



2017 SMP/SHIP National Conference

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SIRS* Basics Session

*SIRS = SMP Information and Reporting System

Today's Panelists

ACL

- Stacey Platte

Booz Allen Hamilton

- Mike Millett
- Rod Oyola
- Tommy Carpenter

SMP Resource Center

- Heather Flory

Agenda

SIRS overview

SIRS
demonstration

Resources

Q&A

SIRS: SMP Information and Reporting System

**Nationwide,
web-based data
collection and
reporting system
designed for
SMPs!**

Includes:

- **individual interactions**
- **group and media outreach and education**
- **team member information**



SIRS Timeline

2015: SIRS rolled out to the SMP network.

Looking ahead: ACL will continue to make SIRS enhancements; SHIP will move to a new data system that will be similar to SIRS.

2015-2017: ACL makes enhancements to SIRS to best meet SMP needs.



SIRS eFile and System Access



SIRS eFile = Online Data Entry Forms...

No need to log in to SIRS!



Individual Interaction Form

All fields marked with an * are required to submit the form.

eFile User ID*:

Title of Interaction:

Date* (mm/dd/yyyy):

End Date, if applicable (mm/dd

Zip Code (xxxxx)*:

/yyyy):
State*:

County:

Time Spent (in minutes)*:

TOPICS DISCUSSED:

Consumer Protection

Durable Medical Equipment (DME)

Employer Health Plan

General Fraud, Errors, and Abuse

Home Health Care

Hospice

Medicaid

Medical Identity Theft

Medicare Advantage

Medicare Part A and B

Medicare Part D

Medigap or Supplemental

SIRS User Types and Roles

eFile Users have access to enter their own data in SIRS without logging in to the system.

- SMPs may have an unlimited number of eFile users, as long as each user is authorized by the SMP director or their designated staff.

System Users have access to log in to SIRS to enter, view, and edit data based on their user role, in addition to entering their own data using eFile.

- **A maximum of 50 system users can be logged into SIRS at any one time across the country. Therefore, ACL encourages SMPs to use eFile to enter their data whenever possible.**
- However, there is no limit to the number of system users, as long as each user is authorized by the SMP director or their designated staff.

SIRS eFile Data Entry

<https://sirs.entellitrak.com/etk-hhs-aclsmp-prod/page.request.do?page=page.htmlExternalLandingPage>

eFile - Individual Interaction

eFile - Group Outreach and Education

eFile - Media Outreach and Education

eFile - Activity

Related resources:

- **ACL's SMP Performance Measures Definitions and Guidance:** which types of information are entered using each of the four eFile forms.
- **SIRS eFile Job Aid:** how to enter data using eFile.

SIRS User Roles

National
User

SMP Director

State-Level Staff

Site Manager

Site Staff

Team Member

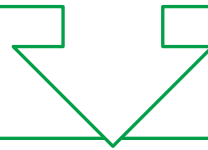
eFile-only User

Related resource: SIRS Team
Member Management Job Aid



SIRS Setup Basics

The SMP director and/or other designated staff sets up the new SMP team member in SIRS.



Confirmation emails are sent automatically by SIRS to the email address entered in the setup screen.

Those with eFile access (including all system users) will receive an email with their eFile ID.

Those with system access will also receive two additional emails: one email with their username and a separate email with their initial password.

Sample Email: eFile ID

Subject: [External] SIRS eFile ID

Welcome to SIRS!

You've been registered as a user of the SMP Information and Reporting System (SIRS). Included below is your unique **eFile ID**, which will allow you submit details about the individual interactions you have with SMP clients, as well as any group or media outreach events you conduct.

To report your SMP activities using your **eFile ID**, please go to:
<https://hhs-aclsmp-dev.entellitrak.com/etk-hhs-aclsmp-dev/page.request.do?page=page.htmlExternalLandingPage>

eFile ID: 69854

Please do not share this eFile ID with anyone. Any supervisors who need to know your eFile ID can view it within the system and thus **should not ask you for it.**

If you have any questions, please contact your SMP administrator or the [Booz Allen SIRS Help Desk](#).

Have a great day!

Sample Email: System Username

Subject: [External] SIRS Credentials: Username

Welcome to SIRS!

