ALIRTS User Guide

Facility Registration and Submission

ALIRTS is the Automated Licensing Information and Report Tracking System

ALIRTS User Guide

Registration and Report Submission

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This User Guide is designed to give you instructions on the use of the ALIRTS system and to describe some of the functionalities of the system.

Technical Support:

If you have questions connecting to the Internet or using your PC, consult with your facility's technical support or your ISP. If you have questions related to using ALIRTS, contact ALIRTS Technical Support at (916) 323-7685. Technical support services are available Monday through Friday from 8:00 am to 5:00 pm.

Minimum Computer System Requirements

To use ALIRTS, you must have a personal computer system that meets the following minimum requirements:

Processor: PC Pentium 133 Mhz CPU

Memory: 64 MB RAM

Modem: 28.8 KB

Operating System: Windows 95 or higher

Note: ALIRTS does not support the use of Macintosh computers.

Internet Browser: Internet Explorer (IE) 5.0 or higher

Note: Netscape will not work with ALIRTS for reports preparation.

AOL works with ALIRTS. Read note under Technical Support below.

Browser Security: 128-bit Encryption*

Minimum Screen Resolution: 800 x 600 minimum (1024 x 768 or higher recommended)

Email: Required for OSHPD ALIRTS Account Administrator, Alternate Contacts and report preparers

Internet service through an Internet Service Provider (ISP)

There are significant differences in online processing speeds. Speed may depend on the ISP one uses, the type of modem used in a PC (dialup being the slowest, commercial "broadband" being much faster), and PC computing power. This means that the time completing a report may vary. Check with your organization's technical support staff or the ISP that serves your facility for maximizing existing online performance.

*The browser security level required for ALIRTS is 128-bit encryption. If you are not sure your browser has 128-bit encryption, refer to the IE Upgrade instructions at the end of this guide.

Data Entry Rules

Do not press the **Enter** key after entering an amount. This will execute the highlighted button on a web page. Use the **Tab** key or click into another field.

Report amounts as whole numbers, e.g., for dollar (currency) amounts, do not include cents. DO NOT enter commas in any of the numerical or currency data fields. The ALIRTS application will generate critical errors if commas are inserted in numerical or currency amounts. To enter negative amounts, type a hyphen (-) to the left of number.

Blanks and zeros (0) are treated the same. This means that you do not need to enter a "zero" when the data in the field does not apply.

Drop-down boxes: You need to click the Down Arrow by the box to see if the choices apply to your facility. A choice must be selected in drop-down boxes.

You can use the **Backspace** or **Delete** keys to delete a field. Do not use the **Spacebar** to blank a field.

Save your report before you log off or turn off your computer.

ALIRTS will automatically log you out if no activity has occurred for 15 minutes. This is called a "session time-out". If a session time-out occurs, you will lose any data since you last saved the Report and you will need to login again.

ALIRTS HOME PAGE - description

The site address is https://alirts.oshpd.ca.gov/

The home page contains a navigation bar on the left side (gray background) and a Search box in the upper right hand corner that can be used to locate a specific facility.

The navigation bar in the left margin contains the links that allow you to use the application. A description of each of those four links follows:

ALIRTS Home: This link appears on all ALIRTS pages, its primary use to return you to Home if you are elsewhere in ALIRTS.

Login: Click here to access your facility's account and perform primary functions under ALIRTS including submitting report data, changing passwords, adding new users to the account, etc.

Once the user is logged the option changes to Log-out. Logout will take the user back to the ALIRTS Home Page.

Advanced Search: This is an alternative to the search box in the upper right hand corner. It is a more flexible search engine and allows the user to search for a facility using multiple parameters instead of just one.

A search may produce a single facility or multiple facilities depending on the search parameters. If there are multiple results click on the facility name that you wish to enter data on

LFIS Home: This link is for the Licensed Facility Information System (LFIS). LFIS displays licensing information about California's hospitals, long-term care facilities, primary care and specialty clinics, home health agencies and hospices. Please note LFIS is a new system and some fields may be blank because the data to be displayed has not yet been entered.

Once you are logged in two additional links appear.

Submit / View Report: You can prepare, validate, submit, and revise your Annual Utilization Reports online. Additionally, you can view reports submitted by other facilities.

