

# Uniform Assessment System for New York



## Behavioral Health Managed Care Transition UAS-NY Support for Users

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of Health**

**Medicaid  
Redesign Team**

Office of Health Insurance Programs  
Division of Long Term Care

Division of Program Development  
and Management

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## **THE PURPOSE OF THIS GUIDE**

The purpose of this guide is to provide you with the step-by-step information necessary to access training and conduct assessments for the Behavioral Health Managed Care Transition.

The Behavioral Health Managed Care Transition is supported by two software applications.

- **UAS-NY Training Environment** – This application provides access to online courses on the Community Mental Health assessment, HARPs/HCBS eligibility assessment and software application. In addition, supplemental information is available in the “References and Resources” section.
- **UA-Community Mental Health Application** – This application is where users will conduct the New York State Community Mental Health Assessment and HARPS/HCBS Eligibility Assessment. In addition, users will be able to access available reports.

As a new user of the UAS-NY, you may have questions about how to access the application. The purpose of this document is to provide you with step-by-step information that will help you access the UAS-NY.

***You are strongly encouraged to read this document in its entirety before calling the UAS-NY help line for support.***

If you need assistance with any of the information or procedures presented in this document, please refer to the following:

- your supervisor,
- your organization’s Health Commerce System (HCS) Coordinator, or
- your organization’s Information Technology (IT) department.

## **SUPPORTED WEB BROWSERS**

A web browser is a software application used to access information resources on the World Wide Web. Internet Explorer, Mozilla Firefox, and Chrome are some of the more popular web browsers currently used.

The UAS-NY has been verified to work with the following web browsers. These are the only browsers supported by the UAS-NY Support Team.

Internet Explorer version 9

Internet Explorer version 10

Mozilla FireFox (latest version)

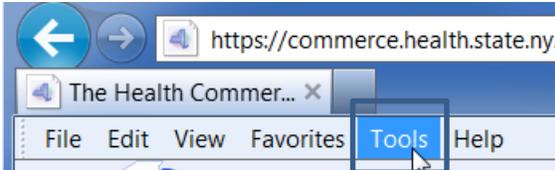
Click your browser's Help menu and select About to determine the browser version you are using. If you are not sure which browser you are using, contact your organization's IT Support.

## BROWSER POP-UP SETTINGS

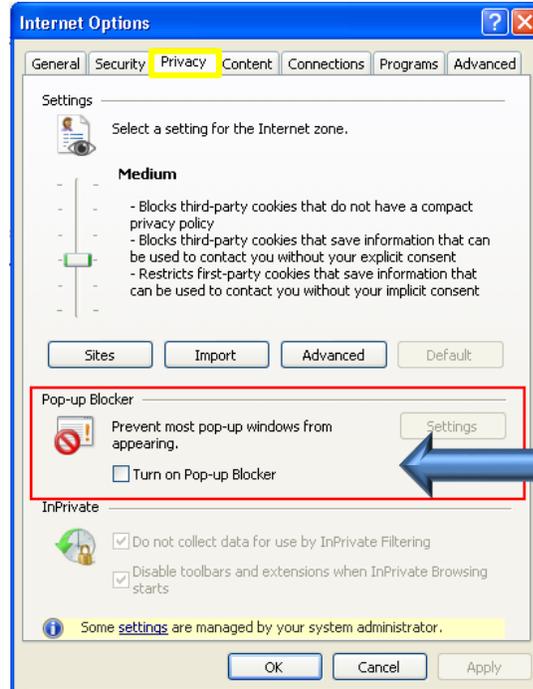
Your web browser must be set to allow new windows to pop-up, either as new windows or new tabs. The following procedures explain how to turn off pop-up blocker capabilities in your browser.

