Children's Services Capacity Tracker System User Guide

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1 Children's Services Capacity Tracking System Purpose and Overview

The Children's Services Capacity Tracker is a newly designed system used by Children's Waiver Home and Community Based Services (HCBS) Providers to report information regarding the number of children receiving HCBS, the potential available vacancies, and to view children on a waitlist by service at the county level. For HCBS providers, it is required that capacity of HCBS by county and service be reported in the system. The Children's Services Capacity Tracker System is located within the Incident Reporting and Management System (IRAMS), which is housed in a secure platform of the Health Commerce System (HCS). More information regarding the IRAMS system can be found here https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/irams.htm

The purpose of the Children's Services Capacity Tracker is to allow for HCBS providers to:

- Report waitlist by service, by county, and by provider at a member level
- Indicate the number of members receiving services by service and provider
- Collect availability of providers by service and by county
    - The provider availability information will be linked to the current public facing map on NYS DOH Website. Children and Family Treatment and Support Services/Home and Community Based Services (ny.gov)
    - This will assist in directly driving children and families to providers with capacity for the services they need

Waitlist information also indicates if the same child/youth is shown as waiting for services among multiple providers. If a child is removed from one of the waitlists, the system will notify the other providers that the child/youth was removed and will indicate the reason.

Additionally, monthly information will be shared with HCBS providers, Medicaid Managed Care Plans (MMCPs), and Lead Health Homes (HHs) to foster communication and collaboration to build capacity and assist children/youth who are on waitlist obtain services.

- HCBS providers have been willing to build capacity but needed more information regarding the gap, e.g., services, counties, and potential referral volume.
- Lead HHs will be able to identify the number of members awaiting service connectivity and be able to assist HHCMs to connect children/youth to other services as needed, and work with the Department to identify gaps in HCBS.
- Medicaid Managed Care Plans (MMCP) will have a clear list of members on a waitlist by provider, service, and county to work with the Department to build network adequacy and assist HHCMs to link members to other services as necessary.
    - MMCP's need to identify whom within the MMCP will receive the information.

The Children Services Capacity Tracker will assist in monitoring HCBS capacity and gaps in services according to waitlisted information. The reporting of capacity is a requirement for HCBS providers and will assist NYS DOH with monitoring and oversight to build capacity to ensure service availability for enrolled HCBS members and to assist with required data collection for federal reporting.

This new system will also enable providers to run their own reports and track information regarding children/youth being served and on a waitlist. Additionally, it will allow providers to know if they have the same child/youth waiting for services to assist with collaboration and communicating with the Health Home care manager.

2 Responsibilities and Reporting Requirement

HCBS Providers will be required to submit a capacity survey and their waitlist information through the Children's Services Capacity Tracker at minimum **every three (3) weeks on Friday by 11:59pm.** Each reporting period the provider will submit three different informational components within the two areas of the Children's Services Capacity Tracker.

In the **Capacity Survey**, providers will:

- Indicate the total number of children being served by service type
- Determine if the provider has availability to serve additional members by service and county, by checking the county or counties box

In the second component, the **Children's Services Waitlist**, providers will:

- Submit waitlist information per each individual member information by service and by county.

HCBS providers should develop and maintain internal processes for capacity reporting and waitlist maintenance. This Capacity Tracker can replace existing service/waitlist spreadsheet and other processes of providers, as this system has reports for the provider to assist with managing waitlist information.

NOTE: CFTS Services are also available to document capacity and waitlist information. Currently, CFTSS providers are not required to complete a capacity survey or enter the Children's Services Capacity Tracker. However, HCBS providers who are also designed for CFTSS can manage their CFTSS waitlist in the Capacity Tracker.

2.1 Designated Providers to Report

At this time, only designated HCBS and CFTSS providers will have access to the Children's Services Capacity Tracker. When a provider enters the system, the services and counties they are designated to serve will be available, as this information is obtained through the State Partner Designation Team and polices.
https://search.health.ny.gov/search?q=designation+policy&btnG=Search&site=doh_collection&client=default_frontend&proxystylesheet=default_frontend&output=xml_no_dtd

Providers will not need to enter designation information regarding the services or counties they serve. If a provider does not see a service or county they believe they are designated to serve, the provider should reach out via email *BH.Transition@health.ny.gov* or *OMH-Childrens-Designation@omh.ny.gov* immediately for assistance.

2.2 Children Receiving Services

The Children's Services Capacity Tracker will request the number of children/youths receiving services by service type from the provider within the Service Survey. This is a total number of children/youths being served by designated service and will need to be updated at a minimum **every three (3) weeks on Friday by 11:59 pm**. This will assist the State in identifying the number of children/youths being served and for which services. As capacity is built by service, this will assist in determining the impact of capacity building.

2.3 Capacity Availability

After the provider has identified the number of children/youths being served on the Service Survey, the provider will then identify availability for each designated service the provider provides and in which county(ies). This is a simple check mark process to identify the counties and services that have availability, a count/number is not requested. This information should be reported at a minimum **every three (3) weeks on Friday by 11:59pm**.

This information will be transmitted to the public facing Map - Children and Family Treatment and Support Services/Home and Community Based Services (ny.gov) to assist providers, care managers, managed care plans, and families to identify services within their county that have availability. This will assist the State in reviewing service capacity of providers compared to service gaps and waitlist numbers, thereby helping care managers and other stakeholder working with children/youth/families to connect them with needed services.

