



IRES DOCUMENTATION: AMBULANCE PROVIDERS

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Introduction

What is IRES?

The Information, Referral & Emergency Services (IRES) system is the repository of record for complete service and billing information for DHS assistance in Mental Health hospitalizations.

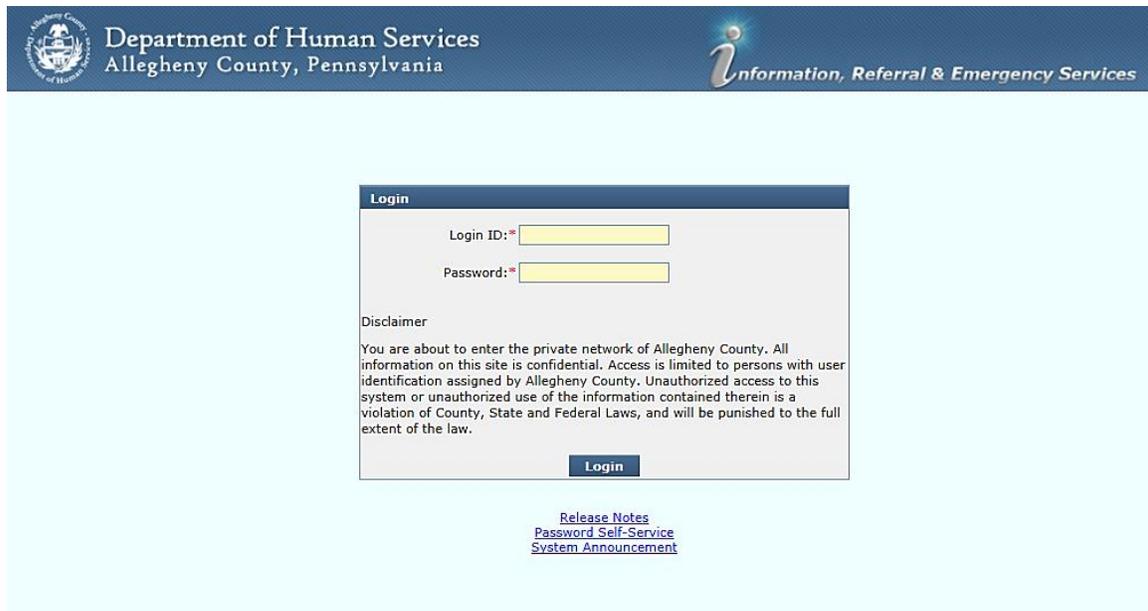
How will I use the Application?

There are multiple groups using the IRES application that include internal users of the Department of Human Services and external users, such as Service Providers and Hospitals.

Ambulance Providers are responsible for documenting Transportation Service Logs.

Logging in and using the Application

Logging in to the Application



Department of Human Services
Allegheny County, Pennsylvania

Information, Referral & Emergency Services

Login

Login ID:

Password:

Disclaimer

You are about to enter the private network of Allegheny County. All information on this site is confidential. Access is limited to persons with user identification assigned by Allegheny County. Unauthorized access to this system or unauthorized use of the information contained therein is a violation of County, State and Federal Laws, and will be punished to the full extent of the law.

Login

[Release Notes](#)
[Password Self-Service](#)
[System Announcement](#)

- Using Internet Explorer, navigate to the IRES URL:
<https://ires.county.allegheny.pa.us/ires>
 - The [Release Notes](#) link displays the Release Notes for DHS system updates and changes.
 - The [System Announcement](#) link displays a schedule of any maintenance downtime planned for the IRES application.
 - The [Password Self-Service](#) link can be used to reset a password that has expired using the DHS Portal Guard.

Tip: Passwords must be changed every 28 days. Users should log in regularly and update their passwords before the 28th day to avoid the additional step of going through the DHS Portal Guard.

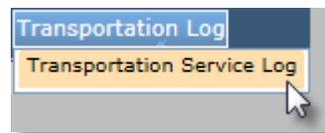
- Log in using your Login ID and Password.
TIP: Your user credentials are assigned by the Department of Human Services Service Desk. This will be an X number, for example: X0012345.
- Click the **Login** button.
TIP: In order to log in, your browser's pop-up blocker must be turned off for this website.

Navigation



1. After logging in, the main screen will appear.

- a. Hover the cursor over the **Transportation Log** Menu option and select the **Transportation Service Log** option to navigate to the *Transportation* list screen.



- b. The **Focus** tab displays the *User ID* and *User Name* of the person who is logged in to the IRES system.
- c. To log out of the system click the **Logout** link in the top right corner.

