

WVBTT Online FAQ

This document includes frequently asked questions about WV Birth to Three's statewide data system – WVBTT Online.

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Section I: General Questions about WVBTT Online

What is WVBTT Online?

WVBTT Online is WV Birth to Three's statewide data system that stores an electronic child record for every child that is referred to WV Birth to Three. This data system is in a web-based format and allows professionals who have authorized access to see important child & family information in real time.

Why does WV Birth to Three have this web-based data system?

To ensure that team members have access to important child & family information to provide services to children and families, to increase the ability for teams to communicate and share information, to improve outcomes for children/families, and to meet federal reporting requirements.

Who enters data in WVBTT Online?

Only the RAU and State Data Entry roles can enter data into WVBTT Online. Enrolled professionals with authorized access will be able to upload documents to a Child's Child Library and enter notes on the Team Notes page (see Child Library and Team Notes sections).

Is there a list of data entry forms that need to go to the RAU for data entry?

Yes, please visit this link for our list of forms in which we require a copy to go the RAU for data entry:
[RAU Data Entry Forms](#)

Who has access to WVBTT Online?

The RAU, WV Birth to Three state office staff, enrolled professionals who have been selected by the family to provide evaluation/assessment, IFSP services, and service coordination, and agency administrators responsible for service oversight. These individuals must have completed all required forms for getting access to WVBTT Online and can only view a child's record while they have an authorization for services to the child/family (see How to Access WVBTT Online section).

How does having access to BTT Online benefit me?

WVBTT Online gives enrolled professionals the capability to access important child/family information for children that they are providing services to. The system allows the RAU, WVBTT State Staff, and enrolled professionals access to reports to help ensure timeframes are met. It allows teams to stay in contact with one another and share important information securely.

Who do we contact for questions?

The [WVBTT Online Help Desk](#) is available for questions around accessing the system, logins, passwords, and technical questions about uploading documents. You can reach them at 1-866-639-2916 ext. 3. Any member of the WVBTT State Team or your Regional TA Specialist is available at 304-558-5388.

Section II: How to Access WVBTT Online

What forms do enrolled professionals need to complete to get access to WVBTT Online and where do we get them?

Each enrolled professional will need to complete WVBTT Online Access form & a [Professional Confidentiality Agreement form](#). Each professional should complete the access form that is appropriate for his/her professional role in WV Birth to Three. These forms can be found on the [WVBTT Online home page](#).

1. Interim Service Coordinators complete the [ISC Online Access Form](#)
2. Ongoing Service Coordinators complete the [OSC Online Access Form](#)
3. Practitioners complete the [Practitioner Online Access Form](#)
4. RAU Staff complete the [RAU Online Access Form](#)
5. State Staff complete the [State Online Access Form](#)

How do I get Agency Administrator access to WVBTT Online?

If you need agency administrator access to WVBTT Online, please contact a member of the WVBTT State Team: [Directory Link](#)

What should be entered on the 'Payee', 'User' and 'Administrator' lines of the Online Access forms?

In the 'Payee' line, enter the payee name for the professional who is requesting access. The 'User' is the enrolled professional who is requesting access. The user's name is entered at the top and the User Signature is at the bottom. The 'Administrator Signature' is the supervisor of the professional requesting access. In the case of an independently enrolled professional, they will sign as the administrator also.

How will I get my log-in information?

You will receive two emails from our Central Finance Office. One will have your username, and the other will have your password. These are sent separately for security purposes. You will not be able to access WVBTT Online until you receive these emails. Be aware that these emails could be filtered into your spam or junk folders

Section III: Viewing Child Records in WVBTT Online

How do I view my caseload?

When you log in, you will see the Child Search page. You can click on 'Search' at the bottom right of the page to view your caseload. Practitioners will see all children that they have an active authorization for. Ongoing Service Coordinators (OSC) will see all children that they have an active authorization for along with any children that are assigned to them. Interim Service Coordinators (ISC) will see all children that are assigned to them. You also can search for a specific child by first name, last name, DOB, primary contact last name, or child ID.

What are the Common Searches?

