRSA Central; Provider:R1427539691 - RETTIG FAMILY HEALTHCARE	x
Program:RAPPS; Service Area:MRSA Central; Provider:R1710539465 - KOSSE COMMUNITY HEALTH CLINIC	x

Cancel | Add Group | Submit

When making changes to your affiliated participating providers (or user groups), you can use the **Remove Existing Users Group** dropdown list to select who you need to remove. This option is only viewable to users that already have access to the DPP reporting portal.

Remove Existing Users Group (optional)

(Please select User Group(s) to be removed). *

[Empty dropdown menu]

Add User Group(s)

Select Program Area | Select Service Area * | Select Provider *

User Groups (Please select Program Area, Select Service Area, Provider(s) and then click on "Add Group" button below to add the User Groups). **

Program:RAPPS; Service Area:MRSA Northeast; Provider:R1407355860 - CARTHAGE HOSPITAL, LLC
Program:RAPPS; Service Area:MRSA Northeast; Provider:R1639678030 - CARTHAGE HOSPITAL, LLC
Program:CHIRP; Service Area:MRSA Northeast; Provider:C1326546797 - HENDERSON HOSPITAL, LLC
Program:RAPPS; Service Area:MRSA Northeast; Provider:R1497254858 - PITTSBURG HOSPITAL LLC
Program:CHIRP; Service Area:MRSA Northeast; Provider:C1184132524 - PITTSBURG HOSPITAL LLC

The **MCO** user is a new role that allows MCOs to access the DPP reporting portal for informational purposes. This role is read-only. It does not allow you to upload documents.

- You may request access for yourself, or a manager can request access for you using the select user field.
- You can select multiple programs and service areas.
- The same form is used to make updates to your affiliated service areas (or user groups).

Provide Information: Directed Payment Programs (DPP)

Complete the following information before submitting your request:
Any label followed by an asterisk * indicates that this field is Required.

Select for Self or Direct Reports

Request Type *
 Self

Select User *
MCO Test

Select Roles *
 MCO

Add User Group(s)

Select Program Area: TIPPS
Select Service Area *: Tarrant

User Groups (Please select Program Area, Select Service Area, Provider(s) and then click on "Add Group" button below to add the User Groups). **

Program	Service Area	Provider
TIPPS	Dallas	

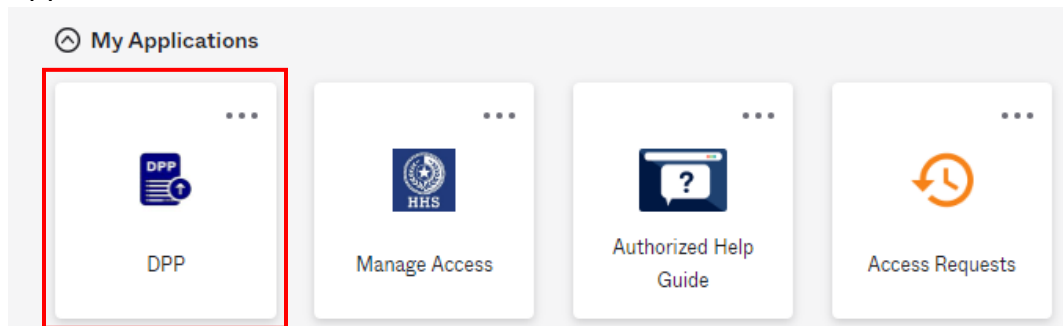
Buttons: Cancel, Add Group, Submit

Click **Submit** to submit your form.



Requests must go through two levels of approval (your organization approvers and HHSC DPP Quality team approvers) before you gain access to the DPP reporting portal.

Step 5: Once access is approved, the DPP reporting portal tile should appear on your My Apps dashboard in IAMOnline.

