Web Based Provider Tracking (WBPT)
(Self-Entry Incident Reporting)
FREQUENTLY ASKED QUESTIONS

What type of Browser will I need to enter facility reported incidents?
The web-based system is compatible with Internet Explorer 6 or newer, Firefox, Chrome and Safari.

What is the system availability for entering incidents?
On-line Self Reporting System is available 24/7.

How is information transmitted?
Information is transmitted via a secure encrypted website.

Will I receive a tracking or confirmation number?
Transmitted reports will be assigned a unique incident tracking confirmation number upon submission of report.

What if I do not receive an incident tracking number?
Your report is either incomplete or has not been transmitted.

What do I need to get started?
You will need your facility/agency license ID to start your report.

Are we still required to submit Investigative Report?
Yes - Incident tracking number should be referenced on the Provider Investigation Report Form. The On-line Provider Incident Self-Report Application is NOT intended for providers to report details unique to the facility investigation of the incident. Providers must FAX or MAIL completed DADS Provider Investigation Report Form as outlined in your provider service type Incident Reporting Guidelines. The Provider Investigation Report Form along with statements and other relevant documentation must be submitted within the applicable regulatory time frame.

Will someone from Consumer Rights Complaint Intake contact me after report is submitted?
No additional contact from DADS intake staff will occur when you use the on-line application unless additional clarification is needed to process report.
How do I get copy of what I submitted?
Upon submission of the report, you will have the option to print complete report. Please use this option as your copy.

How do I access the provider self-entry system?
Site can be accessed at the following url:
https://www.dads.state.tx.us/services/crs/incidentforms/SRI/index.cfm

Can this site be used to submit complaints?
This option is not for the general public to report a complaint or request program information. If you wish to file a complaint, please call 1-800-458-9858 or email CRSComplaints@dads.state.tx.us.

What is the expectation, or how would providers handle incidents on weekends? For example, if an incident is reported on a Saturday morning, will we still be required to submit the report within 24 hours through the online system (by Sunday morning)? As of right now reports can be called in, so that means someone would have to come into the office.
The self-reporting on-line system is intended as another option to the toll-free line voice mail system. Existing reporting guidelines do not change. Incidents should be reported within the required timeframes. CRS will defer to facility if incident is reported from their office. Weekend staffing will remain in place for CRS.

Will the pilot require an organization to pilot all of its licensed locations, or could an organization with multiple licenses choose one location to pilot?
The pilot does not require an organization to require the participation of all of its licensed locations. It is the organization’s decision as to which locations are recommended for participation.

Reports are made to DFPS and DADS – Will the pilot attempt to decrease the workload and have the two agencies share the information electronically?
Interface activities between the DADS system and DFPS IMPACT systems are not included in the scope of this initiative.

Who do providers contact if we need assistance?
- For assistance or instructions for accessing the system or moving around in the application, please submit an email to CRSWBPT@dads.state.tx.us
- PC issues should be referred to designated staff at your facility.
- If you have comments or suggestions, please submit them to the following email address: CRSWBPT@dads.state.tx.us