Using the NEICE Secure Document Portal (SDP)

Training for States Not Yet Live in NEICE with Signed MOUs*

*The NEICE Secure Document Portal is for use by states with signed NEICE MOUs who are not yet live in the NEICE system and for onboarded NEICE states

June 2020

APHSA
American Public Human Services Association

What does the NEICE Secure Document Portal Do?

- The NEICE Secure Document Portal enables
  - Not-yet-live-in-NEICE States* to send Transmittals *electronically* to Live NEICE States (M/CMS)
  - Live NEICE States (M/CMS) to send Transmittals *electronically* to Not-yet-live-in-NEICE States
  - Participating states to send documents (via Transmittals) to any Non-Electronic and Legacy Cases created after SDP is launched

*States must have signed MOU to use the portal. In Phase 1, only M/CMS states will and not yet live in NEICE states will be using the portal. Clearinghouse states will be given access in Phase 2.

What does the NEICE Secure Document Portal **Not Do**?

- The NEICE Secure Document Portal
  - Does not support sending and receiving transmittals/documents between two Live NEICE States
  - Does not support sending and receiving transmittals/documents between two not-yet-live-in-NEICE States

Definitions

- Live NEICE State – one of the 28 states using either the CMS or MCMS

- Not-yet-live-in-NEICE State – one of the 10 states with a Signed MOU committed to NEICE but not currently using the NEICE system

- Secure Document Portal (SDP) – a new application enabling documents exchange between a Live NEICE State and a Not-yet-live-in-NEICE State

- NCH State – NEICE Clearinghouse State to be added later

Implementation of SDP in Three Phases

Phase 1
M/CMS to SEND and RECEIVE documents from States with signed MOUs not yet LIVE in system – Go Live June 15

Phase 2
Clearinghouse states log into the portal to SEND and RECEIVE to states with signed MOUs but not yet LIVE in the system.

Phase 3
Clearinghouse states have option to SEND documents from their state system to states with signed MOUs but not yet LIVE in NEICE. Still RECEIVE documents via the portal.

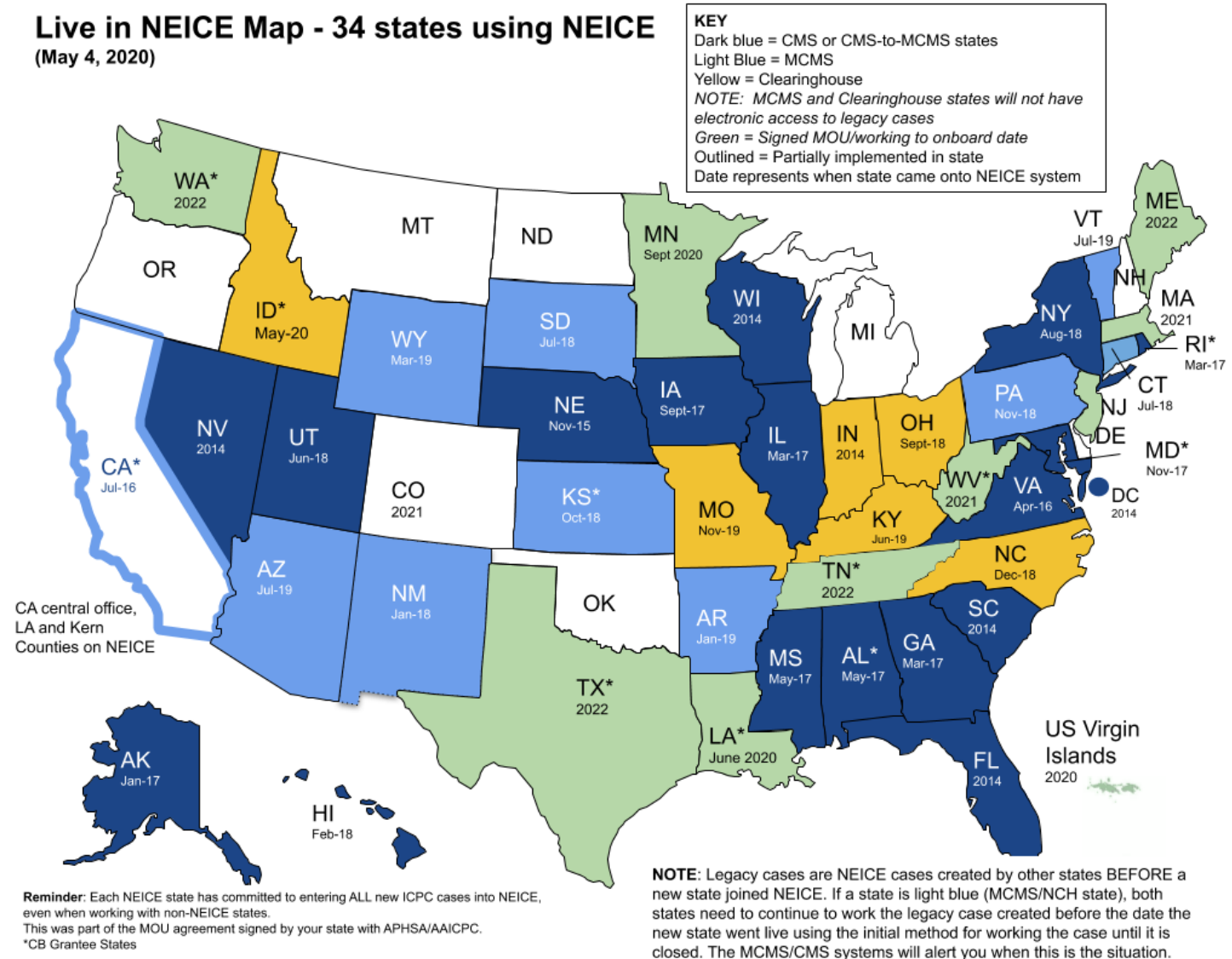# Phase 1 – SDP for M/CMS and not-yet-live-in NEICE states with signed MOUs

