

New York State
Electronic Certificate of Need
HCS Coordinator
Overview
Version 1.0

NYS Department of Health

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How to Use this Manual

Description

This reference manual will provide a guide through commonly asked questions that arise based on the HCS Coordinator role. It is designed to help guide an HCS Coordinator to answer any questions that might be coming in from resources associated with one's facility wishing to use the HCS NYSE-CON application. It will be maintained as additional questions are posed.

Issues

The overview is structured to contain answers to any issue the applicant may have regarding their access to HCS as it pertains to the NYSE-CON system.

Frequently Asked Questions

Specific to the HCS Coordinator Role

Q: A new staff person has just been added to our organization. Should they be given access to the Health Commerce System (HCS)?

A: Not without reason. There are many applications and users on the HCS within the Department of Health. NYSE-CON is only one of the many program areas using the HCS. Each program area grants individual permission to their application on the HCS. Once an individual has an HCS account, they will need to contact their Facility's HCS Coordinator to have a NYSE-CON role established.

Q: A member of our staff who had an HCS access has left. Does this affect the Health Commerce System in any way?

A: Yes. It is important that this person's user ID is disabled in the system, since it is no longer appropriate that they access the Health Commerce System. Even if the person left on amicable terms, or transferred to another organization, it is important to protect the security of the Commerce Network and inform the Commerce Accounts Management Unit (CAMU) to have the person's user ID deactivated at **1-866-529-1890** or email at **hinhpn@health.state.ny.us**.

Q: What are the roles available within NYSE-CON?

A: There are 2 roles available within NYSE-CON:

- **CON Submitter:** allows an applicant user to create, update and submit applications in NYSE-CON.
- **CON Updater:** allows an applicant user to update CON applications but not create or submit them.

Both roles may respond to correspondence on their applications. The assignment of both the Submitter role and Updater role to the same person is unnecessary. If the individual has been assigned the Submitter role, they do not need the Updater role as well.

Q: How do I make sure to properly set up a user role for NYSE-CON?

A: As HCS coordinators you have a tool that allows you to make the role assignments to individuals. To assign a person to a role, the person should appear in your organization list, if not then you can search for the person by last name as this person either doesn't have an account or their account was established with another organization. If you don't find the person do not add a person but generate an account for this person, then go back and assign the person to the role. If you assign a person without a valid HCS id they won't have access to the application.

Q: Why do users I have assigned the NYSE-CON roles only see public access?

A: This occurs when the role assignments are not done correctly in HCS. As HCS coordinators you have a tool that allows you to make the role assignments to individuals. Another tool is to add people. Adding a person is not the same as creating an account. When you go to add someone to a role do not create the person and then add that person to the role. One needs to only add the role to the user (with a userid) by using the add role tool. Since the newly created person is not associated with an HCS login, the person can not access the application with the 'assigned' roles and it looks like the system is not working.

Q: Can a consultant contact the Commerce Accounts Management Unit (CAMU) group to have their access established for HCS?

A: No. The consultant should work with his or her organization's HCS Coordinator to be part of the organization. Once that is in place they can work with the facilities they would represent to have the necessary NYSE-CON role established.

Q: If I forget or get locked out of my HCS account, is it okay if I use my co-worker's account to sign on until I get my account reactivated?

A: Absolutely not. Never share user IDs or passwords, even if it only temporary. That would be in violation to the User Agreement you and your organization signed. If you experience any problems with your user ID or password immediately contact the Commerce Accounts Management Unit (CAMU) group at **1-866-529-1890** or email at **hinhpn@health.state.ny.us**. A staff member will assign a new password for you. Use of another's account can result in permanent termination of your HCS account privileges.

Q: Where can I find training for my HCS Coordinator role?

A: There are a couple locations within HCS that can be of use. There is an HCS Coordinator group under Topics with all kinds of information specifically for HCS Coordinators. There is also a certification course "CTI210: HCS Coordinator Training & Certification" available on <http://www.nylearnsph.com>. One would need to set up an account to access this training.

Q: Where can I find Frequently Asked Questions (FAQs) specific to my HCS Coordinator role?