2.4 Waitlist

The providers will report the children/youth who are actively on a waitlist with the provider. The provider's waitlist should be monitored and updated on a regular basis. The provider will be asked to report each child/youth on their waitlist for each individual service. The waitlist information is identified by child's/youth's CIN number, which must be provided by the provider. *The waitlist is the only area currently in the Capacity Tracker that has specific protected health information (PHI).*

The provider will also have to identify the reason for each child/youth being waitlisted per service, and the date that the child/youth was referred for service and placed on the waitlist. The Capacity Tracker will then calculate the number of days each child/youth has been waiting by service. While managing the waitlist, the provider will update the waitlist to indicate if a child/youth is removed from the waitlist and the reason. Providers are encouraged to utilize the Children's Services Capacity Tracker to manage their waitlist on a regular basis; the provider does not have to wait until the next required report submission to update information.

Since PHI is utilized for the waitlist information, the Capacity Tracker will be able to link children/youth who are on more than one provider's waitlist. Therefore, providers will be able to see if a child/youth on their waitlist is on another provider's waitlist and for what service and county. Additionally, each provider will be able to see the reason the child/youth is on the waitlist. This enhanced visibility will aid in collaboration between providers and the member's care managers in an effort to obtain services for the child/youth.

When a provider removes a child/youth from their waitlist, who is also on another provider's waitlist, the other provider will be notified that the child/youth was removed and the reason for the removal. This will assist with accurate waitlist accounting and collaboration. When a provider is notified that the child/youth was removed, the provider should not automatically remove the child/youth from their waitlist or make any determination about service need without communicating with the child's/youth's care manager.

NOTE: Providers which share a waitlisted child would only have visibility of the child if both providers waitlisted the child/youth for the same service. Only those providers will receive an alert notification informing the child has been removed from the waitlist for specified removal reasons. For the list of reasons please refer to Appendix B.

Collaboration among the Health Homes and C-YES, providers, and Medicaid Managed Care Plans should occur whenever possible.

3 Who should use the Children's Services Capacity Tracker

3.1 Children's Services Providers

At this time, HCBS providers are required to enter information in the Children's Services Capacity Tracker. The information should be reported at a minimum **every three (3) weeks on Friday by 11:59pm.** Providers will receive an alert as a reminder (3 days prior to due date) when the 3-week report is needed. The Capacity Tracker will allow providers to run reports and download information. It is the responsibility of the providers to ensure that Service Survey and Waitlist are submitted on time as outlined and have internal processes in place for the Children's Services Capacity Tracker system.

NOTE: CFTS Services are also available to document capacity and waitlist information. Currently, CFTSS providers are *not required* to complete a capacity survey or enter the Children's Services Capacity Tracker. However, HCBS providers who are also designed for CFTSS can manage their CFTSS waitlist in the Capacity Tracker.

The Department will extract reports of the Children Services Capacity Tracker to monitor compliance and to assist with identifying areas to build capacity, as well as ensuring that lead Health Homes and MMCP share information monthly regarding their waitlisted members. Providers will determine who will enter capacity and waitlist data in the Children's Services Capacity Tracker located in IRAMS. HCBS providers must have documented policy to ensure complete and timely submissions of reporting.

The Children's Services Capacity Tracker is housed within the Incident Reporting and Management System (IRAMS). Providers who have access to IRAMS will be able to access and submit Service Survey and Waitlist information. Each provider should identify 2-3 users who will have access to the Children's Services Capacity Tracker, similar to the guidelines for IRAMS access. Larger agencies may identify additional users, but not all staff need access. The identified users will enter Children's Services Capacity Tracker reporting on behalf of their agency and, therefore, should have the appropriate authority and knowledge. Providers can

allow additional staff to access the system and can also designate separate staff to manage IRAMS and the Children's Services Capacity Tracker.

Providers who do not have access, should contact the Department BH.Transition@health.ny.gov for assistance as quickly as possible as the Capacity Tracker and Incident Reporting within IRAMS are mandated for HCBS providers as part of the provider designation reporting requirements to the Centers for Medicare and Medicaid Services (CMS).

4 Accessing the System

IRAMS is accessed through the Health Commerce System (HCS). Users can either search the applications within HCS or navigate to this link: *https://increp.health.ny.gov/*

Each agency/organization's HCS Coordinator is the person who has the responsibility and authority to request and manage HCS accounts via the Communications Directory. The HCS Coordinator is by default a user and therefore will have access to the Children's Service Capacity Tracker. The HCS Coordinator will assist users in requesting a valid HCS ID for with their organization if necessary.

Browser Compatibility

The Children's Services Capacity Tracker System is compatible with Google Chrome, Microsoft Edge, and Mozilla Firefox. The Children's Services Capacity Tracker System application is not compatible with Microsoft Internet Explorer.

4.1 Organization Selection

Following the Health Commerce System (HCS) login, the user will select the "Incident Reporting&Mgt (IRAMS)" program within the list of all programs within the HCS by alphabet or in "My Applications" after adding to your listing of programs. Staff will have to specify where the verification code will be sent to access the program.

Upon access to the "Incident Reporting&Mgt (IRAMS)", staff will see "Organization Select" screen to identify their current organization type if the user has more than one organization type (line of business) with IRAMS permission. User roles are determined by HCS and affect which systems are viewable in the application. In addition, specific features are available or hidden in accordance with the organization type; for example, Department of Health will be able to extract reporting for all organizations' capacity reporting, but providers will only be able to extract a report from their own agency's reporting.

Organization Select

Select the organization for your session. You may create and view issues for that organization.

