I-TEAMS MANUAL

EMPLOYEE

Arizona Department of Economic Security
Early Intervention Program

Table of Contents

CHAPTER 1: GENERAL OVERVIEW

REVISION DATE: November 2018
EFFECTIVE DATE: December 2018
INTENDED USER(S): All ADES/AzEIP personnel, AzEIP Service Providing Agencies including all employees, contractors, subcontractors and volunteers.

1.0 I-TEAMS Overview

Infant-Toddler Electronic Administration and Monitoring System (I-TEAMS) is the Arizona Early Intervention Program's (AzEIP) designated data system for all children involved with AzEIP. It is a web-based application which allows Arizona Department of Economic Security (ADES/AzEIP), as well as its contractors and service providing agencies, including the Arizona State Schools for the Deaf and the Blind, the ADES/Division of Developmental Disabilities (DDD) to manage child record data for children referred to and eligible for AzEIP.

1.1 System Summary

The I-TEAMS application will support the following functionalities:

Organization and Employee:

1. Add and manage organizations and contracts.
2. Add and manage employees.
3. Record Professional Provider's information.
4. Create and Manage Banner messages.
5. View system Alerts.
6. View list of assigned children to Providers.

Child Record:

1. Referral.
2. Locate child record.
3. Child Demographics information.
4. Contract and Team member assignment.
5. Insurance information.
6. Eligibility information.
7. IFSP information.
8. Service Delivery.
9. Transition.

10. Transfer child record to new region.
11. Entry and Exit indicator information.
12. Exit record.
13. Invoice/Billing/Payments.
14. TPL information.

1.2 User Access Levels

I-TEAMS uses role-based access control approach which restricts system access only to authorized users. Access levels and permissions in I-TEAMS is determined by the roles assigned to the user. Only specified webpages will be displayed for an individual user based on their assigned role. User roles are assigned by an Admin Role. AzEIP contractors, DDD and ASDB all have their own Admin Roles.

1.3 Point of Contact

For questions/concerns with the I-TEAMS Application, please contact:

I-TEAMS Help Desk:

Phone: (602) 279-8043

Email: AZEIPITEAMS@azdes.gov

AzEIP Office:

Phone: (602) 532-9960

1.4 Acronyms and Abbreviations

DES	Department of Economic Security
AzEIP	Arizona Early Intervention Program
EIP	Early Intervention Program
DDD	Division of Developmental Disabilities
I-TEAMS	Infant Toddler Electronic Administration and Monitoring System
ASDB	Arizona State Schools for the Deaf and the Blind
RSK	Raising Special Kids
SC	Service Coordinator
OT	Occupational Therapist
PT	Physical Therapist
SLP	Speech Language Pathologist
DSI	Developmental Special Instructionist

CHAPTER 2: GETTING STARTED

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2.0 Getting Started

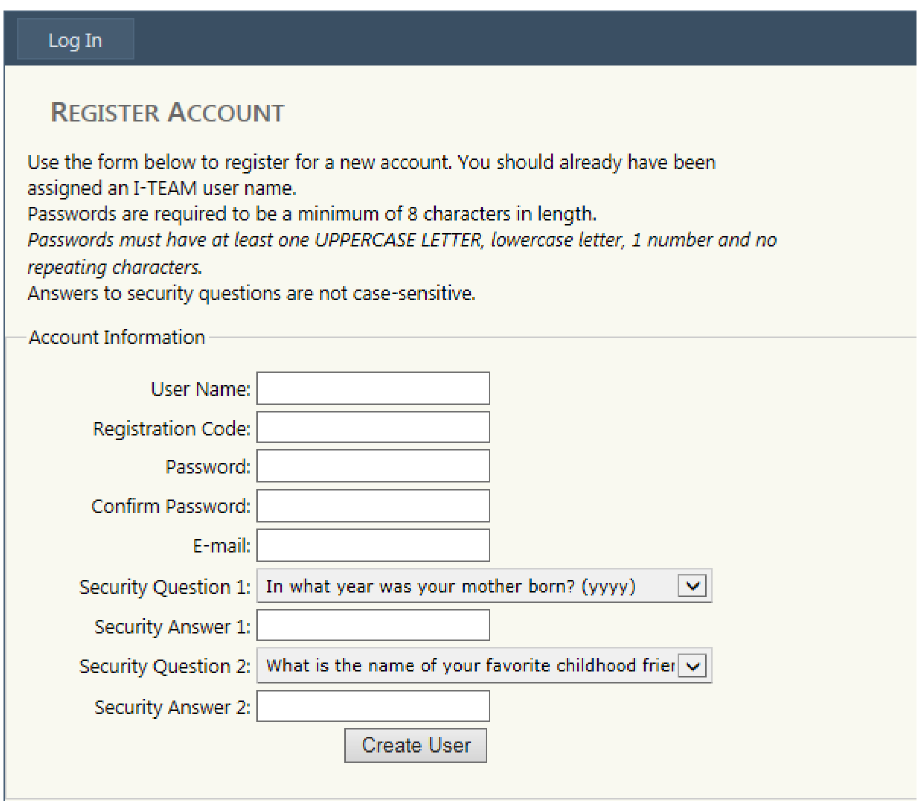
The I-TEAMS application can be accessed using any web browser using URL below:

https://extranet.azdes.gov/AzEIP/AzEIP_ITEAMS/Account/Login.aspx

2.1 Register

All Non-DES I-TEAMS users-AzEIP contractors, ASDB, and Raising Special Kids (RSK) have to register successfully to be able to login to I-TEAMS. DES employees are not required to register in I-TEAMS.

User will receive an automated email from AzEIPITEAMS@azdes.gov with their user name and registration code upon the creation of a user profile in I-TEAMS by the administrator.



New User steps to register in I-TEAMS

Note: Each field with an asterisk (*) is required.

1. Click on Agree from User Agreement page.
2. Click on Register located on top left side of I-TEAMS login page.
3. *Enter User Name.
4. *Enter Registration Code.
5. *Enter Password.
6. *Re-enter password on Confirm Password field.
7. *Enter employee E-mail.
8. *Select Security Questions.
9. *Enter Security Answers.

   Note: Remember your security answers to manage and change your password in the future.

10. Click on Create User to complete registration.
11. Click on Log In to go to I-TEAMS login page.
12. Enter your Username, Password, and click on Log In to login to I- TEAMS.

Rules for creating I-TEAMS password:

1. Must be at least 8 characters long.
2. Must consist of only letters and numbers. No special characters.
3. Must have at least one UPPERCASE LETTER, lowercase letter, and number.

2.2 Log In

Non-DES employees can login to I-TEAMS once user profile is created by admin and successful user registration is complete. DES employees can login to I-TEAMS with their Active directory credentials (D#).

