

Supportive Living Program

HFS SLP Web Portal Manual

Version 1.0

February 2025



Table of Contents

Table of Contents	2
Introduction	3
SLP Portal Contacts	3
SLP Portal Procedures	3
Portal Access	3
Website Location	3
SLP Portal Login Screen	4
Portal Home Screen	4
lcons	4
Stat Log	4
Uploading Quarterly Metrics Report and Verification Files	5
Downloading the Quarterly Quality Metrics Reporting Template	7
Quality Metrics Report Due Dates	7
Help Resources	8
Log Out	8
Appendix A – Instructions: User Access Form for SLP Provider users	9
Appendix B – Instructions: Initial login to the IL SLP Portal1	1
Appendix C – Instructions: Reset password for IL SLP Portal1	3



Introduction

Public Act 102-0699, which was signed into law in 2022, requires a quality add-on rate component for the Supportive Living Program (SLP). Previously, SLP providers were receiving a flat daily rate based on a percentage of the regional average nursing facility rate. In compliance with this Act, the Illinois Department of Healthcare and Family Services (HFS) is implementing the Supportive Living Program (SLP) Quality Metrics Process (QMP). In 2022, HFS worked with SLP stakeholders to develop this process as a pathway for accountability and quality monitoring.

The Illinois Department of Healthcare and Family Services (HFS), is responsible for monitoring the quality of care and services provided by the SLP provider. HFS fulfills this responsibility by requiring SLP providers to submit quality metric data on a quarterly basis.

The Illinois SLP Portal (the portal) is a web portal developed by Myers and Stauffer, LC. This portal is used to exchange quality data and reporting information between the SLP providers and HFS.

SLP Portal Contact

The following chart provides the contact information for members of the Myers and Stauffer portal team.

Name	Email
SLP Help Desk	ILSLP@mslc.com

SLP Portal Procedures

Portal Access

To request access to the portal, please fill out the User Access Form: Appendix A, and email it to <u>ILSLP@mslc.com</u>. In the subject line, please put "IL SLP Portal access request". As a reminder, access is limited to two (2) users. The following is a list of viable web browsers for the portal:

Microsoft Edge
 Mozilla Firefox
 Google Chrome

Note: The portal does not work well with Microsoft Internet Explorer.

Website Location

The Portal is located at: <u>https://slp-il.mslc.com/</u> You may add this address to your web browser "Favorites" list for easy access.



SLP Portal Login Screen

Please log into the portal using the email address indicated on the User Access Form as your username.

If this is your first time visiting the IL SLP Portal please see Appendix B – Instructions: Initial login to the IL SLP Portal.

HFS Illinois Department of Healthcare and Family Services		
	Illinois Supportive Living Program (SLP)	Login
	Email	
	Password	
	Login	Ę

Portal Home Screen

Below is an overview of the features and menus accessible from the home screen:

Icons



Click on the "Help" icon at the far right of the screen to view the IL SLP email.

Click on the "Bulletin Board" icon at the far right of the screen to view announcements.

Stat Log

Click on the "Stat Log" menu option to upload Quarterly Metrics Reports, download Quarterly Metrics Reporting Template and to view Quarterly Metrics Reporting history for your SLP provider.





This will take you to the screen below. On this screen, you will be able to click the search icon to see the SLP provider(s) that are assigned to you. Alternatively, you may type in the name of the SLP provider.

	HFS Illinois Department of	
Stat Log	Help Resources Log Out	
	Provider	

Uploading Quarterly Metrics Report and Verification Files

Below is an example of the page that will be displayed after the SLP provider is selected. You are able to upload the Quarterly Metrics Report and Verification Files, as well as download files uploaded for previous quarters. Users will only have the ability to upload data to current reporting period.

Please note, the verification files have a designated line and are to be uploaded separately from the metrics report. You will be notified if you are chosen for verification.

	Provider Test Provider 2 - 234567890	Image Legend - Ho	Q over for details (C O Upload Refresh	Click to hide/sl	Fiscal Yea Begin Dat 1/1/2025	ar Fiscal Ye te End Date 12/31/2 Report Issue Show Event	025 - StatLog	~
History							Mass	Download
Event Date	Event	Due Date	Response D	ate	User I	D	Action	Details
01/24/2025	Quarterly Quality Metrics Reporting				kskweres@m	slc.com		
01/24/2025	Q3 2024 Quarterly Metrics Data	03/15/2025			SYSTEM@ms	slc.com	日令	
01/24/2025	Q3 Verification Files - selected providers only	03/15/2025			SYSTEM@m:	slc.com	口 令	
01/24/2025	Q4 2024 Quarterly Metrics Data	06/15/2025			SYSTEM@m:	slc.com		
01/24/2025	Q4 Verification Files - selected providers only	06/15/2025			SYSTEM@m:	slc.com		
01/24/2025	Q1 2025 Quarterly Metrics Data	09/15/2025			SYSTEM@m:	slc.com		
01/24/2025	Q1 Verification Files - selected providers only	09/15/2025			SYSTEM@m:	slc.com		
01/24/2025	Q2 2025 Quarterly Metrics Data	12/15/2025			SYSTEM@m:	slc.com		
01/24/2025	Q2 Verification Files - selected providers only	12/15/2025			SYSTEM@m:	slc.com		
01/24/2025	Quarterly Metrics Reporting Template Q3 2024 data				kskweres@m	slc.com		
R ← 1 →	н 25 -						1 0	f 1 pages (10 items)