M/CMS states to SEND and RECEIVE documents *electronically* from States with signed MOUs but not LIVE in system

States with signed MOUs can send and receive documents *electronically* from M/CMS states

→Blue to green states
→Green to blue states

Live in NEICE Map - 34 states using NEICE
(May 4, 2020)

KEY
Dark blue = CMS or CMS-to-MCMS states
Light Blue = MCMS
Yellow = Clearinghouse
NOTE: MCMS and Clearinghouse states will not have electronic access to legacy cases
Green = Signed MOU/working to onboard date
Outlined = Partially implemented in state
Date represents when state came onto NEICE system

WA* 2022

MT

ND

MN Sept 2020

VT Jul-19

ME 2022

OR

ID* May-20

WY Mar-19

SD Jul-18

WI 2014

MI

NY Aug-18

NH

MA 2021

RI* Mar-17

NV 2014

UT Jun-18

NE Nov-15

IA Sept-17

IL Mar-17

IN 2014

OH Sept-18

PA Nov-18

NJ Jul-18

CT Jul-18

CA* Jul-16

CO 2021

KS* Oct-18

MO Nov-19

KY Jun-19

WV* 2021

VA Apr-16

DE

MD* Nov-17

DC 2014

AZ Jul-19

NM Jan-18

OK

AR Jan-19

TN* 2022

NC Dec-18

CA central office, LA and Kern Counties on NEICE

TX* 2022

MS May-17

AL* May-17

GA Mar-17

SC 2014

AK Jan-17

HI Feb-18

LA* June 2020

FL 2014

US Virgin Islands 2020

Reminder: Each NEICE state has committed to entering ALL new ICPC cases into NEICE, even when working with non-NEICE states.
This was part of the MOU agreement signed by your state with APHSA/AAICPC.
*CB Grantee States

