

Frequently Asked Questions Document
WE-TRAC referrals to PPS
8/31/09

How do I get trained on processing referrals from WE-TRAC?

Please view the training materials available on the Birth to 3 Program website at:

<http://dhs.wisconsin.gov/birthto3/training/pps.htm>

It is recommended the first time you receive a referral in your Referral Inbox of PPS to review these materials. If you would like someone to walk you through the first time accessing the referral, please contact your State Lead (see contact information below).

Who can process the referral from WE-TRAC?

Anyone with access to PPS for a county can access the Referral Inbox and process a referral from WE-TRAC. It is highly recommended that county Birth to 3 programs train those who will be processing the referrals. Everyone with access to PPS does not need to process WE-TRAC referrals.

What do you mean only children with a diagnosed hearing loss are referred through WE-TRAC to PPS?

Once a child has been diagnosed with a permanent hearing loss of any degree or configuration by a medical provider, an email alert and referral from WE-TRAC to PPS can be sent. The WE-TRAC system will not generate a referral to PPS (Birth to 3) unless an identified hearing loss is present.

The contact number given to me in the email alert (and on the Child & Referral Info page of PPS) for the audiologist that referred the child through WE-TRAC is incorrect. I need to contact the referral source. What do I do?

Please contact Sound Beginnings. They can update the WE-TRAC database and give you the correct number. Contact Sound Beginnings at

www.dhs.wisconsin.gov/newbornscreening/hearing.htm.

What if a referral comes into the Referral Inbox on a weekend day?

The 45 day timeline will still begin the date the email alert was sent/the referral come to the Referral Inbox. Referrals can come to county Birth to 3 Programs any day of the week when faxed or phone messaged. The day the referral comes in starts the 45 day timeline. A county Birth to 3 Program will only lose a maximum of two days should a referral come in on a Saturday.

What if I am out and do not check the generic email box?

The generic email box is designed to allow several people to access it simultaneously. Remember: the date the email alert is sent starts the 45 day timeline. Each county must have process in place for assuring that email alerts are responded to. Remember: you do not need an email alert to check PPS for new referrals from WE-TRAC.

What if the email alerts are sent to “junk mail”?

It is the county Birth to 3 programs responsibility to follow up with IT to assure that the email alerts coming from DHSDLTCBto3group@wisconsin.gov are not viewed by the email system as “junk”.

What happens if the PPS system fails to send the email alert?

If an email fails to be delivered to the county generic email address (NOT due to it being read as Junk Mail—it is still delivered in that case), the PPS system will automatically send an email to the State generic email box informing the State B-3 team that X county did not receive their email alert. *NOTE: The referral can be processed whether or not an email alert is received from the WE-TRAC system into the generic email box. Enter PPS, click on Referral Inbox in the Navigation Menu on the left.* The State B-3 team upon receiving the email will contact the county involved and inform them of a referral from WE-TRAC to PPS. Also, the State B-3 team will verify the email address used for the generic email box to assure future emails are received.

What if the email alert comes late?

The email system is designed to send the email immediately. If unable to do so, the system will continue to try and send the email for up to three days. *The referral can be processed whether or not an email alert is received from the WE-TRAC system into the generic email box. Enter PPS, click on Referral Inbox in the Navigation Menu on the left.* If the email alert takes a day or two to be delivered to your generic email address, please note that the start of the 45 day timeline is still the date the referral was available in PPS. (After the third day, if the system is still unable to send the email, an “undeliverable message” email will be sent to the State B-3 team [see question above].)

Our generic email address is for multiple county Birth to 3 Programs; will the email alert indicate which county to sign in as?

If the generic email address is designed to receive email alerts for multiple counties (e.g. Forest/Oneida/Vilas), the email alerts you receive will NOT indicate which of the counties the referral is for. Thus, the person processing the referrals through PPS will need to check the Referral Inbox (per directions below) for each county.

What do we do if our generic email address changes?

Obviously, it is important to keep the email address that will be receiving email alerts about referrals up to date and accessed regularly. If the generic email address needs to change, please contact your State Lead and make them aware of the new generic email address and the date it will be available to receive email alerts. *NOTE: The referrals can be processed whether or not an email alert is received from the WE-TRAC system into the generic email box. Enter PPS, click on Referral Inbox in the Navigation Menu on the left*

What do I do if several matches come up for a child I am processing?

Based upon the information given, the Birth to 3 Program needs to determine which match is the child you are dealing with. Generally speaking, the higher the % of match, the more likely it is the child you are dealing with. If the percent of match is over 95%, choose that match.

What do I do if a child I am processing is already in our Birth to 3 Program, but PPS makes a new client file?

When reviewing the referrals to be processed if you find that you know one of the children (they are already referred and/or participating in the Birth to 3 Program in your county) yet when you click the radio button in the Process column you are taken directly to the Child & Referral Information to Birth to 3 Page of PPS—you need to do the following:

1. click the Return button on the bottom of the Child and Referral to Birth to 3 Information' page
2. Go to SEARCH in the left navigation bar
3. enter the child's initials for their first and last name and their date of birth ONLY
4. Determine if there are now two entries for this child (a duplicate)
5. If there are two entries for this child, contact your State Lead, giving them the child's name and date of birth

What do I do if I accidentally chose the wrong match?