Administration Home: In this part of the ALIRTS system, you can perform such administrative tasks as changing your own password and locating other ALIRTS users within your facility through the User Search/Edit function.

LOGGING IN TO START A REPORT (or open an existing report)

1. Launch Internet Explorer (IE).

2. Type https://alirts.oshpd.ca.gov in your browser Address Box. Press Enter. This step will direct you to the ALIRTS Home Page.

3. At the **ALIRTS Home Page**, click on **Login (**This will take you to the ALIRTS login page – step.)

   Note: On some PCs, a Security Alert box will appear stating that you are about to view pages over a secure connection. Click on **OK**. You can disable this warning by clicking in the provided box.

4. Enter your Login ID and press the **Tab** key.

5. Enter your Password.

   Note: Passwords are case sensitive. If this is a first-time login, ALIRTS will redirect you to a screen where you must register the account by filling out an OSHPD ALIRTS Account Administrator (OAAA) profile. As part of this process you will have to create a new password. Type in your new password and confirm by re-typing the same password in the field below.

   Passwords must be a minimum of 8 characters and a maximum 20 characters, with no special characters. Passwords must have at least one letter and one number.

   For more information on changing passwords, see **Password Changing Process** in Chapter 3 of the Guide.

6. Click **OK**.

7. You are now logged in.

   Note: If new password was accepted, the message, "Update Successful" appears on the bottom left-hand side of the screen.

8. Go to the ALIRTS Home Page. To confirm that you have successfully logged in, your login ID will appear (in red) at the top of the left navigation bar.

Starting the Annual Utilization Report

9. Locate your facility. Use the facility search field at the top of the ALIRTS Home page (or use the Advanced Search function). You can search for a facility using any of the following parameters:
    a. OSHPD Facility ID Number
    b. Full name (or partial name) of your facility
    c. License Number
10. At the ALIRTS Licensed Facility Search Results screen, locate the facility for which you wish to start a report (there could be one or more facilities listed based on the search parameters). Go to the Action box and click on View Reports.

11. On the Utilization Reports Search screen go to the Report Year cell in the middle of the page, click on the drop down box and choose the appropriate year

    (The name of the facility and the OSHPD ID number will be displayed at the top of the screen).

12. Click on "New Report" - ALIRTS will take you to Section 1 of the report and you can begin entering data.

    Note: If a report for the year indicated already exists, ALIRTS will give the following warning:

    ERROR! A New Report is not allowed if a full year report already exists for selected Facility and Year!

Completing the Report

13. The Report can be completed or you have the option of saving a partial report and exiting the report then coming back in later to complete it.

    Note: For instructions on filling out the Report please refer to the report Instructions. You can access the Instructions and a Glossary of Terms by clicking the link on the top right link of each Report Section.

    You may validate each section of the report but it is not mandatory. However, you must validate the entire report before it can be submitted.

    The validate button automatically saves data. If you wish to leave ALIRTS you may either validate or save the Section.

Validating the Report (Errors and Warnings)

14. After all of the data is entered on the report click on "Validate & Save" at the bottom of the screen (just below the Errors & Warnings section). Correct all of the fatal errors and provide an explanation for all of the warnings.

    You must validate the Annual Utilization Report before you can submit it to OSHPD. The validation process applies the edits to the data and will display any edit failures in the Errors & Warnings section.

    ALIRTS allows you to validate each section individually OR the entire report as a whole. However you will have to validate the entire report before you can

submit it. If you choose to validate one section any edit failures that display at the bottom of the screen are just for that one section only.

If there were no errors or warnings for the Section you last validated, the bottom of the page will be blank.

The column labeled "Error Message" includes the section-line-column reference in the Annual Utilization Report and the reason why the data failed the edit. ALIRTS assigns a level of severity for each kind of error, 'fatal' or 'confirm & explain'. Fatal errors require you to change the data in some way. The 'confirm & explain' errors

Submitting the Report

16. After the entire report has been validated click on Submit. This will take you to the Certification screen.

Certification Page

17. After you click on Submit (step 16) you will be taken to the certification page. The Report must be certified by the logged-in report preparer before ALIRTS will transmit the data to OSHPD. Click on **OK.**

    ALIRTS will display a confirmation that the report was transmitted to OSHPD (there is a print option at the bottom of the page if you wish to make a copy of the confirmation for your records). It will also send an e-mail to the facility administrator indicating that the Report has been sent.