NOTE: Legacy cases are NEICE cases created by other states BEFORE a new state joined NEICE. If a state is light blue (MCMS/NCH state), both states need to continue to work the legacy case created before the date the new state went live using the initial method for working the case until it is closed. The MCMS/CMS systems will alert you when this is the situation.
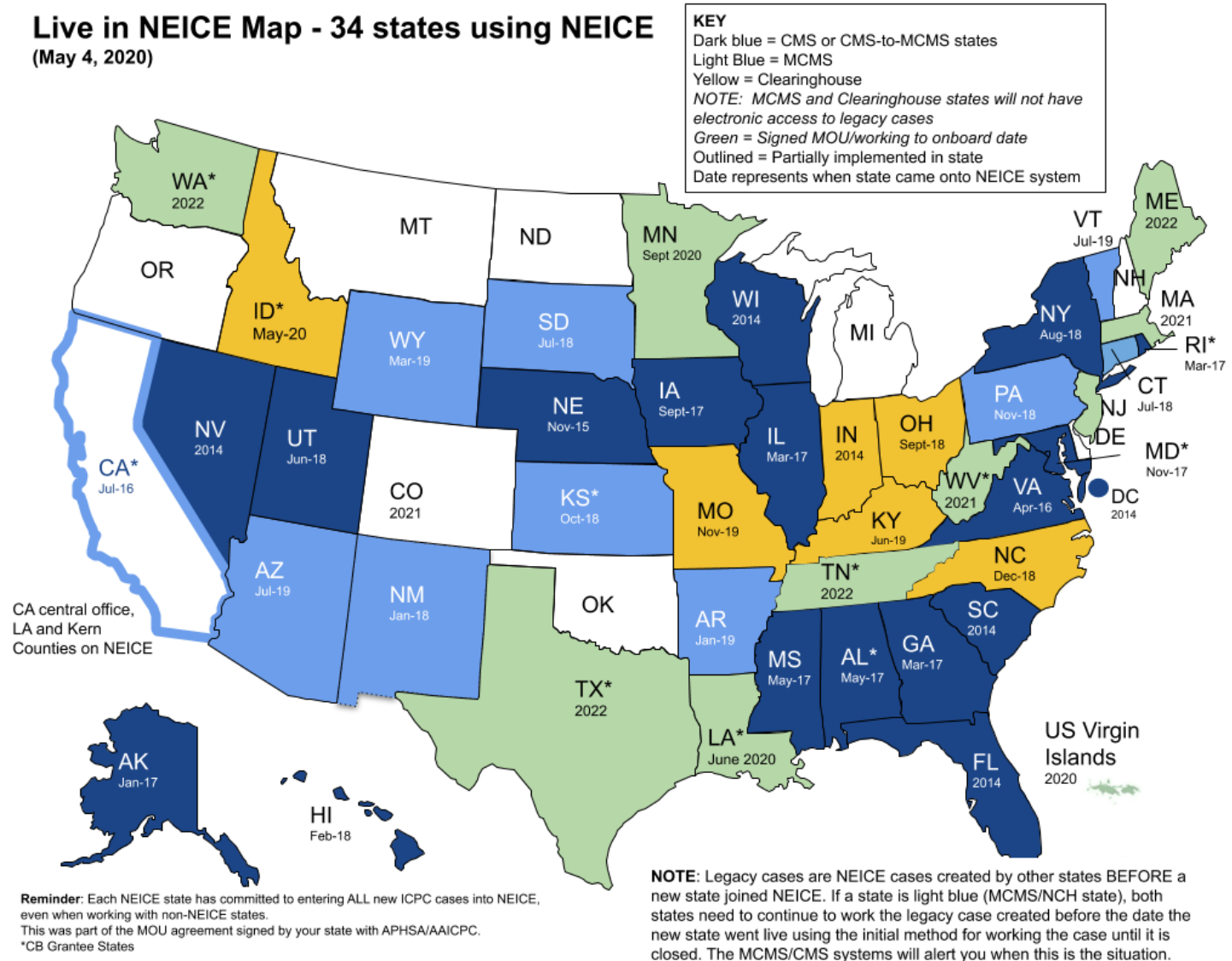
Phase 2 – Adding Clearinghouse state access to portal

Clearinghouse states log into the portal to SEND and RECEIVE to states with signed MOUs but not LIVE in the system.

All 44 states with signed MOUs can use portal

→Blue to green states

→Green to blue states

→Yellow to green states

→Green to yellow states

Live in NEICE Map - 34 states using NEICE
(May 4, 2020)

KEY
Dark blue = CMS or CMS-to-MCMS states
Light Blue = MCMS
Yellow = Clearinghouse
NOTE: MCMS and Clearinghouse states will not have electronic access to legacy cases
Green = Signed MOU/working to onboard date
Outlined = Partially implemented in state
Date represents when state came onto NEICE system