Steps to Login to I-TEAMS

1. Click on https://extranet.azdes.gov/AzEIP/AzEIP_ITEAMS/Account/Login.aspx
2. Click on Agree from User Agreement page.
3. Enter Username.

4. Enter password.
5. Click on Log In.

2.3 Using the System

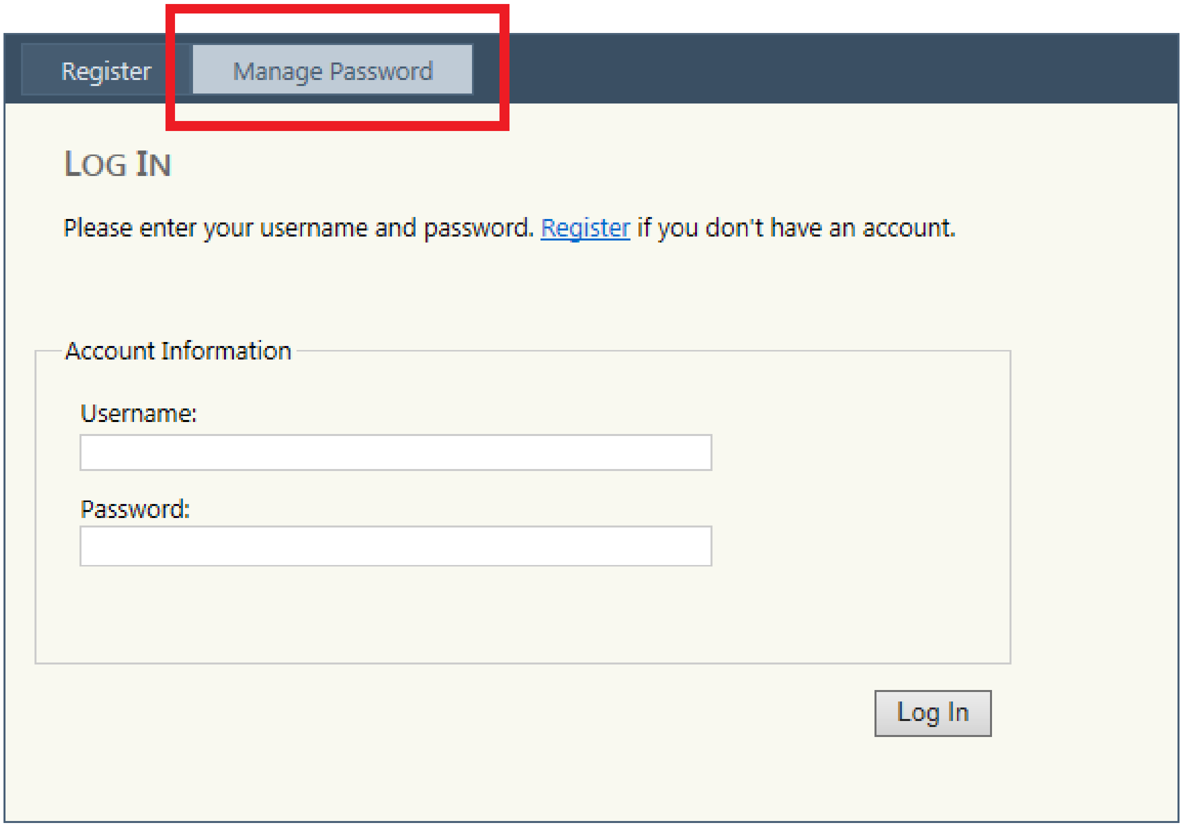
User will see I-TEAMS Home Page when logged into I-TEAMS successfully. The Home Page displays the full name of the user with a welcome message to the AzEIP ITEAMS application.

1. The header displays:
    A. Current Date and Time.
    B. Links including DES, FAQs, Contact us, Reports, Forms and Office Locator.
    C. I-TEAMS Help Desk contact details.
    D. Full name of the user.
    E. Log Out button.
2. The left navigation pane displays links to different I-TEAMS pages based on the role and permission of the user.
3. All Banner messages will be displayed in the middle of the Home Page.
4. The My Alerts and My Children links are located at the middle of the Home Page.

2.4 Manage Password

Manage Password functionality in I-TEAMS is for all Non-DES I-TEAMS users to reset their password. A user can reset their password when their account is locked out or when user forgets their password. If a user attempts to login with an invalid username or password more than three times, their user account will be locked.

ADES employees will contact their Technical Support to manage or change password. ADES employees will use their Active directory credentials (D# and password) to login into I-TEAMS application.



Steps to manage password

1. Click on Agree from I-TEAMS User Agreement page.
2. Click on Manage Password from Login page.
3. Enter your username.
4. Click on Submit.
5. Answer security questions selected at the time of registration. Security Answers are case sensitive.
6. Click on Reset Password.
7. Re-enter security answers.
8. System will generate a temporary password. Copy the temporary password and click on Change Password.
9. Enter User Name.
10. Enter the temporary password as Old Password.
11. Enter New Password. Please refer to Section 2.1 for the I-TEAMS password rules.

12. Confirm New Password.
13. Click on Change Password.
14. The user will see the following message when password is changed successfully "Change Password Success. Your password has been changed successfully".
15. Click on Log In to proceed to login to I-TEAMS.

2.5 Log Out

The user must always logout of I-TEAMS to successfully close previously open sessions completely and securely. The Log Out link is located on the top right of the I-TEAMS screen next to the user's name and on the bottom of the left navigation pane.

CHAPTER 3: CHILD

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3.0 Child

I-TEAMS allows users to access child records and view system generated alerts to perform or complete tasks timely based on the user's role.

3.1 My Alerts

I-TEAMS generates automatic alert notifications to specified users that certain activities need to occur to ensure that those activities are processed correctly and timely. Depending on the user role, different users will see different Alerts. Below are descriptions of the system generated Alert Messages.

Alert Message	When Alert is Issued	User receiving Alert
Professional license expires for professional provider	Before License Expiration Date	Professional Provider
Evaluation not conducted 30 calendar days after referral	If Eligibility Decision Date is not entered after 30 calendar days after referral days	Service Coordinator
Evaluation not conducted 40 calendar days after referral	If Eligibility Decision Date is not entered after 40 calendar days after referral days	Service Coordinator
Assign Service Coordinator to child	More than two days past initial referral date	Referral intake users
Service coordinator must meet with family	Within Seven days from the initial referral date	Service Coordinator
Exit Date not entered	At child third birthday	Service Coordinator
Children assigned to Service Coordinator	When child record is assigned to the Service Coordinator	Service Coordinator
New IFSP created Annually	One month before annual IFSP is due	Service Coordinator
Initial IFSP not entered 30 calendar days after referral	If Date of IFSP is not entered after 30 after referral days	Service Coordinator
Initial IFSP not entered 40 calendar days after referral	If Date of IFSP is not entered after 40 after referral days	Service Coordinator