A: If one were to select the Topics tab, select the "Coordinator" role in the Select Group dropdown, and then the HCS Coordinator link. There is a document titled "HCS Coordinator's FAQs" that is available.

Questions that may be asked of the HCS Coordinator Role by users

Q: What do I do if I have forgotten my username or password?

A: Contact the Commerce Accounts Management Unit (CAMU) at **1-866-529-1890** or email at **hinhpn@health.state.ny.us** to activate the account.

Q: I have just logged on to the HCS and it says my password is expired, what's going on?

A: Every HCS user is required to change their password every 60 days. The system automatically prompts you to change your password every 60 days. For no reason should anyone ever know your password. Should you ever feel that the anonymity of your password has been compromised, immediately change the password on your own.

Q: Who is my facility HCS Coordinator(s)?

A: There are 2 ways to answer this


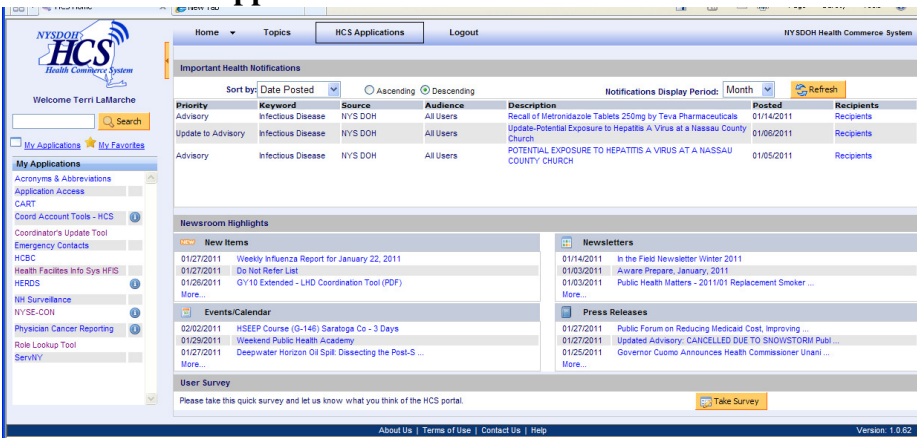
1. Contact the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 or email at **hinhpn@health.state.ny.us** and they can assist.
2. An HCS user can also access the My Account HCS tool if they would prefer to know immediately by:
 - a. Hover your mouse on the HOME tab and select the MY Account in the submenu

- b. The list of items available to a user are displayed
- c. Select "Look up my coordinators"

Q: How many months until an HCS account is locked due to inactivity?

A: Five (5) months, at which time one would need to call the Commerce Accounts Management Unit (CAMU) support at **1-866-529-1890** or email at **hinhpn@health.state.ny.us** to activate the account.

Useful Tools & Steps

Tool	Step	Action
<p>Communications Role Lookup Tool</p>	<p>1</p>	<p>Any user of HCS can use this tool</p> <p>Log in to HCS - url https://commerce.health.state.ny.us</p>  <p style="text-align: center;"><i>Figure 1.1: HCS Login Page</i></p>
	<p>2</p>	<p>Select the HCS Applications on the Menu Bar</p>  <p style="text-align: center;"><i>Figure 1.2: HCS Main Page</i></p>

Tool	Step	Action
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3

Find the Communications Directory Role Lookup Tool



Figure 1.3: HCS Applications List

One Time setup option to ADD APPLICATION TO MY APPLICATIONS

Optional Steps	Action
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The Communications Directory Role Lookup Tool is available to all users so you will need to add it the My Application. To do so, click + next to the application in the Add Remove column.