### Internet Explorer

1. Select the Internet Options from the Tools\* drop down menu (often located in the upper left browser window).

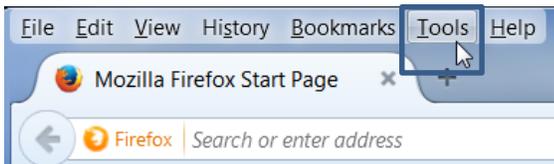


2. Select the Privacy tab.
3. Make sure the option to block pop-up windows is NOT checked.
4. Click OK.

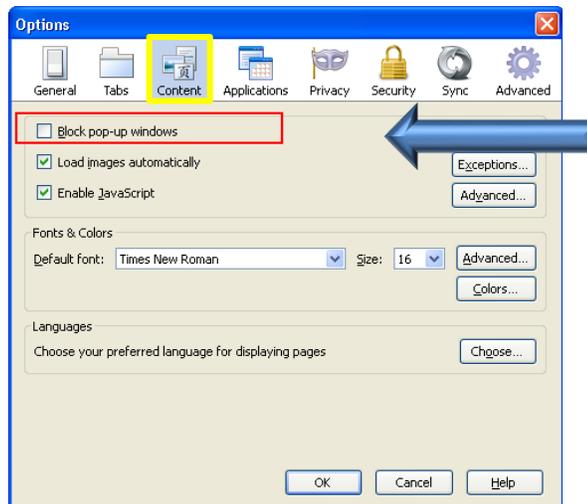


### Firefox

1. Select Options from the Tools\* drop down menu (often located in the upper left browser window).

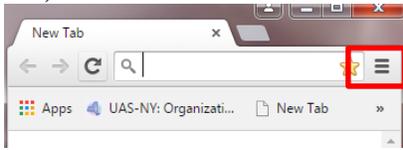


2. Select the Content tab.
3. Make sure the option to block pop-up windows is NOT checked.
4. Click OK.

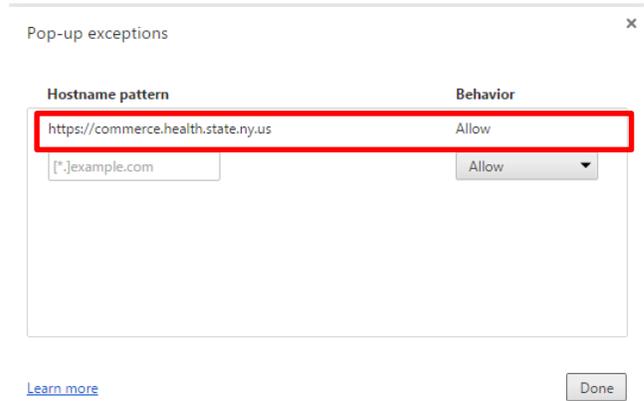


## Chrome

1. Select the Chrome menu (three line symbol to the right of search bar).



2. Select settings.
3. Click on Show Advanced Settings (at the bottom of screen), under Privacy click on Content Settings.
4. Under Pop-ups select manage exceptions.
5. Enter <https://commerce.health.state.ny.us>
6. Click Done.