Using the Transportation List screen

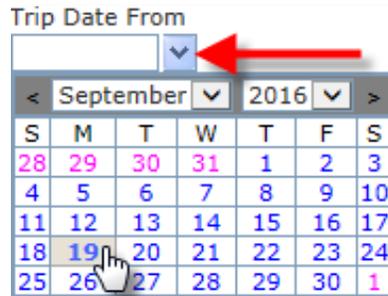


1. The *Transportation* list screen displays all of the Transportation Service Requests for the Provider.
 - a. *Provider*: This drop-down will default to your Transportation Provider agency. You will only be able to view your own agency.

The *Transportation Service Request List* can be filtered to display trips with a specific Status and/or trips within a specific time period.

- i. *Status*: Select the desired trip Status from the drop-down.
- ii. *Trip Date From* and *Trip Date To*: Select or enter a date range. You can enter a date by typing the date into the field using the **mm/dd/yyyy** format or you can select a date using the calendar drop-down feature.

1. Use the < and > arrows to change the month in the calendar.



- iii. Once the Status and/or Date Range have been selected click **Filter** to filter the list.
- b. The *Transportation Service Request List* grid contains a list of all of the service Requests. Note that grids can be sorted by any column within that grid. To sort the grid click once on the desired column header. To switch between ascending and descending order click the header again. The sort indicator [▲ or ▼] will appear in that column header to indicate which order the information is being displayed.
- c. To view a Request click on that Request's line in the *Transportation Service Request List* grid. Once that line is highlighted in orange, click the **Show** button to view that Request. Clicking **Cancel** will navigate back to the main login screen.

Transportation Request: Status Definitions

As a Transportation Request moves through the cycle of initial Request, service provision, and payment, the Request's status will change. These statuses are:

1. *In Progress*: This indicates that the Request has been sent to the Transportation Provider. The Transportation Provider must enter the trip details or cancellation to move forward.
2. *Completed – Pending Approval*: This status indicates that the Transportation Provider has entered the date of completion and sent the Request for approval.
3. *Cancelled – Dispatch Only*: This status indicates that an ambulance was dispatched out prior to the Transportation Request being cancelled. The Request must still be submitted for Approval by the Transportation Provider.
4. *Approved*: This status indicates that the completed Transportation has been approved.
5. *Insurance Paid*: This status indicates that the Transportation has been fully paid by the client's insurance Provider.
6. *Partial Insurance Paid*: This status indicates that the Transportation has been partially paid by the client's insurance Provider. The Transportation Provider may request payment from the County for the remainder, up to the Provider's contracted limit.
7. *Payment Authorized*: This status indicates that the Transportation Provider's Request for full or partial payment from the County has been authorized.
8. *Payment Denied*: This status indicates that the Transportation Provider's Request for full or partial payment from the County has been denied.
9. *PAID*: This status indicates that the County has paid the Transportation Provider for the authorized amount.
10. *Void*: This status indicates that the Request has been voided.

Documenting the Transportation Service

Once the Referral to document has been selected and **Show** has been clicked the Transportation Service Detail will be displayed.

The screenshot shows the 'Transportation Service Detail' form. It is divided into several sections, each highlighted with a red circle and a number:

- 1 Client Information:** Fields for Prefix, First Name, Middle Name, Last Name, Suffix, Gender, and Date of Birth.
- 2 Pick-Up Information and Destination Information:** Fields for Trip Date, Trip Time, Pick-Up Address, and Destination Address.
- 3 Service Information:** Fields for Trip ID, Service, Contracted Service Rate, and a checkbox for 'Service Rate Upon Request'.
- 4 Date Completed, Time Completed, Trip Status, Cancel Date, and Cancel Time:** Fields for tracking the trip's completion and cancellation.
- 5 Documents:** A table with columns for Document and Uploaded Date, and buttons for New, Save, and Delete.
- 6 Save, Submit for Approval, and Cancel:** Action buttons at the bottom of the form.

1. *Client Information:* This section is read-only and will contain some basic information on the Client including the Client's full name, gender, and date of birth.

This close-up shows the 'Client Information' section with fields for Prefix, First Name, Middle Name, Last Name, Suffix, Gender, and Date of Birth.

2. *Pick-Up Information and Destination Information:* These sections are read-only and contain the Trip Date and Trip Time as well as the Pick-Up and Destination Address.

This close-up shows the 'Pick-Up Information' and 'Destination Information' sections. It includes fields for Trip Date, Trip Time, Pick-Up Address, and Destination Address.

3. *Service Information:* This section is read-only and contains contract and rate information for the Transportation Provider as well as the Trip ID for reference. Note: Service and Rate information is stored in the MPER system.

This close-up shows the 'Service Information' section with fields for Trip ID, Service, Contracted Service Rate, and a checkbox for 'Service Rate Upon Request'.