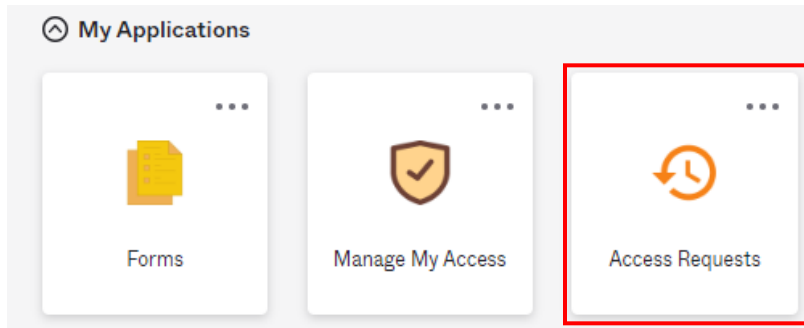


DPP Access Approval

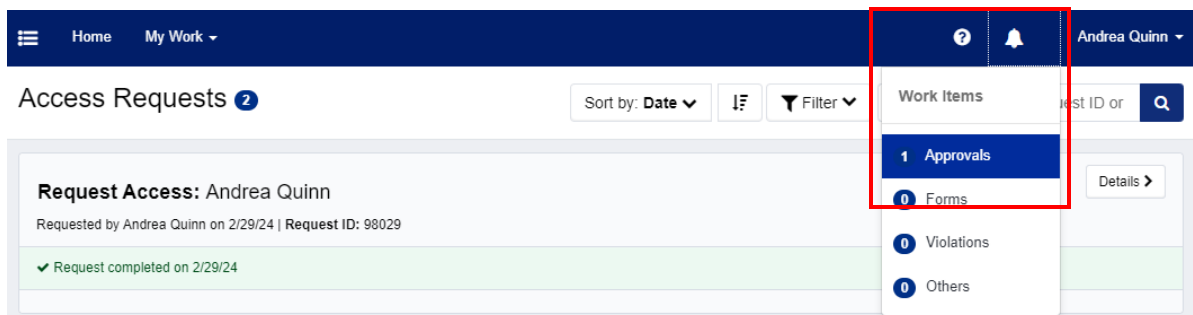
If you are an **organization approver**, you will be notified by email when there is a new user request or access request for the DPP reporting portal.

Step 1: Log into [IAMOnline](#)

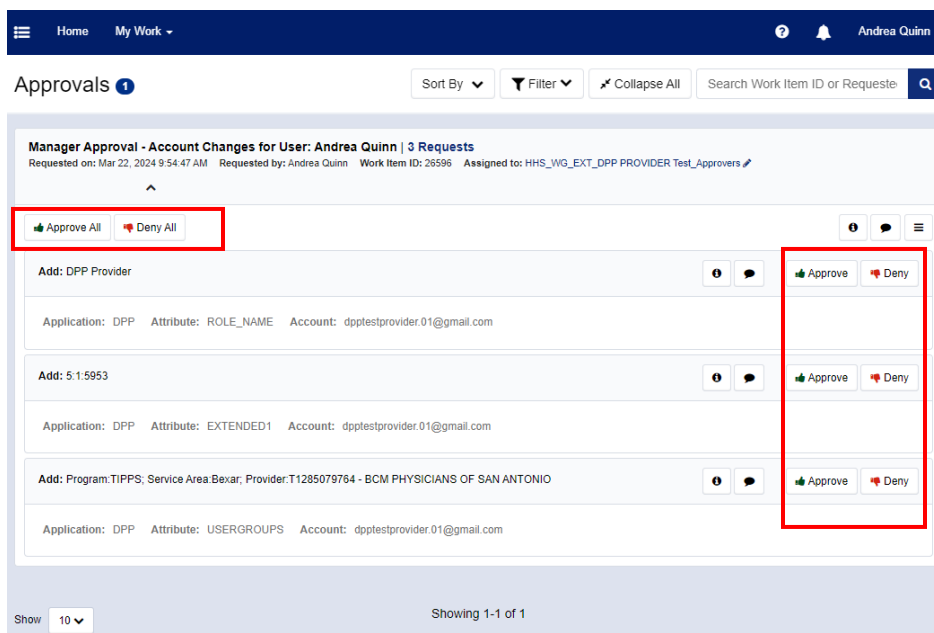
Step 2: Under My Apps, click the **Access Requests** tile to view access requests.