IFSP Transition Planning meeting due	If IFSP date is entered and the DOB is between 1 year 11 months to 2 year 10 months and 15 days	Service Coordinator
Transfer notification - transferred to user	When record is transferred	Contract Administrator of new Program
Transfer notification - transferred from user	When record is acknowledged	Contract Administrator of sending Program
Date consent to use insurance provided	One month before one year after date of consent	Service Coordinator & Contract Administrator
A new child is assigned to your contract region	When a new referral is assigned to the contract	Contract Administrator
Entry Child Indicator Summary due	Child Indicator Summary Date of Entry Rating not entered if initial IFSP date is entered	Service Coordinator
Exit Child Indicator Summary due	At 2 years and 9 months (2.9)	Service Coordinator
Your Invoice for the month of [0] has been Reviewed.	When Invoice is reviewed	Contract Administrator & Finance
Units exceeding IFSP Units have been entered, which are Non-Billable	When excess IFSP units have been entered	Contract Admin & Finance

Steps to manage Alerts

1. Click on My Alerts link from either Home Page or left navigation pane.
2. My Alerts page will display Child ID, Child Name, Alert Message Due Date and name of the user alert is sent to.
3. Click on Select to open child record and perform necessary action.
4. Click on Remove to remove alert from My Alerts page when the appropriate action is completed.

3.2 My Children

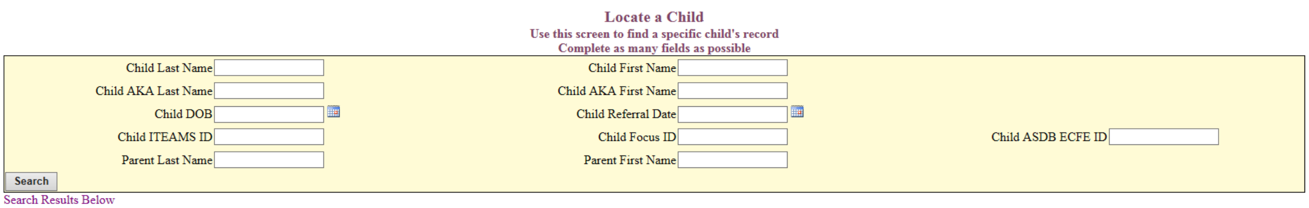
The My Children page is an easy way to see list of all children assigned to a user and access individual child records. The user will only see children that have been assigned to them. For example a Professional Provider will see all children assigned to them whereas a Contract Admin can see all children assigned to their contract.

Steps to access My Children

1. Click on My Children either from Home Page or from the left navigation pane.
2. Click on Last Name, First Name, Date of Birth, Gender, Status or Status Date to see list of children in sorted order.
3. Click on Select to open child record.

3.3 Locate Child

A user can search for a child record by child name, DOB, I-TEAMS ID or parent name etc. Search can be performed by any combination of available fields.



Steps to Locate Child

1. Enter any combination of available search fields.

   Note: Partial values will yield search results in select fields. For example, entering the following Last Name: "Mo" First Name: "Mi" will result in a list of names matching those values.

2. Click on Search.
3. Search results will be displayed below the search area with Child ID, Referral Date, Child Last Name, Child First Name, Child DOB, Child Gender and Child Record Status.
4. Click on page numbers to navigate to next page of search results.
5. Click on Select to view brief child record details.
6. Click on Child Demographics to open child record.

CHAPTER 4: BANNERS

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4.0 Banners

Banners are alert text messages that are displayed in Home Page. Banner messages can be displayed for all AzEIP regions or specific AzEIP regions.

4.1 Add New Contractor Banner

The Add New Contractor Banner page allows Contract Admin to create banners for all or specific contract regions. Banner messages will be displayed on I-TEAMS Home Page during specified dates.

Steps to Add New Contractor Banner

1. Click on Add New Contractor Banner located on the left navigation pane.
2. Enter banner message in the Message box. Up to 2040 alphanumeric characters can be entered in the banner message.
3. Select Start Date. This is the date when banner is created by the user. This will be displayed as Posted Date in Home Page along with the banner message. The Start Date should not be before the date the banner is created.

4. Select Effective Date. Banner message will start displaying on Home Page from Effective date.

5. Select End Date. This defines when the message will stop displaying on the Home Page.

6. Select Regions using the selection box if the banner message is intended for specific regions or Click on Select All if the message is for all assigned regions.

7. Click on Add to save Banner successfully.

8. Click on Cancel to cancel.

9. Once the banner is successfully saved, the following confirmation message will be displayed “Your Banner has successfully Posted”.

4.2 Manage Contractor Banner

A Contract Admin can make changes in banner messages as well as change timeframe to display the banner message.

Steps to Manage AzEIP Banner

1. Click on Manage Contractor Banners located on the left navigation pane.

2. Enter Start Date and End Date to search for banners within these dates.

3. Click on Search.

4. Click on Select.

5. Click on Edit to edit the banner message or the timeframe.

6. Click on Update to successfully save the changes made.

CHAPTER 5: ORGANIZATIONS

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5.0 Organizations

An Organization is a contracted early intervention organization who provides early intervention services in their assigned regions. An Organization can have more than one contract for more than one region.

5.1 Manage Organizations

A Contract Admin user will have read only access to their organization in I- TEAMS. Only a user assigned to an AzEIP Admin role will have permissions to add a new organization or make changes to Organization.

Steps to Manage Organizations

1. Click on Manage Organizations link from left navigation pane.
2. Click on Select to view organization information in detail.

Note: Please contact AzEIPContracts@azdes.gov to edit Organization information.

CHAPTER 6: CONTRACTS

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6.0 Contracts

Contracts section allows for users to view and manage contract information for early intervention providers, including assigned geographic service area (GSR) regions. Contractors may have contracts in multiple regions or single contract for a GSR region.

6.1 Manage Contracts

A Contract Admin will have read only access to their contract details in I-TEAMS. An ADES/AzEIP Admin has permissions to add new contracts and make changes to the Contracts page.

Steps to Manage contracts

1. Click on Manage Contract link from left navigation pane.
2. Click on Select to view Contract information in detail.

Note: Please contact AzEIPContracts@azdes.gov to edit Contract information.