	Org Type	Org Name
○	Children's Service Provider	Abbott House (131991946)
○	Children's Service Provider	MercyFirst (111635089)
○	Children's Service Provider	SKIP of New York Inc. (133236869)
○	Care Management Agency	ABBOTT HOUSE INC (02996490)
○	Care Management Agency	MERCYFIRST (00327766)
○	Care Management Agency	NORTH SHORE UNIVERSITY HOSPITAL (03457054)
○	Children and Youth Evaluation Service	Children and Youth Evaluation Service
○	Department of Health	Department of Health
○	Health Home	GREATER BUFFALO UNITED IPA (03489287)
○	Health Home	NORTH SHORE UNIVERSITY HOSPITAL (03457054)

Continue →]

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5 Permissions and Roles Home Screens

The Gatekeeper role function is to grant and revoke permissions to the roles available in the Incident Reporting and Management System (IRAMS). This additional feature provides a level of security for the providers who have access to specific roles. Every agency should have at least one gatekeeper, and the system will not allow you to delete all gatekeepers to prevent your agency from getting locked out of gatekeeper permissions. Based on your role and permissions your home page screen and the functionalities will vary.

Note: *If your agency has not yet provided a contact for the gatekeeper role, please do so by using this link to request the gatekeeper role: https://increp.health.ny.gov/#/request-gatekeeper*

5.1 Children's Services Capacity Tracker Roles

Within the Children's Services Capacity Tracker, the primary tools that will change your view are and/or editing the Children's Capacity Survey and Waitlist. Below are the different role options within the tracker:

Role	Permissions

Children's Services Capacity Survey	Edit Survey
Children's Services Capacity Survey	View Survey
Children's Services Capacity Survey	View and Edit Survey
Children's Services Capacity Waitlist	Edit Waitlist
Children's Services Capacity Waitlist	View Waitlist
Children's Services Capacity Waitlist	View and Edit Waitlist
Children's Services Capacity Waitlist and Survey	View and Edit Waitlist and Survey
Children's Service Capacity Waitlist and Survey and IRAMS Reporting Issues	View and Edit all items

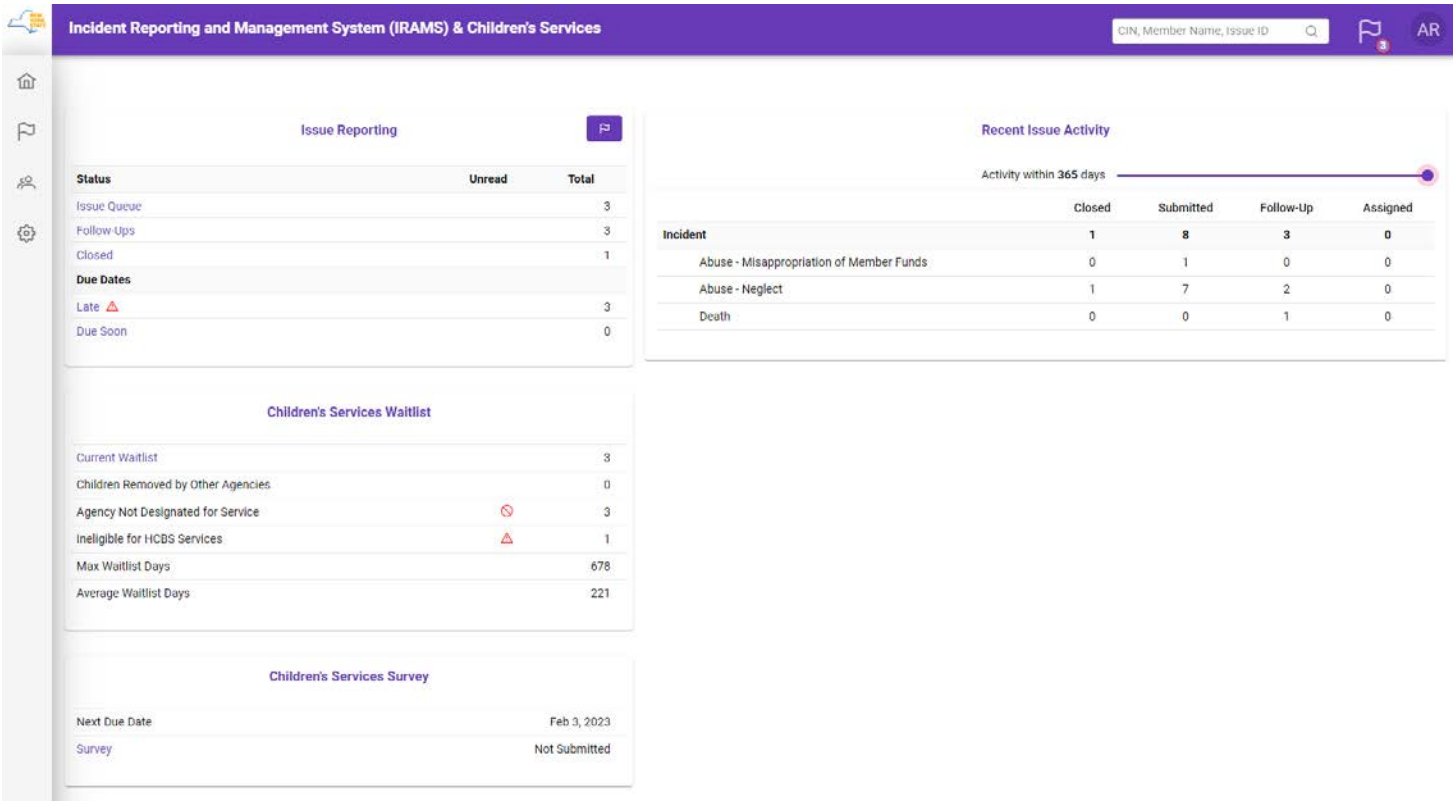
5.2 Home Screen View

The user will be presented with three dashboard boxes, IRAMS Issue Queue (for Critical Incident, grievance, and complaint reporting), Children's **Services Survey,** and Children's **Services Waitlist** for the Children's Services Capacity Tracker.