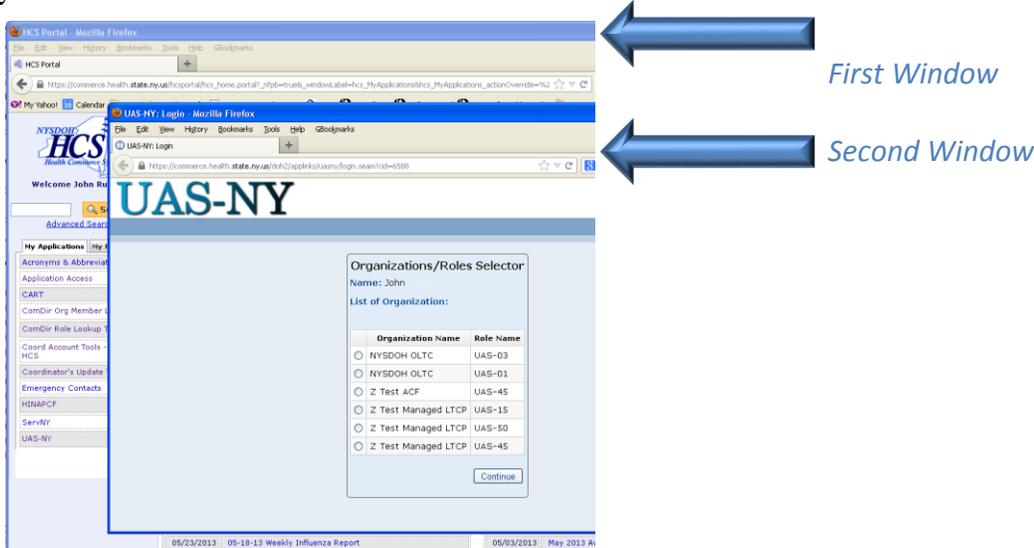


**\*If you cannot see or control the Tools menus, contact your organization's IT support.**

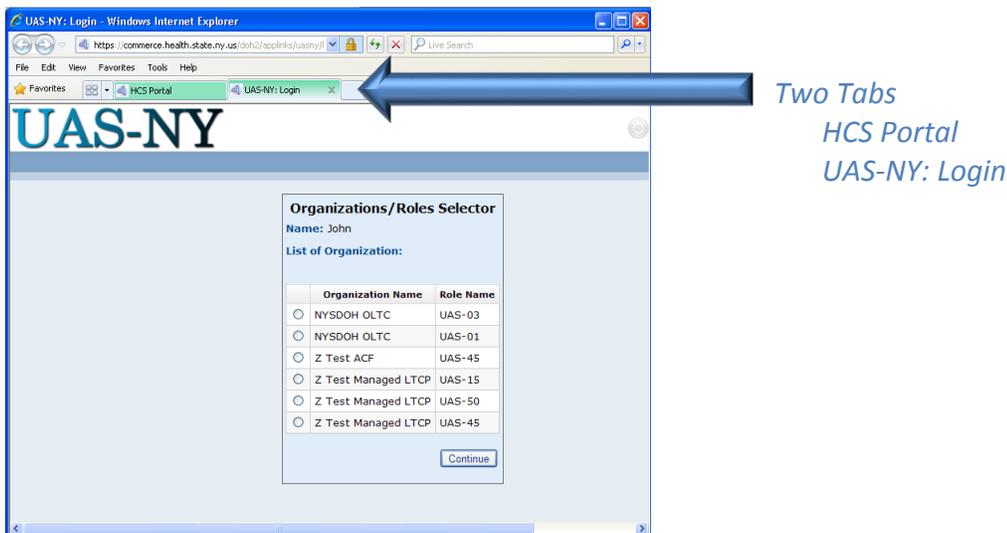
## BROWSER TABS AND NEW WINDOWS

Your web browser has the option to open certain links in new windows or new tabs.

If your browser is set to open these links in new windows, when you click those links a new window will open with the web page displayed. If your browser is set to open certain links in new windows, then when you launch the UAS-NY it will look like this:



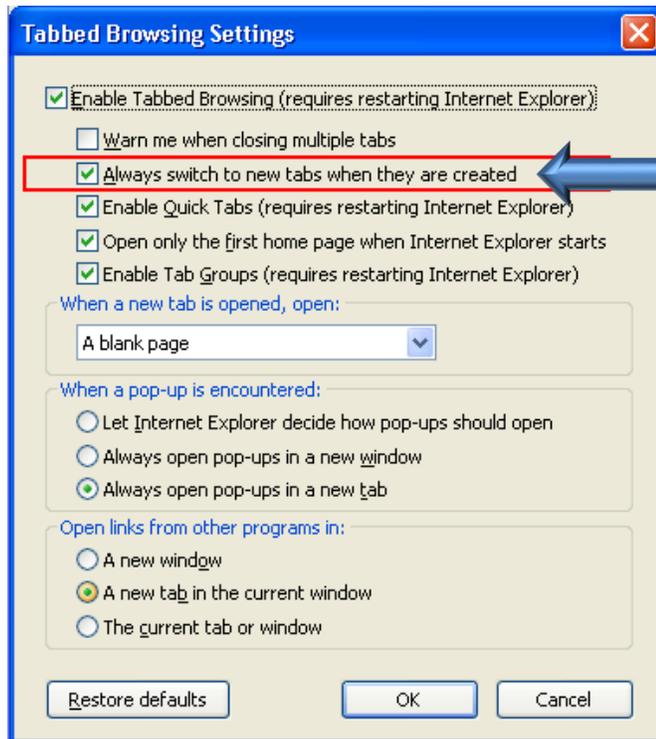
If your browser is set to open these links in new tabs, when you click those links a new tab will open in the same window with the web page displayed. If your browser is set to open certain links in new tabs, then when you launch the UAS-NY it will look like this:



If you set your browser to open certain links in new tabs instead of new windows, you will also need to set the browser to switch to those newly opened tabs immediately. The following procedures explain how to switch to new tabs immediately in your browser settings.

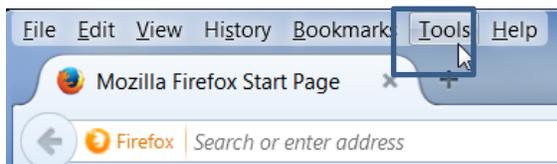
## Internet Explorer

1. Select the Internet Options from the Tools menu.
2. Select the General tab.
3. In the Tabs section, select Settings.
4. Make sure the option to Always switch to new tabs when they are created is checked.
5. Click OK.

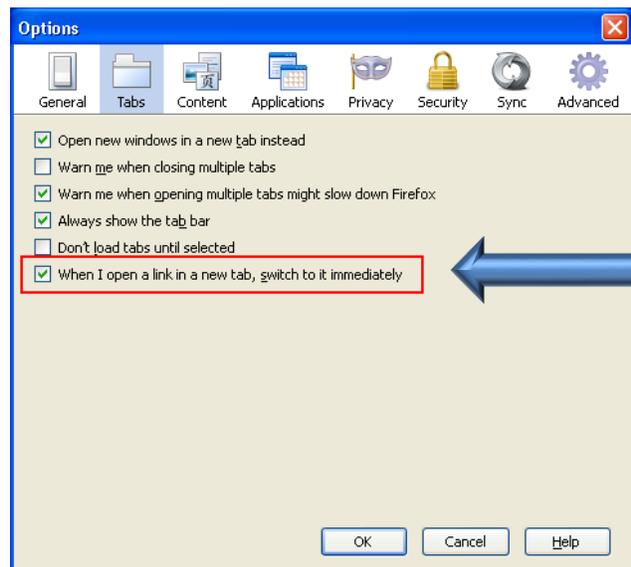


## Firefox

1. Select Options from the Tools\* drop down menu (often located in the upper left browser window).



2. Select the Content tab.
3. Make sure the option to block pop-up window is NOT checked.
4. Click OK.



## ACCESSING THE UAS-NY TRAINING ENVIRONMENT

In order to access the online course for the Behavioral Health Managed Care Transition, you will need to access the UAS-NY application. From the UAS-NY application you will then be able to access the UAS-NY Training Environment.

