

USTEPS Provider Interface Packet – Financial and Incident Reporting

Division of Services for People with Disabilities
Department of Human Services
State of Utah

This document is designed to help people in the general public who are authorized to access UPI obtain an ID and password that will allow them to enter the system.

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***Thank you for your interest in accessing the
USTEPS Provider Interface (UPI) application and
all the features it has to offer you as a provider.***

Introduction:

The Utah System for Tracking Eligibility, Planning and Services Provider Interface (UPI) is a web-based computer system that is hosted by the State of Utah. The UPI system provides data concerning DSPD consumer budgets, authorized services, purchased service payments and electronic incident reporting. The purpose of this application is to share information managed by DSPD with Service Providers using technology to assist in communication regarding our shared interest, DSPD's consumers.

Access to this application is offered to Service Providers of DSPD clients. Provider is defined in the DHS Policy and Procedures as '...any individual or business entity that contracts with DHS or with a DHS contractor to provide services for DHS clients. The term "Provider" also includes licensed or certified individuals who provide services to DHS clients under the supervision or direction of a Provider.' ("Provider Code of Conduct" 05-03 6/15/2010)

A variety of security measures have been implemented to keep the data UPI houses safe from people and institutions that are not authorized to access or utilize it. One of those measures is user-based security. This document is designed to help people in the general public who are authorized to access UPI obtain an ID and password that will allow them to enter the system.

Please be advised, access is limited to information pertaining to DSPD clients to whom your company is providing services as documented by the Person Centered Supports Plan (PCSP) with DSPD.

Information available falls into the following areas:

- Consumer Budget Reports including Consumer Budget, Consumer Previous Year Budget and Consumer Form 1056.
- Provider Budget Reports including Provider Caseload Budget, Provider Caseload Form 1056 and Provider Current PCSP Services.
- Computerized Incident Reporting
- Computerized 520 Payment System
- Provider Payment Tracking Reports
- Secured email notification regarding consumers, changes in their PCSP and incident reporting.
- Consumer Demographics
- Archive/Scanned documents (for SCE & State of Utah DSPD employees only)

Additional information will be available as services are developed within the UPI Application.

Overview of the USTEPS Provider Interface

UPI

Steps for Access

The process for obtaining access to UPI is based on the completion of three steps:



1. Provider approval must be obtained from the DSPD Contracting Unit. For this approval, complete and submit the Provider UPI Access Form 0-9 (Appendix A, Page 11). The company representative may also request UPI approval for designees within their agency to act on their behalf.



2. Each individual user, including the company representative, must set up and activate a State of Utah User's Account. Unique email addresses are required for each user (Appendix B, Page 13).



3. Individual users who are applying for access must complete and submit the UPI Individual User Access Request Form 0-8 (Appendix C, Page 17). The company representative or designee will identify the areas the user should have access to within the system. By signing, they are authorizing the user to access the data available within the application. (Business and Incident Reporting or both.)



The USTEPS team will notify users of access to the USTEPS Provider Interface (UPI) and provide user with the URL where the application may be accessed.

For help and assistance regarding access to UPI, please contact:

USTEPS team at usteps@utah.gov or

Lana at lkopecky@utah.gov

USTEPS also has a help line to assist users (801) 698-7431

Part 1: Instructions for Provider and Designee Set Up

Instructions for Provider UPI Set Up

Department of Human Services
Division of Services for People with Disabilities
U STEPS PROVIDER INTERFACE
AUTHORIZED PROVIDER & PROVIDER DESIGNEE(S)
PROVIDER UPI ACCESS

1. Complete Provider UPI Access Form 0-9 – this will enable the company representative to request set up of the company and authorize designated individuals to act on their behalf in authorizing employees to obtain access to the services available through UPI. (Appendix A, Page 11).

This form also includes a main email address where all correspondence from the USTEPS team and DSPD management regarding DSPD business can be sent. When emails are sent, the provider representative will have the option of passing it along to other UPI users within their company.