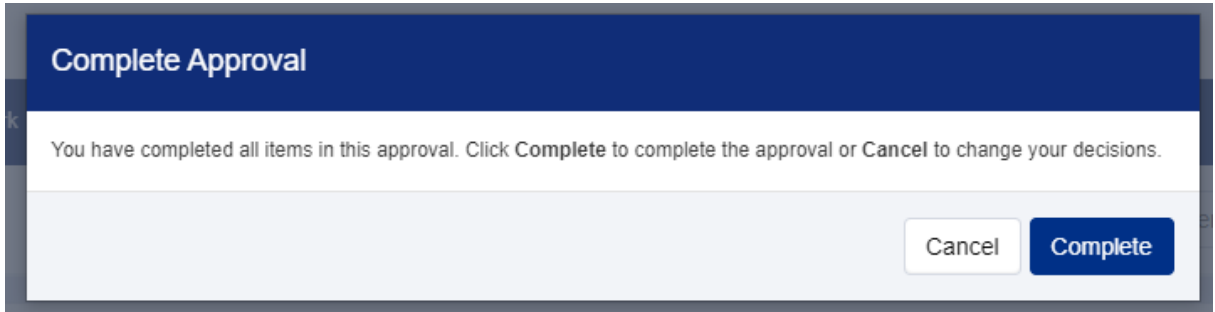
Step 3: On the **Access Requests** page, click the notification icon to see your work items. Click on **Approvals** to see the requests that require approval.



Step 4: On the **Approvals** page, you can approve or deny an access request.



After approving or denying the requests, you will be prompted to confirm your decisions. Click **Complete** to confirm.



- ☑ There are multiple parts of the DPP access request that account for the user role and the link between the program, service area, and provider. You must approve or deny all parts of the request.
- ☑ Approvals can be done one at a time by clicking the Approve button for each item or all at once by clicking the Approve All button at the top of the request. You can also Deny All or Deny one item at a time.
- ☑ If you are an organization approver, check out the IAMOnline External Approver Guide that is posted on the [bulletin board](#) for additional guidance.

DPP Quality Reporting Portal

To access the DPP Quality Reporting Portal, click on the DPP reporting tile on your My Apps dashboard. It will open a new browser tab. You will need to agree to a warning about using a restricted government system before accessing the reporting portal.

Welcome/Homepage

The DPP homepage is where you can navigate to other portal pages.

The screenshot shows the DPP Quality Reporting Portal homepage. At the top left is the Texas Health and Human Services logo. To its right is a map of Texas with a star and the text "Directed Payment Program (DPP) Quality Reporting". On the top right, there are three red boxes with white numbers: 1, 2, and 3. Below these boxes are the labels "IAMO Portal", "Andrea Quinn", and "Logout". The main content area is titled "Welcome" and contains three large blue square tiles. The first tile has a white pushpin icon and a red box with the number 4; below it is the text "Bulletin Board" with a dropdown arrow. The second tile has a white clipboard icon with a pencil and a red box with the number 5; below it is the text "Provider Reporting". The third tile has a white document icon and a red box with the number 6; below it is the text "Create Reports" with a dropdown arrow. At the bottom of the page is a dark blue footer with white text: "© 2024 Texas Health and Human Services Commission Contact HHSC Help Desk (Ph:512-428-4720)".

1. IAMO Portal Link

This link will take you back to IAMOnline.

2. User's Name

Displays the user's full name.

3. Logout

Click logout to log out of IAMOnline and the DPP reporting portal.

4. Bulletin Board

Click the bulletin board tile to go to the bulletin board page.

5. Provider Reporting

Click the provider reporting tile to view your reporting page and upload your reporting template(s).

