



WebSPOE System Enhancements

The following information is intended to provide assistance to First Steps providers and Service Coordinators in the navigation and use of the updated WebSPOE system.

Question 1: Can I run WebSPOE if I have a dial- up connection? Not really. The new system will not run efficiently on a dial- up connection. A satellite internet connection should be appropriate speed, but a high- speed internet connection (wired or wireless) is best.

Question 2: Will providers have the same access to information in the child's record as before? Yes. Once a particular provider has been assigned to a family to provide services, the provider will have access to information in the family, medical, vision/hearing, neonatal, eligibility determination and Individualized Family Service Plan (IFSP) section of the child's electronic record. **Are there changes in accessing the record using mobile devices?** Yes. An upgrade in system technology will expand access to mobile devices such as iPad, iPhone and Android when using WebSPOE.

Question 3: What is the Message Center that appears when I log on my home page? The Message Center is a place to collect various messages that are sent to providers; for example, when an IFSP meeting is scheduled, when a service authorization is canceled, when an EIT meeting is rescheduled, etc. In addition to the collection of messages in the Message Center, the provider can add an email address to the Message Center and the messages can be forwarded to that email. Only one email address can be identified at a time. To add an email address:

- 1) click on the Message Center button on your home page,
- 2) enter one email address under "Forward Future Messages to Email"
- 3) select check box(es) for the type of messages you would like to go to email,
- 4) then click "save" at the bottom of the page.

Question 4: What happens if a provider is not active on the matrix? Providers who are not active on the matrix will not appear for selection in the WebSPOE. For example, when attempting to search for a provider's name to assign him/her as a Primary Provider or to enter a new authorization for service, the provider's name will not appear as a choice for selection in the WebSPOE if the provider is not active on the matrix. In order to stay active, it is suggested that the provider update information on his/her matrix page at the time of billing, which is every 30 to 60 days.

Question 5: What is the Primary Provider Assignment on the Child Detail page? The child's Service Coordinator will select a Primary Provider for assignment to the child's record when it is known that the child is being served by an Early Intervention Team. In practice, the child is assigned to a team that is serving the geographical area, however in the WebSPOE system, the child is assigned to a Primary Provider to represent the team. Generally, the Primary Provider is not assigned until the initial IFSP meeting.

Question 6: If there is a period of time of inactivity in the system, will I be kicked off? Yes. If there is no activity for 60 minutes and you come back and try to enter information, you will receive an error message that the system has timed out. You will need to re-enter your username and password to log back into the system.

Question 7: How do I print a child's IFSP? Once you have selected a child from your list of children, go to the IFSP tab and select IFSP meetings. A list of IFSP meeting dates will appear on the screen. Double click on the meeting that you want to print. Click on the "Print IFSP" button that appears on the screen. The IFSP document will appear in a pop-up window on the screen.

The IFSP will need to be exported into a PDF in order to print it or save it. To export the document, go to the top bar and find the "export" button (the icon is a blue disc with a green mark on it). Click on the export button and select PDF. The document is now ready to open or save and print. You must select PDF in order to accurately capture all of the IFSP content and design.

PRINT NOTE: If using the browser Internet Explorer, the first time you try to print you will get a bar at the top that will say "this site wants to add software to your computer." Please right click and select "download the software". You only need to download it one time.

Question 8: Does provider contact information print into the child's IFSP? Yes. If a provider is assigned as a Primary Provider, the provider's name, agency, email address and phone number will print on the first page of the child's IFSP document. The email address and phone listed will match the email address and phone number that is on file at the Central Finance Office (CFO). If a provider wants to change the contact information, please contact the CFO at 866-711-2573 ext. 2 to find out how to change contact information.

Question 9: Will a provider always receive an email when an IFSP meeting is scheduled? No. If a provider is added to the meeting after it was scheduled, an automatic email notification is not generated. Therefore, Service Coordinators must contact the provider to notify him/her of the upcoming meeting. Providers should routinely visit the "Meetings Scheduled" link on their Home Page in order to review upcoming IFSP meetings for children they are serving.

Question 10: Can an IFSP service be authorized without an outcome? No, in order to enter a service authorization, the Service Coordinator must identify the IFSP outcome that is connected to the IFSP service. On the other hand, there can be an outcome that does not have a First Steps service authorized for it.

Question 11: What is the difference between the 45-day timeline and the 45-day counter that is displayed on the Child Detail page? The 45-day timeline is the actual date that the 45-day process is to be completed by and the 45-day counter is the day that the child is currently on in the process. For example: 45-day timeline is 2/28/2011 and 45-day counter = 31 days.

Question 12: What is an appropriate time frame for an authorization for an assessment? In general, Service Coordinators should allow 30 days for an evaluation or assessment to be completed. For example, an Occupational Therapy assessment is authorized for March 1, 2012 to April 1, 2012.

Question 13: Why are there two types of progress notes listed? The WebSPOE system allows a provider to enter either a daily or monthly progress note. Providers are required, at a minimum, to complete a monthly progress note; therefore, the use of a daily note is optional. The following information should be included in each monthly progress note: 1) document the times and dates of the services provided that month.

For example: Bobby was seen for 60 minutes 4/4 times in January 2012 – 1/5, 1/12, 1/19, 1/26.
2) If services were missed, state the reason and indicate whether the services were made up. For example: Sally was seen for 30 minutes 3 out of 4 times in June 2012 – 6/7, 6/14, 6/28 – because the provider was on vacation the week of 6/21. Services will be made up in July by adding 15 minutes to each session.

Question 14: Are provider progress notes still tied to each individual outcome? No, in the WebSPOE system progress notes are connected to the child, not to IFSP outcomes. This means that as outcomes are added or discontinued, the provider can continue to enter progress notes without designating the specific outcome to which it relates.

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