    Clicking on **Close** will return you to the **Utilization Home Page**.

    This completes the Annual Utilization Report submission process.

Revising a Previously Submitted Report

Locate the facility using either the search box at the top right of the home screen or the advanced search screen.

At the ALIRTS Licensed Facility Search Results screen choose the facility and click on View Reports.

At the Utilization Report Search screen choose the report you wish to revise and click on open in the action box.

Note: If your facility already has a revision "in process" you cannot begin another revision. You must either **Open** or **Delete** the Report that is "In Process".

The report will display with all of the previously submitted data filled in. Change the data elements that you wish.

Validate the revised report (just like the original).

Submit the revision (again the process is the same as submitting the original).

Functions and Links

Instructions: ALIRTS has on-line instructions for each section of the report. The link that will take you to the instructions is located in the upper-right corner of each report section. Once opened, you can scroll up or down through the complete set of instructions.

Actions at the bottom of each Section and their purpose

At the end of each section of the report there are four (4) Basic Functions. They are save, calculate, validate section, and cancel. There is an additional submit function at the end of the report.

Save: This function will save all data entered, but does not apply any of the edits. A Message Box will appear to confirm that information has been saved. Click on **OK** to close the window.

Calc: Performs all arithmetic operations in the section (primarily table totals).

Validate [Section x]: This function will execute all of the programmed edits for just that particular section and will also **Save** the report at that point. A Message Box will appear to confirm that validation was performed. Any edit failures will be listed at the bottom of the screen.

Validate (Report): This function executes all of the programmed edits for the report as a whole, including those edits that check data between sections. (The section validation only executes edits that are internal to that specific section.)

Cancel: discards any data entries after the last "save" and takes you out of the report to the Utilization Report Search screen.

Submit [option occurs only at the very end of the report]:

This function validates all sections of the report and transmits the data to OSHPD. Note ALIRTS will not allow a report to be submitted until the report as a whole is validated and all errors have been corrected. It will display a warning if the attempted submittal is not successful. A "Certification" screen follows it where the report preparer must certify that the submitted data is accurate.

Report Actions on the Utilization Report Search screen:

Open: Process reports – this function displays the report and allows you to continue to enter data on any section.

Submitted Original or Submitted Revised – the open function creates a working copy of the submitted report and allows the user to revise any data that needs to be corrected. Note: If a "Submitted Revised" report exists you cannot open the Original Submitted report.

View: This action displays a read only version of any report listed on the table. In this mode you cannot enter any data.

If you want to print a copy of the View version, use your browser's Print command.

Options at the bottom of the report

Save: Creates a saved version of the Report to ALIRTS.

Calc: Performs all mathematical computations on the report.

Validate & Save: ALIRTS applies all of the system edits to the data and lists any errors for the report as a whole. The data is automatically saved at this point. Any fatal errors must be corrected and all you must provide an explanation for all of the explain errors accepts.

Submit: If all errors have been resolved the report preparer can transmit the report to OSHPD by clicking on this button. (Note: if the report is valid you will be taken to another screen to certify the data).

Close: If you are finished with the entry process for the day or you are reasonably sure you have completed the Report, you may click this button. You must either Save or Validate your report before you close to assure the most recent data entries are not lost.

Delete: To permanently erase a Report – this function will only work on an "in-process" report, not a submitted report. It is irreversible once done.

UTILITIES AND OTHER FUNCTIONS

Printing a Report (while logged in)

Click on **File** and **Print** from the browser's menu bar, or the browser's print button.

Note: Depending on your PC's resolution settings and printer setup, you may need to print in landscape in order to capture the entire screen. Contact your facility's technical support for assistance in this area, or use the **View Report** function described below.

Viewing Another Facility's Report

ALIRTS allows the general public to view any submitted Annual Utilization Report. To view another facility's report use the search function (top of Home page) or the Advanced Search option in the navigation section (left side of page).