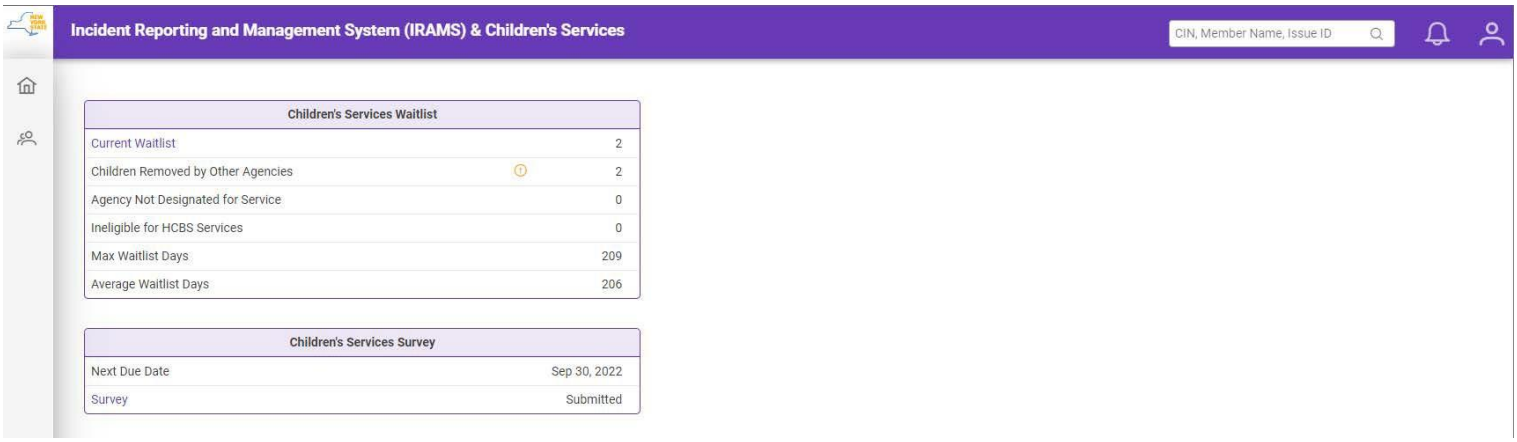
Note: The boxes you will see on your home page will vary based off what roles you have. If you have issue reporting roles you will see the issue reporting and activity boxes, if you have survey roles, you will see surveys, and if you have waitlist roles, you will see the waitlist. If you have multiple roles, you will see multiple boxes.

Providers who have access to report critical Incident, grievance, and complaint (IRAMS) will see the screen below:

Providers who have access to report critical Incident, grievance, and complaint (IRAMS) will see the screen below:

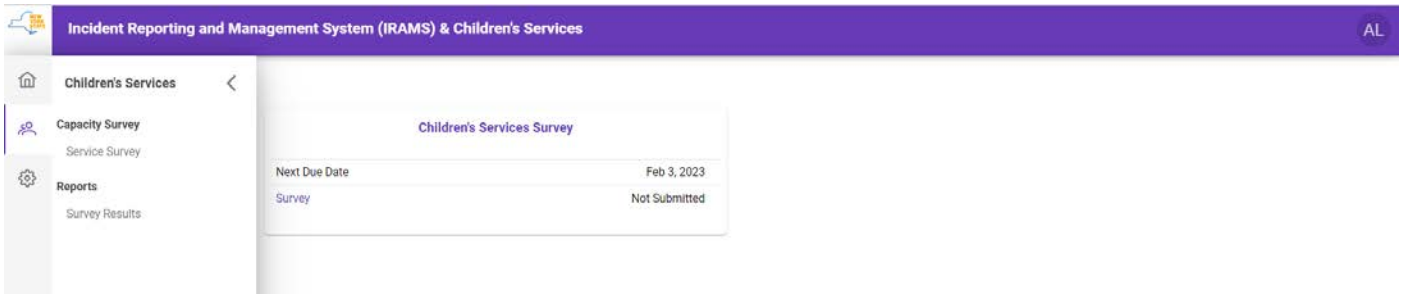


Providers who are not required to report critical Incident, grievance, and complaint (IRAMS) such as Children and Family Treatment and Support Services (CFTSS) providers but have access to the Children's Services Capacity Tracker will be presented with two dashboard boxes; the Children's **Services Survey,** and the Children's **Services Waitlist**.

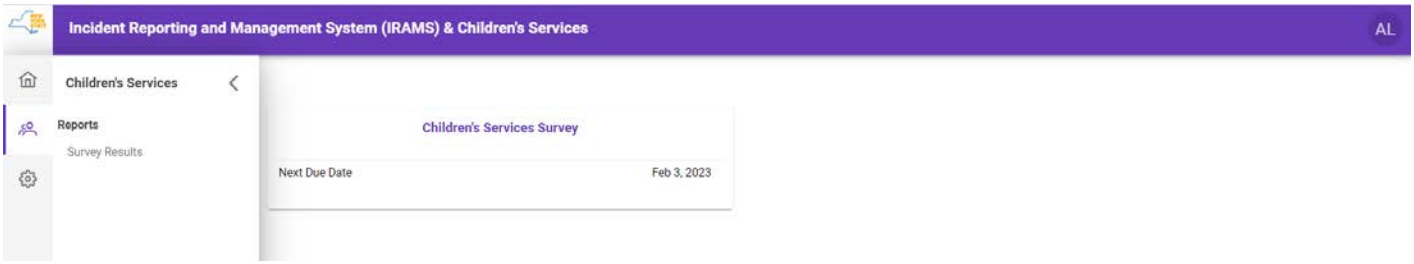


Below are the home screen views for different roles within the system for just survey and waitlist permissions:

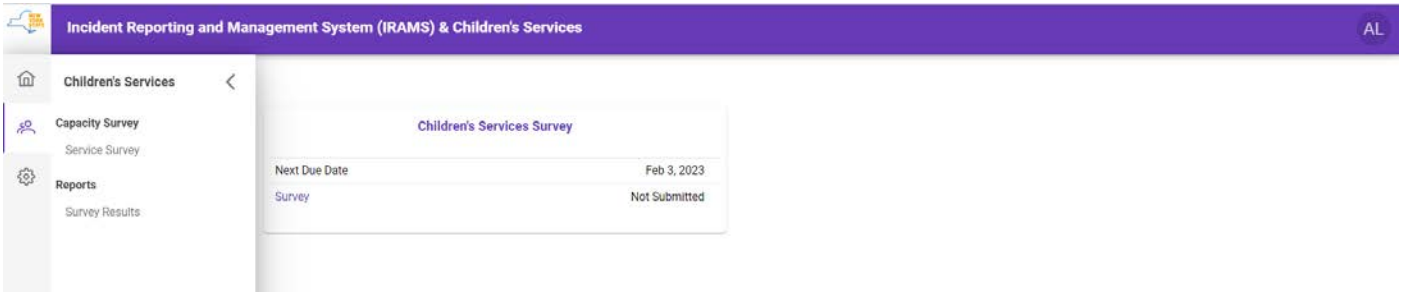
Edit Survey only



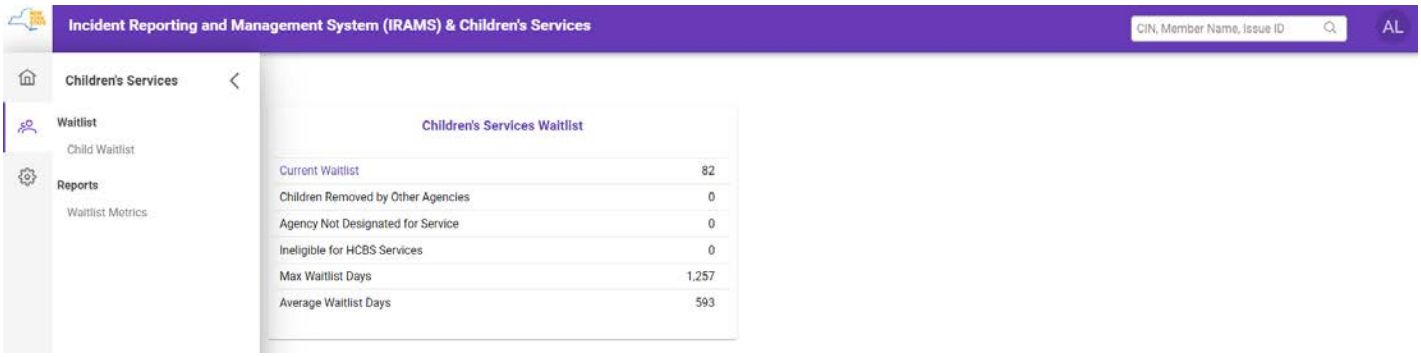
View Survey Only



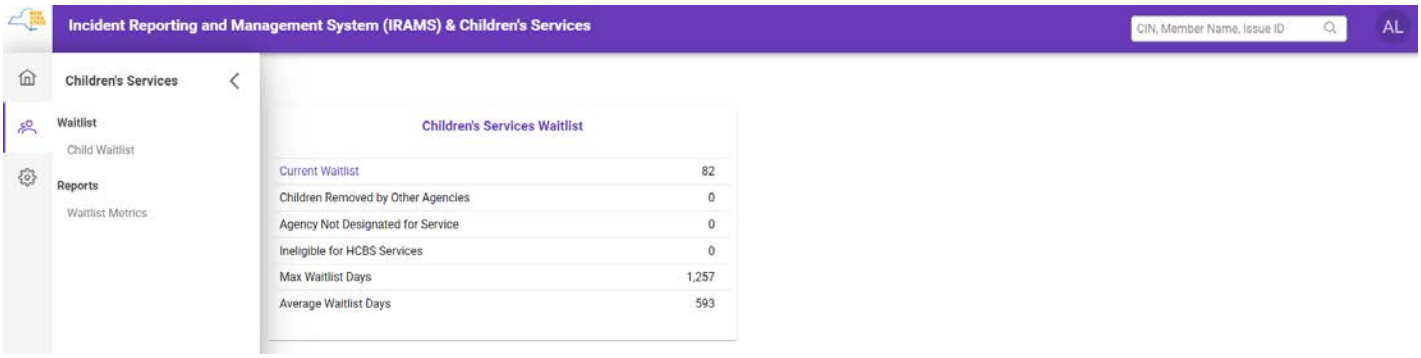
View and Edit Survey (this is the same view as the Edit only role, however within the functionality views change)