CHAPTER 7: EMPLOYEES

REVISION DATE: November 2018
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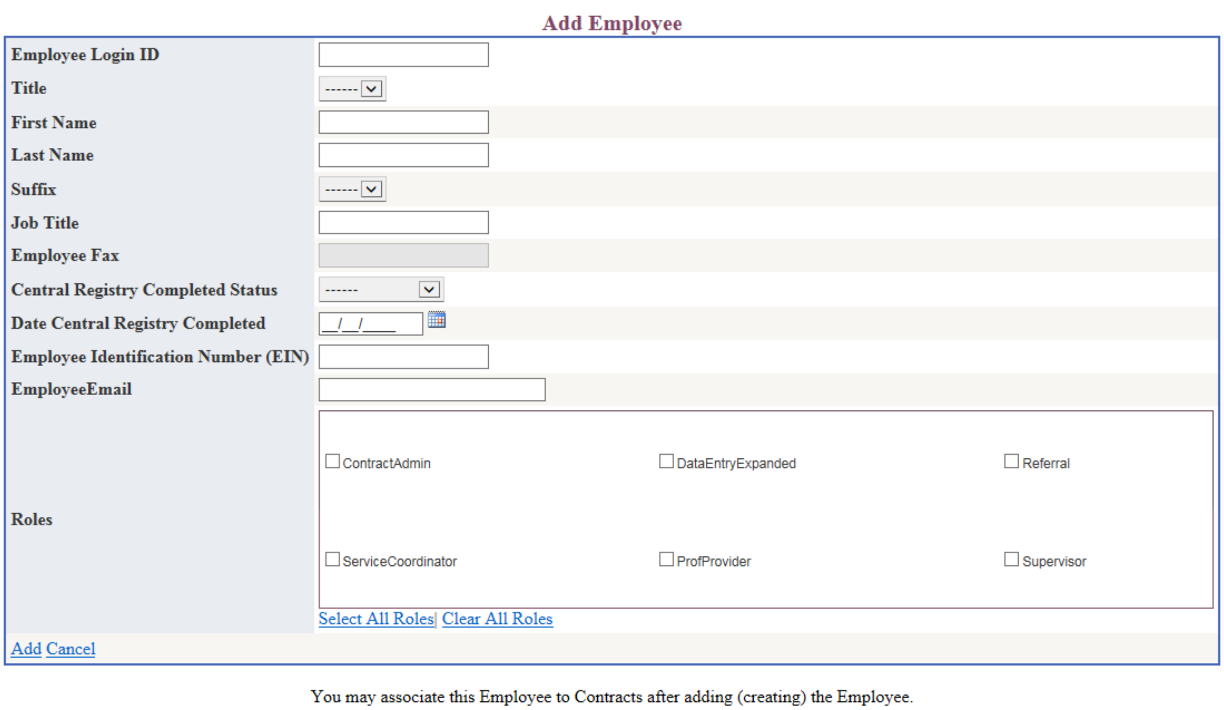
7.0 Employees

I-TEAMS uses different functionalities to manage Non-DES users and DES users. Non-DES users are required to register to I-TEAMS to be able to successfully login. Non-DES users are added and managed under the Employees pages on the left navigation pane.

7.1 Add Employee/Assign Roles

A Contract Admin and ASDB Admin have permissions to add new employees under their organization to I-TEAMS, assign their roles and assign contracts to the employee. The Add Employee/Assign Roles page allows Contract Admin and ASDB Admin to add Non-DES Employees to I-TEAMS.



Add Employee

Employee Login ID	
Title	------
First Name	
Last Name	
Suffix	------
Job Title	
Employee Fax	
Central Registry Completed Status	------
Date Central Registry Completed	__/__/____
Employee Identification Number (EIN)	
EmployeeEmail	
Roles	ContractAdmin, DataEntryExpanded, Referral, ServiceCoordinator, ProfProvider, Supervisor Select All Roles | Clear All Roles
Add Cancel	

You may associate this Employee to Contracts after adding (creating) the Employee.

Steps to Add Employees, Assign Roles and Assign Contracts

Note: Each field with an asterisk (*) is required.

1. Click on Add Employee/Assign Roles link on the left navigation pane.
2. *Enter Employee Login ID. The Employee Login ID must use the first letter of the new employee's first name followed by the full last name of the employee.

Note: Please do not create a new user login if the user is locked out or loses password.

3. Select Title.
4. *Enter employee's First Name.
5. *Enter employee's Last Name.
6. Select Suffix.
7. Enter employee's Job Title.
8. Enter Employee Fax.
9. Select Central Registry Completed Status.
10. Enter Date Central Registry Completed.
    A. If Central Registry is "Completed", you must enter the actual date it occurred in the Date Central Registry Completed field.
    B. If Central Registry is "Not Completed", the Date Central Registry Completed field will be grayed out.
11. *Enter Employee Identification Number (EIN). EIN can only be digits/numbers with minimum 5 digits.
12. *Enter valid Employee Email address.

Note: An automated email from AzEIPITEAMS@azdes.gov with subject New User Registration Code will be sent to this email address with a Registration Code. If invalid or wrong email address was entered, contact I-TEAMS Help Desk to get Registration Code.

13. *Select employee Roles. User has the optional buttons Select All Roles and Clear All Roles. One employee can be assigned multiple roles.

Note: Please see table below for more information about each roles.

14. Click on Add to successfully save. Message will be displayed "Employee has been added successfully. Registration Code will be emailed at Employee Email. Select the Contract(s) to be assigned below."
15. Assign Contracts to Employee.
    A. Select Contract Name. All active contracts under user's organization will be

displayed in drop-down list.

B. Enter Employee Start Date.

C. Click on Add to save successfully.

Note: If user exits out of Add Employee/Assign Roles page before assigning new employee to contracts, contact I-TEAMS Help Desk for support.

Roles that can be assigned to AzEIP contract users:

Role	Definition
Contract Admin	Program director/manager of an Organization will have permissions for all child records and all employees under that organization.
Data Entry Expanded	User under specific contract will have access to all child records under their contract.
Referral	Referral users have access to create new referral, assign contract, SC and other pages of child record.
Service Coordinator	Service Coordinators under specific contracts will only have access to records assigned to them.
Prof Provider	Professional Providers under specific contracts will only have access to records assigned to them.
Supervisor	Supervisors under specific contract will have access to all child records and employees under their contract.

Roles that can be assigned to ASDB users:

Role	Definition
ASDB Admin	ASDB Admin will have permissions to all ASDB eligible child records and all ASDB employees under their contract.
Data Entry Expanded	Users under specific contract will have access to all child records under their contract.
Prof Provider	Professional Providers under specific contracts will only have access to records assigned to them.
Supervisor	Supervisors under specific contract will have access to all child records and employees under their contract.