Enter either the OSHPD ID or the Facility name (partial name will do).

At the ALIRTS Licensed Facility Search Results screen, find the facility you want, go to the Action box and click on View Reports.

At the Utilization Report Search screen locate the report you want, go to the Action box and click on View.

Changing Your Login ID and Password

Login IDs do not have to be changed. Password changes are mandatory if you are an OAAA using a password provided by OSHPD or a Facility User using a password provided by your OAAA. In both cases, the first time you log into ALIRTS, you will be prompted to change the assigned password.

Follow these steps to change your **password** at a later date:

1. Login to ALIRTS

2. From the **ALIRTS Home Page (Logged In)**, click **Administration Home**.

3. From the **Administration Home Page**, click on **Change Password**.

4. Enter your new password in the "Password" field and then re-enter it in the "Retype Password" field.

Login ID: At the Change Password screen shade over the existing login id and enter the new one and click on OK. You can do this individually or at the time you change the password.

Rules for Login IDs and Passwords:

Both must be unique, i.e., no other employee can have same Login ID or password as you.

The Login ID is NOT case sensitive and may consist of any combination of alpha and numeric characters. A Login ID must contain a minimum of 6 characters and a maximum of 20 characters, and may consist of only alpha or numeric characters. For example, "maryannsmith" is acceptable.

Passwords must be a minimum of 8 characters and a maximum of 20 characters – no special characters (#, %, &, *, etc.) can be used.

The password is case sensitive and requires at least ONE alpha and ONE numeric character. For example, "msmith12" and "1234567a" are valid, but "maryannsmith" is invalid.

Passwords become disabled after THREE login failures. An incorrect Login ID or Password is considered a failure. If this happens and you are authorized as a Facility User, contact the facility OAAA to reactivate your Password. If you are the OAAA, you must contact ALIRTS Technical Support at (916) 323-7685 for assistance.

Adding Another Facility to Your ALIRTS Account

The OAAA can add another facility to the ALIRTS Account both during the initial registration process or later if necessary. To add another facility to your ALIRTS Account requires that you have the facility's unique Login ID and the password that is provided by OSHPD. If you do not have these, contact ALIRTS Technical Support at (916) 323-7685 for assistance.

You can only add a facility to an existing account if that facility is not registered. If there are two registered facilities and you wish to combine them into one account you will have to call OSHPD Technical Support – (916) 323-7685

1. Login to ALIRTS.
2. From the **ALIRTS Home Page (Logged In),** click on **Administration Home**.
3. From the **Administration Home Page**, click on **User Search/ Edit**.
4. At the **ALIRTS User Search** screen click on the OAAA name.
5. At the **ALIRTS User Edit** screen insert the Login ID and Password of the facility you wish to add to the account at the bottom of the screen.
6. Click on Add Facility.
7. Click on **Save** (ALIRTS will display an Update Successful message).
8. Click on Close to return to the Administration Home Page.

Adding Report Preparers / Updating User profile

Follow the steps below to add another user to an OAAA account. There can be multiple users under each OAAA account

1. Login to ALIRTS.
2. From the **ALIRTS Home Page (Logged In),** click on **Administration Home**.
3. From the **Administration Home Page**, click on **User Search/ Edit**.
4. At the **ALIRTS User Search** screen click on Add User.
5. At the ALIRTS User Edit screen fill out the profile for the new user. If you wish to change the profile, type over the data element you wish to change.
6. Check the boxes for the facilities he/she will be active for.
7. Click on Save (ALIRTS will display an Update Successful message).

Report Status Types:

In Process: An Annual Utilization Report that has been started but not completed and submitted to OSHPD. The data that has been entered is saved. This is the "working copy" of your Report that should be accessed prior to official submission.

Original Submitted: The initial version of the Annual Utilization Report as submitted to OSHPD.

Revised Submitted: A second (or subsequent version) of the "original submitted" report, typically submitted to correct an error on the original. There is no limit on the number of revisions that can be submitted, but only the most recent version is saved in ALIRTS.