Figure 1.4: Add to My Applications

Any time you want to go into the role look up tool select it from My Applications it is labeled **Roll Lookup Tool**

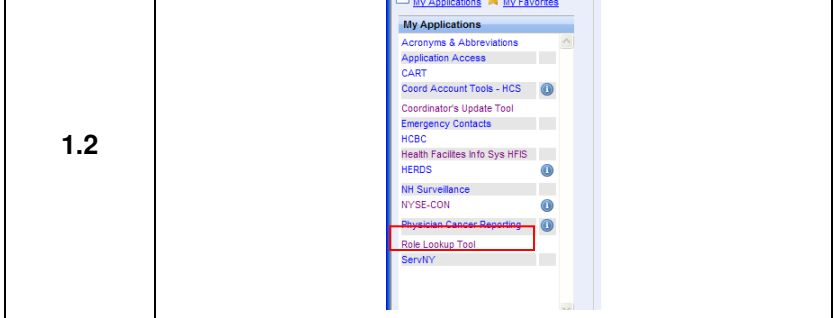
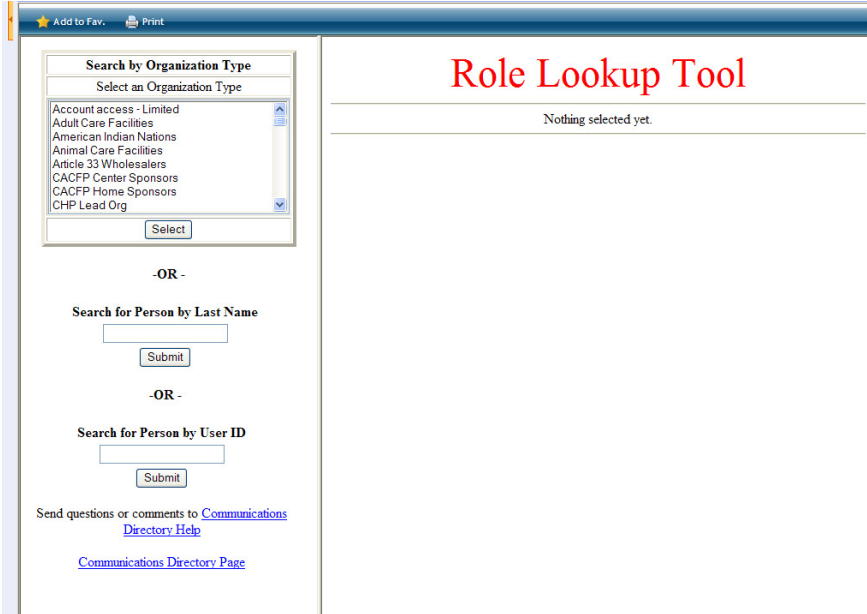
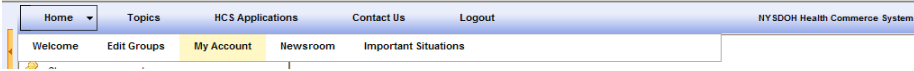
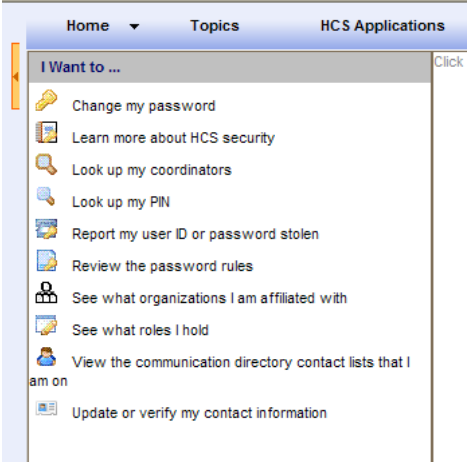
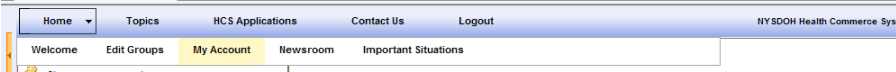
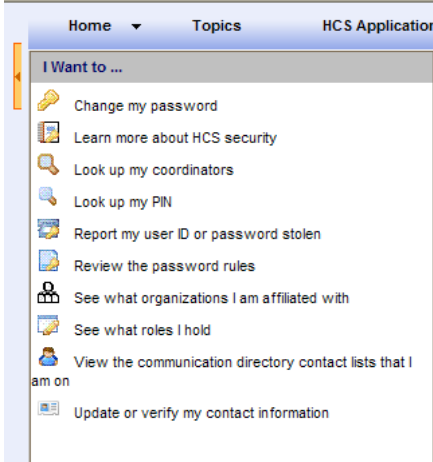
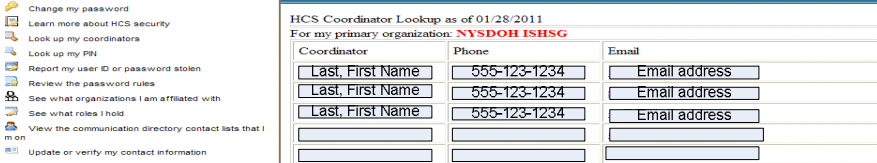