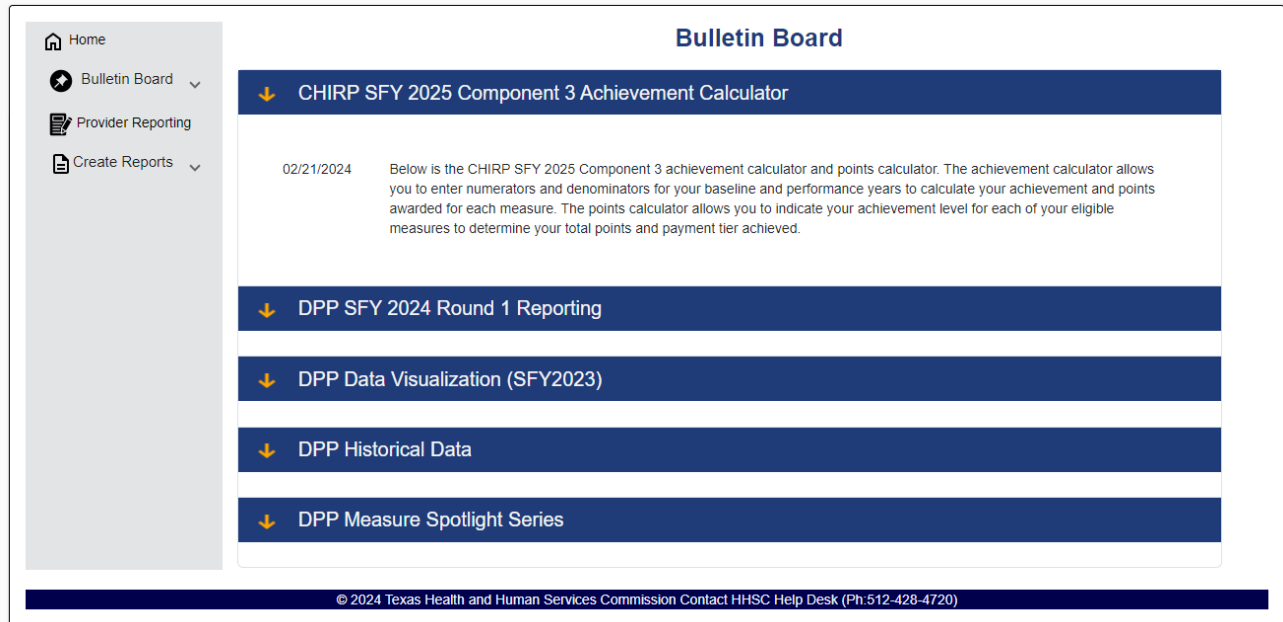
6. Create Reports

Click the create reports tile to access reports. Data included in the report is dependent on your user role.

Bulletin Board

The bulletin board is where HHSC will post announcements and reporting materials for the DPPs.

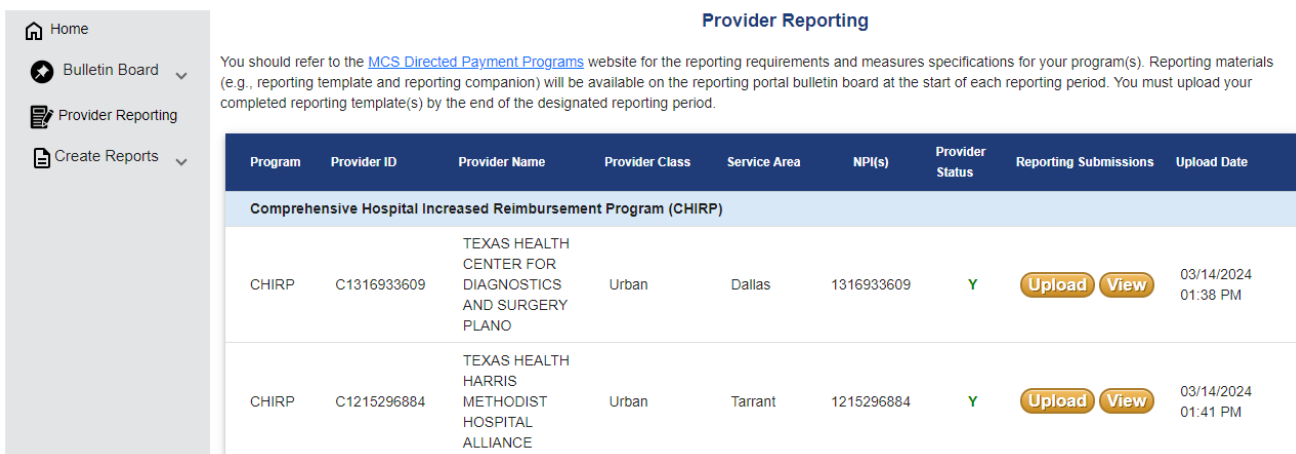
- The side menu allows for quick access to the other portal pages.
- Click on a section header to expand your view and see related posts.
- Click on document links to view or download.
- Click on website links to open links in a different window.



Provider Reporting

This page will display the participating providers you are associated with for each program. At the top of the page, you'll find a link to the [Medicaid and CHIP \(MCS\) DPP website](#) to access reporting requirements and measure specifications as well as some reporting reminders.

- DPP provider users will see all participating providers they are associated with for each program.
- MCO users will see all participating providers that belong to their selected program(s) and service area(s).