2. Submit the completed Form 0-9 to the USTEPS team at:
Email: USTEPS@utah.gov or lkopecky@utah.gov indicating in the subject line: UPI; or
Fax Number: 801-538-4279 Attn: USTEPS - UPI; or
Mail: DSPD/USTEPS Team, 195 North 1950 West, Salt Lake City, Utah 84116

The DSPD Contracting team will verify the submitted information.

3. The DSPD Contracting team will provide the USTEPS team with the approved documentation. The USTEPS team will set up the company and designees.
4. The USTEPS team will notify the provider representative with any questions and concerns, and when activation of the provider has been completed.

What is the Provider Authorized Designee? If the provider representative would like to assign designees for approving UPI access, please include this information on Form 0-9. This authorization is to enable designated individuals, approved by the provider representative, to authorize individual UPI access to employees within their organization. This form must be submitted before the USTEPS team will accept any authorization other than from the provider representative.

The Company Owner/Representative or Designees will be responsible for notifying USTEPS@utah.gov within two business days, indicating in the subject line: UPI, of any changes in UPI access, Incident Reporting and/or email changes. Designee, Incident Reporting and Email Change forms are available through USTEPS@utah.gov or the DSPD website at dspd.utah.gov.

Part 2:

Instructions for State of Utah User's Account Set Up and Activation

Instructions for Creating a State of Utah User Account

Before the process can begin, the person who is applying for access to UPI must have a valid, functional and unique email address provided through any legitimate email vendor (e.g. Yahoo, HotMail, Google, employer, etc.) and access to the Internet. After the email address has been obtained, the person can proceed with completing the instructions in Part 2 of this document.

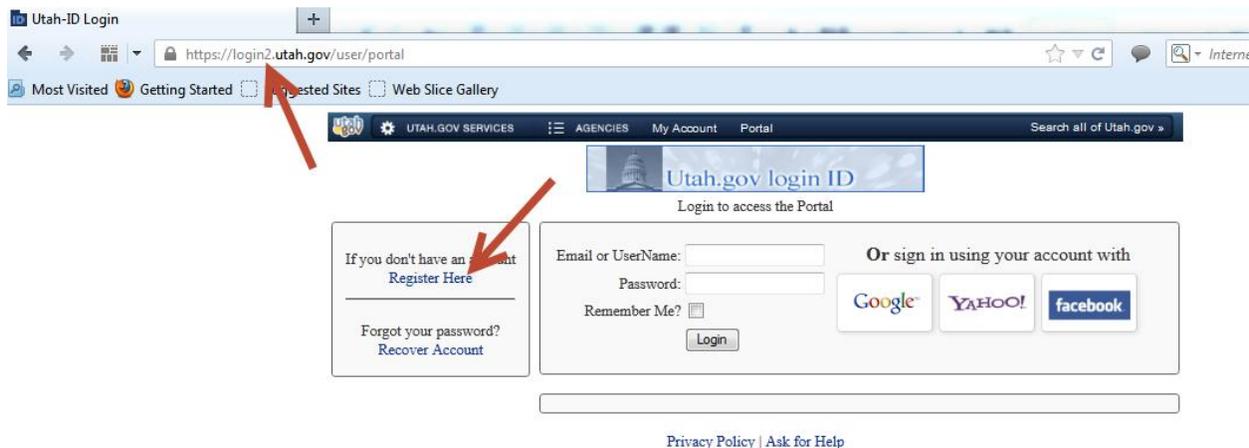
This process must be accomplished before UPI access is available for the USTEPS team to activate the account.

1. Register and create Utah.gov login ID with the State of Utah User's Account at <https://login2.utah.gov>.
2. Activate the Account.
3. Use this email address for the individual's UPI access request.



The Provider Representative or Designees will be responsible for notifying USTEPS@utah.gov, indicating in the subject line: UPI, of any changes in this Email address for any users.

Launch a web browser and navigate to the Utah.gov login ID website by typing <https://login2.utah.gov> in your internet browser. Click on **If you don't have an account** "Register Here" listed on the left side of the screen (as shown below). Please note the website address, to ensure you are at the appropriate screen.