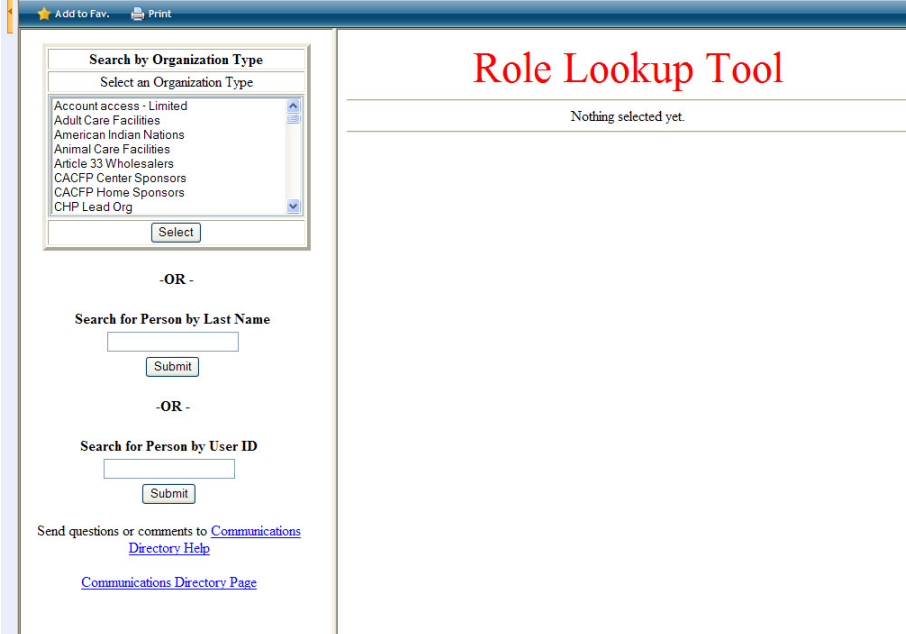
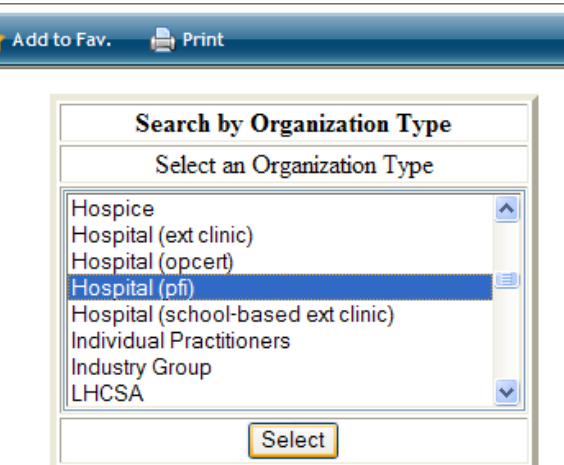
Figure 1.5: My Applications