Appendix A

F A Q's

Frequently Asked Questions

After all necessary registration and login steps have been accomplished; the OAAA or designated report preparer is directed to Page 1 of the Report. Here are answers to Frequently Asked Questions (FAQ):

Q1 ."On Page 1, ALIRTS has already pre-filled many of the information fields. How can I change the information if it is wrong or outdated?

A. It depends on the error. Material changes (the number of licensed beds, the legal entity name, etc) cannot be done on the ALIRTS web site. The source of this data is the license issued by the Department of Health Services. You will have to contact DHS and have the license changed.

If the data on ALIRTS does not match your current license call the Tech Support line (916) 323-7685 and inform them of the problem. This is also true for minor errors such as typos.

Q2. "Sometimes ALIRTS seems to take longer to input than other times. What could be the problem?"

A. Like all web applications the ALIRTS response time is based on your the PC's processing power and your Internet Service connection. Faster connection types like cable, DSL, and T-1 can be much faster than a dial-up connection. The response times will vary even with the best connections due to the overall traffic on the Internet.

Q3."Should I print the registration certification?"

A. This is entirely up to the OAAA. There is no requirement to do so.

Q4. "What are the formatting rules for entering dates?"

A. Let's use June 25, 2002, as an example:

- Acceptable: 6/25/02
- Acceptable: 6/25/02
- Acceptable: 6/25/02
- Not Acceptable: 6/25/02
- Not Acceptable: 6/25/02

Q5."What are the format rules for entering telephone numbers?"

A. Using (213) 555-5555 as an example:

- Acceptable: 2135555555
- Acceptable: 213-555-5555

Q6. “I was entering data on Section Two and had to attend to other duties. When I came back in about half-hour and typed something in the form, a message came up that said I had to login again because of a Session Time-out. What is that ? I lost Section 1 and Section 2 data I had typed.”

A. Session time-outs are a security feature. Once logged into ALIRTS, the system detects if there is no activity for 15 minutes and logs the user off at that point. This is known as a session time-out.

Q7. “What do I do if the particular data element doesn’t apply to my facility?”

A. It is not necessary to type in a Zero “0” when the requested information in specific fields does not apply to your facility or there is no utilization or financial data to report.

Q8. “Do I have to make a selection in the various “Drop Down” boxes in the Report? How about having to mark a checkmark in others?”

A. You are required to answer the drop-down boxes by selecting one of the choices.

Q9. “Regarding inserting checkmarks: Usually the report question comments will advise you to follow-through and do a checkmark, depending how you answered a prior part of the same question. Try the question again and if you’re still not sure, check the Report Instructions (Click the link on top right of your screen when you’re logged in and in the Report Section in question).”

Q10. “Will OSHPD still produce the downloadable data files that contain utilization and financial reported data?”

A. The State Utilization Data File

Q11. “My second question I want to look at the reports of several facilities in my area. Since this will be public information, is there a way for me to produce a list of facilities that includes for example, number of visits, patients, gross revenue, and poverty level? Which ALIRTS search functions have this capability?”

A. Short answer to first question is: Yes! Look for the downloadable CSV or text-based data file in the OSHPD web page about one month after facilities have submitted the Report.

The second question: Not yet. We are looking to expand and have ALIRTS generate automatic facility lists. Stay tuned in by visiting the OSHPD web page for “What’s New” items.

Q16. “What kind of copies can I get through ALIRTS? I want to get a copy of the annual utilization report for three facilities.”

A. Presumably, you are referring to three facilities not related (associated) with your own. You do not need to Log-out completely from ALIRTS as a facility user (OAAA, Report Preparer) and simply access ALIRTS without logins or passwords. You’ll be accessing ALIRTS as a General Public user. You’ll be able to search for the facilities desired and make appropriate copies of their available submitted reports.

Appendix B

Glossary of terms for the ALIRTS Navigation and Electronic Filing

Alternate Contact. A facility employee who is designated by the OAAA as his/her alternate to receive ALIRTS-related e-mail and regular mail from OSHPD. The Alternate does not automatically have rights to access or submit the utilization report. The OAAA can designate the Alternate Contact as a Report Preparer. The OAAA will have to fill out a separate Report Preparer profile.

Browser
Software application that allows PC users to access the Internet and web pages of the World Wide Web e.g. Internet Explorer, Netscape, Opera).

