

FAQ – FREQUENTLY ASKED QUESTIONS

AUTHENTICATION

1. I don't know what information to use to complete the form.

Please consult your program documentation to gather the three items required: Tax ID Number, Vendor Number, and Service Code. Only programs that have received ABX funding are required to participate in the survey.

If you still need assistance, please send an email to abxsurveyhelpdesk@oigcompliancenow.com, and tell us your vendor name. DO NOT SEND YOUR TAX ID NUMBER IN THE EMAIL. We will try to look up your information and contact you with instructions.

2. My authentication has failed. I have completed the form to look like the sample below. What should I do?

Your form should look like this:

Tax ID Number:	<input type="text" value="123456789"/>
Vendor Number:	<input type="text" value="H00000"/>
Service Code:	<input type="text" value="123"/>

Please make sure you are using one of your valid Tax ID numbers for a program that has received ABX funding. Only those programs are required to participate in the survey. Your Tax ID must be 9 digits. Your vendor number must be 6 digits, and your service code must be 3 digits. Please review your program documentation to confirm this information. If authentication still fails, please send an email to abxsurveyhelpdesk@oigcompliancenow.com.

3. What if I have more than one Tax ID Number? How do I authenticate?

You must complete the authentication step multiple times, **once for each Tax ID Number**. Be sure to use the matching information for the program, meaning, the Tax ID Number, Vendor Number and Service Code should be associated together. For example:

First program:

Tax ID Number = 123456789
Vendor # = h12345
Service Code = 915

Second program:

Tax ID Number = 987654321
Vendor # = V54321
Service Code = 845

**OIG COMPLIANCE NOW, LLC
ABX2-1 SERVICE PROVIDER PORTAL
USER MANUAL**

4. I have multiple programs under a single Tax ID Number. Do I need to authenticate each program?

No, if you have only one Tax ID Number, but multiple vendor numbers associated with that Tax ID Number, you only need to complete the authentication process a **SINGLE time**. All of your surveys will be found together in one survey portal account.

5. I have one vendor number, but multiple service sub-codes. What happens in this case?

You are only required to complete one authentication step. You will complete ONE SURVEY per vendor number, regardless of the number of sub-codes.

REGISTRATION

1. What email address do I use to register?

Please use the email address that you have on file with the Regional Center. It should be the email address that is associated with your program. If you have not provided an email address to the Regional Center, please use an email that can be used to contact you about the completion of your survey.

2. What if I have more than one program and have to register multiple times? What email address do I use for each registration?

You can use the **SAME EMAIL ADDRESS** for each Registration process. HOWEVER, you must choose a **DIFFERENT PASSWORD** for each registration. Please write down and remember which password you have used for each survey account. You will be unable to reset your passwords yourself.

3. How do I select a password?

A secure password is required, and has the following format:

- At least 8 characters in length
- At least 1 capital letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 symbol (note: you **cannot use the # sign** as your symbol)

Do not use a basic word like “test” or “password” or your name. The password will be more secure if you use a mixed format like this: Ynrwh67&

Make sure both the Password and Confirm Password fields have matching information.

4. What if I have forgotten my password?

You will not be able to reset your password yourself. Please send an email to abxsurveyhelpdesk@oigcompliancencow.com. Tell us your Vendor Number and email address that you used to Register. Please **DO NOT** send your Tax ID Number in your email.

LOGIN

1. How do I login to complete the survey?

After you complete the registration process, you can use your email address (this is your username) and the password that you selected to login to your survey account.

The login page is here: <https://www.evoconportal.com/CADDS/login.php>

For your convenience, you can also login and complete the survey on your smart phone or tablet.

