

**NEW YORK**  
state department of  
**HEALTH**

Nirav R. Shah, M.D., M.P.H.  
Commissioner

Sue Kelly  
Executive Deputy Commissioner

April 3, 2014

**DAL:** *DHCBS 14-04*  
**Subject:** *Resumption of use of Electronic  
Plan of Correction (ePOC) system  
for CHHAs, LHCSAs and Hospices*

Dear Administrator:

The Department will be resuming its use of the Electronic Plan of Correction (ePOC) application to automate the distribution of Statements of Deficiency (SODs) to home care providers and the receipt of Plans of Correction from home care providers. This application will eliminate the sending of hardcopy SODs and POCs by surface mail, streamlining the communications between DOH and providers.

The ePOC application will be 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, and HCS Coordinator Operator and ePOC Editor roles have been created. (To support the application.)

Individuals in 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.

**For Certified Home Health Agencies (CHHAs) and Hospices, all SODs issued for surveys with exit dates after May 1, 2014 will be distributed via the ePOC system and the POCs for these SODs must be submitted via the ePOC system.**

**For LHCSAs, all SODs issued for surveys with exit dates after June 1, 2014 will be distributed via the ePOC system and the POCs for these SODs must be submitted via the ePOC system.**

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

Sincerely,

A handwritten signature in cursive script that reads "Rebecca Fuller Gray". The signature is written in dark ink and is centered below the word "Sincerely,".

Rebecca Fuller Gray, Director  
Division of Home & Community Based Services