Encryption
Transforming data into a special code to prevent unauthorized viewing. This is done through the browser -- Internet Explorer (IE). The browser encryption level required for ALIRTS is Cipher Strength of 128-bit.

Users can check their encryption level by clicking Help on the IE toolbar. Choose the option "About Internet Explorer". A box will appear showing the cipher strength and directions on how to upgrade if it is not 128-bit.

Errors and Warnings
Messages generated by ALIRTS that advise the report preparer of errors related to the entered and validated data in a section or of the full Report if full Report validation was ordered. Errors and warnings may involve arithmetic discrepancies or the type of data entered in relation to known license information. A non-critical to critical-fatal hierarchy (flags) is used by ALIRTS to issue warnings. Instructions on correcting data and removing errors and warnings are in the ALIRTS messages the application generates after any validation (see types of errors and warnings in Glossary).

> **Fatal Error**
> An ALIRTS validation message (flag) that advises the report preparer that data entered contains a discrepancy that must be corrected. ALIRTS will reject the submission of any Report containing fatal errors. Instructions on correcting data and removing the cause of the fatal error are included in the ALIRTS message
>
> **Warning Error**
> An error that falls outside the parameters of what is normally expected. The report preparer is required to confirm the number entered and provide a brief explanation for the value entered.

ISP (Internet Service Provider)
A telecommunications organization that provides the connection to the Internet (i.e. Earthlink, AOL, SBC DSL-Yahoo). The usual connections are dial-up modem, DSL, broadband, or satellite.

LFIS Licensed Facility Information system (LFIS). The LFIS is a sub-system of ALIRTS that contains the licensing information on the health facility. The source of the data is the Department of Health Services.

Login ID
The pseudonym used as a identifier by all web based applications. In ALIRTS Login Ids must be unique. The rules for Login ID's in ALIRTS are as follows:

- Login ID cannot be the same as the Password.

- Must contain 6– 20 characters.
- Can contain special characters (e.g. #, $, &)
- Login ID's are not case sensitive (i.e., "A" is the same as "a".)
- Can be **any** combination of letters and numbers. (i.e. "msmith12 or "maryannsmith" is acceptable)
- Must contain **at least** one letter and one number (i.e. "msmith12 but not "maryannsmith")

OAAA (OSHPD ALIRTS Account Administrator). The OAAA is the person at the facility level who will have the responsibility for administering and maintaining user accounts as well as submitting the annual utilization report. Other functions include: account security, designating a contact backup (Alternate Contact), assigning password to facility report preparers

Report Preparer General term for any facility employee or contracted third person, who is registered through ALIRTS and authorized by the facility to complete, submit, or revise data for the annual utilization report. The facility's OAAA is responsible for assuring that the Report Preparer(s) meet all the security and report requirements for ALIRTS reporting.

Search Results Page The results from a facility search conducted from any of the three common menus: the search box located in the upper right corner of ALIRTS Home Page; or the Advanced Search link located in the left-hand navigational bar; or in Utilization home page – in the search box located at the bottom of the page. The Results Page contains the five following column headings

- Report Year: Calendar year of the report searched.

- Operations Year Start: The first day in the calendar year that the facility was open, licensed, and operational.

- Operations Year End: The last day in the calendar year that the facility was open, licensed, and operational.

- Status: The stage the report is in (e.g., inprocess, submitted, etc.)

- Action: The possible actions the user may take relative to the report's stage (filing status. More instructions on the "action" items are found in step number 9 below.)

Session Time-out
A feature that automatically logs-off the user after 15 minutes of inactivity.

User Groups ALIRTS establishes three categories of users and are referred in the User Guide:
- **OAAA** is the acronym for OSHPD ALIRTS Account Administrator.
- **Report Preparer** is general term for any facility employee who is registered through the OAAA and authorized to complete, submit, and revise the ALIRTS reports on behalf of the facility. Also known as a Facility User.
- **Alternate Contact** A facility employee who is designated by the OAAA as his/her alternate to receive ALIRTS-related e-mail and regular mail from OSHPD. The Alternate does not have rights to submit the utilization report. This person can be designated as a Report Preparer but must be separately registered as such by the OAAA.