2. The system has logged me out. What happened?

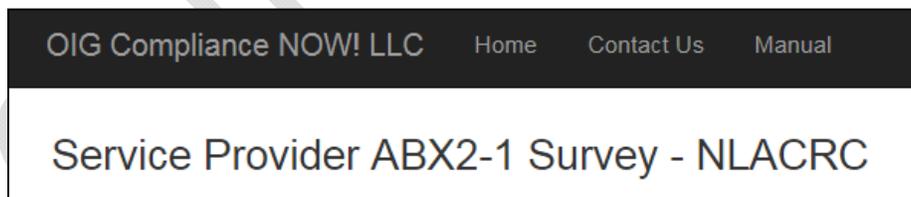
The system will log you out of your account after 30 minutes if you do not save your information during that time. Please press the green SAVE INFORMATION button at least once every 30 minutes. If you are logged out, please return to the login page and login again.

3. What if I have forgotten my password?

You will not be able to reset your password yourself. Please send an email to abxsurveyhelpdesk@oigcompliancenow.com. Tell us your Vendor Number and email address that you used to Register. Please DO NOT send your Tax ID Number in your email.

4. Now that I am logged in, what is the next step?

You will begin to complete your survey(s). You can get more instructions from the manual which is located in the survey portal. Click on the MANUAL link in the tool bar here:



COMPLETING THE SURVEY

1. I don't see all my surveys on the Home page. Some are missing.

The surveys that are showing are the ones that are linked to the Tax ID number that you completed during your authentication process. If some are missing, please send an email to abxsurveyhelpdesk@oigcompliancenow.com. Tell us what Vendor Numbers should be linked together. Please do NOT send your Tax ID in your email message.

**OIG COMPLIANCE NOW, LLC
ABX2-1 SERVICE PROVIDER PORTAL
USER MANUAL**

2. Some of the programs on my Home page did not receive ABX funding. What do I do?

During survey completion, you will be able to indicate that no funding was received in this section:

No ABX2-1 Rate Increase Payment

i By checking one of the boxes below, I certify that no payment was received from the regional center related to the ABX2-1 Rate Increase.

1. No payment received

2. No authorizations

Other (please describe in text box below)

Other

3. One of the programs on my Home page are no longer active. What do I do?

Even if the program is no longer active, you must complete the survey for the program because you have received ABX funding. Also, please contact your vendoring Regional Center to inactivate the program.

4. I am unsure how to use the Expand button and information in the table.

This information is provided as an ESTIMATE of monies that have been received by your program from one or more Regional Centers. It is for INFORMATIONAL USE only and is not needed to complete your survey. Please do not contact the Regional Center.

Total Estimated ABX2-1 Annual Payment Amount x

FOR INFORMATIONAL USE ONLY – NO ACTION IS REQUIRED

i The total estimated ABX2-1 annual payment amount by regional center, reported below, is provided as information to our service providers. The total actual annual amount of the ABX2-1 payments received by service providers may vary based on the actual documented payment records of the regional center.

Regional Center Name	Total Estimated Direct Annual Payment Amount [11.25 %]	Total Estimated Admin Annual Payment Amount [0.00 %]	Total Estimated Direct & Admin Annual Payment Amount
ALTA CALIFORNIA REGIONAL	\$190.13	\$0	\$274.63
Total Estimated Payment	\$190.13	\$0	\$274.63

5. How can I display the survey in another language?

Use the drop down at the top of the survey page to select the language you desire. The survey fields will display in that language?

6. Can I complete the survey in another language?

No, you must complete the survey in English.

OIG COMPLIANCE NOW, LLC
ABX2-1 SERVICE PROVIDER PORTAL
USER MANUAL

7. What if my Vendor Contact information that is displayed is not correct?

You can edit this information. The Regional Center will be notified of any changes and may contact you to discuss.

8. What if I do not have any data for March 2017? What do I use for the Reporting Month and Year?

You can use any month starting in July 2016, up through the time you complete the survey. Select the desired date using the drop down menu.

9. How do I save my form?

Click on the green button for SAVE INFORMATION in the bottom right corner of the screen.