To upload a quarterly report or the verification files, click on the upload icon for the selected quarter. The screen below will pop up allowing you to select a file and add any relevant notes. Once a file has been selected, click upload. Please note, all files have a size limit of 150mb.

File:	Choose File	No file chosen	
Notes:			

The history will now show the file(s) uploaded. The download icon is available for that file and the notes can be seen by clicking on the one icon. The Mass-Download button allows you to select multiple reports to download at once.

History					Mass-E	Download
Event Date	Event	Due Date	Response Date	User ID	Action	Details
01/24/2025	Quarterly Quality Metrics Reporting			kskweres@mslc.com		
01/24/2025	Q3 2024 Quarterly Metrics Data	03/15/2025		SYSTEM@mslc.com	口 令	
01/24/2025	Upload		01/24/2025	kskweres@mslc.com	Ģ	i
01/24/2025	Q3 Verification Files - selected providers only	03/15/2025		SYSTEM@mslc.com	口令	
01/24/2025	Upload		01/24/2025	kskweres@mslc.com	Ģ	(j)

Downloading the Quarterly Quality Metrics Reporting Template

You are able to download the Quarterly Metrics Reporting Template. Users will only have the ability to download the current reporting template.

	Provider			F	iscal Year Fiscal legin Date End D	Year ate	
	Test Provider 2 - 234567890		٩		1/1/2025 12/3	1/2025 - StatLog 🗸	
							_
		Image Legend - H	lover for details (Click to hide/show)			_
	Needs Review SOk	V Item not accepted	Upload	Download	Report Issue	View Issue	
	i Show Details Hange Date	Assigned User	C Refresh	Hide Event	Show Event		
History						Mass-I	Download 🔗
Event Date	Event	Due Date	Response D	ate	User ID	Action	Details
01/24/2025	Quarterly Quality Metrics Reporting			kskw	veres@mslc.com		
01/24/2025	Q3 2024 Quarterly Metrics Data	03/15/2025		SYS	TEM@mslc.com	口 令	
01/24/2025	Q3 Verification Files - selected providers only	03/15/2025		SYS	TEM@mslc.com	口 令	
01/24/2025	Q4 2024 Quarterly Metrics Data	06/15/2025		SYS	TEM@mslc.com		
01/24/2025	Q4 Verification Files - selected providers only	06/15/2025		SYS	TEM@mslc.com		
01/24/2025	Q1 2025 Quarterly Metrics Data	09/15/2025		SYS	TEM@mslc.com		
01/24/2025	Q1 Verification Files - selected providers only	09/15/2025		SYS	TEM@mslc.com		
01/24/2025	Q2 2025 Quarterly Metrics Data	12/15/2025		SYS	TEM@mslc.com		
01/24/2025	Q2 Verification Files - selected providers only	12/15/2025		SYS	TEM@mslc.com		
01/24/2025	Quarterly Metrics Reporting Template Q3 2024 data			kskw	veres@mslc.com		
01/24/2025	Upload		01/24/202	25 kskw	veres@mslc.com	$\langle \cdot \rangle$	(i)
+ 1 →	⊨ 25 -					1 of	1 pages (11 items)

Quality Metrics Report Due Dates

The table below shows the due date for each Quatlity Metric Report as well as the quarter for the data that is to be reported.

Due Date	Calendar Quarter for Data
March 15	Q3 (July 1 – September 30)
June 15	Q4 (October 1 – December 31)
September 15	Q1 (January 1 – March 31)
December 15	Q2 (April 1 – June 30)



Help Resources

Click on the "Help Resources" menu to download user guides and manuals as well as any memos or important information from HFS. You will be notified via email when new documents are added to the Help Resources section of the portal.



Log Out

Click on Log Out, to log out of the portal.



Appendix A – Instructions: User Access Form for SLP Provider users

Please complete the Portal Access Form shown on the next page, to register new users in the SLP Portal. Please note, each SLP provider is limited to two (2) users. If a new user is replacing a current user please indicate as such on the form.

After completing the form, make sure to save it and send to us by email to <u>ILSLP@mslc.com</u>, with a subject line of <u>ILSLP Portal access request</u>.