For further step by step instructions, see Appendix B, Page 13. Please note there is an email validation required to finalize the State of Utah User's Account.

Part 3: Instructions for Completing Individual User's Access Form for UPI Account

Instructions for Individual User UPI Set Up



The steps involved for the individual user in accessing UPI are as follows (if you already have a State of Utah Users Account, please start with Step 3):

1. Part 1 must be accomplished to set up the provider within the UPI system in order to link the users to the appropriate provider (Form 0-9).
2. Complete Part 2 – Setting up your State of Utah Users Account.
3. Complete the UPI Individual User Access Request Form 0-8. This will enable the USTEPS team to have all pertinent information and appropriate approvals to allow access. This form should be submitted to USTEPS@utah.gov or lkopecky@utah.gov.
4. The USTEPS team will communicate with the user of any questions and concerns, and notify the user when their UPI access has been activated with instructions to access the application.

*A copy of Form 0-8 is included in Appendix C, Page 17 for your convenience.
Additional copies are available at dspd.utah.gov.*

Statement of Understanding: With the UPI application, each user must confirm, by initialing and dating on the access form, that they have read and understand the DHS policies and procedures, besides the State of Utah DHS/BCMS Contract terms. The policy and procedure can be located at the following link: www.hspolicy.utah.gov Sections: 06-04 and 06-04A.



Part 3: Appendix Forms 0-8, 0-9 and Step by Step instructions for State User Account

**Department of Human Services
Division of Services for People with Disabilities**

Form 0-9
2-11-2014

**U STEPS PROVIDER INTERFACE
AUTHORIZED PROVIDER & PROVIDER DESIGNEE(S)**

PROVIDER UPI ACCESS

Statement of Understanding

I understand that I (contract owner or company representative) have the responsibility to protect the information contained in the "USTEPS Provider Interface" in accordance with The Department of Human Services Policy (06-04; 06-04a) on "The Appropriate Use of Information Technology Resources"*. I understand that each worker's access is for their exclusive use and support of their job duties. I understand that user access is controlled by passwords and all users are required to maintain the confidentiality of their user account and password information. As company owner/representative, I will not violate, or condone any violation of, the privacy of the user logon information or any violation of the applicable privacy provisions, policies or terms of the contract with the Utah State Department of Human Services/Division of Services for People with Disabilities (DHS/DSPD). Authorized contract owner/contract representative will have the responsibility for notifying the Division of Services for People with Disabilities in writing within two business days of any change that affects this worker's roles, organization structure, or employment status.

Provider Name: _____

Provider Representative Signature: _____ Date: _____

Provider Representative Name (print): _____

DHS/DSPD Contract Number _____

Provider Representative's Telephone: _____

What email address do you want the USTEPS team and DSPD management to contact you regarding DSPD business? One email address per provider please. _____

PROVIDER DESIGNEE(S)

I understand that as the company owner/representative contracting with DHS/DSPD, I have granted the following to act as my designee for consent to grant access to the USTEPS Provider Interface. By granting access to the USTEPS Provider Interface, I take responsibility for my Designees compliance with the "Statement of Understanding" above. I understand that if there is a change in designees, USTEPS will be notified of the change within two business days.

Provider Representative Signature: _____ Date: _____

Designees:

Statement of Understanding Read - Initial & Date

_____	_____	_____
Print Designee Name	Signature of Designee	Initial & Date
_____	_____	_____
Print Designee Name	Signature of Designee	Initial & Date

*See reference: www.hspolicy.utah.gov 6 – Technology, 6-4 Appropriate IT Use & 6-4A Addendum to Appropriate IT Use.

Step by Step Instructions for Creating a State of Utah User's Account:

Step 1: Launch a web browser and navigate to the Utah.gov login ID website by typing <https://login2.utah.gov> in your internet browser. The following screen will appear:

Utah.gov login ID

Login to access the Portal

If you don't have an account
[Register Here](#)

Forgot your password?
[Recover Account](#)

Email or UserName:

Password:

Remember Me?