The common search links will provide you with a list of children who fit the specific search criteria of that common search.

There are eight Common Searches:

1. **Most Recently Selected Children**: shows the last 20 records you have viewed.
2. **Children Approaching 45 Day Timeline**: shows children on your caseload coming close to the 45th day in WVBTT, sorted by number of days starting at 45 and descending.
3. **Children Exceeding 45 Day Timeline**: shows children on your caseload past the 45 days in WVBTT without being closed or having an IFSP, sorted by number of days starting at highest and descending.
4. **Pending Transition**: shows children on your caseload who are 9 months or fewer from their third birthday and do not have a transition conference date entered in the data system.
5. **Transferred Children**: shows children on your caseload that transferred from another RAU to their current RAU.
6. **Expiring IFSP**: shows children on your caseload 60 days or less from their IFSP End Date.
7. **Age 3 Not Terminated**: shows children on the OSC/ISC caseloads three years or older who still have active cases in the system.
8. **< Age 3 Expired IFSP**: shows children on the OSC/ISC caseloads with an expired IFSP.

When professionals accept new referrals, when will they be able to see the child's record in WVBTT Online?

The professional will immediately be able to see a child on their caseload when the RAU assigns or enters an authorization for a child. The child's record in WVBTT Online will not be visible to the practitioner until their authorization has been entered at the RAU. Timely submission and entry of authorizations are very important.

If I see that the address for the child/family is not correct, can I change it or how does it get changed?

If the address, spelling of child's name, date of birth, or other critical information listed in WVBTT Online is not correct, the child's Service Coordinator is responsible for completing a Change of Information form with the correct information, uploading it to the child Library, and submitting a copy to the RAU for data entry. Please let your Service Coordinator know if you notice any mistakes in child or family information on WVBTT Online.

Section IV: Authorizations

How do I view my authorizations in WVBTT Online?

Navigate to the child's record you want to see your authorization for. Click on the 'Authorizations' tab on the left side of a child's record, you will see a list of all authorizations for that child. If you click 'View' to the right side of an authorization, you can find the service location for that authorization.

1. *Authorizations in bold font are active.*
2. *Authorizations that are grayed out are inactive (this means they either have ended or been cancelled).*
3. *Authorizations in italics are either teaming authorizations or evaluation/assessment authorizations.*

Can I view the number of units I have left my authorization in WVBTT Online?

No. The number of units you have are based on the frequency/intensity from the IFSP. The WVBTT Online Claiming system allows you to view how many units you have left on authorizations. If you would like to sign up for the WVBTT Online Claiming system, please contact a member of the BTT State Staff: [Directory Link](#)

Section V: Child Library

What is the Child Library?

Each electronic child record in WVBTT Online has a 'Child Library' tab where practitioners & service coordinators with access to the record can upload & view documents related to that child's services. The Child Library provides a secure way for team members to fulfill their responsibility to share required documentation with other team members and to meet the requirements of submission of their documents to the educational record.

What documents are required to be uploaded to the Child Library?

All WVBTT Standard Documentation and pertinent information for the child's educational record is required to be uploaded to the Child Library for the child they belong to.

Who uploads documents to the Child Library?

Documents are uploaded by the professional who originated them. Exceptions:

- 1. Corrected data entry forms are uploaded by the RAU*
- 2. Audiological reports are uploaded by the RAU if the RAU receives them or the State if the state receives them.*
- 3. Referrals received by the RAU are uploaded by the RAU.*
- 4. Medical documents and legal documents are uploaded by the Service Coordinator*
- 5. PTA & COTA documents are to be uploaded by the PT or OT with the authorization for the child.*

How do I upload my documents to a Child's Library?

There are two ways to upload documents to a Child's Library.

- 1. Bulk Upload – from the WVBTT Online home page, click your purple squares at the top of the page and then click Upload Documents. Using this method, you can upload as many documents as you want for any of your children at once. The system will read your documents, determine which child the document belongs to, name your documents for you, and place your documents in the folder it belongs in within the child library.*
- 2. Manual Upload – navigate to the child's online record in WVBTT Online, click on Child Library tab, click +Add Document. Some documents will have to be uploaded this way because they won't be compatible with the bulk upload. When using this method please follow our guidelines for uploading documents manually: [Manual WVBTT Online Document Upload and Naming Protocol](#)*

What kind of file format does my document need to be in to use the Bulk Upload Method?