Illinois SLP	Provider	Portal	Access	Form

SLP Provider Name:			
Medicaid ID #:			
<u>User 1</u>			
Name:			
Phone:		Email:	
Replacing Existing User:	Yes	No	If yes, identify user being replaced:
<u>User 2</u>			
Name:			
Phone:		Email:	
Replacing Existing User:	Yes	No	If yes, identify user being replaced:
Typed Name (Authorized Po	ersonnel)		Date
, , , , , , , , , , , , , , , , , , ,			

Title



Appendix B – Instructions: Initial login to the IL SLP Portal

Once you have filled out and submitted the User Access Form (see Appendix A), you will receive an email with a subject line similar to:

MSLC Portals Welcome to your new Myers and Stauffer portal account

Open the email and click on the Activate Account button. Please note your user name will be the email address indicated on the User Access Form. The link will expire after 30 days. If this occurs please contact us at <u>ILSLP@mslc.com</u>.



Once you click on the activate account button, you will be prompted to set up your password and an authenticator with your mobile phone.

Please note your password must be:

- At least 14 characters
- Contain a lowercase letter
- Contain an upper letter
- Contain a number
- Contain a symbol
- Cannot contain part of your user name (email address)
- Cannot include your first or last name
- Cannot be the same as the last eight passwords

	STAUFFER	STAUFFER
Secur Set up r	Set up security methods Set up security methods ity methods help protect your account by ensuring only you have access. equired Password Choose a password for your account Used for access Set up	Set up security methods Security methods help protect your account by ensuring only you have access. Set up optional Phone Verify with a code sent to your phone Used for access Set up Continue
Back to s	<u>sign in</u>	Back to sign in



Please Note:

- Your password will expire after 90 days.
 - You will receive an email from Myers and Stauffer 14 days prior to the expiration date prompting you to change your password.
- After 5 unsuccessful login attempts you will be locked out, however your account will reset after 60 minutes.

Once you have set up your authenticator and verified your code you will be redirected to the screen below. **Do not click on client login at the top**. You will need to go to the portal website: <u>https://slp-il.mslc.com/</u>



You will be prompted to login and verify an authenticator code. You will then be prompted to accept the terms of use and be taken to the portal page.

	HEC
	Illinois Department of Healthcare and Family Services
	Myers and Stauffer PACE IL Web Portal Terms of Use Agreement:
PLEASE	E CAREFULLY READ THESE TERMS BEFORE SIGNING THIS AGREEMENT AND USING THIS SITE
Myers a Myers a all conte	Ind Stauffer LC (MSLC) provides a PACE IL Web Portal Application as a service to our clients and their covered entities. Use of the site is strictly limited to clients of Ind Stauffer and authorized third parties for use during the normal course of our business. As a user of the MSLC Site you are solely and fully responsible for any and ent that you may send to this site. All users of the site are bound by MSLC's Site Terms of Use that are as follows:
a. You a	agree that you will only use this site for business on behalf of the agency you represent as of the date this agreement is executed.
b. You w	will keep your log-in credentials confidential and will not share your log-in credentials with anyone.
c. When accor	n transmitting files containing protected health information, trade secrets or other proprietary information, you will transmit only the minimum amount necessary to mplish the project objectives.
d. You a	agree to notify us promptly in the event you no longer require access to the site.
e. You a requir	agree that you or your agency will notify us immediately in the event you leave the employ of the agency. The agency representative signing below affirms this rement.
f. You a	agree to not use your log-in credentials, attempt to access the site, or upload any files to or from the site if you leave the employ of the agency.
MSLC re	eserves the right to change, modify, suspend or terminate the site at anytime without prior notice.
Myers a amende	nd Stauffer reserves the right to change or amend these Terms of Use or our Privacy Policy at any time without prior notice. If the terms of this agreement are d, you will receive notice of the change.
	Accept Terms
Notice	Copyright © 2013-2024 Myers and Stauffer LC. All rights rese
	authorized users only, and its use may be monitored. Unauthorized or improper use may result in disciplinary action, civil/criminal penalties, Version: 1:



Appendix C – Instructions: Reset password for IL SLP Portal

To reset your password or if you have forgotten your password go to <u>https://slp-il.mslc.com/</u> click on login and enter your email. You will then be prompted to enter your password. Instead of entering it in the form, please click on the "Forgot password?" link. You will then be prompted to send a verification email to reset your password.



Once you receive the password reset email you have the option to reset by clicking the Reset Password button or by entering the provided verification code.





Either option will result in the Reset password screen.

Please note your password must be:

- At least 14 characters
- Contain a lowercase letter
- Contain an upper letter
- Contain a number
- Contain a symbol
- Cannot contain part of your user name (email address)
- Cannot include your first or last name
- Cannot be the same as the last eight passwords

Reset your password	
8	
Password requirements:	
At least 14 characters	
 A lowercase letter 	
 An uppercase letter 	
A number	
 A symbol 	
 No parts of your username 	
 Does not include your first name 	
 Does not include your last name 	
 Password can't be the same as your last 	8
passwords	
Newsensed	
New password	
	0
Re-enter password	
	0
Sign me out of all other devices.	
Reset Password	