iMPROve Health IDR Portal
Texas Facility Instructions

Section 1: Getting Started

Key
❌ Cancel
✅ Save
➖ Remove
➕ Add
📷 Upload
🔍 Search
📄 Clear
⊞ Home

1.1 Signing Up
(Skip this section if you already have a **user name and password** and go to Section 2.1.)

In order to use the SFFlexSuite® Web iMPROve Health IDR Portal, you need to create an account. To do so, click on the **sign up link** in the upper right corner of the portal page.


You will see a form to enter your required information:
- Enter your email address. This will be your login name.
- Create a password. It must be at least six characters long and contain one capital letter, one lowercase letter, and one number.

In order to complete the sign up, you must view and agree to the terms of the disclaimer. It can be viewed by clicking on the link.

To reset your password, click on **Forgot My Password**, and enter your email address.
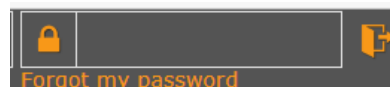
1.2 Requesting Access to a Facility Group

To use the portal, you need to be in a user group. For a facility user, you will be joining the iMPROve Health facility group. To request access to this group, click on the **add button** in the iMPROve Health facility group row. Once access is requested, you can submit a case for up to 72 hours until permanent access is granted.

1.3 Facility Pop-up Window

HELPFUL HINT!

You'll be given temporary access for 72 hours.

You are able to submit your dispute while waiting for permanent access.

To find if your facility is in our system, you will need to enter your facility's Federal OR State ID number.

- Pick Federal OR State ID from the drop-down menu
- Enter your Federal OR State ID number into the field
- Re-enter your Federal OR State ID number into the field
- Click **Save**.

NOTE: Saving may take a while. Do not close out of the window until your information has been saved.

If your facility already exists in the portal, you will be added as a contact for that facility.

If you successfully associated yourself with the facility, skip to **Section 2, Creating a Case**.

If your facility cannot be found, please try to enter the other ID type. If you first tried your Federal ID, please try your State ID, and vice versa.

NOTE: Contact iMPROve Health IDR staff members Aris Rhodes-Bond at 248-465-7405, or Charlene Kawchak-Belitsky at 248-465-1038 with any questions.

1.4 Case Pop-up Window

After associating with a facility, you will be asked if you wish to create a new case. If you are ready to create a new case, click **OK** in the two pop-up windows.
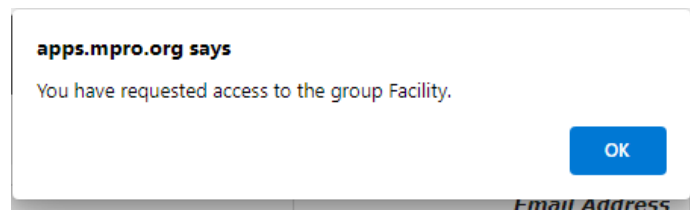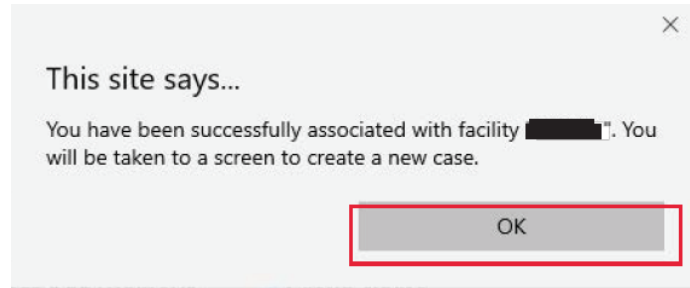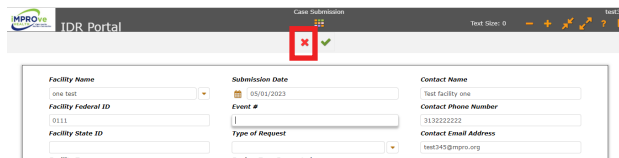
Section 2: Accessing a Case

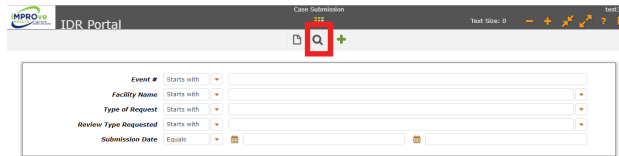Click on **case submission** to add to an already started case.