You've been registered as a user of the SMP Information and Reporting System (SIRS). Included below is your **username** to log in SIRS allowing you to add new interactions and update interactions you have already submitted.

The **password** to accompany this username will be sent in a follow-up email. If you do not receive an email containing your temporary SIRS password, please contact your SMP administrator or the [Booz Allen SIRS Help Desk](#).

Username (case sensitive): test.user1

If you have any questions, please contact your SMP administrator or the [Booz Allen SIRS Help Desk](#).

Have a great day!



Sample Email: System Password

Subject: [External] SIRS Credentials Follow-up

Welcome to SIRS!

Below is your password to access the SMP Information and Reporting System (SIRS). You should have received your username and eFile ID in a separate email.

Please use the provided link to log into SIRS with the password provided below, then create your own password:
<https://hhs-aclsmp-dev.entellitrak.com/etk-hhs-aclsmp-dev/myAccount.update.password.request.do>

Password (case sensitive): passwordaa@!449717797

If you have any questions, please contact your SMP administrator or the [Booz Allen SIRS Help Desk](#).

Have a great day!

SIRS User Names and Passwords

Each system user is assigned a random 4- to 5-digit **eFile ID** that is used to identify you when you enter your data using eFile.

Each system user is assigned a **username** that is your *Firstname.Lastname*


Passwords for system user login must have at least 8 characters, including at least one uppercase letter, one lowercase letter, a number, and a special symbol.

To ensure data integrity, eFile user IDs and system user's usernames and passwords should not be shared with anyone.



SIRS Data Entry

Related resource:
SIRS System User
Basics Job Aid



SIRS Data Entry: eFile vs. Login

eFile

- Enter your own data in eFile!
 - Individual interactions
 - Group outreach and education
 - Media outreach and education
 - Other SMP activities
- Team member time is tied to the eFile ID of each team member who enters their own data using eFile.

SIRS login

- “Interactions” tab:
 - Enter individual interactions, group outreach and education, and media outreach and education performed by someone else.
 - Team member time is also entered in SIRS with these interactions.
- “Team Member Activity” tab:
 - Enter team member time that isn’t entered elsewhere in SIRS.

SIRS System User Login Page:

<https://sirs.entellitrak.com/>



[CLICK HERE TO USE EFILE.](#)

BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO FOLLOW THE STATED SECURITY POLICY.

Username

Password

Sign On

Security Policy

This is a Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and/or criminal prosecution under the Criminal Code (Title 18 USC 1030).

All info on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy regarding monitoring of this system.

Any authorized or unauthorized use of this computer system signifies consent to and compliance with agency policies and their terms.

[PLEASE CLICK HERE IF YOU'VE FORGOTTEN YOUR USERNAME OR PASSWORD](#)

SIRS Password Reset

- I need to reset my password.
- I have forgotten my username.

See your user role in SIRS, and change your password

[My Account](#) [Sign Out](#) [Help](#)

SIRS - Center.SMPDirector (SMP Director)

HOME TRACKING INBOX SEARCH REPORTING ADMINISTRATION

My Account (Center.SMPDirector) > Password

Profile **Password** Preferences

Account Name: **Center.SMPDirector**

Password should be at least eight characters long and must contain combination of letters, numbers and special characters, and should be different from your last 5 passwords.

Password: R

Confirm Password: R

Save Cancel



YOUR SIRS Tracking Inbox

(shows work **you** have completed)

HOME **TRACKING INBOX** SEARCH REPORTING ADMINISTRATION

Tracking Inbox >

Interaction Team Member

+ New ◀ Page 1 of 1 ▶ ▶ Display 50 per page Refresh Print CSV Displaying 1 - 7 of 7 All Assignments Filter Column Filter

Type of Interaction	Session Conducted By	Reference Number	Date of Interaction	Label
▶ Group Outreach and Education	John Connor	IA-15-12	09/05/2015	
▶ Group Outreach and Education	Heather Flory	IA-15-13	09/10/2015	
▶ Group Outreach and Education	Heather Flory	IA-15-14	09/07/2015	ABC Assisted Living
▶ Media Outreach and Education	Heather Flory	IA-15-15	09/07/2015	K98.5 radio ad
▶ Media Outreach and Education	Heather Flory	IA-15-16	09/09/2015	XYZ Newspaper
▶ One-On-One Interaction	Heather Flory	IA-15-9	08/05/2015	
▶ One-On-One Interaction	Heather Flory	IA-15-11	08/14/2015	