Tip: If a field or text is greyed-out then it is read-only and cannot be edited.

If the text of a button is greyed-out, then that button cannot be used. Some buttons will be greyed out until all of the required steps have been taken.

If a field is yellow, then that field must be completed in order to save or submit for approval.

4. This section is where the details of the trip are documented.

The screenshot shows a form with the following fields: Date Completed (dropdown), Time Completed (text input), Trip Status (dropdown), Cancel Date (dropdown), and Cancel Time (text input). Below these fields is a large text area for Comments.

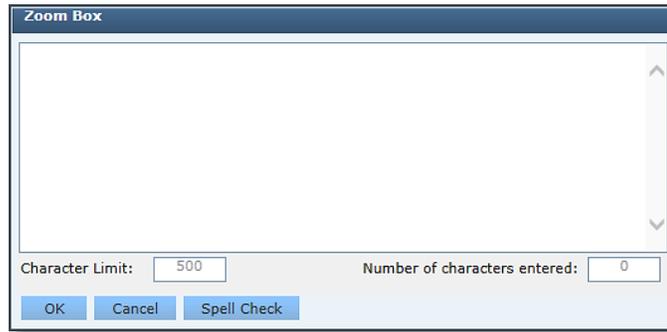
- a. *Date Completed:* This defaults to the Trip Date listed above but can be changed if the date is incorrect. For example: the request is made for 11:30pm however the Client is not released for transportation until after midnight.
- b. *Time Completed:* Enter the time that the trip was completed. Note: the time must be entered in 24-hour format. For example: 5:00 PM would be entered as 17:00.
- c. *Trip Status:* Select the status of the trip from the drop-down: *Completed – Pending Approval, Insurance Paid, or Partial Insurance Paid.*
 - i. If “Partial Insurance Paid” is selected, an additional field, *Unpaid Amount*, will appear and must be completed. Reimbursement for the difference can be requested up to the contracted limit.

This screenshot shows the Trip Status dropdown set to "Partial Insurance Paid". The Unpaid Amount field is highlighted with a red border, indicating it is a required field when this status is selected.

- d. *Cancel Date and Cancel Time:* If the trip was cancelled the date and time of cancellation will be entered here.

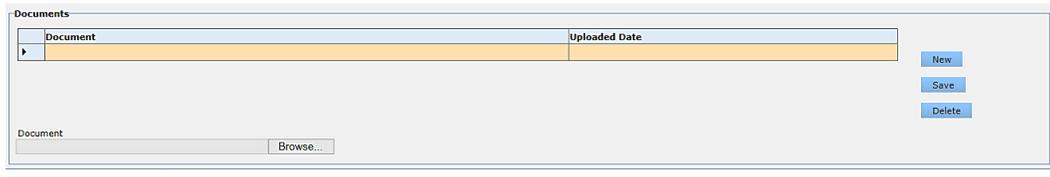
Tip: Cancelled Trips where the Transportation Provider has already dispatched an ambulance will still require action by the Provider. Requests with a status of “Cancelled – Dispatch Only” must still be viewed and submitted for approval. These Requests only require the Provider to click the **Submit for Approval** button.

- e. *Comments*: If necessary, comments regarding this trip may be entered here. A larger pop-up (zoombox) can be opened by clicking on the magnifying glass icon [] next to the *Comments* textbox.

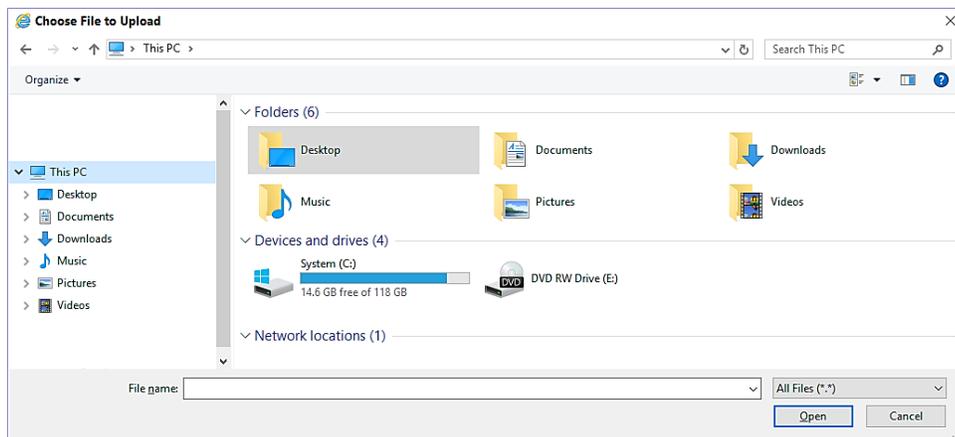


Enter the trip comments here. The zoombox will display the character limit and number of characters entered. Clicking **Spell Check** will open the Spell Checker tool. Click **OK** to close the zoombox. Clicking **Cancel** will close the zoombox without saving anything that was entered.