Before you begin to use the UAS-NY Training Environment, you will need the following:

1. your own HCS user account,
2. Trust level 3 assurance verified on your HCS account,
3. OMHCMH role assigned to your HCS account.

### Location of the Health Commerce System (HCS)

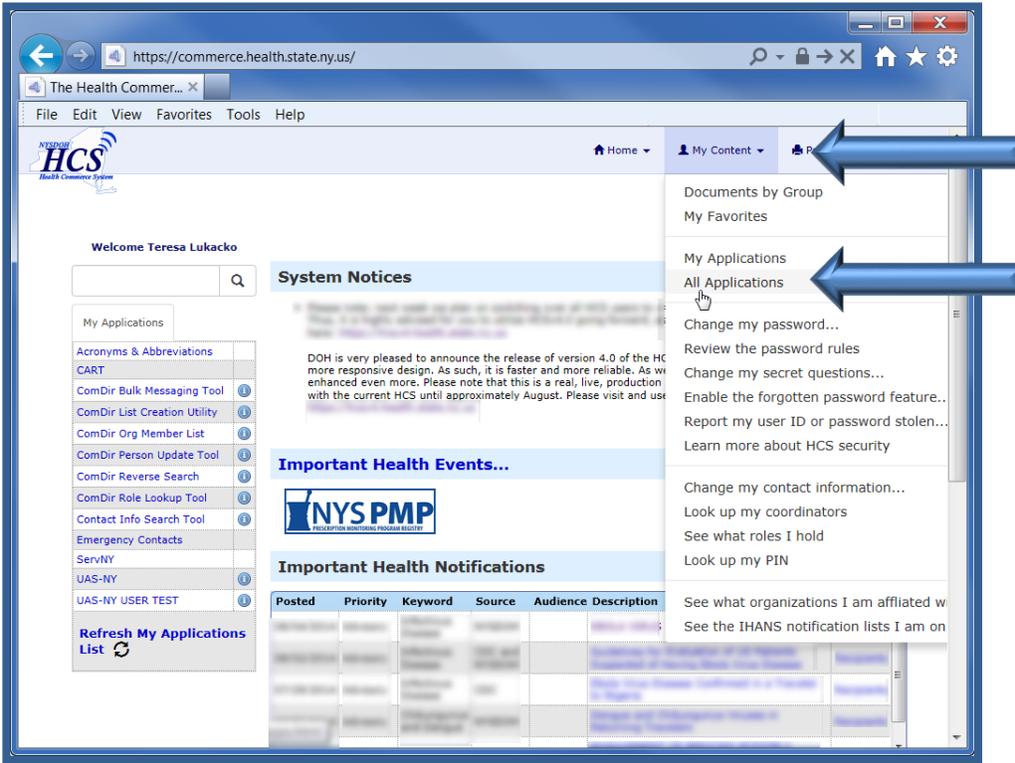
You can reach the HCS by opening a web browser and entering this address:

<https://commerce.health.state.ny.us>

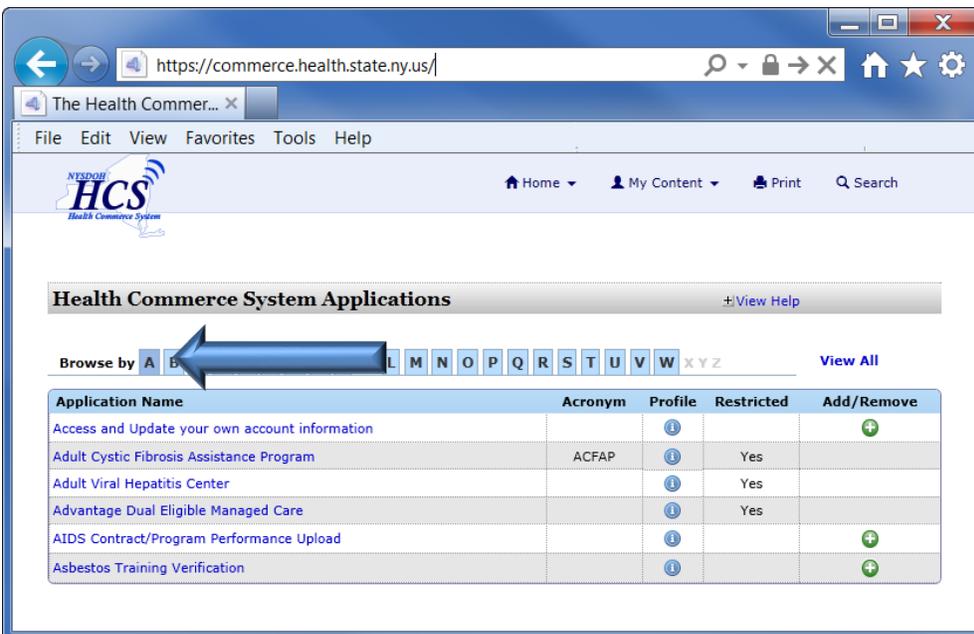


## Locating the UAS-NY Application in the HCS

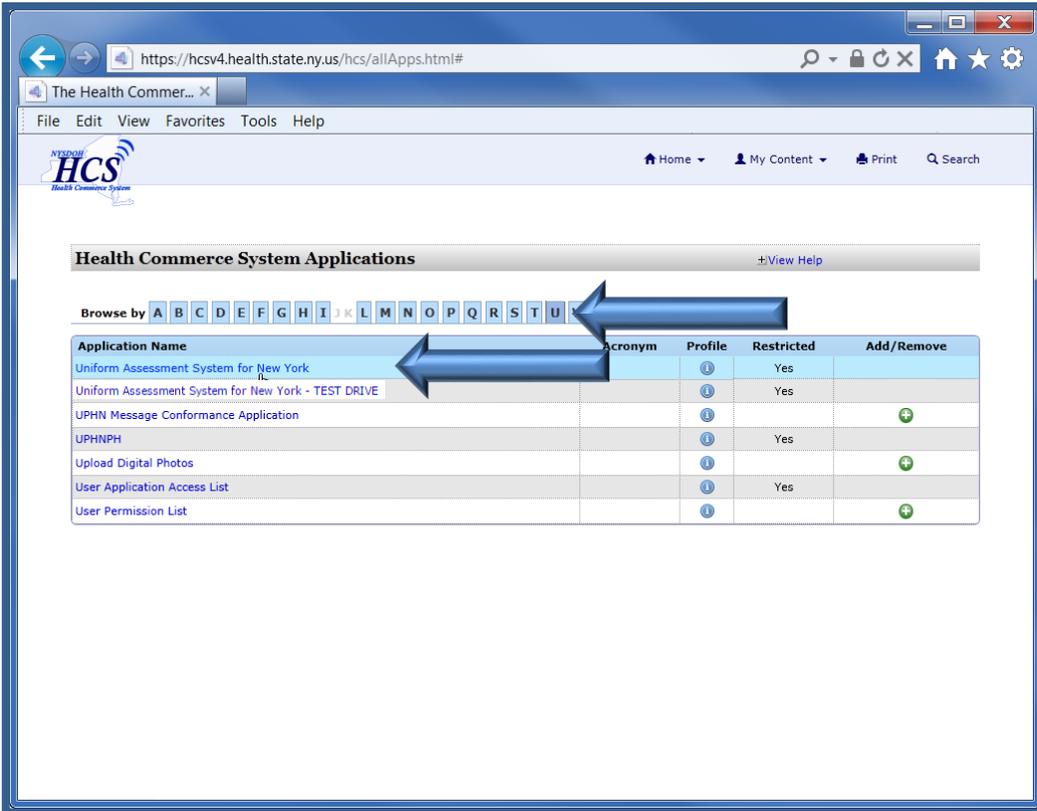
- Once you have logged into the HCS, follow these instructions to locate the UAS-NY application. Click to drop down the My Content menu. Then, click All Applications.



A list of HCS applications will display with an alphabet navigation near the top of the screen. Applications starting with the letter A will be displayed.



- Click on the letter U, for all the applications that start with the letter U.