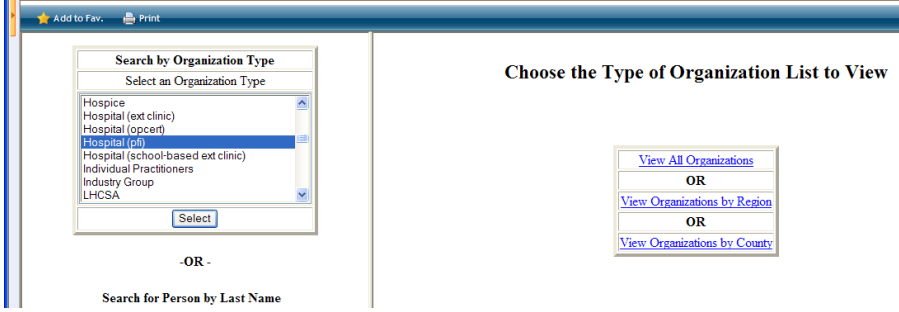
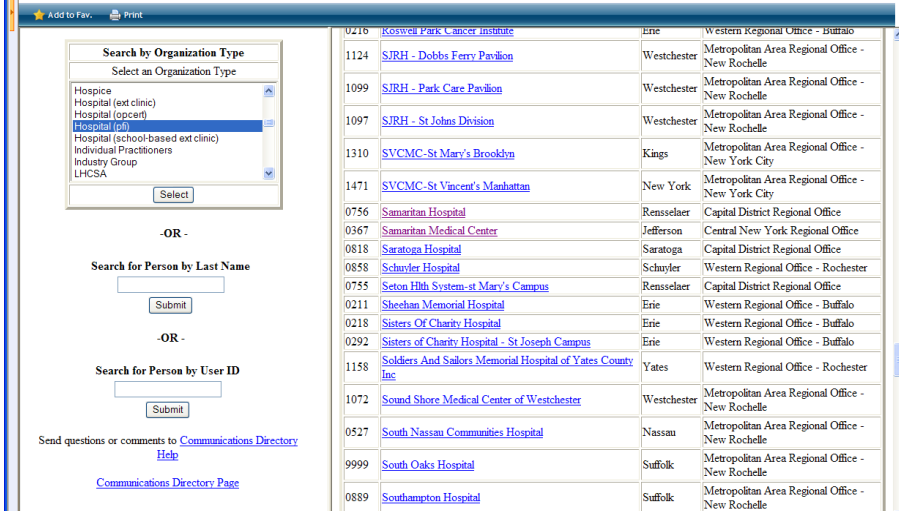
Tool	Step	Action
	4	<p>Role Lookup Tool has 3 options available</p> <ol style="list-style-type: none"> 1. Lookup an Organization Type 2. Lookup a Person by their Last Name 3. Lookup a user by their User ID  <p style="text-align: center;"><i>Figure 1.6: Role Lookup Tool</i></p>

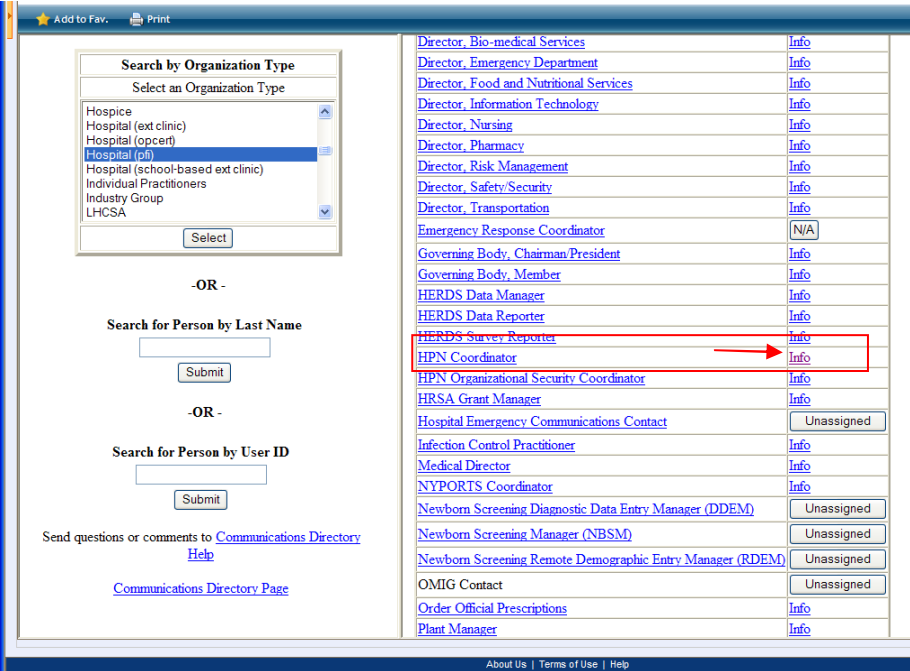
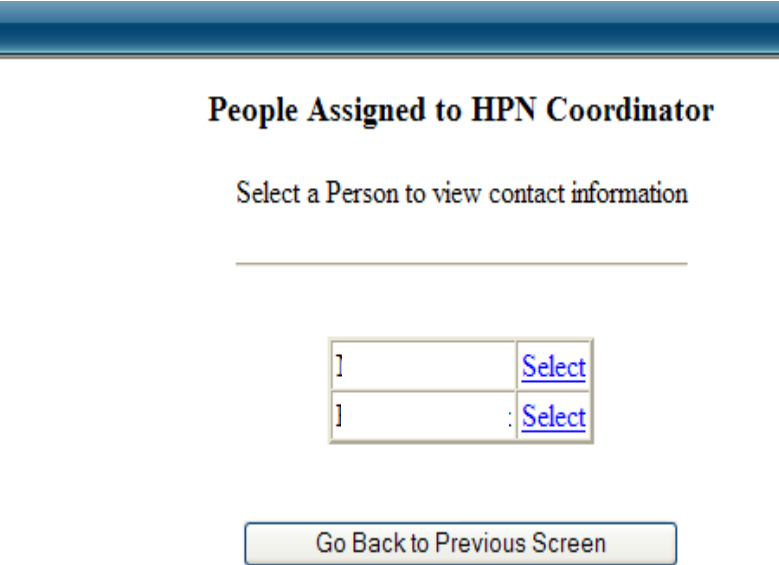
Tool	Step	Action
My Account		Every user can look at information about their account
	1	When logged into HCS
	2	<p>Hovering the mouse of the HOME tab and select the MY Account in the submenu</p>  <p style="text-align: center;"><i>Figure 2.1: HCS Menu</i></p>