SIRS Standard Searches

- Search for basic interactions, complex interactions, team members, and their activities

Interaction

Type of Interaction: EQUAL TO Individual Interaction

Session Conducted By: EQUAL TO Center SMPDirector

Date of Interaction: EQUAL TO (mm/dd/yyyy)

End Date (If Applicable): EQUAL TO (mm/dd/yyyy)

Team Member

First Name: EQUAL TO

Middle Initial: EQUAL TO

Last Name: EQUAL TO

Nickname: EQUAL TO

Primary Phone Number (xxx-xxx-xxxx): EQUAL TO

Secondary Phone Number (xxx-xxx-xxxx): EQUAL TO

Email Address: EQUAL TO

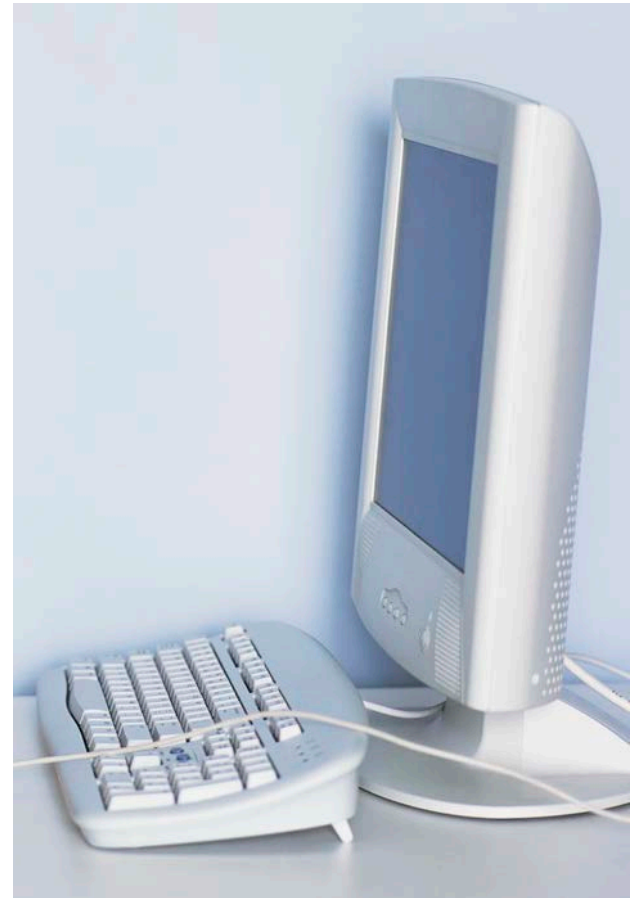
Address: EQUAL TO

City: EQUAL TO Waterloo

Zip Code: EQUAL TO

SIRS Demonstration

- System demonstration
 - eFile: Entering individual interactions, group outreach and education, media outreach and education, and other SMP activities
 - SIRS: Logging in and basic navigation



SIRS Resources

www.smpresource.org > Resources for SMPs > SMP Resource Library

ACL's SMP Performance Measures Definitions and Guidance

SMP Resource Center's SIRS Training Plan and Matrix

- SIRS eFile Job Aid and self-paced training
- Introduction to SIRS Training Webinar
- SIRS Team Member Management Job Aid and Training Webinar
- SIRS System User Basics Job Aid and Training Webinar
- SIRS Advanced Search Job Aid, SIRS Reports Job Aid, and SIRS Advanced System User Training Webinar
- SIRS Complex Interactions Job Aid and Training Webinar
- And more!

