

Statewide Incident Management System (SIMS) Frequently Asked Questions

1. What browser works best with SIMS?

Internet Explorer

2. What is the URL for SIMS?

Ldh.la.gov/sims

3. How do I request a SIMS account if I am a Direct Service Provider, Support Coordinator or Support Coordinator Supervisor?

- Complete, sign, and scan the SIMS User Attestation form. Please refer to the link below:
<http://ldh.la.gov/assets/docs/OAAS/SIMS/SIMS-User-Agreement.pdf>
- Review the SIMS New User Signup Guide. Please refer to the link below:
<http://ldh.la.gov/assets/docs/OAAS/SIMS/SIMS-External-Onboarding.pdf>
- Complete the SIMS New User Signup form. Attach the SIMS User Attestation form before clicking the submit button.
<https://docs.google.com/forms/d/e/1FAIpQLSewmqym-dPa2CJns8PNP4gGYb2fUU30MnGxsH1YYxzhmc5-gg/viewform>

An email containing your SIMS username and password will arrive within 5-7 business days of the submission of the form. Follow the link and login using the newly created account details and user enrollment is complete.

4. Does my password expire?

Passwords expire every 90 calendar days. The system will prompt you to reset password when it has expired. The system will lock you out after 3 incorrect attempts if you are not able to login, please contact the **Office of Technology Services (OTS) Helpdesk at 225-219-6900**. Press '1' for password reset and then '4' for the Louisiana Department of Health.

5. I have received an error message that states my password has expired. What do need to do?

Please contact the **Office of Technology Services (OTS) Helpdesk at 225-219-6900**. Press '1' for password reset and then '4' for the Louisiana Department of Health.

6. What do I do if I never receive an email with my user name and password?

Please email SIMSWaiver@la.gov to check on the status of your SIMS user account. The SIMS Waiver Team may not have approved your SIMS user account for one of several reasons. We may be missing important account information needed to approve your account or your agency may have reached the max number of allowed SIMS users. Please note that an agency will not receive the user's login information. It will be sent to the user's email account that was entered on the SIMS google enrollment form.

7. Are there training materials available for SIMS?

Yes, there are YouTube videos available for every “role” (OAAS Direct Service Provider, Support Coordinator, Support Coordinator Supervisor, Regional Office Staff, and Regional Office Manager).

https://www.youtube.com/watch?v=SFIRiY7e_wA&list=PLhQRL_ZI06swHxRjAtddyB_rQbb-WP4RO&index=1

There is also a LDH Waiver Training Guide available.

http://ldh.la.gov/assets/docs/OAAS/SIMS/Incident_Mgmt_OAASWaiverTrainingManual_04_24_19.pdf

8. How do I switch roles in Sims?

Throughout the application, you may use many different “Roles”. Roles define a set of capabilities you have within SIMS, and each “Role” performs different functions when you switch “Roles”, the following process must be followed:

- Go to the upper-right portion of the screen, in the “Role” field:



Welcome, Barb Worker | Queue Search | Sign Out

12/9/2018 2:40 PM

Role
OAAS Direct Service Provider

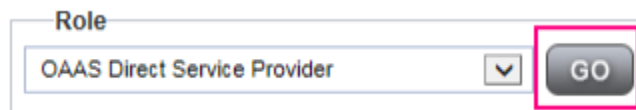
GO

- Click the “down arrow” and then select the “Role” you want to work with. You may not see all the roles as displayed in the screenshot below.



OAAS Direct Service Provider
OAAS Support Coordinator
OAAS Support Coordinator Supervisor
Regional Office Staff
Regional Manager

- Click “Go”.



Role
OAAS Direct Service Provider

GO

9. I am a Direct Service Provider. How do I begin an incident?

- Login into “SIMS”.
- Click the “Providers chapter”.
- Click “File > Add Incidents”.
- Complete ALL Fields.
- Disposition and Status fields will default to “Pending”.
- Click “File > Save Incident”.

See page 14 in the LDH Training Guide: Incident Management (Non-APS) OAAS for screenshots.

http://ldh.la.gov/assets/docs/OAAS/SIMS/Incident_Mgmt_OAASWaiverTrainingManual_04_24_19.pdf

10. I am a Support Coordinator. How do I begin an incident?

- Login into “**SIMS**”.
- Click the “**Incidents chapter**”.
- Click “**File > Add Incident**”.
- Complete **ALL Fields** in the “**Event Section**”.
- Disposition and Status fields will default to “**Pending**” in the “**Decision**” section. (You will return to this page later in the workflow to make changes.) **NOTE: DO NOT CHANGE THE DISPOSITION FROM PENDING AT THIS POINT.**
- Click “**File > Save Incident**”.