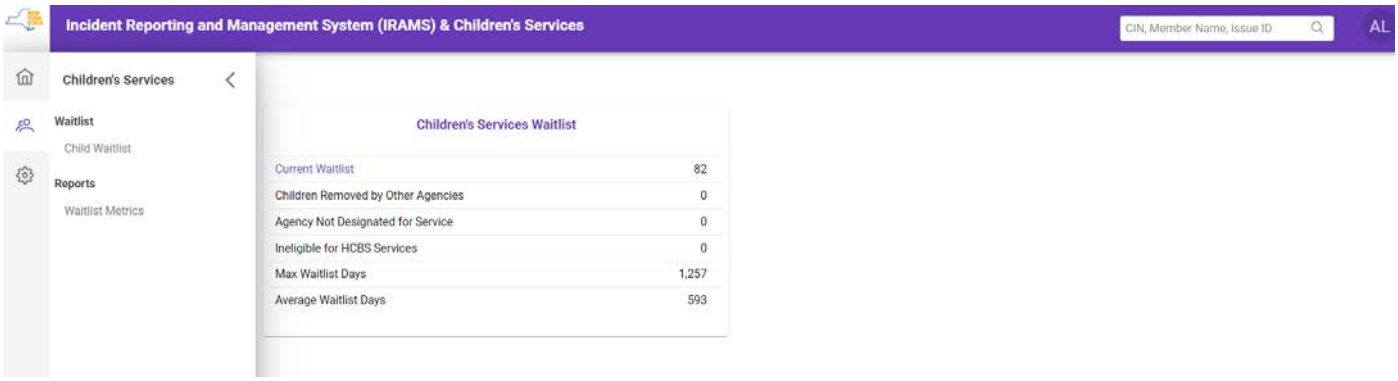
Edit Waitlist only



View Waitlist Only

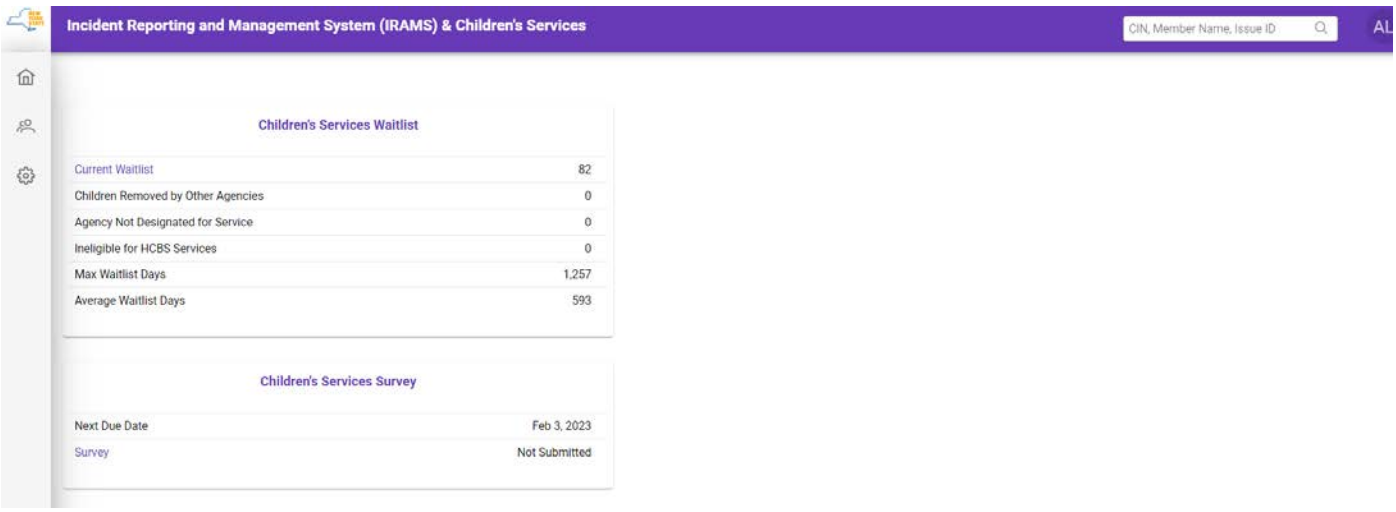


View and Edit Waitlist



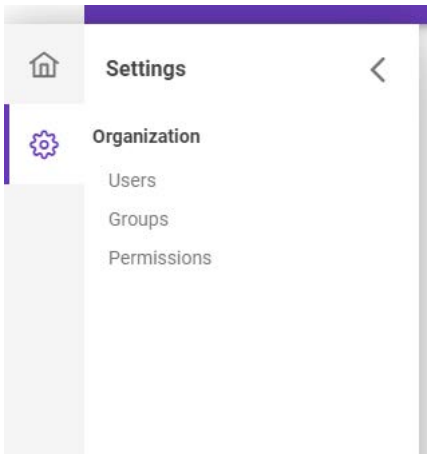
The home screen for all waitlist permissions are the same as you can see above, however when you click into the functionalities within the Children's menus (left bar) the options change based off permissions.