When reviewing the referrals to be processed, please assure you compare the information on the top (from WE-TRAC) with each match to be sure you are choosing the correct match. If you chose the wrong match, please contact your State lead for assistance.

What does it mean when the child's name is red in the Referral Inbox?

It means the referral has been in the Referral Inbox for over 14 days. Two weeks of the 45 day timeline is gone since the timeline started the day the email alert was sent/the referral came to the Referral Inbox. Please process this referral immediately and begin your IFSP process of intake, evaluation, e-team meeting, etc.

How do I process more than one referral from my Referral Inbox?

If more than one referral is listed in your Referral Inbox, you need to process one child at a time. Choose one child to process by clicking the radio button to the right of the name and clicking Next. After completing the processing of the first child, click Return button at the bottom of that child's PPS page. Now, click the Referral Inbox on left navigation bar and choose the next child to process, continue the typical steps to process this child (see Directions for Responding to a Referral Sent from WE-TRAC to PPS to the Birth to 3 Program).

What if a referral I processed is for a child that ends up with an address outside of our county-- does NOT live in our county?

Contact your State Lead with the child's name and date of birth. The State Lead will change the county on the Child & Referral Information Page of PPS to the correct county. The State Lead will then contact the correct county and make them aware they have a referral from WE-TRAC for which they did not receive an email alert.

What do I do when I choose from the possible matches the child listed with over 95% match and I get this message: **PP085:Selected individual cannot be processed as he/she is enrolled in different agency?**

Getting this message means that the child is already in PPS, but open in another county B-3 Program. Please contact your State lead who can find out which county the child is currently

open in. Once you know the county B-3 Program the child is currently enrolled in, you contact that county to ask them to close the child in PPS OR they share with you that the child is currently open and receiving services and perhaps the referral from PPS came to the wrong county B-3 Program. If the referral came to the wrong county B-3 Program, please contact your State Lead with the child's name and date of birth. The State Lead will change the county on the Child & Referral Information Page of PPS to the correct county. The State Lead will then contact the correct county and make them aware they have a referral from WE-TRAC for which they did not receive an email alert.

What types of information are transferred into PPS?

--If you chose to "create new individual...":

All the basic demographic information about the child has been pre-filled from the WE-TRAC referral information.

--If you chose a match for the child referred from WE-TRAC and PPS took you straight to the 'Child and Referral to Birth to 3 Information' page:

All the basic demographic information about the child has been pre-filled from the WE-TRAC referral information.

--If you chose a match for the child referred from WE-TRAC and the match is open in B-3:

All the basic demographic information is already completed in PPS--the WE-TRAC referral information will not over-ride that information. The organization and/or person and contact number will be filled in from the WE-TRAC referral, along with the client characteristic of "deaf/hard of hearing" if a field was available.

--The client characteristic of "deaf/hard of hearing" will be inserted into the first open field in the Client Characteristic section of the 'Screening/Evaluation' page. If all three client characteristic fields are filled already, the WE-TRAC referral information will not over-ride that information. The Birth to 3 Program should determine the need to change one of the client characteristics to include "deaf/hard of hearing" since the child has a diagnosed hearing loss.

Do we have to have "deaf/hard of hearing" as one of the client characteristics for a child?

The client characteristic fields are for documenting the primary reasons for the child's disability or delays. If hearing loss is one of the primary factors influencing the child's delay or disability, then it should be listed. Only three client characteristics are able to be listed. It may be determined by the team that hearing loss is not one of the first three to list.

Do we screen these children?

No. Since a child with a permanent diagnosed hearing loss is eligible for the Birth to 3 Program under "diagnosed condition," **a referral from WE-TRAC is considered a referral for an evaluation and begins the timeline to complete the initial IFSP within 45 days.** The 45 day timeline starts from the date the email alert is sent/received (same day).

If the child is already eligible, do we need to do two evaluations on this child?

Yes. The first evaluation will be a review of pertinent medical records from the audiologist confirming the child's hearing loss. In PPS, this would be documented as "medical services".

The second evaluation is to assess the child's overall skills to assist the IFSP team in developing the initial IFSP outcomes, strategies and services. As we all know, a diagnosed condition does not indicate which services a child will need.

Currently, Sound Beginnings sends the B-3 program a fax letting them know about the referral and the B-3 program is to complete the initial IFSP date and return the fax. With this new referral system through PPS, do we still do this?

Yes. Sound Beginnings will continue to send the B-3 program a fax about a referral and expect the fax back with the date of the initial IFSP completed. This process will continue until the initial IFSP information can be shared with Sound Beginnings in a different way.

What are the dates for on the Referral Inbox page? How/When should I use them?

The "Referral Received From Date/To Date" dates are to be used when a county Birth to 3 Program wants to determine the referrals received during a certain time period. For example, if you would like to know the number of referrals received in a one-month period, you could enter 7/1/09 to 7/31/09 and see the number of referrals process OR unprocessed that month. This is not a necessary task for county Birth to 3 Programs to complete.

If I have problems while processing a referral from WE-TRAC who do I call?

Please contact your State Lead in the DHS Birth to 3 Program, found at www.dhs.wisconsin.gov/birthto3/contacts/state.htm.