WA*
2022

MT

ND

MN
Sept 2020

OR

ID*
May-20

WY
Mar-19

SD
Jul-18

WI
2014

MI

VT
Jul-19

ME
2022

NH

NV
2014

UT
Jun-18

NE
Nov-15

IA
Sept-17

NY
Aug-18

MA
2021

CA*
Jul-16

CO
2021

KS*
Oct-18

IL
Mar-17

IN
2014

OH
Sept-18

PA
Nov-18

RI*
Mar-17

CT
Jul-18

NJ

DE

AZ
Jul-19

NM
Jan-18

OK

MO
Nov-19

KY
Jun-19

WV*
2021

VA
Apr-16

MD*
Nov-17

DC
2014

CA central office, LA and Kern Counties on NEICE

AR
Jan-19

TN*
2022

NC
Dec-18

SC
2014

TX*
2022

MS
May-17

AL*
May-17

GA
Mar-17

AK
Jan-17

HI
Feb-18

LA*
June 2020

FL
2014

US Virgin Islands
2020

Reminder: Each NEICE state has committed to entering ALL new ICPC cases into NEICE, even when working with non-NEICE states.
This was part of the MOU agreement signed by your state with APHSA/AAICPC.
*CB Grantee States

NOTE: Legacy cases are NEICE cases created by other states BEFORE a new state joined NEICE. If a state is light blue (MCMS/NCH state), both states need to continue to work the legacy case created before the date the new state went live using the initial method for working the case until it is closed. The MCMS/CMS systems will alert you when this is the situation.
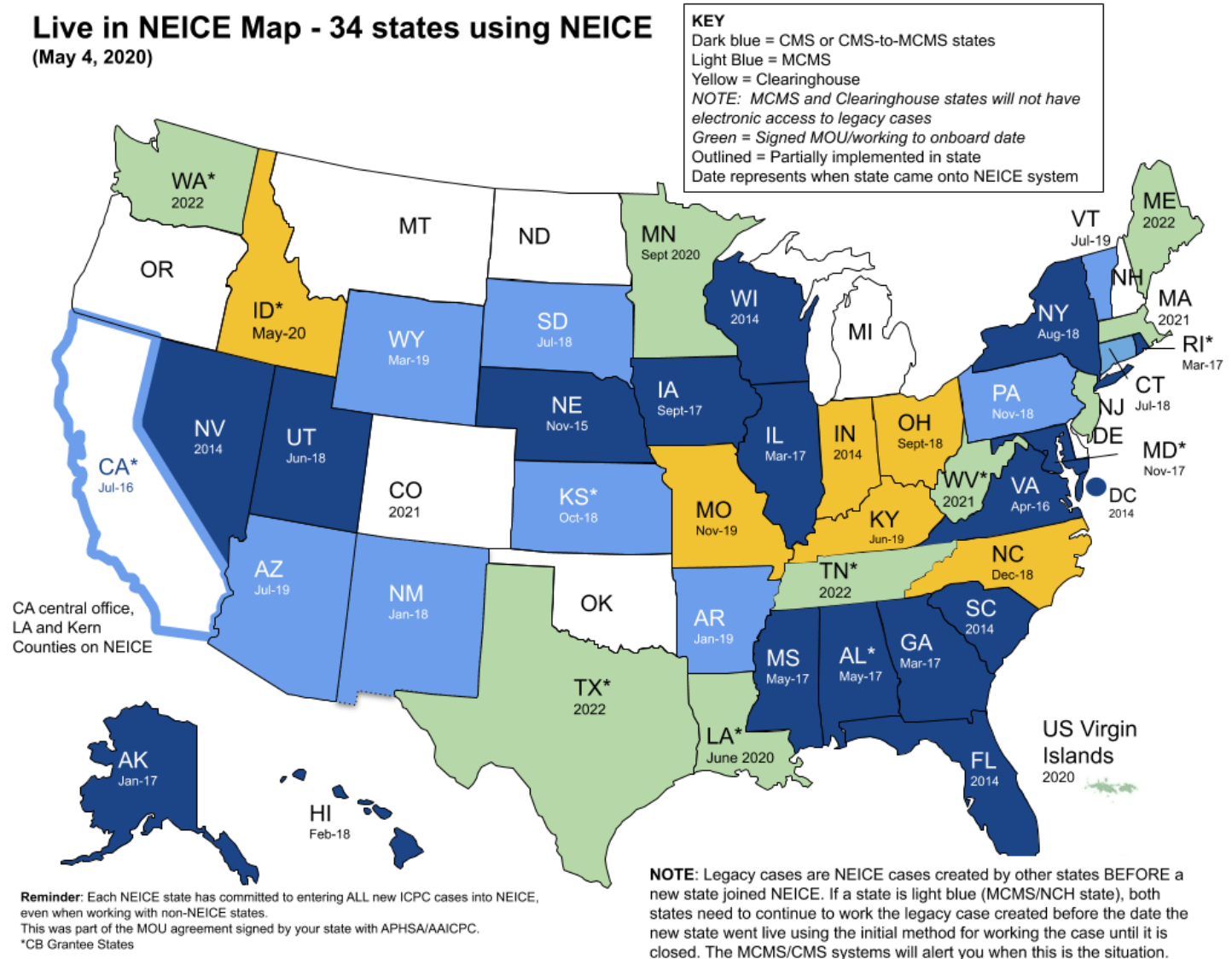
Phase 3 – Clearinghouse states change functionality to directly send from home system via NEICE to portal