See page 28 in the LDH Training Guide: Incident Management (Non-APS) OAAS for screenshots.

http://ldh.la.gov/assets/docs/OAAS/SIMS/Incident_Mgmt_OAASWaiverTrainingManual_04_24_19.pdf

11. How do I fix my Work Flow Wizard if it is not working?

Make sure your pop-up blocker is allowing pop-ups for SIMS.

To update your pop-up blockers:

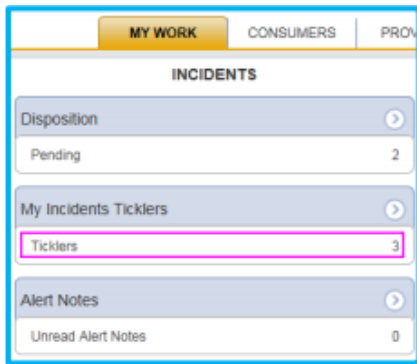
- Open “**Internet Explorer**”.
- Click “**Tools**”.
- Click “**Internet Options**”.
- Click the “**Privacy**” tab and then click “**Settings**” under the Pop-up Blocker Section.
- Add the website URL to the input box then click “**ADD**”.
- Click “**Close**” and then click “**OK**” to save changes.

See the following Wellsky Human Service Computer Configuration Guide for more detailed information:

http://ldh.la.gov/assets/docs/OAAS/SIMS/Computer_Configuration_Requirements_September_2018.pdf

12. What are ticklers?

Ticklers are activities that require attention or completion. Under the “**My Work**” tab on your SIMS homepage, there is a number next to “**Ticklers**”. For example, in the screenshot below, there are three “ticklers” or reminders.



See the SIMS DSP Tickers Notes Training Video below for more information:

https://www.youtube.com/watch?v=vOvHpvlt3hY&list=PLhQRL_ZI06swHxRjAtddyB_rQbb-WP4RO&index=3&t=0s

13. If I just entered an incident, why do I not have a tickler appearing in the system yet?

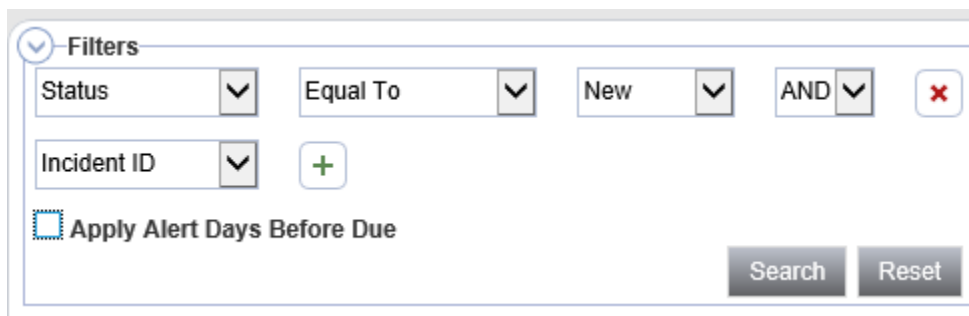
Ticklers will generate automatically 3 business days after you enter the incident requesting that you enter a follow up note.

To make a tickler automatically appear:

- Go to the **“My Work Tab-> My Incidents Ticklers”**. Click on **“Ticklers”**.



- Under filters, uncheck the **“Apply Alert Days Before Due”** box, and click the **“Search”** button.



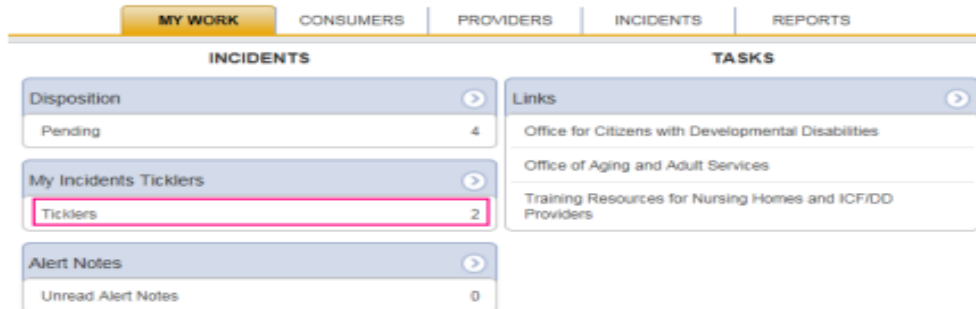
14. How do I get ticklers to disappear?

Go to the **“My Work tab-> Ticklers-> Incident ID->”** click on the individual tickler, and complete the tickler (for example, entering a follow up note). Once this is completed, it will disappear.

15. How do I enter a Follow up Note in SIMS?

Upon the initial save of the Incident Record, a tickler will be routed to the “**My Work**” dashboard of the Direct Service Provider to enter “**Follow Up Notes**” within 3 -business days.