Tool	Step	Action
	3	<p>The list of items available to a user are displayed.</p>  <p>The screenshot shows a web application interface with a navigation bar containing 'Home', 'Topics', and 'HCS Applications'. Below the navigation bar is a dropdown menu titled 'I Want to ...' with a 'Click' label on the right. The menu contains the following items: 'Change my password', 'Learn more about HCS security', 'Look up my coordinators', 'Look up my PIN', 'Report my user ID or password stolen', 'Review the password rules', 'See what organizations I am affiliated with', 'See what roles I hold', 'View the communication directory contact lists that I am on', and 'Update or verify my contact information'.</p> <p><i>Figure 2.2: My Account Menu</i></p>

Question	Step	Action
<p>How to find out who the HCS Coordinator is</p>		<p>If the person works for the Organization</p>
	<p>1</p>	<p>Ask them to log in to HCS</p>
	<p>2</p>	<p>Hovering the mouse of the HOME tab and select the MY Account in the submenu</p>  <p style="text-align: center;"><i>Figure 3.1: HCS Menu</i></p>
	<p>3</p>	<p>Select Look up my coordinators (third option in the list)</p>  <p style="text-align: center;"><i>Figure 3.2: My Account Menu</i></p>
<p>4</p>	<p>Contact Information is displayed for everyone in that role for the Organization</p>  <p style="text-align: center;"><i>Figure 3.3: HCS Coordinator list and Contact Information</i></p>	

Question	Step	Action
<p>How to find out who is the HCS Coordinator for another Organization</p>	<p>Remember anyone can see and use the Role Lookup Tool.</p> <p>1</p>	<p>Log in to HCS – Open the Role Lookup Tool</p>  <p style="text-align: center;"><i>Figure 4.1: Role Lookup Tool</i></p>
	<p>2</p>	<p>Select the Organization Type and press the Select button.</p>  <p style="text-align: center;"><i>Figure 4.2: Organization Type Search</i></p>

Question	Step	Action
	<p>3</p>	<p>Select the quickest way to find the Organization: Choices are</p> <ol style="list-style-type: none"> 1. View All Organizations in an alphabetical list 2. View Organization by Region 3. View Organization by County  <p style="text-align: center;"><i>Figure 4.3: Organization list to View</i></p>
	<p>4</p>	<p>Find the Organization you wish to view and select the Organization Name link to see the details</p>  <p style="text-align: center;"><i>Figure 4.4: Organization list</i></p>

