



Michael R. Pence, Governor  
State of Indiana

*Division of Disability and Rehabilitative Services*  
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To: All Bureau of Developmental Disabilities Services providers, case managers, families, individuals and stakeholders

From: Cathy Robinson, Director, Bureau of Developmental Disabilities Services

RE: Unavailability of BDDS Online Systems – System Maintenance

Date: September 19, 2016

The Indiana Office of Technology will be performing system maintenance on several Bureau of Developmental Disabilities Services' (BDDS) online applications on Saturday, September 24, 2016, from 8 a.m. – 5 pm. Notifications of the maintenance window will be posted on each site starting Monday September 19, 2016.

The following systems will be unavailable from 8 a.m. – 5 p.m. on Saturday, September 24, 2016:

- The BDDS Incident and Follow-Up Reporting Tool (IFUR) (Providers, Case Managers, BQIS Staff)
- The BDDS Document Library (Case Managers, BDDS Staff, BQIS Staff)
- The BDDS Level of Care Screening Instrument (Case Managers, BDDS Staff)
- NOA Email Self-Server Process (Providers)
- Provider Web Tools for Stateline Claims/Budgets (Providers)
- Caregiver Support Requests (Families)
- Consumer Information Portal (Families, Individuals)
- INsite (Case Managers, BDDS staff, BQIS Staff)

During this time frame the following process should be followed for Incident Reporting through the IFUR System:

The BDDS Incident and Follow-Up Reporting (IFUR) system will be unavailable between the hours of 8 a.m. - 5 p.m., Saturday, September 24, 2016, for system upgrade and improvement. During those hours, you will not be able to submit incident reports using the standard protocol. Instead, you will need to defer processing until the system is restored.

If, while the system is down, you encounter any incident that is **emergent** in nature, notify the Bureau of Quality Improvement Services in a timely manner, pursuant to the following instructions:



1. Go to the IFUR website <https://ddrsprovider.fssa.in.gov/IFUR/>
2. In the left-hand margin, under “MENU” and under “INCIDENT FORMS”, click on “Initial Blank Form”. This will provide you with a view of a standard incident report form.
3. Complete the form.
4. Once the form is completed, save/export as a .pdf file.
5. Email the .pdf file to: [BDDSIincidentReports@fssa.in.gov](mailto:BDDSIincidentReports@fssa.in.gov).

Remember, follow this process for emergent incidents only. Emergent pertains to those incidents involving one of the following:

- alleged, suspected, or actual abuse, neglect, or exploitation,
- any significant injury requiring medical treatment, or
- any situation where the Individual’s health or safety may be at risk.

If the event is not an emergent incident, please file the incident report once the system is back online.