- Login into SIMS, “**My Work**” Homepage will appear.



- Click on “**Ticklers**” in the “**My Incidents Ticklers**” Pane.
- A new “**Window**” will open with a grid of all tickers.
- Uncheck “**Apply Alert Days Before Due**”.
- Click “**Search**”.
- Click the tickler named “**Enter Follow Up Notes**”.
- The “**Notes Details**” page will open.
- In the drop-down box for the “**Note Type**” field, select “**Follow Up: DSP**”.
- Enter notes in the “**Note**” textbox.
- Complete all other relevant fields.

See page 20 in the LDH Training Guide: Incident Management (Non-APS) OAAS for screenshots.

http://ldh.la.gov/assets/docs/OAAS/SIMS/Incident_Mgmt_OAASWaiverTrainingManual_04_24_19.pdf

16. How do I mark a note as read?

Go to the “**My Work**” tab-> “**Incident Notes List**”. Click on the individual ticklers, “**Tools**”-> “**Mark as Read**” to get these ticklers to disappear.

17. Do I enter critical incidents for Long Term-Personal Care Services (LT-PCS)/State Plan Services?

No, only Critical Incidents for waiver (Community Choices Waiver and Adult Day Health Care Waiver) are entered into SIMS.

18. What do I do if a Direct Service Provider (DSP) states that they entered an incident but the support coordinator cannot see the incident?

Go to the “**Documentation**” tab. Make sure the Status of the Critical Incident Report Form has been set to “**Complete**”. If the status is set to “**Pending**”, change it to “**Complete**”, go to “**File-> Save and Close**”. If this does not solve the issue, please contact SIMSWAIVER@la.gov for further assistance.

19. What do I do if a support coordinator entered an incident but now cannot find the incident in SIMS?

The support coordinator may have changed the disposition from “**Pending**” to “**SC Entered Incident**” before completing the workflow wizard. Please contact SIMSWAIVER@la.gov for further assistance.

20. How do I tell if I entered an incident under the correct role?

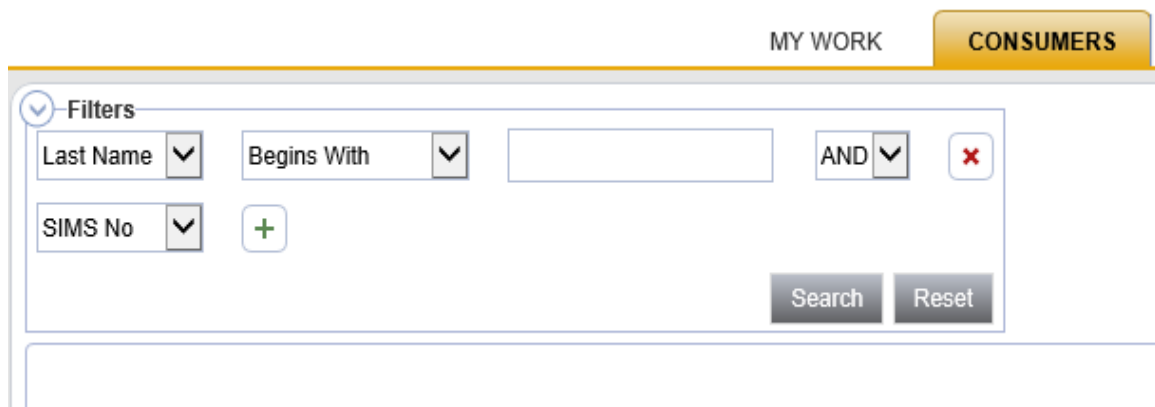
Go to the “**Incident**” and on the “**Incident Details**” page, check the “**Report Made By**” field. You will want to ensure the “**Report Type**” and “**Report Made By**” fields correlate.

21. What should I do if a SIMS user leaves his/her job and is no longer employed with my company/agency?

Please email SIMSWaiver@la.gov with the person’s name to deactivate the user’s account.

22. Why can’t I find the participant’s name when I search?

Participants with active Prior Authorizations (PA) for your agency will appear in SIMS. To view which participants have an active PA in SIMS for your agency, click the “**Consumers**” Tab in SIMS, and press “**Search**” under the filter. **If your participant is not listed, please email SIMSWaiver@la.gov.**



23. How do I print a Critical Incident Report?

While in an incident, go to “**Reports**”. Click “**Reports**”, and then click “**Critical Incident Report**”. Once you click “**Critical Incident Report**”, a PDF will open that you can either save, download, or print.

24. How do I contact OAAS staff if I have a question?

You can contact your local OAAS Regional Office or email SIMSWaiver@la.gov if you have any questions regarding training or technical assistance.