7.2 Manage Employee/Roles

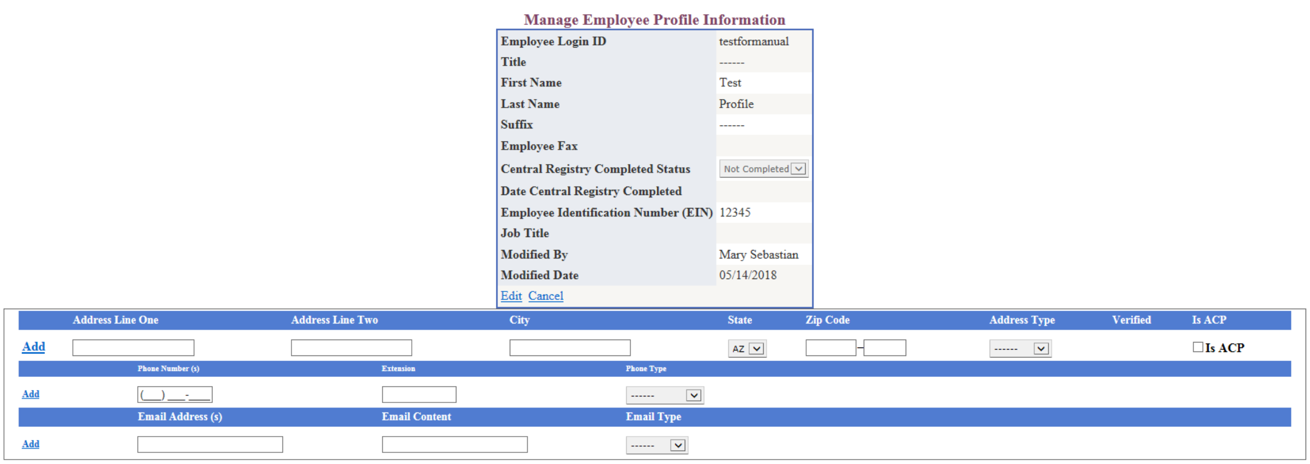
A Contract Admin and ASDB Admin have permissions to modify employee information, change/assign new roles and assign employees to new contracts through Manage Employee/Roles page.

Steps to Manage Employee/Roles

1. Click on Manage Employee/Roles link on left navigation pane.
2. Search for employee by First Name and/or Last Name.
3. Click on Select to open and manage Employee Information.
4. Click on Edit to update information.
5. Update employee's information needed and then click on Update to successfully save changes.

7.3 Manage Employee Profile

Whenever a new employee is added to I-TEAMS through Add Employee/Assign Roles page, an Employee Profile will be automatically created in Manage Employee Profile page. Contract Admin can add/edit or delete Employee Address, Phone Number, and Email in Manage Employee Profile page. When Employee Name and/or Fax is updated in Manage Employee Profile page, it will be automatically updated in Manage Employee/Roles page.



Steps to Manage Employee Profile Information

1. Click on Manage Employee Profile link on left navigation pane.
2. Search for employee by First Name and/or Last Name.
3. Click on Select to open and manage Employee Information.

4. Click on Edit to edit Employee Profile.
5. Click on Update to successfully save changes.
6. Click on Cancel to cancel updates or changes.

Steps to Add/Edit/Delete Employee Address

Note: Each field with an asterisk (*) is required.

1. *Enter the employee's address on Address Line One and Address Line Two (if applicable). This is a Required Filed.
2. *Enter City using text box. This is a Required Filed.
3. Select State.
4. *Enter Zip Code.
5. *Select Address Type.
6. User may select Is ACP if employee is enrolled in Address Confidentiality Program.
7. Click on Add.
8. Select correct address from the Address Verification pop-up window.
9. Click on Save Chosen Address.
10. Click on Edit to make changes to employee address and then click on Update to successfully save changes.
11. Click on Delete to remove employee address.

Steps to Add/Edit/Delete Employee Phone Number

1. Enter Phone Number with extension (if applicable).
2. Select Phone Type.
3. Click on Add to successfully save information.
4. Click on Edit to update or make changes to employee Phone Number.
5. Click on Update to successfully save changes.
6. Click on Delete to remove employee Phone Number.
7. Multiple Phone Numbers can be entered.

Steps to Add/Edit/Delete Employee Email Address

1. Enter Email Address.
2. Select Email Type.
3. Click on Add to successfully save information.
4. Click on Edit to make any changes to email address.
5. Click on Update to successfully save changes.
6. Click on Delete to remove employee Email Address.
7. Multiple Email addresses can be entered.

CHAPTER 8: DES I-TEAMS EMPLOYEES

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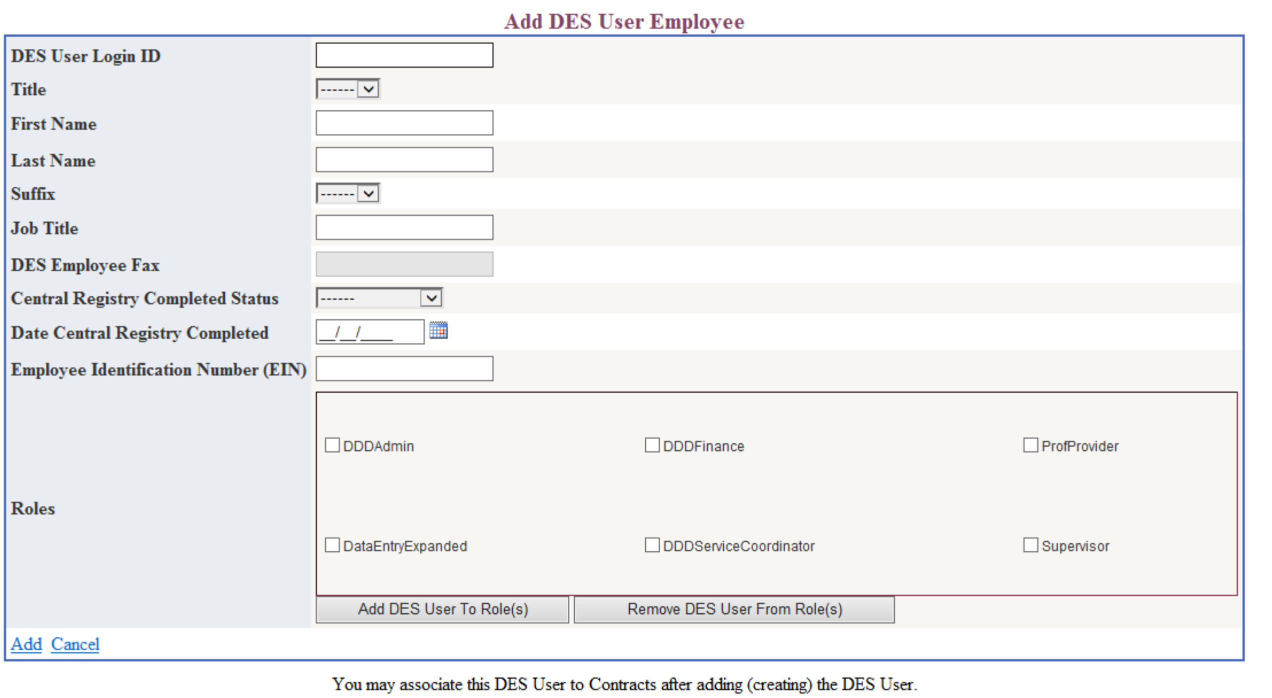
8.0 DES I-TEAMS Employees

I-TEAMS uses different functionalities to manage Non-DES users and DES users. ADES Employees are not required to register to I-TEAMS as they use their Active directory credentials (D# and password) to login into I-TEAMS.