The following information is displayed for each enrolled participating provider:

- **Program:** The DPP the provider is enrolled in.
- **Provider ID:** A unique identifier that HHSC uses to track quality reporting across program years.
- **Provider Class:** Determined by PFD during enrollment. Your provider class may impact the measures you are eligible to report in CHIRP and TIPPS.
- **Service Area:** Used for organization purposes only.
- **NPI(s):** Displays the NPIs enrolled in the current program year.
- **Provider Status:** Indicates enrollment status for the current program year. "Y" means the provider is enrolled in the current program year and "N" if the provider is not enrolled. HHS will update enrollment status before the start of the new SFY.
- **Reporting Submissions:** DPP provider users will upload their required reporting templates using the upload button. Once the document has been uploaded, it can be viewed using the View button. If it doesn't appear automatically, try refreshing the browser screen.
- **Upload Date:** Shows the date and time the of the last upload. This is to help users who report for multiple providers quickly check to see if they've uploaded their reporting template.

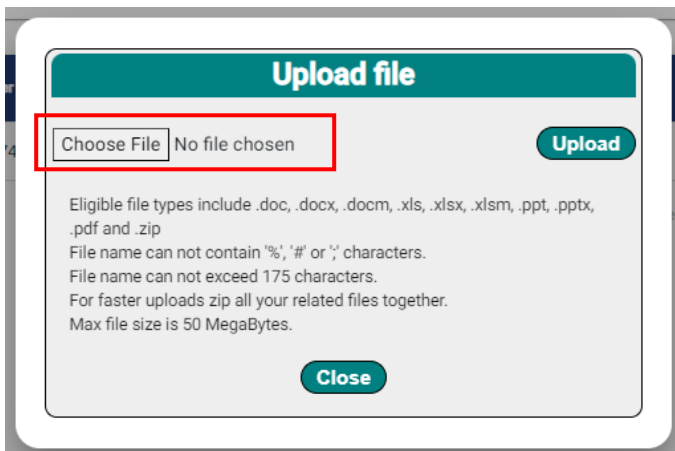
How to Upload Reporting Template

Follow these steps to upload your completed reporting template to the provider reporting page:

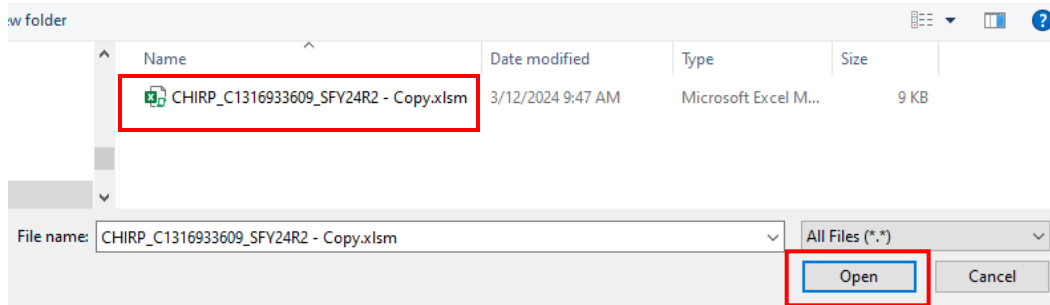
Step 1: Under **REPORTING SUBMISSIONS** on the Provider Reporting screen, click the **UPLOAD** button to open the dialog box to upload required reporting documents.

Program	Provider ID	Provider Name	Provider Class	Service Area	NPI(s)	Provider Status	Reporting Submissions	Upload Date
Comprehensive Hospital Increased Reimbursement Program (CHIRP)								
CHIRP	C1316933609	TEXAS HEALTH CENTER FOR DIAGNOSTICS AND SURGERY PLANO	Urban	Dallas	1316933609	Y		

