

## 2017 LHCSA Statistical Report Frequently Asked Questions

Q. Where can I find instructions and documentation for the 2017 LHCSA Statistical Report?

A. Sign on to the Health Commerce System

Click on:

- My Content on the top purple tool bar
- Documents by Group
- View all Document Groups
- Long Term Care
- Training
- Home Care
- LHCSA Statistical Report

Q: Our Agency was not open in 2017 – do we need to submit a report?

A: If your agency was newly opened in 2018, you must complete and submit a portion of the 2017 LHCSA Statistical Report to register the agency with the Department of Health. You must fill out the contact information on form LSR1 Agency Information Form and fill out form LSR10 Registration Form entirely.

Q: Our Agency is an ALP LHCSA that exclusively serves patients of an Assisted Living Program. What needs to be submitted?

A: LHCSAs that EXCLUSIVELY serve patients in an Assisted Living Program are only required to submit:

- Form LSR1 – Agency Information Form
- Form LSR2 – Patient Form – the first three questions only
- Form LSR7 – County Form – Unduplicated Patient Count question only
- Forms LSR9WFA, LSR9WFB, LSR9WFC – Workforce forms A, B, and C
- Form LSR10 - LHCSA Registration Form.

You are also required to submit the 2017 ALP LHCSA Statistical Report on the HERDS application of the Health Commerce System.

If your agency is a LHCSA that serves ALP residents and also serves patients in the community, select no, and complete and submit all forms of this survey. Additionally, you must complete and submit the 2017 ALP LHCSA Statistical Report on the HERDS application of the Health Commerce System.

Q: I do not have access to the 2017 LHCSA Statistical Report on the Healthcare Financial Data Gateway. What can I do?

A: Only the people that were in the Administrator role on the Health Commerce System as of the first week of August were given access to the Healthcare Financial Data Gateway to download the software and the report. If you are in the Administrator role and you are unable to access the Gateway, please send an email to [hcstatrpts@health.ny.gov](mailto:hcstatrpts@health.ny.gov). If you are not in the Administrator role on the Health Commerce system – you should discuss with your administrator what they would like to do in regard to giving you access to the report.

Q. Do I have to be assigned the Administrator role to enter data into the 2017 LHCSA Statistical Report?

A. No. Once the software is installed on a computer and the Report format is loaded, anyone with access to that computer can enter data. However, only someone assigned the Administrator role can submit the report.

Q. My agency has multiple people assigned the Administrator role who are also registered with the Healthcare Financial Data Gateway so that they can download the software and report and can submit the final report. Should they all download a copy of the application and report?

A. The answer is it depends. They can each download and install the software on their computer, but care must be taken that all of them only enter data into a single, shared copy of report. If they enter data into private copies of the report, the private copies cannot be merged. If they submit private copies of the report, only the data from the last submitted copy will be available. See the next question.

Q. How can multiple people enter data into a LHCSA Statistical Report?

A. You may want to have different people fill out different parts of the LHCSA Statistical Report. For example, you want someone from your fiscal unit fill out the cost and revenue sections, someone from human resources fill out the staffing and workforce sections and someone else enter the patient and service data.

This can be done in different ways, but care must be exercised so that only one person is entering data into a report at a time. If more than one person enters data into a report at the same time, only the changes made by the last person to save their copy of the report will be retained.

The simplest way is to install the application on a single computer and have people use that computer to enter data into a report stored on the computer. This enforces the requirement that only one person enter data at a time. This method is not very convenient and does not scale well.

A more complex architecture is to install the application on the computers of everyone who will be entering data. The application and report can be downloaded once, stored on a file server or flash drive, and then installed from the server or flash drive onto the computers of all the people who will be entering data.

One person should then create and save the initial instance of the report for a license. The default location for this file (which has an extension of .pnp) will be in the My Documents\UDCS folder of the person who created the report. A copy of this file can then be placed on a file server where it can be accessed by those who have had the application installed on their computer.

Only one person should enter data into the report at a time. **If more than one person enters data into a report at the same time, only the changes made by the last person to save their data will be retained.** Also, everyone must enter data into this one report. Data entered into other copies of this report cannot be merged into this one report and will have to be re-entered.

Alternatively, the initial instance of a LHCSA Statistical Report can be stored on a single flash drive which can be given, in succession, to each person who will be entering data. These people must have the LHCSA Statistical Report application installed on their computers. All people entering data must save it to the same flash drive; there is no way to merge data entered into multiple instances of a LHCSA Statistical Report into a single copy.

Q: I've downloaded the Report Manager software, but I get an error message when I try to install it on to my computer. What can I do?

A: You may not have the privileges needed to install software on to your computer. You may need to contact your IT Department and have them install the software on to your computer. Please note that the Report Manager software requires Windows 7 or later operating system.

Q: I've tried to download the Report Manager software on my Mac computer, and it does not work. What can I do?

A: Report Manager software requires Windows 7 or later operating system. It will not work on a Mac. You must use a computer that has Windows to submit your 2017 LHCSA Statistical Report.

Q. I have downloaded and installed the software, but when I download the Report and try to open the downloaded file I get a prompt for a password or an error message that says the file may be damaged. How can I download the Report?

A. The file containing the LHCSA Statistical Report matrix is a .zip file that contains an encrypted file. Depending upon how your browser is configured, it may attempt to open the .zip file for you. You do not need to open this file and extract the contents; you should save it where you can locate it and load it into the Report Manager.

Q: I have completed the report, and finalized and saved it. When I go to upload the report on the Healthcare Financial Data Gateway I get the error message that says I can not upload a PDF file. What do I need to do?

A: When you finalize the report and are asked to save it, the software will save both a PDF version of the file and a PNP version of the file. You must upload the PNP version.