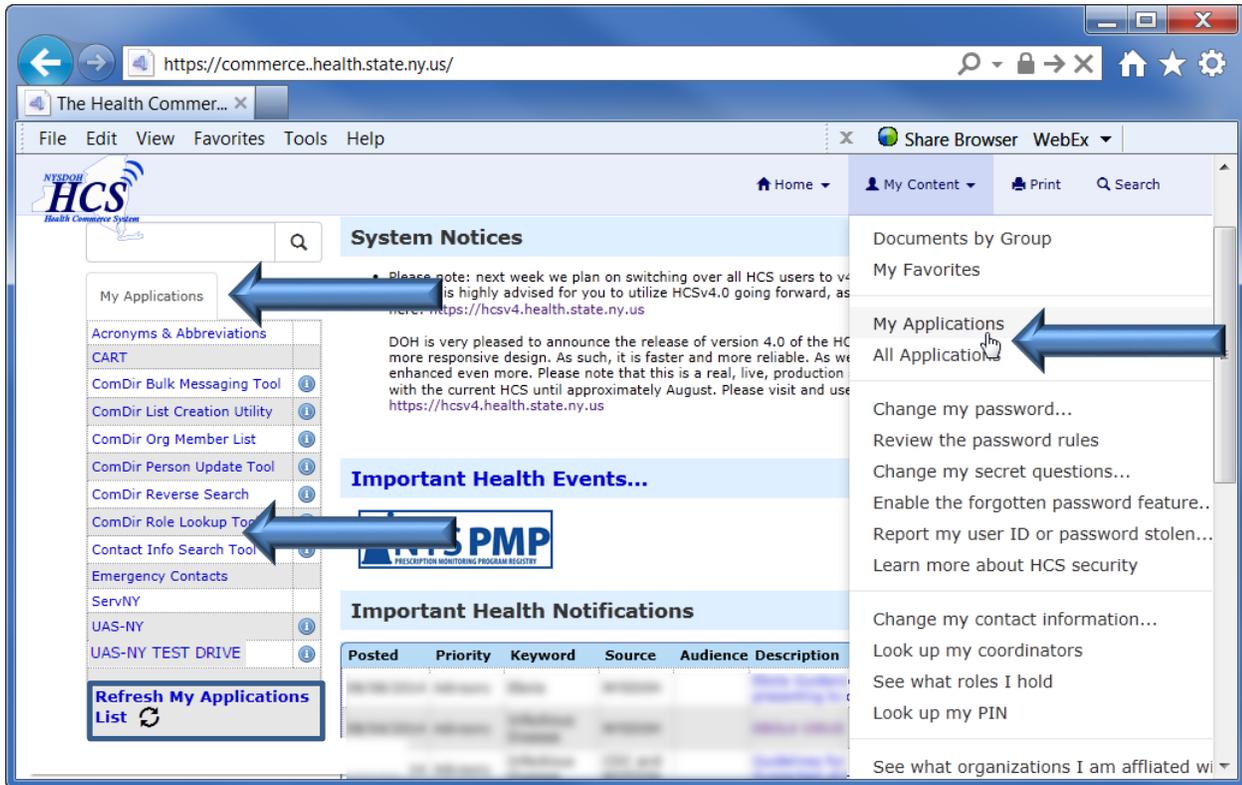
- Click on Uniform Assessment System for New York (a link) and a separate window will now open up and contain the UAS-NY application.

If a new window or tab does not open up with the UAS-NY application displayed in it, see the section **Browser Pop-up Settings** on page 3 of this guide.

**Note:** The Information icon in the Profile column (  ) will display information about the UAS-NY application, but is not the application itself. Make sure you click on the name of the application, as the arrow indicates. 'Restricted' is a generic description. You will *not* be restricted if your HCS Coordinator has assigned a role and trust level 3 assurance. Click the green plus sign to place a convenient link in 'My Applications' on the left.

## Customizing “My Applications” Menu

You will see links to the UAS-NY by way of *My Applications*. You may have to click Refresh My Applications List once in order to view the UAS-NY links here in the future.



## Error Messages When Starting the UAS-NY

The two most common error messages you *may* receive when starting the UAS-NY application are:

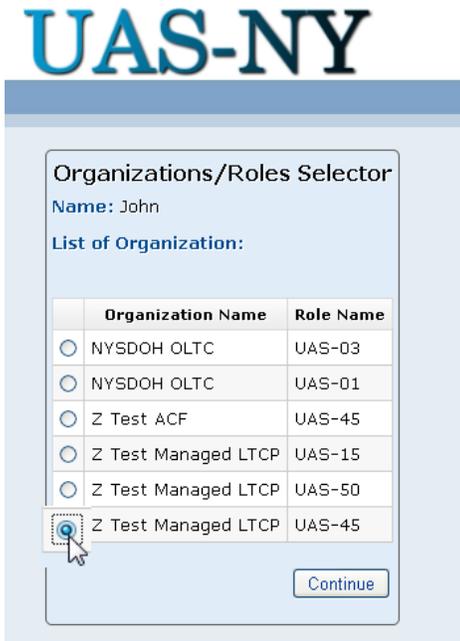
- Unexpected Error: No roles are configured  
This error occurs if your HCS account does not have a UAS role assigned to it. Notify your HCS Coordinator.
- You do not have the appropriate Trust Level  
This error occurs if your HCS account has not been verified to Trust Level 3 assurance. Notify your HCS Coordinator.

## How to Get Into Training

To access the UAS-NY Training Environment, and enter a specific course, follow these instructions.

1. Log into the HCS and start the UAS-NY application.
2. When prompted, indicate the role you will be using, and click Continue.  
If you have only one UAS role, you will be brought directly to the next screen.