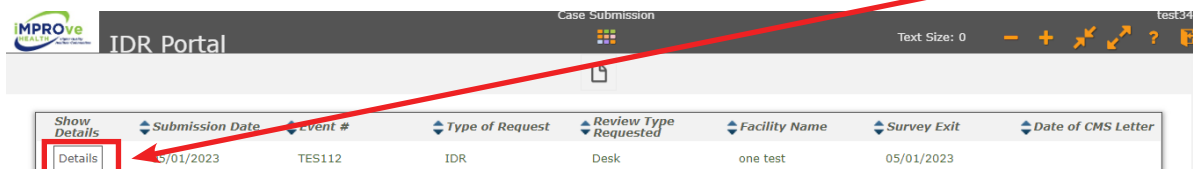## 2.1 Adding to an Already Started Case

To modify a case that has already been started, click on **case submission**. Click on the **Red X** on the toolbar to be taken to the search form.

Then, on the Search Form, click the **search button**.
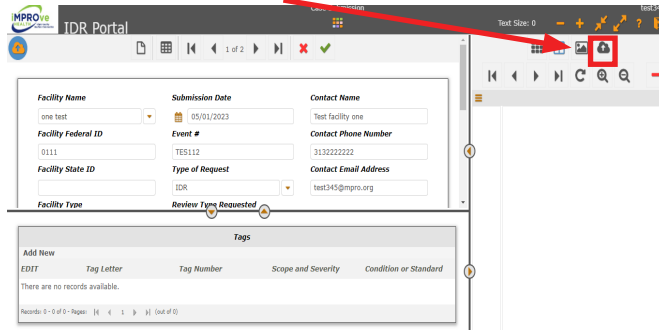

If the case has already been created, you should see a grid containing the case. Click **Details** on the left side of the page to open the case.

You are now ready to add to this case.

To add documents, click the **upload button** on the right side of the screen.

A window will appear allowing you to select your files. Either drag the files into the space at the top of the window, or browse for files to upload. Once you have selected your documents to upload, click **upload file** to upload them. You can upload up to ten documents at one time. **Please do not upload zipped files.**
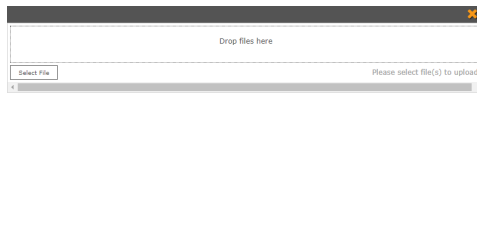
After uploading your document, a pop-up message will appear asking if you're finished with the case:

Key

❌	Cancel
✅	Save
➖	Remove
➕	Add
📷	Upload
🔍	Search
📄	Clear
▦	Home
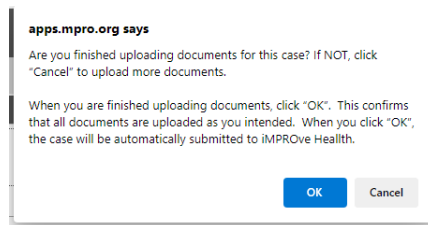
If you have uploaded all documents relating to the case and have added all of the tags, click "**OK**" to submit the case to iMPROve Health for review. After submitting, another pop-up window will appear indicating your case has been successfully submitted.

Once you have submitted the case to iMPROve Health, you can no longer upload documents. You will also receive a confirmation email that your case has been successfully submitted and the number of files uploaded.

NOTE: If you do not receive this email or the number of files uploaded is wrong, contact the iMPROve Health IDR staff.

Section 3: Facility Management

3.1 Managing the Facility

To make changes to the facility information, use the **facility management application** located in the IDR tab.
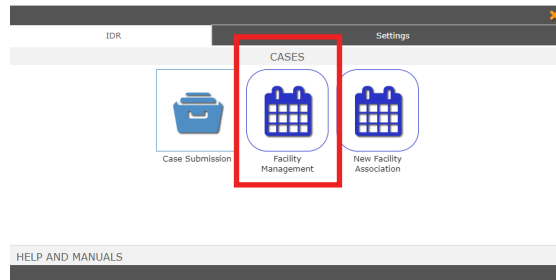

NOTE: To navigate between tabs (IDR and setting) and applications, click on the **Home button** at the top center of the screen to display the home screen.

If you need to change your contact information, see **Section 4.2, User Profile**. If a contact needs to be removed to make room for a new one, contact the iMPROve Health IDR staff.