Your document needs to be in its original fillable electronic pdf. Meaning that the document cannot be altered by printing or conversion into a flattened document. You will also need to make sure you are using the most up to date version of forms on the WVBTT website.

Which documents cannot be uploaded using the bulk upload method?

Currently, anything signed by DocuSign or Sign Now cannot be uploaded using the bulk upload method. We hope to be able to bulk upload these soon.

E/A Reports cannot be bulk uploaded and will have to be uploaded manually.

Please follow our guidelines on uploading these documents manually.

Do I have to upload my documents to the Child Library?

All enrolled professionals are required to upload child documents to WVBTT Online Effective June 1, 2022.

Do I still have to send original hard copies to the RAU?

No. Only a copy of RAU Data Entry forms are required to be sent to the RAU Effective June 1, 2022. All WVBTT Standard Documentation are required to be uploaded to the WVBTT Online Child Library for which the document belongs to.

Do I still have to provide a copy to the family?

Yes. You still need to provide a copy of your activity notes, E/A reports, IFSPs, and meeting notices to the family.

Will families be able to access documents in the Child Library?

No. Families will not have access to the documents to the child library unless the family requests to view their educational record. If the family requests to view their education record, the RAU will provide them with the documents uploaded to the Child Library.

Is there anything we should not upload to WVBTT Online?

Documents that should not be uploaded to WVBTT Online:

- 1. WVBTT SSA-DDS Contact Form*
- 2. Anything with a social security number on it*
- 3. Large medical records – you should only upload what you need for eligibility determination*

Do other team members receive alerts when new documents are uploaded?

No, there are no alerts built into the system.

Can a Word document be uploaded to the Child Library page?

A word document cannot be uploaded using the bulk upload method.

You can upload a word document using the manual upload method BUT it is recommended that you save your document as a PDF before uploading to the Child Library. Contents of a Word document could inadvertently be changed when downloaded by other team members. If you need assistance saving a Word document to a PDF, Microsoft provides instructions in their Help section in Word.

How should I title documents that I manually upload in the Child Library?

If you use the bulk upload method for uploading, you won't have to title your documents for the child library – it will do it for you.

If you use the manual upload method – you must follow our guidelines located here: [Manual WVBTT Online Document Upload and Naming Protocol](#)

How should I name my files on my personal device for the document uploading purposes?

WV Birth to Three does not require you to name your files on your personal device in any specific way. However, to avoid error messages during the upload process follow these 2 rules:

- 1. Create a unique file name on your personal device for every document – never name 2 files the same.*
- 2. Never use any of these illegal characters in your file name on your personal device:*

*\ / : * ? " < > | ~ # % & + { } - .*

Can documents in the Child Library be removed?

Yes, the person who uploaded the document can remove it. The WVBTT State Office also can delete documents if necessary. Anything uploaded to the Child Library is part of the child's educational record.

Can we print documents that have been uploaded to the Child Library?

Yes, you can download & print documents from the Child Library.

Section VI: Team Notes

What is the 'Team Note' tab?

This is a section of the electronic child record where team members may communicate important information about a child and family in a secure manner. No child's personal information should be emailed to team members or others unless it is password protected or encrypted.

What sort of information can be written in a Team Note?

Team members can use this section to discuss anything relevant to the child and family. Remember that the electronic record is considered part of the child's early intervention record. Everything in a child's early intervention record can be viewed by the family.

Here are some examples of what a Team Note might be:

- 1. Documentation of directions to the family's home*
- 2. Documentation of why a practitioner did not provide a new service within 30 days of the IFSP (timely service)*
- 3. A story from a practitioner about how well a child did during a visit.*

Do other team members receive alerts when new Team Notes are uploaded?

No, there are no alerts built into the system.