SIRS Training Plan and Matrix

Resource	eFile Users*	SIRS system users**				
		Team Member	Site*** Staff	Site*** Manager	State-Level Staff	SMP Director
eFile Self-paced Training	X	X	X	X	X	X
eFile Job Aid	X	X	X	X	X	X
Team Member Management Job Aid			X	X	X	X
System User Basics Job Aid		X	X	X	X	X
Advanced Search Job Aid			X	X	X	X
Complex Interactions Job Aid	!	!	!	!	!	!
Reports Job Aid			X	X	X	X
OIG Report Data Accuracy Checklist			X	X	X	X
Deleting Duplicate Team Member Profiles Tip Sheet				X	X	X
Introduction to SIRS Training Webinar^		X	X	X	X	X
SIRS Team Member Management Training Webinar^			X	X	X	X
SIRS System User Basics Training Webinar^		X	X	X	X	X
SIRS Advanced System User Training Webinar^			X	X	X	X
SIRS Complex Interactions Training Webinar^	!	!	!	!	!	!
SIRS Update Training Webinars^		X	X	X	X	X

Next Steps

1 – Review your SIRS resources.

3 – Join us for the SIRS Training Series!

2 – Log into SIRS and change your password. Contact your SMP director if you aren't set up in SIRS yet.

4 – Contact us for help as needed...

Need Help?

SMPs: Help Using SIRS

- **Primary: Sara Lauer, Center:** slauer@smpresource.org; 319-874-6859
- **Secondary: Nicole Liebau, Center:** nliebau@smpresource.org; 319-874-6876

SMP questions about SIRS Training

- Heather Flory, Center: hflory@smpresource.org; 319-874-6844

SMP feedback about SIRS

- Stacey Platte, ACL: stacey.platte@acl.hhs.gov

SIRS technical issues and password reset assistance

- Booz Allen Hamilton Help Desk: Call 301-444-4040 or email BoozAllenSIRSHelpDesk@bah.com to receive a response within 24 hours. SMP directors can also contact your ACL project officer.

SHIP-specific questions and feedback

- Leslie Green, ACL: leslie.green@acl.hhs.gov

Questions?



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FAQ: Why can't I see all of the interactions and team members in my Tracking Inbox?

A: The function of the Tracking Inbox is for you to see the interactions and team members that YOU have entered. You will not see the interactions or team members entered by other SIRS users. In order to access other users' team members and interactions (based on your user role in SIRS), use the Search feature in SIRS. To perform a Standard Search, check the "Interaction" or "Team Member" box and then click "Search," as described in the *SIRS System User Basics Job Aid*. To perform an Advanced Search, see the *SIRS Advanced Search Job Aid*.

CAUTION: Beware of entering duplicate data! If you do not see the data or team member you are looking for in your Tracking Inbox, perform a search before entering the data or team member in SIRS. The lack of such information in the Tracking Inbox may lead you to think you need to re-enter information that has already been entered, causing data duplication.

FAQ: I got an error message when I was trying to log in to SIRS. What should I do?

Message 1: Invalid Username or Password

- Attempt to re-enter your username and password correctly **one more time**. If it still doesn't work, click the link to reset your password. **After 3 unsuccessful attempts, you will be locked out and must contact Booz Allen for help.**

Message 2: An invalid token has been detected on login. This may indicate a malicious attack, or it may occur if you have the application open in multiple windows or have accessed this page through the browser history.

- Close this window and any other windows that have SIRS in them, and start over! Open the SIRS login screen in a new window and try to log in again.



The screenshot shows the ACL login page. At the top left is the ACL logo (Administration for Community Living) with a colorful stylized figure. Below the logo is the text "Administration for Community Living" and a link "[CLICK HERE TO USE EFILE](#)". A disclaimer states: "BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO FOLLOW THE STATED SECURITY POLICY." Below this is the error message "Invalid Username or Password." in red. There are input fields for "Username" and "Password", and a blue "Sign On" button.

Security Policy

This is a Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and/or criminal prosecution under the Criminal Code (Title 18 USC 1030).

All info on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy regarding monitoring of this system.

Any authorized or unauthorized use of this computer system signifies consent to and compliance with agency policies and their



[CLICK HERE TO USE EFILE](#)

BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO FOLLOW THE STATED SECURITY POLICY.

An invalid token has been detected on login. This may indicate a malicious attack, or it may occur if you have the application open in multiple windows, or have accessed this page through the browser history.