Section 4: New Facility Association

In this application, you will be able to associate with another facility. This is applicable only for users submitting cases for more than one facility, e.g., Corporate or Regional Directors.
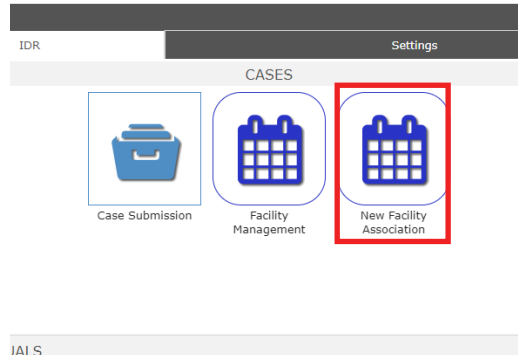

4.1 Associating with a New Facility

To associate to another facility, you will need to enter your facility's Federal OR State ID number and click the **Search** button.

If your facility already exists in the portal, you will be redirected to a screen to add contact information.
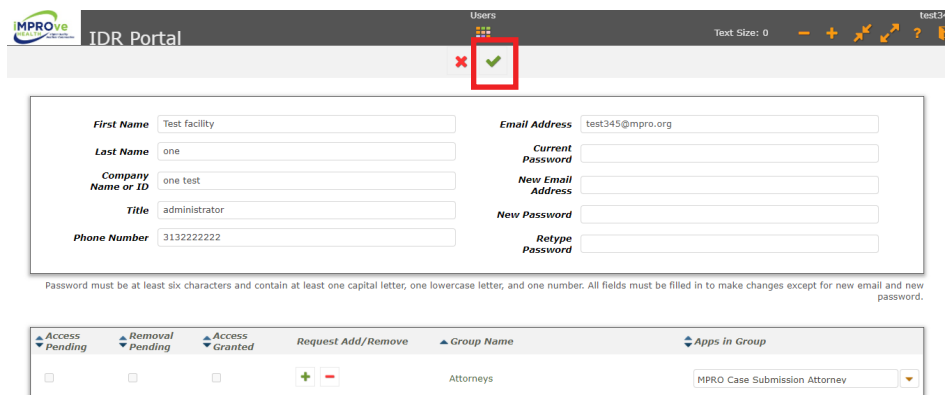
Update contact information then click the **Save** button. Now you can submit a case for this facility. See **Section 2** for instructions on creating a case.

4.2 User Profile

Your user profile, located on the settings tab, is where you will make changes to your basic contact information. You can also change your email address and password here.
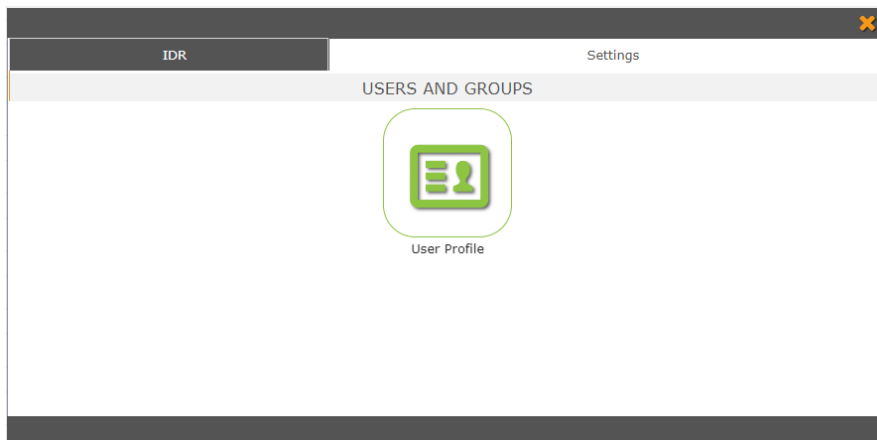
To make any changes, you must fill in your current password before saving. To change your password, fill in the new password box and retype it in the field below. A password must contain at least one capital letter, one lowercase letter, one number and be at least six characters long. Click the **Save** button.

If you wish to change your email address, fill in the new email address box. Click the **Save** button. You will need to log out and log back in once you do this to continue using the portal.

If you have any questions, contact iMPROve Health IDR staff:
- Aris Rhodes-Bond, 248-465-7405
- Charlene Kawchak-Belitsky, 248-465-1038