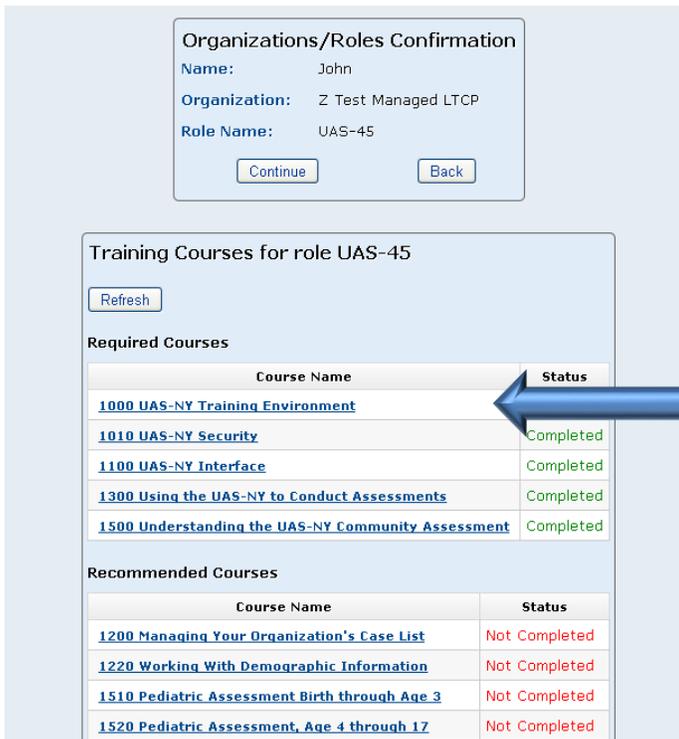
If you have more than one UAS role, click the radio button  to select the organization and role (see example below).



Organization Name	Role Name
<input type="radio"/> NYSDOH OLTC	UAS-03
<input type="radio"/> NYSDOH OLTC	UAS-01
<input type="radio"/> Z Test ACF	UAS-45
<input type="radio"/> Z Test Managed LTCP	UAS-15
<input type="radio"/> Z Test Managed LTCP	UAS-50
<input checked="" type="radio"/> Z Test Managed LTCP	UAS-45

3. At the role confirmation page, you will be presented with a list of courses that are specific to the role you selected. Simply click on the link for the course you wish to take. A new window or tab will open and you will see the Topic Outline.

The first course you should take is 1000 UAS-NY Training Environment. It will teach you how to navigate the training environment.

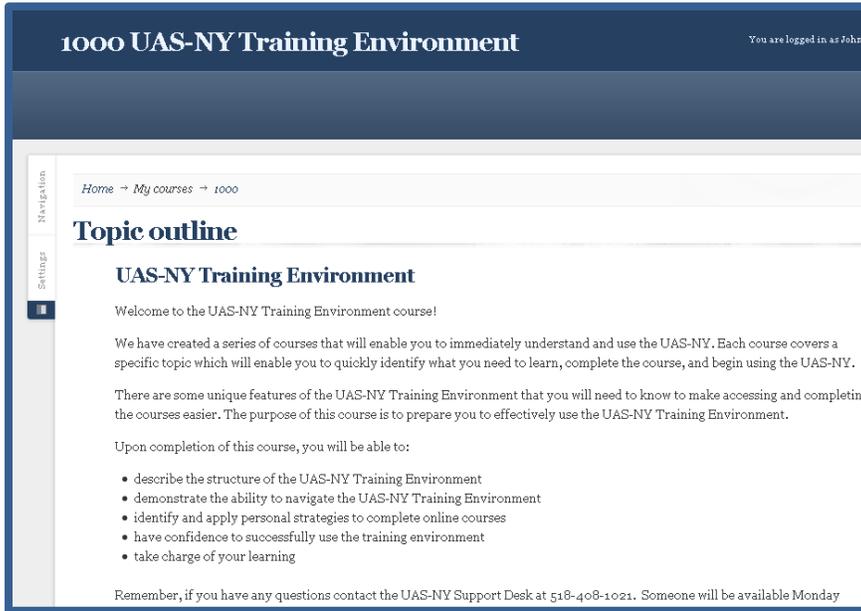


Course Name	Status
<a href="#">1000 UAS-NY Training Environment</a>	Completed
<a href="#">1010 UAS-NY Security</a>	Completed
<a href="#">1100 UAS-NY Interface</a>	Completed
<a href="#">1300 Using the UAS-NY to Conduct Assessments</a>	Completed
<a href="#">1500 Understanding the UAS-NY Community Assessment</a>	Completed

Course Name	Status
<a href="#">1200 Managing Your Organization's Case List</a>	Not Completed
<a href="#">1220 Working With Demographic Information</a>	Not Completed
<a href="#">1510 Pediatric Assessment Birth through Age 3</a>	Not Completed
<a href="#">1520 Pediatric Assessment, Age 4 through 17</a>	Not Completed

The image below shows the training environment, specifically indicating the Course 1000 UAS-NY Training Environment.



## **USING THE UAS-NY TRAINING ENVIRONMENT**

Once you log in to the UAS-NY Training Environment the first time, you will automatically be registered and enrolled in all training that has been assigned to your role. The UAS-NY Training Environment will keep track of all the courses you complete and will keep track of your progress in the courses. This will enable you to complete a course over a period of days rather than in one session.