View and Edit Waitlist and Survey



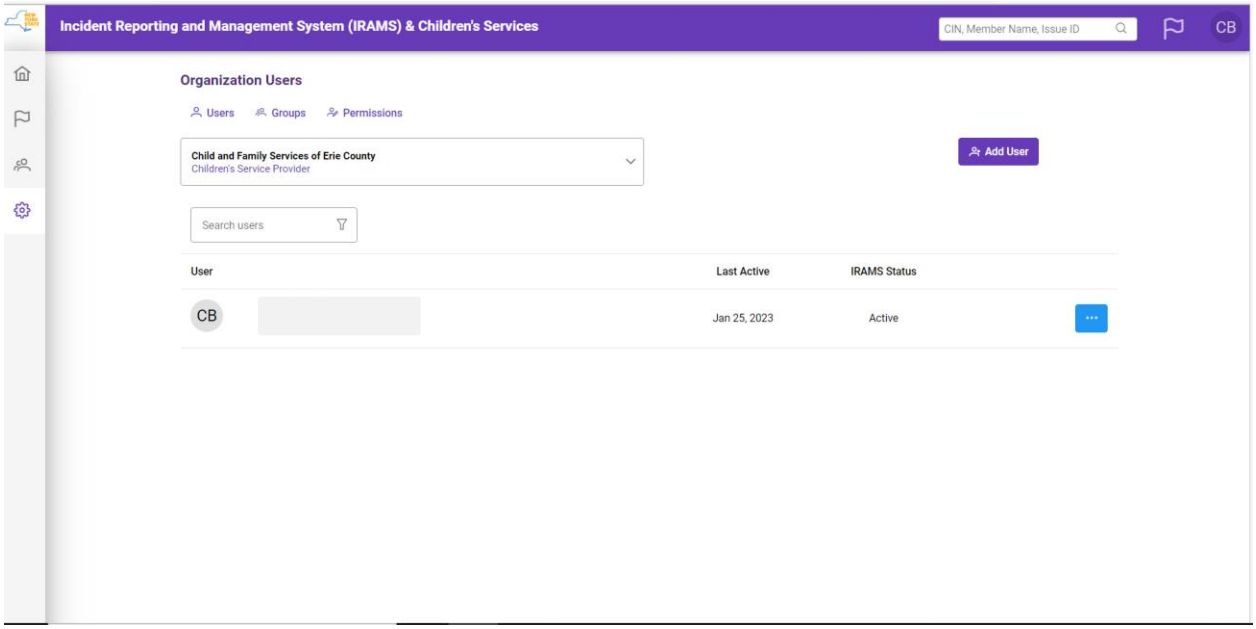
5.3 Managing Roles and Permissions

User Administrator: This role allows the gatekeeper to manage users, groups and permissions from staff members based on their roles and tasks responsibilities. By clicking on the settings icon you will be able to able to view the Organization tab.

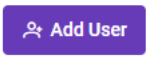


This tab provides the ability to manage the users, groups and permissions associated with your agency.

Managing Users: This feature allows the functionality to view and manage the list of users for your agency, when is the last times the user was active and their status.

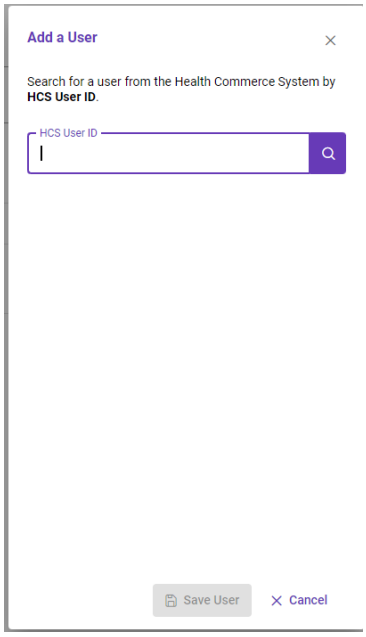


You will have the ability to add users to your agency by clicking the add user button.



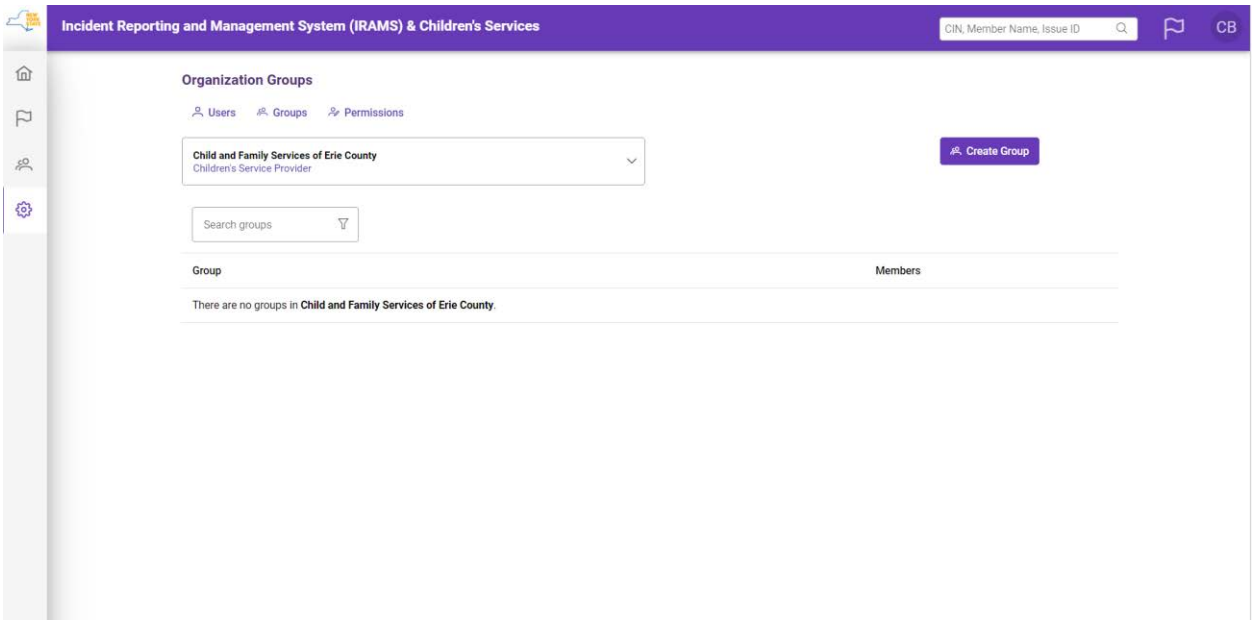
Once you have clicked on the button the following screen will appear. You will search for the user you will add by entering the HCS User ID.