8.1 Add DES Employee/Assign Roles

DDD Admin have permissions to add new DDD employees to I-TEAMS, assign their roles and add to DDD districts. Add DES Employee/Assign Roles page allows DDD Admin to add ADES Employees to I-TEAMS.



Steps to Add Employees, Assign Roles and Assign Contracts

Note: Each field with an asterisk (*) is required.

1. Click on Add DES Employee/Assign Roles on left navigation pane.
2. *Enter DES User Login ID (ADES active directory user name also known as D#).
3. Select Title.
4. *Enter employee's valid First Name.
5. *Enter employee's valid Last Name.
6. Select Suffix.
7. Enter employee's Job Title.
8. Enter DES Employee Fax.
9. Select Central Registry Completed Status.
10. Enter Date Central Registry Completed.
    A. If Central Registry is "Completed", you must enter the actual date it occurred in the Date Central Registry Completed field.
    B. If Central Registry is "Not Completed", the Date Central Registry Completed field will be grayed out.
11. *Enter ADES issued Employee Identification Number (EIN).
12. Enter Employee Email.
13. *Select applicable employee Roles. One employee can be assigned to multiple roles.

Note: Please see table below for more information about each roles.

14. Click on Add DES User to role(s).
15. Click on Add to save successfully. User will the message "Finish Assigning this New DES User to their Contract(s) before returning to Manage DES User Listing."
16. Assign DDD Contracts to Employee.
    A. Select Contract Name.
    B. Enter Employee Start Date.
    C. Click on Add to save successfully.

Roles that can be assigned to DDD users:

Role	Definition
DDD Admin	DDD Admin will have permissions for the DDD eligible child records and all DDD employees under their contract.
DDD Finance	DDD Finance user will have access to service delivery page of DDD child records
DDD Service Coordinator	Service Coordinators under specific contracts will only have access to records assigned to them.
Prof Provider	Professional Providers under specific contracts will only have access to records assigned to them.
Data Entry Expanded	User under specific contract will have access to all child records under their contract.
Supervisor	Supervisors under specific contract will have access to all child records and employees under their contract.

8.2 Manage DES Employees/Roles

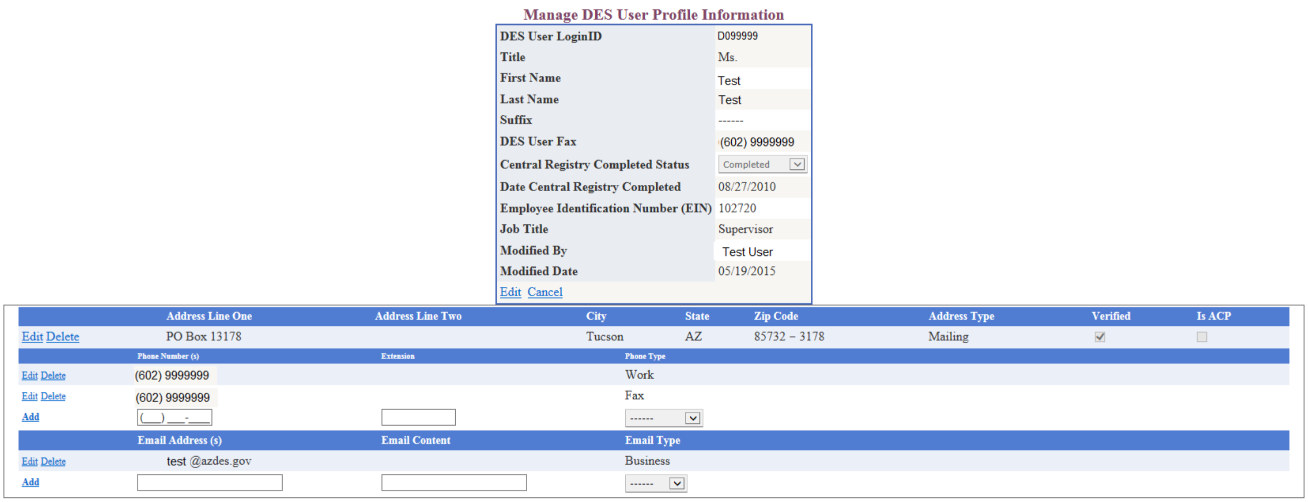
DDD Admin have permissions to modify employee information, roles and assign to new contracts through Manage DES Employees/Roles page.

Steps to Manage Employee/Roles

1. Click on Manage DES Employees/Roles link on left navigation pane.
2. Search for employee by First Name and/or Last Name.
3. Click on Select to open and manage Employee Information.
4. Click on Edit to update information.
5. Click on Update to save changes successfully.
6. Click on Cancel to cancel updates/changes.

8.3 Manage DES Employees Profiles

When a new employee is added to I-TEAMS through Add DES Employee/Assign Roles page, an Employee Profile will be automatically created. DDD Admin can add/edit or delete Employee Address, Phone Number and Email in Manage Employee Profile page. When Employee Name and/or Fax is updated in Manage DES Employees Profiles page it will automatically be updated in Manage DES Employees/Roles page.



Manage DES User Profile Information

DES User LoginID	D099999
Title	Ms.
First Name	Test
Last Name	Test
Suffix	------
DES User Fax	(602) 9999999
Central Registry Completed Status	Completed
Date Central Registry Completed	08/27/2010
Employee Identification Number (EIN)	102720
Job Title	Supervisor
Modified By	Test User
Modified Date	05/19/2015
Edit Cancel	

	Address Line One	Address Line Two	City	State	Zip Code	Address Type	Verified	Is ACP
Edit Delete	PO Box 13178		Tucson	AZ	85732 – 3178	Mailing		

	Phone Number (s)	Extension	Phone Type
Edit Delete	(602) 9999999		Work
Edit Delete	(602) 9999999		Fax
Add			------

	Email Address (s)	Email Content	Email Type
Edit Delete	test @azdes.gov		Business
Add			------

Steps to Manage Employee Profile Information

1. Click on Manage DES Employee Profile link on left navigation pane.
2. Search for employee by First Name and/or Last Name.
3. Click on Select to open and manage employee Information.
4. Click on Edit to edit Employee Profile.
5. Click on Update to successfully save changes.
6. Click on Cancel to cancel updates or changes.

Steps to Add/Edit/Delete Employee Address

Note: Each field with an asterisk (*) is required.

1. *Enter employee's address in Address Line One and Address Line Two (if applicable).
2. *Enter City.
3. Select State.
4. *Enter Zip Code.
5. *Select Address Type.
6. User may select Is ACP if employee is enrolled in Address Confidentiality Program.
7. Click on Add.
8. Select correct address from the Address Verification pop-up window.