### **What You Need to Take Courses in the UAS-NY Training Environment**

You will need the following items to participate in the UAS-NY training:

- a computer with speakers or headphones
- internet access
- Adobe Flash Player installed and enabled on the computer — available *for free* from this website: <http://get.adobe.com/flashplayer/>
- This link will help determine if Flash is installed and enabled: <http://helpx.adobe.com/flash-player.html>

Work with your organization's IT support if you suspect hardware or software issues.

# ACCESS UA-COMMUNITY MENTAL HEALTH APPLICATION

Once you have completed all required training for your assigned role then you can access the UA-Community Mental Health Application to complete the New York State Community Mental Health Assessment and the HARPs/HCBS Eligibility Assessment.

Individual HCS accounts are required for all users to access the UA-CMH Application. If you do not have an HCS account, please contact your organization’s HCS Coordinator, who will assist you in the process of creating an account.

- Open up your internet browser and in the URL field enter:

<https://commerce.health.state.ny.us>

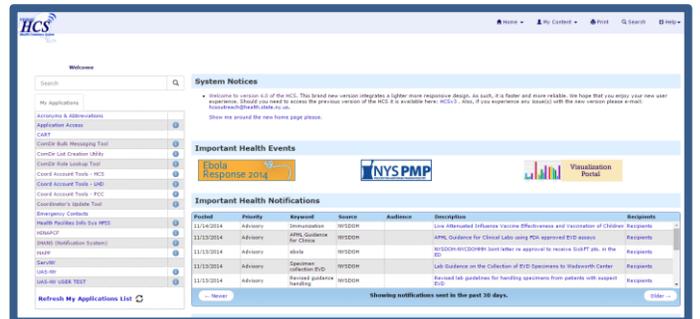
This will bring you to the login page.

Note: [https](https://commerce.health.state.ny.us)



- At the login page, enter your HCS username and password.

You will be directed to the HCS Portal after logging in.



The HCS Portal provides a variety of resources. To learn about the HCS:

- Select “My Content”
- Select “Documents by Group”
- Select “Getting Started”
- Select “Training”
- Select “HCS Portal My Applications Quick Reference Card”



- To access the UA-CMH Pilot application:
  - select “My Content”.
  - Select “All Applications”.



A list of HCS applications will display with an alphabet navigation displayed near the top of the screen.

Applications starting with the letter A will be displayed.

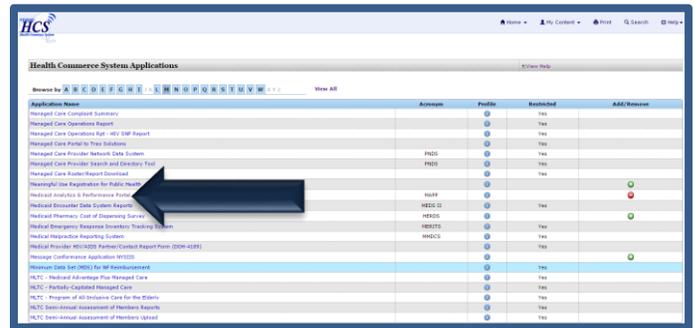
- Click on the letter U.

A list of HCS applications beginning with U will be displayed.



- Click on Uniform Assessment – Community Mental Health.

A separate window will now open up and contain the UA-CMH Pilot application.



## **UAS-NY SUPPORT DESK**

If, after following all of the procedures described in this document, you need assistance using the UAS-NY Training Environment, please contact the UAS-NY Support Desk during normal business hours Monday through Friday. The UAS-NY Support Desk can be reached at the following:

Via email: [uasny@health.ny.gov](mailto:uasny@health.ny.gov)  
Telephone: 518-408-1021

## **Transition and Implementation Support**

To assist your organization's transition efforts, the project team offers the following support options:

- **Transition Support**

Available for UA-CMH Single Point of Contacts should they have questions about or need information relevant to their organization's transition to and implementation of the UAS-NY. The UAS-NY support desk can be reached at the following:

Via email: [uasny@health.ny.gov](mailto:uasny@health.ny.gov)  
Telephone: 518-408-1021 (option 2)

- **User Support**

Available to users should they have questions about using the UA-CMH Pilot application to complete the eligibility screen or the assessment instrument. Users may contact:

Center for Information Management, Inc. (CIM)  
Located in Ann Arbor, MI  
8AM to 5PM EST/EDT

via email: [helpstar@ciminc.com](mailto:helpstar@ciminc.com)  
telephone: 734-930-0855 (please specify that call is related to the Community Mental Health Pilot software in New York)

- **Programmatic Questions**

Available to users should they have policy and regulatory-related questions about the Behavioral Health Managed Care Transition. Users may contact:

via email: [UA-CMH@omh.ny.gov](mailto:UA-CMH@omh.ny.gov)