Clearinghouse states have option to SEND directly from their state system to states with signed MOUs but not LIVE in the system. Would still RECEIVE via the portal.

All 44 states with signed MOUs can use portal

→Blue to green states
→Green to blue states
→Yellow to green states
→Green to yellow states

Live in NEICE Map - 34 states using NEICE
(May 4, 2020)

KEY
Dark blue = CMS or CMS-to-MCMS states
Light Blue = MCMS
Yellow = Clearinghouse
NOTE: MCMS and Clearinghouse states will not have electronic access to legacy cases
Green = Signed MOU/working to onboard date
Outlined = Partially implemented in state
Date represents when state came onto NEICE system

CA central office, LA and Kern Counties on NEICE

US Virgin Islands 2020

Reminder: Each NEICE state has committed to entering ALL new ICPC cases into NEICE, even when working with non-NEICE states.
This was part of the MOU agreement signed by your state with APHSA/AAICPC.
*CB Grantee States

NOTE: Legacy cases are NEICE cases created by other states BEFORE a new state joined NEICE. If a state is light blue (MCMS/NCH state), both states need to continue to work the legacy case created before the date the new state went live using the initial method for working the case until it is closed. The MCMS/CMS systems will alert you when this is the situation.

States with Signed MOUs Not Yet LIVE (Eligible to use Portal)

1. Louisiana
2. Maine
3. Massachusetts
4. Minnesota
5. New Jersey
6. Tennessee
7. Texas
8. USVI
9. Washington
10. West Virginia

How does the Secure Document Portal Work for the Not-yet-live-in-NEICE State?

Not-yet-live-in-NEICE State Actions

- Identify Dedicated ICPC Coordinators in your state to access the SDP

- Download documents received in SDP from a Live state transmittal

- Send documents to M/CMS Live state by using the SDP

- Manage digital documents after download

Steps for sending documents to Live state

1. Go to NEICE SDP Portal using URL

2. Click on button to request One-Time Password

3. Go to email to retrieve one-time password

4. Enter portal using one-time password
    1. Enter case details in portal
    2. Enter comments
    3. Select Document Type
    4. Upload Matching Document
    5. Send Transmittal

5. NEICE generates confirming email to sender, and sends notification email to Live State

6. NEICE sends transmittal with documents to Live State, who retrieves it using the portal

Steps for downloading documents from SDP

1. Receive email notification, Eg, "A New Transmittal sent by FL"
2. Access SDP using one of the options in the email
   1. Double-click on hyperlink
   2. Cut and Paste URL into a new browser window
3. Check disclaimer box and box to certify that you are not a robot
4. Select **Download Documents** and a zip file will be downloaded to your computer (most likely to your downloads folder.)
5. IMPORTANT STEP: Review the Case Information and **Save/Print** a copy for your records
6. Go to folder where you saved zip file, and unzip the file to view the documents.
7. Save, print or attach to your system of record as you normally would to work the case.

REMINDER: Once you download the zipped file, the document and transmittal are erased from the SDP and you will not be able to download them again.