10. How long do I have to complete the survey after I am logged in?

The system will log you out of your account after 30 minutes if you do not save your information during that time. Please press the green SAVE INFORMATION button at least once every 30 minutes. If you are logged out, please return to the Login page and login again.

11. What is the deadline for completing my survey(s)?

The deadline is October 1, 2017. Any provider who received rate increases that does not complete and return this survey by October 1, 2017, will forfeit the rate increases.

12. I am confused about where to get the information to answer the questions about number of staff and wage information.

We recommend that you use your Human Resources and payroll systems to gather this information. You must include data for staff during the service month even if those staff are no longer working in your organization. Please contact your vendoring Regional Center if you have additional questions.

13. How do I enter my answers for Questions 10 and 11? They seem to be blank.

You must click on the [+] link to expand these questions to view the answer choices:

10. Provide the type of salary or benefit increases provided to the employees who spend a minimum of 75% of their time providing direct services to consumers, pursuant to WIC, Section 4691.10(b)(1)(A):

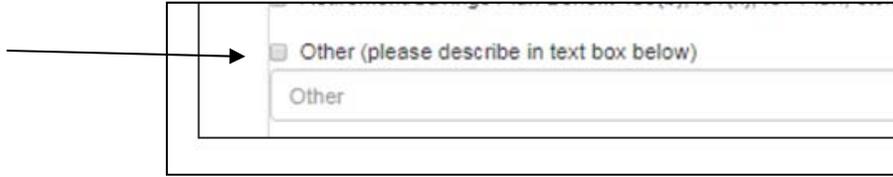
Click on the collapsible panel to open and close it.

▶ **[+] Click here to expand / collapse question 10**

OIG COMPLIANCE NOW, LLC
ABX2-1 SERVICE PROVIDER PORTAL
USER MANUAL

14. What if the choices for questions 10 and 11 don't apply to my program?

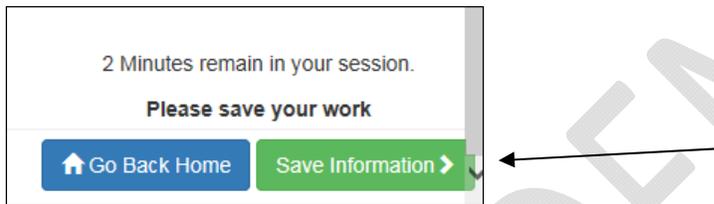
Each question has several "OTHER" boxes at the end that you can use to enter your own answers:



15. Why do I need to check the certification box at the bottom each time I save the form?

The survey portal saves all data entered in the form each time you save it. You must certify with every save that you are providing correct information on the survey.

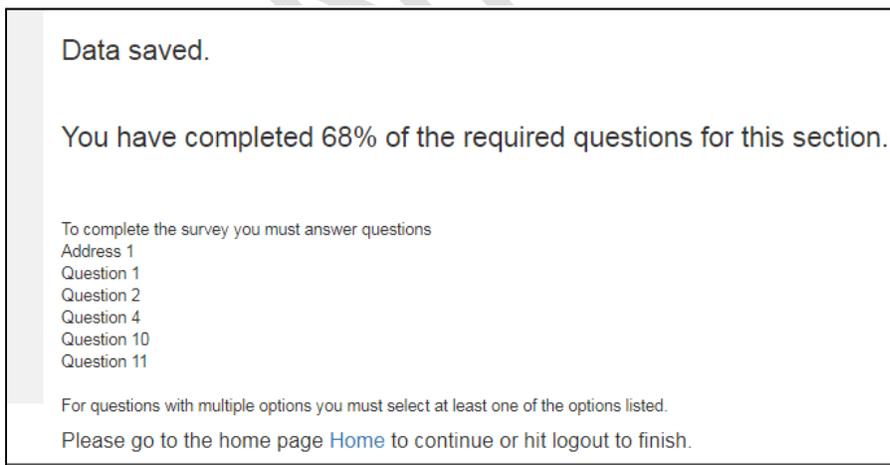
16. A countdown timer has appeared on my screen. What should I do?



