

Question	Response
<p>What does it mean if a bed that's on my old operating certificate is not on my new operating certificate?</p>	<p>Most probably that the bed has been decommissioned. Look at your copy of the updated Beds and check if the old bed has been cross walked to a new bed. If it has, please contact the Department at 800-xxx-xxxx. If it has not been cross walked, the bed has been decommissioned and should not appear on your operating certificate</p>
<p>What does it mean if a service that's on my old operating certificate is not on my new operating certificate?</p>	<p>Most probably that the service has been decommissioned. Look at your copy of the updated Services and check if the old service has been cross walked to a new service. If it has, please contact the Department at 800-xxx-xxxx. If it has not been cross walked, the service has been decommissioned and should not appear on your operating certificate.</p>
<p>Why were services decommissioned?</p>	<p>In preparing for the new HFIS system, the Department reviewed the services currently printed on the operating certificate. If you are providing a formerly certified service that no longer appears in the HFIS terminology, you may continue providing that service without interruption or alteration. The Department has merely determined that the service need no longer be subject to review and licensure and thus no longer needs specific authorization.</p>
<p>Why were beds decommissioned?</p>	<p>In preparing for the new HFIS system, the Department reviewed the bed types currently printed on the new operating certificate. If you are providing a formerly certified service that no longer appears in the HFIS terminology, you may continue providing that service without interruption or alteration. The Department has merely determined that some bed types need no longer be subject to review and licensure and thus no longer needs specific authorization.</p>

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What should we do if we think the new operating certificate is wrong?	If you believe there is an error on your new operating certificate, first review the Service and Bed Type Crosswalk pamphlet you received with the new operating certificate to verify decommissioned services and beds and new services and beds. If, after this review, you still feel the new operating certificate is incorrect, please call the HFIS hotline or email the HFIS mailbox.																
What should we do with our old operating certificate?	Please destroy your old operating certificate as you would any other important document.																
Can we still submit a bill to insurers for services that have been decommissioned?	The employment of the new term will not adversely affect payment or reimbursement for the service involved.																
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When will we receive the new operating certificate?	<p>The Department expects to distribute the new operating certificates according to the following schedule:</p> <table border="1" data-bbox="786 1108 1351 1457"> <thead> <tr> <th data-bbox="786 1108 1110 1178">Regional Office</th> <th data-bbox="1110 1108 1351 1178">Send Date</th> </tr> </thead> <tbody> <tr> <td data-bbox="786 1178 1110 1226">Capital District</td> <td data-bbox="1110 1178 1351 1226">01/15/09</td> </tr> <tr> <td data-bbox="786 1226 1110 1266">Central NY</td> <td data-bbox="1110 1226 1351 1266">02/15/09</td> </tr> <tr> <td data-bbox="786 1266 1110 1306">MARO – NR</td> <td data-bbox="1110 1266 1351 1306">03/01/09</td> </tr> <tr> <td data-bbox="786 1306 1110 1346">MARO- LI</td> <td data-bbox="1110 1306 1351 1346">03/15/09</td> </tr> <tr> <td data-bbox="786 1346 1110 1386">Rochester</td> <td data-bbox="1110 1346 1351 1386">04/01/09</td> </tr> <tr> <td data-bbox="786 1386 1110 1425">Buffalo</td> <td data-bbox="1110 1386 1351 1425">04/15/09</td> </tr> <tr> <td data-bbox="786 1425 1110 1457">MARO- NYC</td> <td data-bbox="1110 1425 1351 1457">05/01/09</td> </tr> </tbody> </table>	Regional Office	Send Date	Capital District	01/15/09	Central NY	02/15/09	MARO – NR	03/01/09	MARO- LI	03/15/09	Rochester	04/01/09	Buffalo	04/15/09	MARO- NYC	05/01/09
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The 'other authorized sites' listing is incorrect; who should I contact to get it corrected?	If you believe there is an error on your new operating certificate please call the HFIS hotline or email the HFIS mailbox.																

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<p>There are service types that are missing from my operating certificate. How do we get them put back on?</p>	<p>If you believe there is an error on your new operating certificate, first review the Service and Bed Type Crosswalk pamphlet you received with the new operating certificate to verify decommissioned services and beds and new services and beds. If, after this review, you still feel the new operating certificate is incorrect, please call the HFIS hotline or email the HFIS mailbox.</p>
<p>There are bed types that are missing from my operating certificate. How do we get them put back on?</p>	<p>If you believe there is an error on your new operating certificate, first review the Service and Bed Type Crosswalk pamphlet you received with the new operating certificate to verify decommissioned services and beds and new services and beds. If, after this review, you still feel the new operating certificate is incorrect, please call the HFIS hotline or email the HFIS mailbox.</p>
<p>How often will we be getting new operating certificates?</p>	<p>The introduction of the new HFIS system is an opportunity to update all operating certificates. This is a one time event. Normally, a new operating certificate will be issued whenever there is a Certificate of Need event that results in a change to the operating certificate.</p>
<p>Why did the Department change the size of the operating certificate?</p>	<p>The smaller size will allow the Department to reduce shipping costs by being able to use standard envelopes.</p>
<p>Why did the Department do this? It seems to only increase the cost of government.</p>	<p>The old HFIS system was written in the early 1980's. Software at that time did not have the flexibility or scalability needed today. The new system will be able to meet the needs of the Department, operators and providers for many years to come.</p>
<p>Why do all my services have an O/P after them?</p>	<p>In order to differentiate inpatient and out patient services, The Department felt it necessary to add the identifier.</p>
<p>What does baseline mean?</p>	<p>By regulation, Residential Health Care Facilities must provide certain services. Rather than print all these required services on the operating certificate, the Department prints 'Baseline' on the operating certificate.</p>

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The name of my facility is spelled wrong. How can we get it corrected?	Please call the HFIS hotline or email the HFIS mailbox to initiate this change.
The new operating certificate has bed types that were not on my old operating certificate, why?	If you believe there is an error on your new operating certificate, first review the Service and Bed Type Crosswalk pamphlet you received with the new operating certificate to verify decommissioned services and beds and new services and beds. If, after this review, you still feel the new operating certificate is incorrect, please call the HFIS hotline or email the HFIS mailbox.
The new operating certificate has services that were not on my old operating certificate, why?	If you believe there is an error on your new operating certificate, first review the Service and Bed Type Crosswalk pamphlet you received with the new operating certificate to verify decommissioned services and beds and new services and beds. If, after this review, you still feel the new operating certificate is incorrect, please call the HFIS hotline or email the HFIS mailbox.
Why can't I photocopy the new operating certificate?	The paper used for the new operating certificates has built in security measures to ensure authenticity.
Does this mean that changes to our operating certificate will be a shorter process?	The goal of the Department is always to provide information in as expedient manner as possible. We hope that the new system, once it is up and running and all staff is fully trained, will, in fact, shorten the time it takes for you to receive a new operating certificate.
Can I call the 800 number for adding new or additional services to the operating certificate?	The HFIS hotline and email box are only for issues relating to the new operating certificate. If you want to add services, you must file a CON. Please refer to the Department website to see which type of CON you must file.
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