9. Click on Save Chosen Address.
10. Click on Edit to make changes to Employee address.
11. Click on Update to successfully save changes.
12. Click on Delete to remove employee Address.

Steps to Add/Edit/Delete Employee Phone number

1. Enter Phone Number with extension (if applicable).
2. Select Phone Type.
3. Click on Add to successfully save information.
4. Click on Edit to update or make any changes to employee Phone Number.
5. Click on Delete to remove employee Phone Number.
6. Multiple Phone numbers can be entered.

Steps to Add/Edit/Delete Employee Email Address

1. Enter Email Address.
2. Select Email Type.
3. Click on Add to successfully save information.
4. Click on Edit to make any changes to Email address.
5. Click on Delete to remove Email address.
6. Multiple Email addresses can be entered.

CHAPTER 9: PROFESSIONAL PROVIDERS

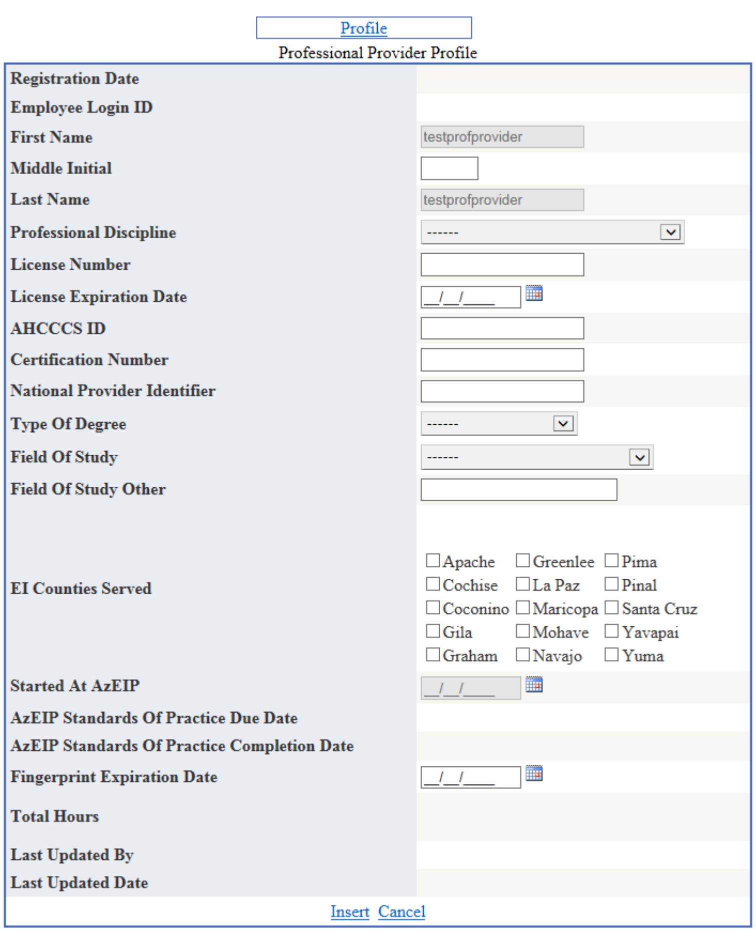
REVISION DATE: November 2018
EFFECTIVE DATE: December 2018
INTENDED USER(S): All ADES/AzEIP personnel, AzEIP Service Providing Agencies including all employees, contractors, subcontractors and volunteers.

9.0 Professional Providers

Professional Provider includes DSI, OT, PT, SLP, SC, AT-DSI, AT-OT, AT-PT, AT-SLP, Psychologist, Social Worker, Nurse, Physician, Hearing Specialist, Audiologist and Vision Specialist.

9.1 Manage Professional Provider

A Professional Provider must be successfully registered in I-TEAMS. Upon first login, they can complete their Professional Provider Profile. Manage Professional Provider page allows Professional Providers and Contract Admin to complete and manage their Professional Provider Profile.


Add Professional Provider Information

Profile

Professional Provider Profile

Registration Date	
Employee Login ID	
First Name	testprofprovider
Middle Initial	
Last Name	testprofprovider
Professional Discipline	------
License Number	
License Expiration Date	__/__/____
AHCCCS ID	
Certification Number	
National Provider Identifier	
Type Of Degree	------
Field Of Study	------
Field Of Study Other	
EI Counties Served	Apache, Greenlee, Pima, Cochise, La Paz, Pinal, Coconino, Maricopa, Santa Cruz, Gila, Mohave, Yavapai, Graham, Navajo, Yuma
Started At AzEIP	__/__/____
AzEIP Standards Of Practice Due Date	
AzEIP Standards Of Practice Completion Date	
Fingerprint Expiration Date	__/__/____
Total Hours	
Last Updated By	
Last Updated Date	

Insert Cancel

Steps for Professional Provider to complete Professional Provider Profile page

Note: Each field with an asterisk (*) is required.

A Professional Provider enters required information based on their 'Professional Discipline'.