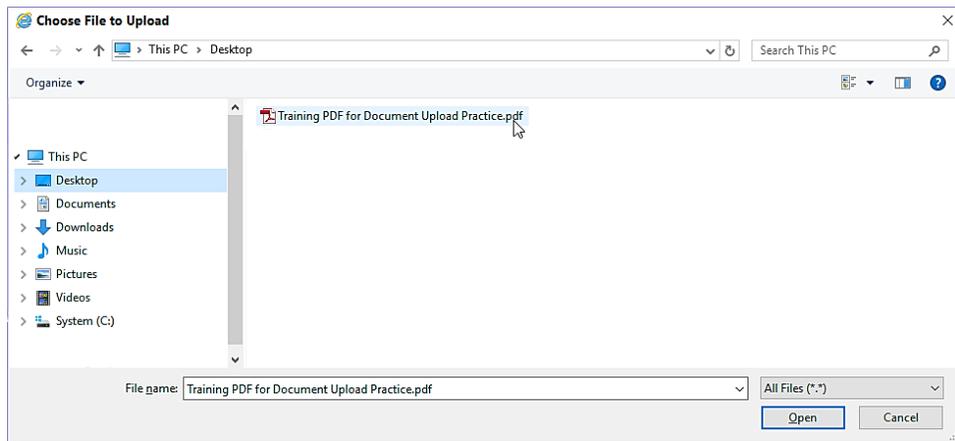
- 5. *Documents*: This section is used to upload supporting documentation for reimbursement and can include such items as invoices and proof of partial insurance payment.



- a. Click **New** to the right of the *Documents* grid to enable the **Browse...** button below the grid.
- b. Click the **Browse...** button to locate the desired file. The *Choose File to Upload* dialog box will open.



- c. Navigate to the desired file and click on the file to select it.



- d. Click **Open** to choose the selected file for upload.

Clicking **Cancel** will close the *Choose File to Upload* dialog box without selecting a file.

- e. Click **Save** to the right of the *Documents* grid to save the document to the grid.

- f. The document will now appear in the *Documents* grid with the document name and date of upload. To view a document, click on the name of the document in the grid. A separate window will appear with the document in it.

To delete a document, click on the document's line in the *Documents* grid and click the **Delete** button to the right of the grid.



6. Once the *Service Details* have been completed and all documents have been uploaded the screen is ready to be saved or submitted for approval.

If the trip was cancelled or insurance fully paid for the trip, click **Save** at the bottom of the screen.

If insurance partially paid for or did not pay for the trip at all, click **Submit for Approval** to submit to DHS for payment.

Clicking **Cancel** will navigate the user to the *Transportation* list screen. All unsaved information will be lost.

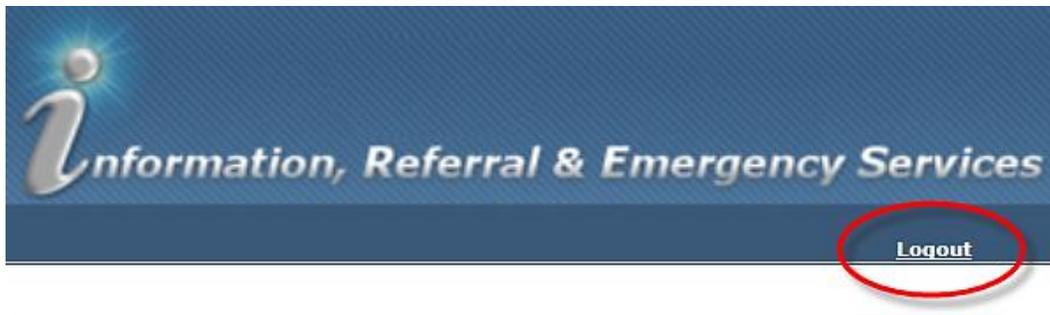
Quick Tips

Timing Out

- After 50 minutes of inactivity in the application, the user will be logged out. Note that this time limit drops to 20 minutes of inactivity once a Request has been brought into view.
- If the session has timed out, any unsaved information will be lost.
- Any action that causes the screen to refresh (such as saving or navigating to a different screen) will reset the time-out clock.

Logging out of the Application

- To log out, click the Logout link in the upper-right corner of the screen.



Technical Assistance

- For technical assistance, please contact the Allegheny County Service Desk at servicedesk@alleghenycounty.us or call 412-350-HELP (4357) and select option 2 for DHS.