



Department of Health

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April 9, 2015

DAL: DHCBS 15-04
Subject: Electronic Plan of Correction

Dear Home Care and Hospice Administrators:

The Department will be resuming the implementation of the Electronic Plan of Correction (ePOC) application for home health agencies starting on May 1, 2015. This initiative was previously announced through DAL: DHCBS 13-13 dated June 24, 2013. ePOC is an application to automate the distribution of Statements of Deficiency (SODs) to home care providers and the receipt of Plans of Correction (POCs) from home care providers. This application will ultimately eliminate the sending of hard copy SODs and POCs by surface mail, streamlining the communications between the Department and providers.

The ePOC application is accessible via the Health Commerce System (HCS). Provider access to the application will be governed by HCS roles, some currently existing but also some new ones. The current roles used by the system are Administrator, Director of Patient Services, Governing Body Chair or Member and HCS Coordinator. In addition, to support the application, two new roles have been created: Operator and ePOC Editor.

Individuals who have been assigned the Administrator, Director of Patient Services, HCS Coordinator, ePOC Editor, Governing Body Chair or Member, and Operator roles will be able to read SODs for their agency and the corresponding POCs. Those designated as Administrators, Directors of Patient Services, HCS coordinators, and ePOC Editors will be able to write POCs for their agency. Only those individuals in the Administrator role will be able to submit POCs to DOH on behalf of their agency.

The new Operator role represents a change in DOH policy. In the past, SODs have been sent directly to agency operators and the agency administrators have been secondary recipients. With ePOC the agency administrators will be the primary recipient of the SODs. It will be the responsibility of the agency to communicate SODs to any governing authority or operating organization; agencies must develop the necessary policies and procedures to ensure that such communication occurs. The Operator role was created to facilitate agencies with providing access to the SODs and POCs by individuals representing the governing authority or operator.

The following training materials are available:

1. A recorded ePOC training webinar is available at:

<https://nysdoh.webex.com/nysdoh/lr.php?RCID=7afe0292a75b975dd52add11e46c3c1b>

2. The webinar is supported by a PowerPoint presentation and a set of questions available at:

http://www.health.ny.gov/professionals/nursing_home_administrator/docs/epoc_fac_train.pdf

http://www.health.ny.gov/professionals/nursing_home_administrator/docs/2013-07-26_epoc_ques.pdf

3. The ePOC Quick Users Guide is available at:

http://www.health.ny.gov/professionals/nursing_home_administrator/docs/epoc_quick_users_guide.pdf

4. The ePOC Facility User Manual (in PDF) is available at:

<https://commerce.health.state.ny.us/doh2/applinks/epoc/file/renderFacilityUserManual>

Send any questions or comments that you may have on this topic to homecare@health.state.ny.us. We look forward to working with you on this initiative to streamline communications between the Department and the health care industry.

Sincerely,



Rebecca Fuller Gray, Director
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Management