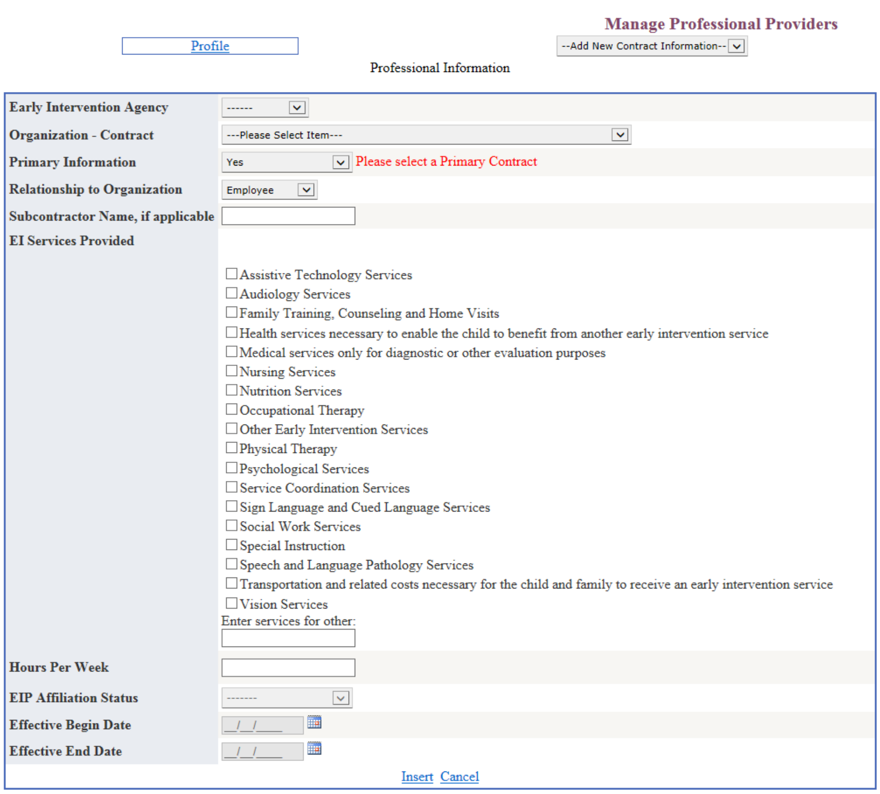
1. Click on Manage Professional Provider link on the left navigation pane.
2. *Select Professional Discipline.
3. Enter License Number (if applicable). This is a required field when a therapist (PT, OT, SLP), Social Worker or Psychologist is selected as Professional Discipline.
4. Enter License Expiration Date (if applicable). This is a required field when a therapist (PT, OT, SLP), Social Worker or Psychologist is selected as Professional Discipline.
5. Enter AHCCCS ID. This is a required field when a therapist (PT, OT, SLP) is selected as Professional Discipline.
6. Enter Certification Number.
7. Enter National Provider Identifier. This is a required filed when a therapist (PT, OT, SLP) is selected as Professional Discipline.
8. Select Type of Degree.
9. Select Field of Study.
10. If Field of Study is not in drop down list, select Other and enter Field of Study Other. This is a required field when Field of Study Other is selected.
11. *Select EI Counties Served in which Professional Provider will provide services. This is a required field, at least one county should be selected. User can select more than one county.
12. Enter Started At AzEIP date. This is the date the professional first started working with AzEIP as a Professional Provider.
13. AzEIP Standards of Practice Due Date field auto-populates three years from date Professional Provider started with AzEIP.
14. Enter Fingerprint Expiration Date.
15. Enter Total Hours Professional Provider works in early intervention per week. This can be calculated by adding Hours Per Week from all active contracts assigned to the provider.
16. Click on Insert to save successfully.

After Professional Provider Profile has been successfully created, page will be refreshed. Provider will see Manage Professional Provider Information page. Click on 'Select' to go to Profile page where provider is able to edit and update their profile.

Steps for Professional Provider to add New Contract Information

Note: Each field with an asterisk (*) is required.

1. Click on Select from Manage Professional Providers page.
2. Select 'Add New Contract Information' from drop down list at top right side of the profile page.
3. User will see Professional Information page.



4. *Select Early Intervention Agency.
5. *Select Organization – Contract.
6. *Select Primary Information to indicate if contract information being entered is primary or not.

Note: A Professional Provider can only have one Primary contract.

7. Select Relationship to Organization.
8. Enter Subcontractor Name, if applicable when Subcontractor is selected as Relationship to Organization.
9. *Select EI Services Provided. Select all services that provider will provide according to their education and qualification.
10. Select 'Other Early Intervention Services' if service is not within the list of EI Services Provided. Enter Services for other.
11. Enter Hours Per Week. This is the number of hours per week that service can be provided for selected contract.
12. Click on Insert to save successfully.

Note: EIP Affiliation Status will be displayed as Pending until Contract admin to change it to Active.

Steps for Contract Admin to complete on Professional Provider Profile page

Note: Each field with an asterisk (*) is required.

Professional Provider must complete their profile and accepts contracts before starting steps for Contract Admin.

1. Click on Manage Professional Provider from left navigation pane.
2. Search for employee by First Name and/or Last Name.
3. Click on Select to go to Provider's Profile.
4. Click on Standards of Practice.
    A. Click on Edit to enter Standards of Practice details.
    B. Click on Update to save successfully.
    C. Click on Return to Professional Provider List to go back to Professional Provider Profile page.
5. Select contract from List of Contracts drop down list at top right side of Profile page.
6. Click on Edit.

7. *Change EIP Affiliation Status from Pending to Active.
8. *Enter Effective Begin Date.
9. Click on Update to save changes successfully.

CHAPTER 10: ADDITIONAL INFORMATION

REVISION DATE: November 2018
EFFECTIVE DATE: December 2018
INTENDED USER(S): All ADES/AzEIP personnel, AzEIP Service Providing Agencies including all employees, contractors, subcontractors and volunteers.

10.1 Steps to complete when an employee leaves organization

Note: Steps below must be completed by Contract Admin/ASDB Admin/DDD Admin for Professional Providers.

1. Click on Manage Professional Provider link on left navigation pane.
2. Search for employee by First Name and/or Last Name.
3. Click on Select to go to Provider's Profile.
4. Select correct contract from -- List of Contracts -- drop down list at top right side of Profile page.
5. Click on Edit.
6. Change EIP Affiliation Status to Inactive.
7. Save Effective End Date.
8. Click on Update to save changes successfully.

Once Professional Provider Profile has been updated or if employee does not have a Professional Provider page, contact I-TEAMS Help Desk to save the Employee End Date in the Manage Employee/Roles page. **DO NOT remove contract assigned to employee**.

10.2 Steps to complete when employee's Role/Discipline changes

Note: Steps below must be completed by Contract Admin/ DDD Admin. Do not make any changes to an employee's Role/Discipline until below steps has been completed.

1. Verify all billing has been entered into I-TEAMS for employee.
2. Verify all child records assigned to employee have been end dated and re-assigned.
3. Update Manage Employee/Roles page.
    A. Click on Manage Employee/Roles for Non-DES employees or Manage DES Employees/Roles for ADES Employees link on left navigation pane.
    B. Locate employee by First Name and/or Last Name
    C. Click on Select to open employee Information.

D. Click on Edit to update Job Title.

E. Click on Update to successfully save changes.

4. Update Manage Professional Provider page.

    A. Click on Manage Professional Provider link on left navigation pane.

    B. Search for employee by First Name and/or Last Name.

    C. Click on Select to go to Provider's Profile.

    D. Click on Edit.

    E. Update Professional Discipline.

    F. Click on Update to save changes successfully.

    G. Select correct contract from -- List of Contracts -- drop down list at top right side of Profile page.

    H. Click on Edit.

    I. Update EI Services Provided.

    J. Click on Update to save changes successfully.

10.3 Steps to complete when an employee joins new Organization

1. Steps to follow by Contract Admin of PREVIOUS organization:

    A. Follow steps listed under section 10.1 (Steps to complete when an employee leaves organization)

2. Steps to follow by Contract Admin of NEW organization:

    A. Contact I-TEAMS Helpdesk to assign new contract to employee.

    *Note: Please **DO NOT** create new employee profile (new employee login ID) if employee already has existing profile in I-TEAMS.*

    B. Update information in Manage Employee/Roles and Manage Employee Profile pages if needed.

    C. Employee must accept new contract in their Manage Professional Provider page.

    D. Contract Admin follows Steps for Contract Admin to complete on Professional Provider Profile page, including changing EIP Affiliation Status from Pending to Active and entering Effective Begin Date.