Vendor SIR FAQs (Case Management)

1. **If the Service Coordinator is not in the office, how will other Regional Center staff be notified of the submitted report?**
    a. Both the Program Manager and SIR Coordinator will have the ability to review the submitted report in SANDIS.
2. **How do I get a copy of the submitted SIR?**
    a. Upon submission, the portal will display a pop-up asking if a PDF of the SIR is needed. Selecting "Yes" will prompt additional screens to email the report.
3. **Once the SIR has been submitted, how do we include additional information to the report?**
    a. To include additional information to a submitted SIR, please contact the client's assigned Service Coordinator. Do not create and submit another report.
4. **Do we still to need call the Regional Center after submitting the online SIR?**
    a. Yes. The vendor must make the phone call within 24hrs of the incident.
5. **If the Service Provider Portal is down, where can we access the SIR form?**
    a. The Special Incident Form is available to download at www.sdrc.org in the Special Incident Reporting section.
6. **Do you have a video tutorial or a written instruction for vendors to review?**
    a. The video tutorial and guides are available at www.sdrc.org in the Special Incident Reporting section.
7. **We don't have access to the Service Provider Portal, how do we get started?**
    a. To start using the Online SIR through the portal, please complete the SPP Agreement Form and submit the report via email to ebilling@sdrc.org .
8. **Is training available for new users?**
    a. During the initial rollout, SDRC will be providing a quarterly training for new users. A video tutorial is also at www.sdrc.org .