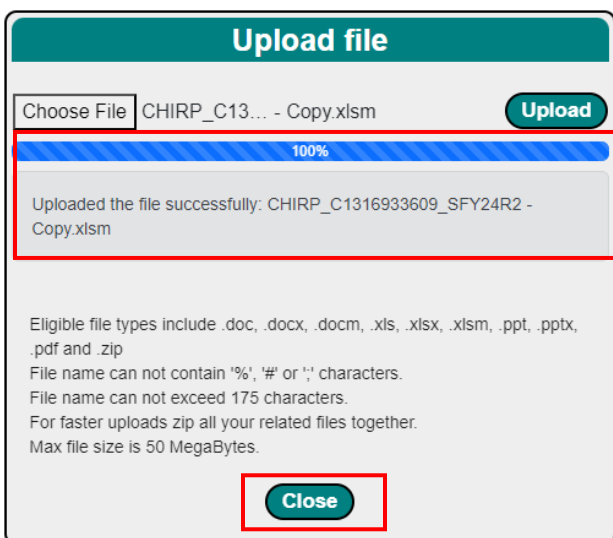
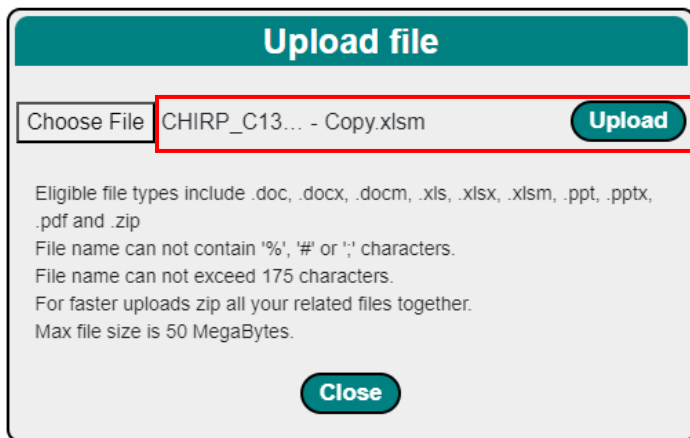
Step 2: In the **UPLOAD FILE DIALOG BOX**, click the **CHOOSE FILE** button. This will open the **OPEN DIALOG BOX**.



Step 3: In the **OPEN DIALOG BOX**, select your completed reporting template and click the **OPEN** button.



Step 4: You should now see the file name in the **UPLOAD FILE DIALOG BOX**. Click the **UPLOAD** button. A message that you have uploaded a file will appear and you can close out of the dialog box.



Step 6: After clicking the **CLOSE** button, a **VIEW** button will appear next to the upload button. The **UPLOAD DATE** will also update. It will display the date and time of the most recently uploaded document.

To see your uploaded files, click the **VIEW** button to access the **DOCUMENT LIST**.
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Program	Provider ID	Provider Name	Provider Class	Service Area	NPI(s)	Provider Status	Reporting Submissions	Upload Date
Comprehensive Hospital Increased Reimbursement Program (CHIRP)								
CHIRP	C1316933609	TEXAS HEALTH CENTER FOR DIAGNOSTICS AND SURGERY PLANO	Urban	Dallas	1316933609	Y	Upload View	03/14/2024 01:38 PM

Document List

<input type="checkbox"/>	CHIRP_C1316933609_SFYZ4R2 - Copy.xlsm	Uploaded: 03/14/2024
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[Close](#)

Create Reports

There are two reports available to external users. Report availability and content is dependent on your user role.

DPP Users Summary Report

Both DPP Provider and MCO users can create a user report. Since it is dependent on your provider affiliations, all you need to do is click the generate button. There are no other filters for this report.

The report includes the following data: DPP, Provider ID, NPI(s), Provider Name, Provider Class, SA, Provider Status (Y/N), User Full Name, Email, Phone, Phone Ext, User Role, Active Account (Y/N) and User ID.

DPP Users Summary Report

[Generate](#)

- For DPP Provider users, the report will list DPP users that are associated with the same participating provider(s) the user is.
- For MCO users, the report will list DPP users that are associated with the MCO organization.

Uploaded Files Summary Report

If you are a DPP Provider user, you can create a report of the files uploaded for your affiliated participating provider(s). The report is dependent on your program, service area, and provider affiliations. You must also select a date range for the uploaded documents.

The report includes the following data: DPP, Provider ID, NPI, Provider Name, Provider Type, Provider Class, SA, Document Name, File Ext, and Document Upload Date.

Upload File Summary Report

Program:

SA:

START DATE:
MM/DD/YYYY

END DATE:
MM/DD/YYYY

Generate

- If you leave the program and service area as "All", the report will list uploaded documents within a given date range for your associated participating provider(s).
- If you specify a program or service area that you are not affiliated with then your report will be blank.