SDP Browser Compatibility

Secure Document Portal is compatible with the following browsers:

- Google Chrome
- Mozilla Fire Fox
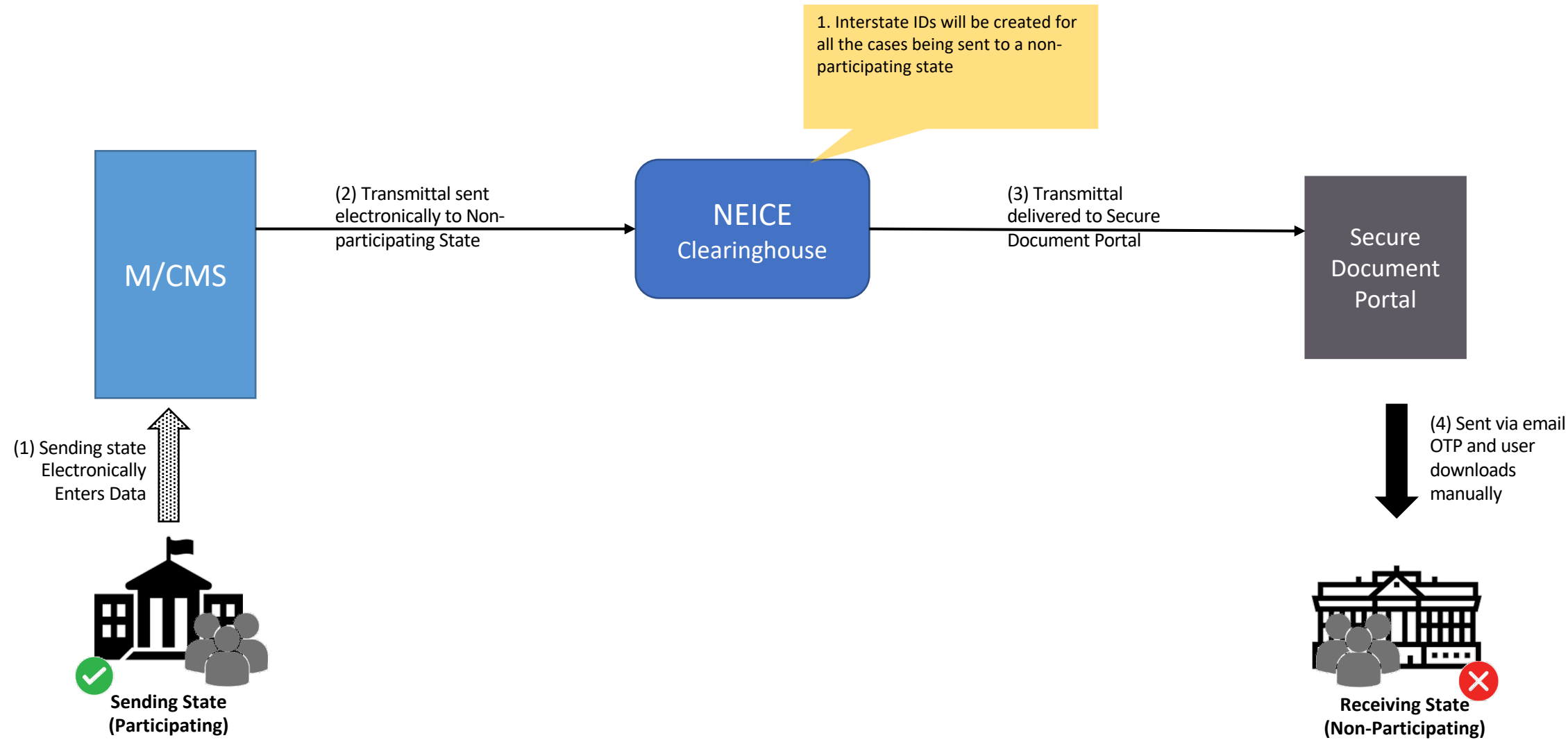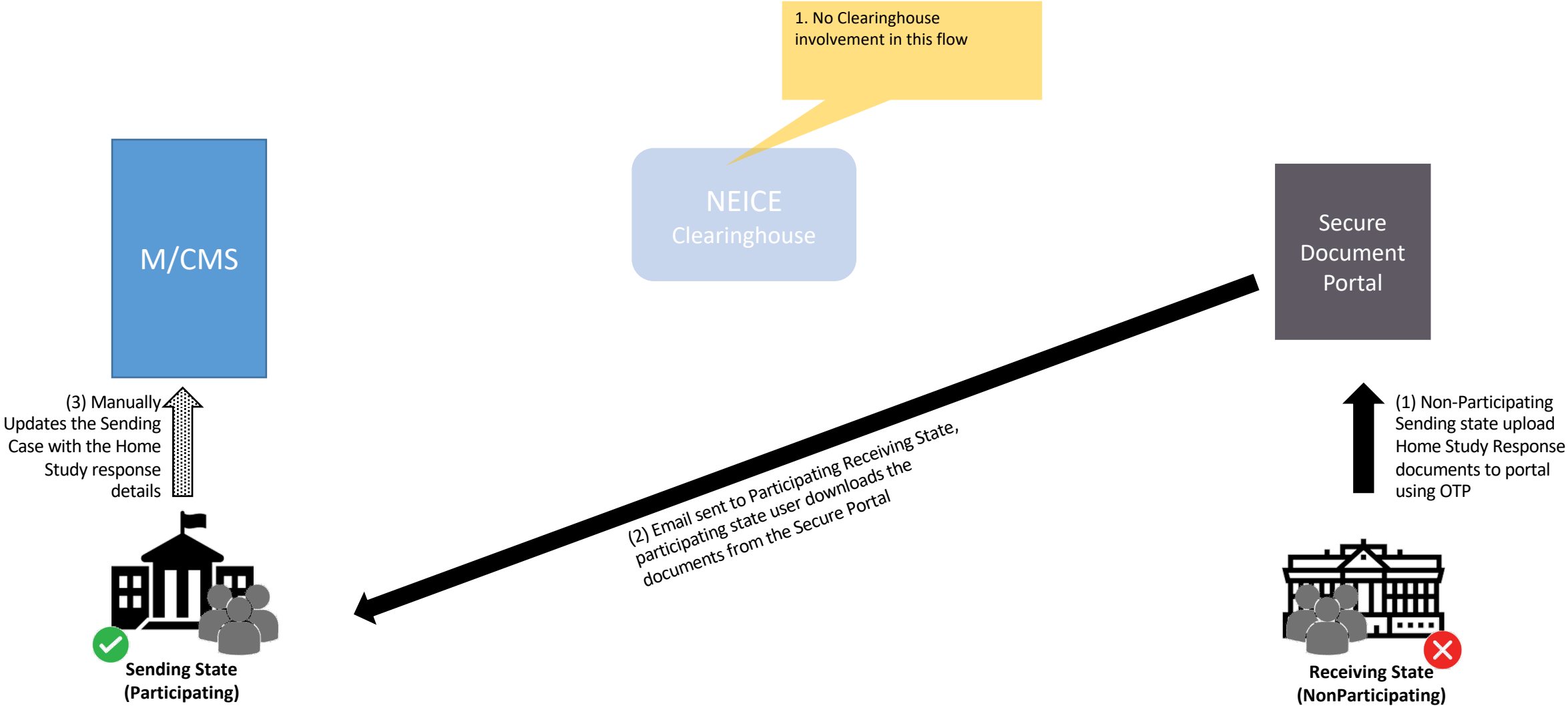- Microsoft Edge (v. 83 or higher)
- Safari