Login

Or sign in using your account with

Google YAHOO! facebook

[Privacy Policy](#) | [Ask for Help](#)

Step 2: Click on If you don't have an account "Register Here" listed on the left side of the screen (as shown below). Please note the website address, to ensure you are at the appropriate screen

Utah-ID Login

https://login2.utah.gov/user/portal

Utah.gov login ID

Login to access the Portal

If you don't have an account
[Register Here](#)

Forgot your password?
[Recover Account](#)

Email or UserName:

Password:

Remember Me?

Login

Or sign in using your account with

Google YAHOO! facebook

[Privacy Policy](#) | [Ask for Help](#)

Step 3: You will accomplish the following steps to complete Account Set Up. Click on (1) Create Account.

Steps needed to Access:
Mini Portal

(1) **Create Account**

(2) Activate Account

• [Return to Login](#)

Step 4: The following screen will appear. Please fill out all data with an asterisk “*” and the color yellow. These fields are required in order to set up an account.

Important:

Please note that the “Primary Email Address” and “User ID” must be unique in the computer system. If either the “Primary Email Address” or “User ID” already exists in the system, then an error message will appear indicating that a different Address and/or ID must be entered.

Please note as you enter the data, on some of the fields, there is a box on the right-hand side:

Check

Click on this button, as it will verify that this User/Name and/or Email Address are not already being used by a different user. Once it has passed the validation, you will receive

the confirmation: **Okay**

Click **Create Account** when finished.

The next screen will appear. On the left hand side of the screen it shows “Welcome” and your name and shows that you have completed ✓(1) Create Account:

Welcome
Lana Kopecky

Steps needed to Access:
Mini Portal

✓ (1) Create Account
(2) **Activate Account**

• Logoff

* = Required Fields

Activate Account

You should receive an email containing a validation code. Please enter the code below to activate your account. Or the email provides a link that you may select to activate your account.

To get help with activation or any other problem with Utah-ID you may click on the "Ask For Help" link at the bottom of this page, to submit a "Help-Desk" ticket.

Email Address: [Change Email](#)

Code:

[Mail New Validation Code](#)
You may mail another validation code by clicking the 'Mail New Validation Code' link

Alternate Activation Method

 You may also Activate your account by logging in with your Google account.

You may bypass account activation by checking this box.

Bypass Activation:

Warning: Accounts that are not activated will be deleted after a short time.
You may login 3 more times without activating your account.

Important:

Once the initial account setup is complete, an email will be sent to the applicant's email address. The email contains instructions for validating the account the user just created. The account will not be fully initialized (usable) until the validation process is complete and the person has delivered their account information to the DSPD USTEPS team.

Step 5: The next process is to **Activate Account**. In order to do this, you will need to login to your email account used to create this account (in a new window), leaving the above screen displayed. If you do not see this email in your Inbox, please check 'Spam' folder. In the example, the individual uses Gmail. Below displays a variation of the email you will receive:



Once you have opened the email, there are two steps required:

- a) Verify that your email address is correct by clicking on “Important: Please click here to verify this email address”.
- b) Copy the Validation Code exactly as it is. (If you choose to copy and paste, ensure there are no spaces before or after the code).



Step 6: Go back to the screen ending on Step 4. If you were not able to keep this window open, go back to <https://login2.utah.gov> and input the User Name and Email address you used to set up this account and click on “**2) Activate Account**” to reactivate the screen.

Enter the Validation Code that was received in the email and click **Activate** at the bottom of the screen.

Email Address: [Change Email](#)

Code:

[Mail New Validation Code](#)

You may mail another validation code by clicking the 'Mail New Validation Code' link

Alternate Activation Method

You may also Activate your account by logging in with your Google account.

You may bypass account activation by checking this box.

Bypass Activation:

Warning: Accounts that are not activated will be deleted after a short time.
You may login 3 more times without activating your account.

Activate

This finalizes Part 2 of the UPI Access process.