Contact Information

IAMOnline

IAMOnline triages issues through the HHSC Help Desk. For issues regarding your IAMOnline account, you can submit a ticket by calling one of the following numbers:

- Phone 512-438-4720
- Toll free 1-855-435-7181
- TDD 711

They are open 7:00 A.M. to 7:00 P.M., CT, Monday to Friday.

DPP Quality Reporting Portal

For issues with the reporting portal or the DPP Access Request Form (e.g., issue that is not an error code), please contact the DPP Quality team at DPPQuality@hhs.texas.gov.

FAQ

#	Question	Answer
1	Where can I find my organization's EIN?	<p>Your nine-digit EIN (e.g., 12-3456789) is used to file taxes. Your financial department should have this information.</p> <p>This information is also posted on the old and new reporting portal bulletin board for SFY 2024. You can also request this information from DPPQuality@hhs.texas.gov.</p>
2	Where can I find my organization's approvers?	<p>Your organization's approvers are posted on the old and new reporting portal bulletin board for SFY 2024. You can also request this information from DPPQuality@hhs.texas.gov.</p>
3	When should I contact the HHSC Help Desk?	<p>The HHSC Help Desk can create a ticket to resolve the following types of issues:</p> <ul style="list-style-type: none"> • Error occurs when submitting the AUA form. • Error occurs when submitting the DPP Access Request form. • IAMOnline account activation issues (e.g., not allowing you to reset password). • Reactivate your IAMOnline account. • Resend your IAMOnline activation/registration email. • Update your organization's approvers. • "User is not assigned to this application" error. <p>Please provide error codes and detailed information for your ticket.</p>
4	How long does it take to receive a response from the HHSC Help Desk once a ticket is created?	It can take up to two weeks to resolve an issue.
5	What do I do if I get locked out of my IAMOnline account?	If you are locked out of your account, it will automatically unlock after thirty (30) minutes.

#	Question	Answer
6	When I log into IAMOnline I am not seeing the My Apps dashboard. How do I view my apps?	<p>The My Apps dashboard should be the homepage when you log into IAMOnline.</p> <p>If IAMOnline displays the Manage Access screen instead of the My Apps dashboard. Try logging out and closing your browser windows, open a new incognito window, and log into IAMOnline. You may also try logging in on a different network, different browser or clearing browser history.</p> <p>If that doesn't work, contact the HHSC Help Desk.</p>
7	Can you delete files that have been uploaded to the Provider Reporting page?	<p>DPP Provider users do not have permission to delete files. You can either:</p> <ul style="list-style-type: none"> • Upload an updated version of your file using the same name and extension. This will overwrite the old version. • Contact DPPQuality@hhs.texas.gov and ask to remove the old file.
8	If you have multiple users with upload access to the same facility, will the users see the uploaded file?	Yes. Once you upload a file, other users that have access to your facility's reporting will be able to view and download the uploaded file.
9	Can two people upload a file at the same time to different facilities on the Provider Reporting page?	Yes. One user can upload a file to a CHIRP facility while another user uploads a file to a TIPPS facility.

IAMOnline Training Videos

New External User Training Videos		
Title	YouTube Link	Summary
How to Request a User Account to an Existing Partner Organization External User	https://www.youtube.com/watch?v=k-xCCTqrbDk	New external users request an account with an existing partner organization within IAMOnline
How to Request an Account for a Partner Org	https://www.youtube.com/watch?v=5h-Pgw41li8	New external partner organization requests an account to IAMOnline and includes 2 approvers contact information

Existing External User Training Videos		
Title	YouTube Link	Summary
How to Log in to IAMOnline - External User	Okta - How to Login External Users - YouTube	External users: how to set up account with security measures and log in to IAMOnline starting with registration email

New and Existing External User Training Videos		
Title	YouTube Link	Summary
How to Add Access End Users	https://www.youtube.com/watch?v=uMZaY2wkgI	Internal / External application users request to add application access
Self-Service Password Reset and Account Locked - External User	Okta - Self Service Password Reset and Account Locked - External User - YouTube	External users: how to reset password and what to do when the account is locked
How to Add Access to a Team Member	https://youtu.be/hDzgbwliH98	Internal /External approvers request to add application access to a team member
How to Add, Approve, Deny, and Delegate Access Requests- Approvers	https://www.youtube.com/watch?v=tOP6zycGy5M	Internal /External approvers review, approve, deny and delegate access requests