DEMO

Questions?

Home Study Request (Participating State sending to a Non-Participating State)

1. Interstate IDs will be created for all the cases being sent to a non-participating state

M/CMS

(2) Transmittal sent electronically to Non-participating State

NEICE Clearinghouse

(3) Transmittal delivered to Secure Document Portal

Secure Document Portal

(1) Sending state Electronically Enters Data

(4) Sent via email OTP and user downloads manually

Sending State (Participating)

Receiving State (Non-Participating)

Home Study Response (Non-Participating State sending a Home study Response to a Participating State)
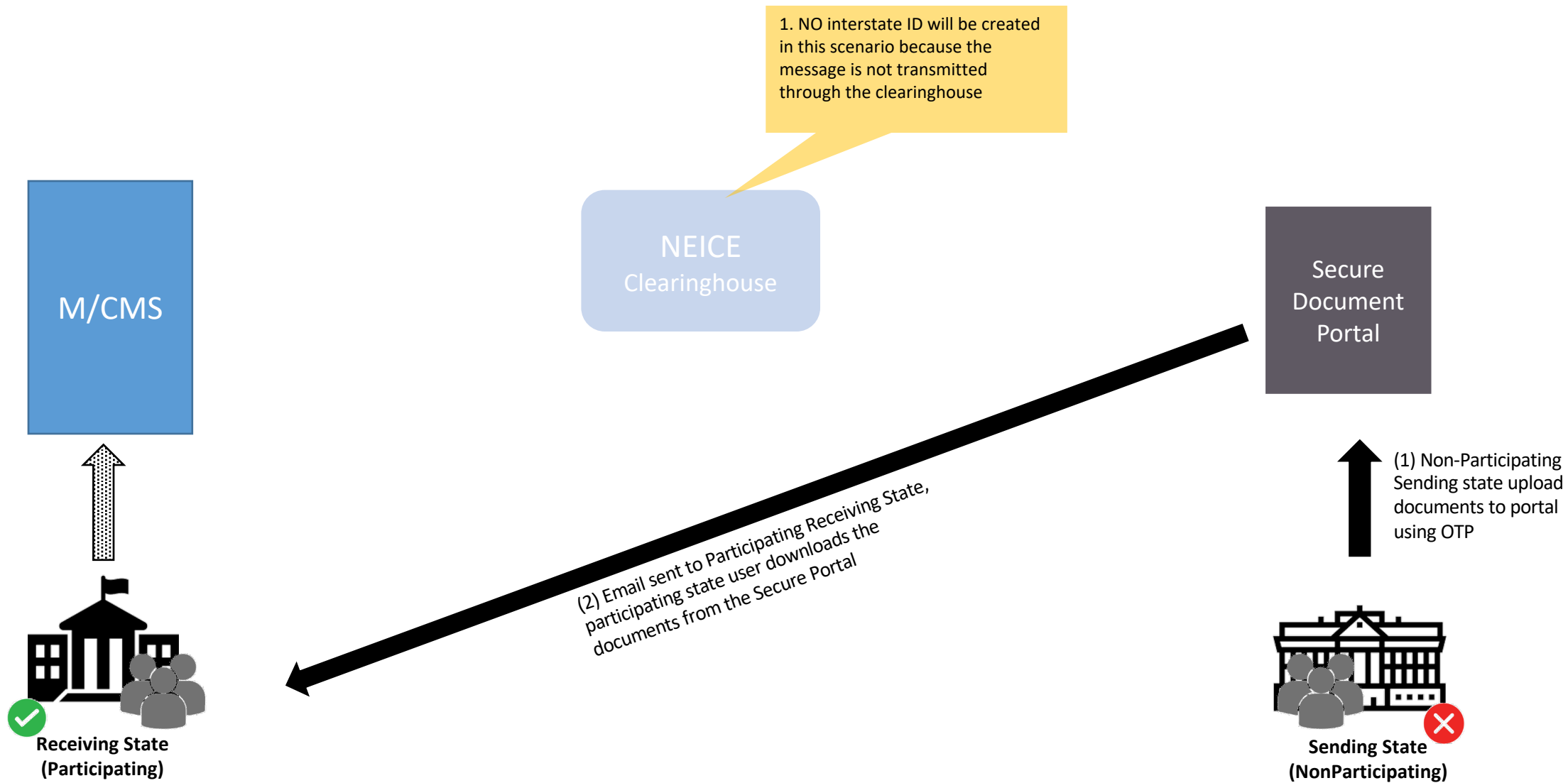
Home Study Response (Participating State sending a Home study Response to a Non-Participating State)

1. NEICE Clearinghouse WILL bypass normal validations as the original case does not exist in the clearinghouse.
2. A bypass flow will be used to deliver the message to the portal
3. No NCH IDs will be created when response is being sent

M/CMS

(2) Transmittal sent electronically to Non-participating State

NEICE Clearinghouse

Bypass Flow

(3) Transmittal delivered to Secure Document Portal

Secure Document Portal

(1) Sending state Updates Data with Home Study response details

(4) Sent via email OTP and user downloads manually

Receiving State (Participating)

Sending State (Non-Participating)

AAICPC
Association of Administrators of the Interstate Compact on the Placement of Children
an affiliate of the American Public Human Services Association

APHSA
American Public Human Services Association