You must click the green Save Information button to save your work, or you will be logged out of the portal.

17. I have saved my information. How do I know if my survey is completed?

Each time you save your survey form, you will see a save screen as follows:

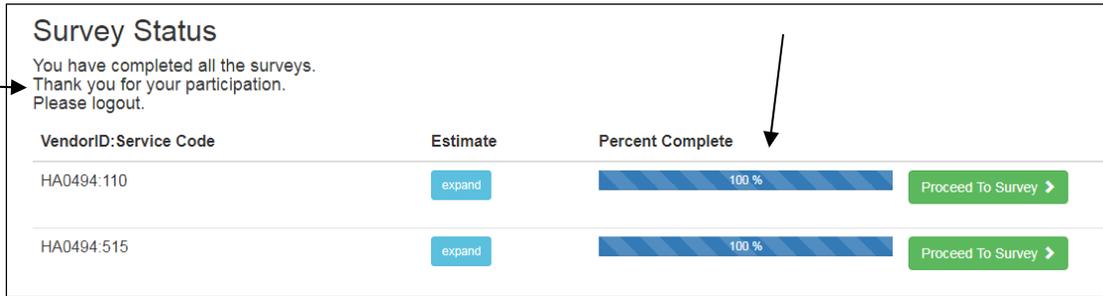


The message will indicate what questions must be answered to complete 100% of your form.

**OIG COMPLIANCE NOW, LLC
ABX2-1 SERVICE PROVIDER PORTAL
USER MANUAL**

18. How do I know when my surveys are completed?

When all surveys have been completed, you will see changes in the table on the Home page. A message will appear stating that all surveys are completed, and all Percent Complete bars will be at 100%. At this time, you can logout.



The screenshot shows a 'Survey Status' section with a message: 'You have completed all the surveys. Thank you for your participation. Please logout.' Below this is a table with columns: 'VendorID:Service Code', 'Estimate', 'Percent Complete', and a 'Proceed To Survey' button. Two rows are shown, both with '100%' completion. Arrows point to the message and the 'Percent Complete' column.

VendorID:Service Code	Estimate	Percent Complete	
HA0494:110	expand	100%	Proceed To Survey >
HA0494:515	expand	100%	Proceed To Survey >

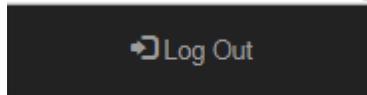
19. The system has logged me out unexpectedly. What happened?

The system will log you out of your account after 30 minutes if you do not save your information during that time. Please press the green SAVE INFORMATION button at least once every 30 minutes.

If you are logged out, press the blue button to return to the Login page and login again.

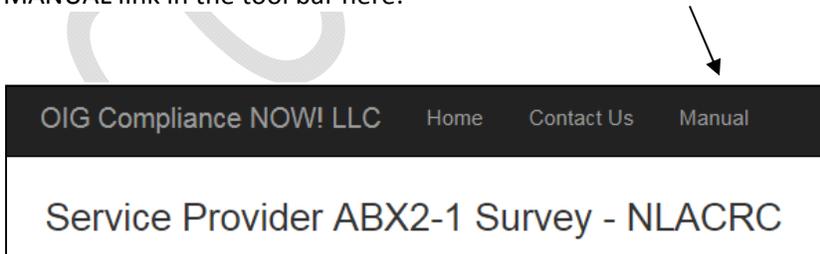
20. How do I logout of the survey portal?

Click the link for LOG OUT at the top right of the page.



21. How can I get more help with instructions on how to use the survey portal?

You can get more instructions from the manual which is located in the survey portal. Click on the MANUAL link in the tool bar here:



22. I still need more help. What can I do?

For assistance at any time, send an email to abxsurveyhelpdesk@oigcompliancencow.com. You can call us at (607) 218-4167. Please leave a message and someone will call you back.