Question	Step	Action
	5	<p>Scroll down to find the HPN Coordinator (aka HCS Coordinator) – Select the Info link</p>  <p>The screenshot shows a search interface on the left and a list of roles on the right. The roles list includes: Director, Bio-medical Services; Director, Emergency Department; Director, Food and Nutritional Services; Director, Information Technology; Director, Nursing; Director, Pharmacy; Director, Risk Management; Director, Safety/Security; Director, Transportation; Emergency Response Coordinator; Governing Body, Chairman/President; Governing Body, Member; HERDS Data Manager; HERDS Data Reporter; HERDS Survey Reporter; HPN Coordinator; HPN Organizational Security Coordinator; HRSA Grant Manager; Hospital Emergency Communications Contact; Infection Control Practitioner; Medical Director; NYPORTS Coordinator; Newborn Screening Diagnostic Data Entry Manager (DDEM); Newborn Screening Manager (NBSM); Newborn Screening Remote Demographic Entry Manager (RDEM); OMIG Contact; Order Official Prescriptions; Plant Manager. The 'HPN Coordinator' role is highlighted with a red box, and an arrow points to its 'Info' link.</p> <p style="text-align: center;"><i>Figure 4.5: List of all roles available for the Organization</i></p>
	6	<p>Select the link for contact details:</p>  <p>The screenshot shows a page titled "People Assigned to HPN Coordinator". Below the title, it says "Select a Person to view contact information". There are two dropdown menus, each with a "Select" button next to it. At the bottom, there is a "Go Back to Previous Screen" button.</p> <p style="text-align: center;"><i>Figure 4.6: List of HCS Coordinator for the Organization</i></p>

Useful DOH Contact Information:

Where you can get help with HCS related issues?	There are 2 Units that can be contacted							
	<table border="1"> <tr> <td style="text-align: center;">CAMU Commerce Accounts Management Unit</td> <td>Call 1-866-529-1890 or email hinhpn@health.state.ny.us</td> </tr> </table>	CAMU Commerce Accounts Management Unit	Call 1-866-529-1890 or email hinhpn@health.state.ny.us					
	CAMU Commerce Accounts Management Unit	Call 1-866-529-1890 or email hinhpn@health.state.ny.us						
	This is for the Facility Users to help them with:							
	<table border="1"> <thead> <tr> <th></th> <th style="text-align: center;">Issues</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>HCS Passwords</td> </tr> <tr> <td style="text-align: center;">2</td> <td>HCS Account Status</td> </tr> </tbody> </table>		Issues	1	HCS Passwords	2	HCS Account Status	
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2	HCS Account Status							
<table border="1"> <tr> <td style="text-align: center;">Informatics</td> <td> hcsoutreach@health.state.ny.us or call 518-473-1809 (tell public to call toll free CAMU number and they will forward them to Informatics) </td> </tr> </table>	Informatics	hcsoutreach@health.state.ny.us or call 518-473-1809 (tell public to call toll free CAMU number and they will forward them to Informatics)						
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	Issues							
1	HCS Coordinator Training							
2	Roles (will help the HCS Coordinator perform assigning)							
3	Communication Directory							
Note: None of these Units can help with the NYSE-CON application. See the next section for NYSE-CON specific matters.								

Where you can get help with NYSE-CON related issues?	There are 2 Units that can be contacted		
	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">PMU Project Management Unit</td> <td>bpm@health.state.ny.us</td> </tr> </table>	PMU Project Management Unit	bpm@health.state.ny.us
	PMU Project Management Unit	bpm@health.state.ny.us	
	This is for NYSE-CON Users to help them with Policy Questions		
	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">NYSE-CON System Support Unit</td> <td>nysecon@health.state.ny.us</td> </tr> </table>	NYSE-CON System Support Unit	nysecon@health.state.ny.us
NYSE-CON System Support Unit	nysecon@health.state.ny.us		
This is for NYSE-CON Users to help them with NYSE-CON System Specific Questions			