Note: *The HCS User ID is name or short name the user enters to log into HCS.*

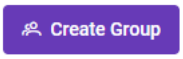


After you have entered the HCS User ID, the “Save User” button will become purple prompting you to save the person as a new user.

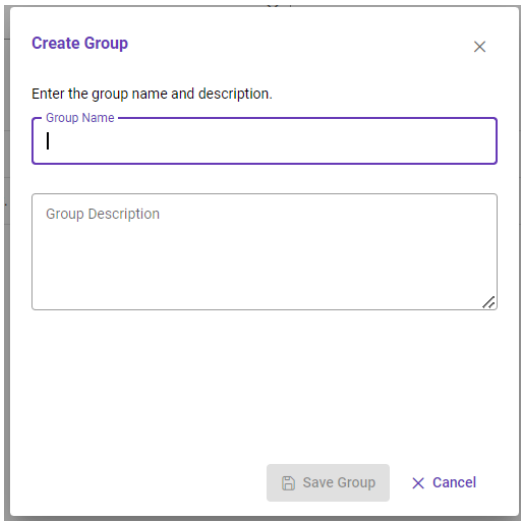
Managing Groups: This feature allows the functionality to view and manage the list of groups for your agency, it will display the different groups and which users are in those groups.



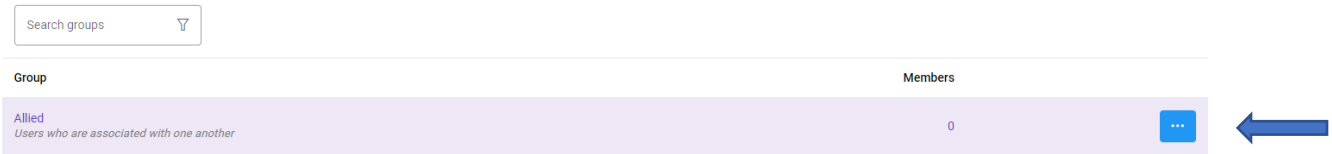
You will be able to create a group.



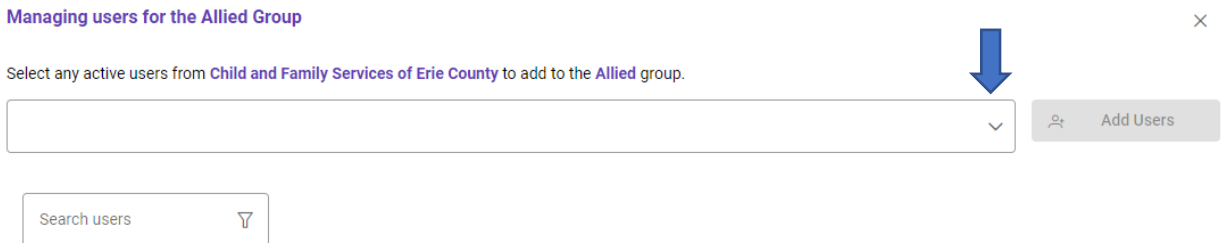
When you click on the button you will be displayed the screen below which will allow you to create a group.



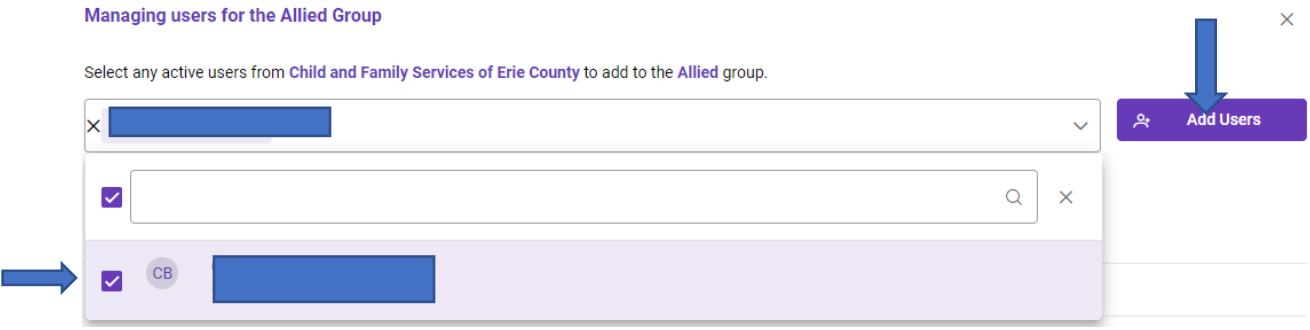
You will be prompted to enter the group name and a description of the group. Once you have created the group it will appear on the organization home screen, and it will display the group name and brief description along with how many members are in the group.



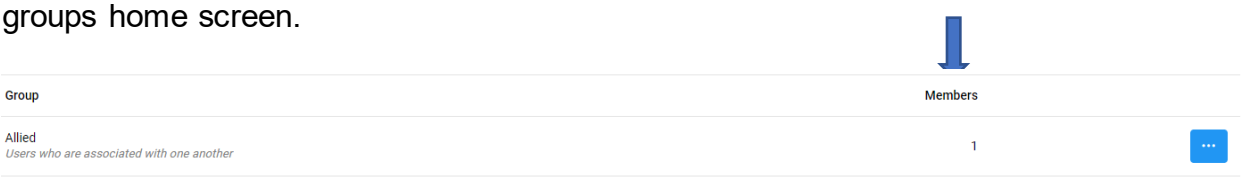
To add a member to the group you will need to click on the blue box with three white buttons the screen will display below



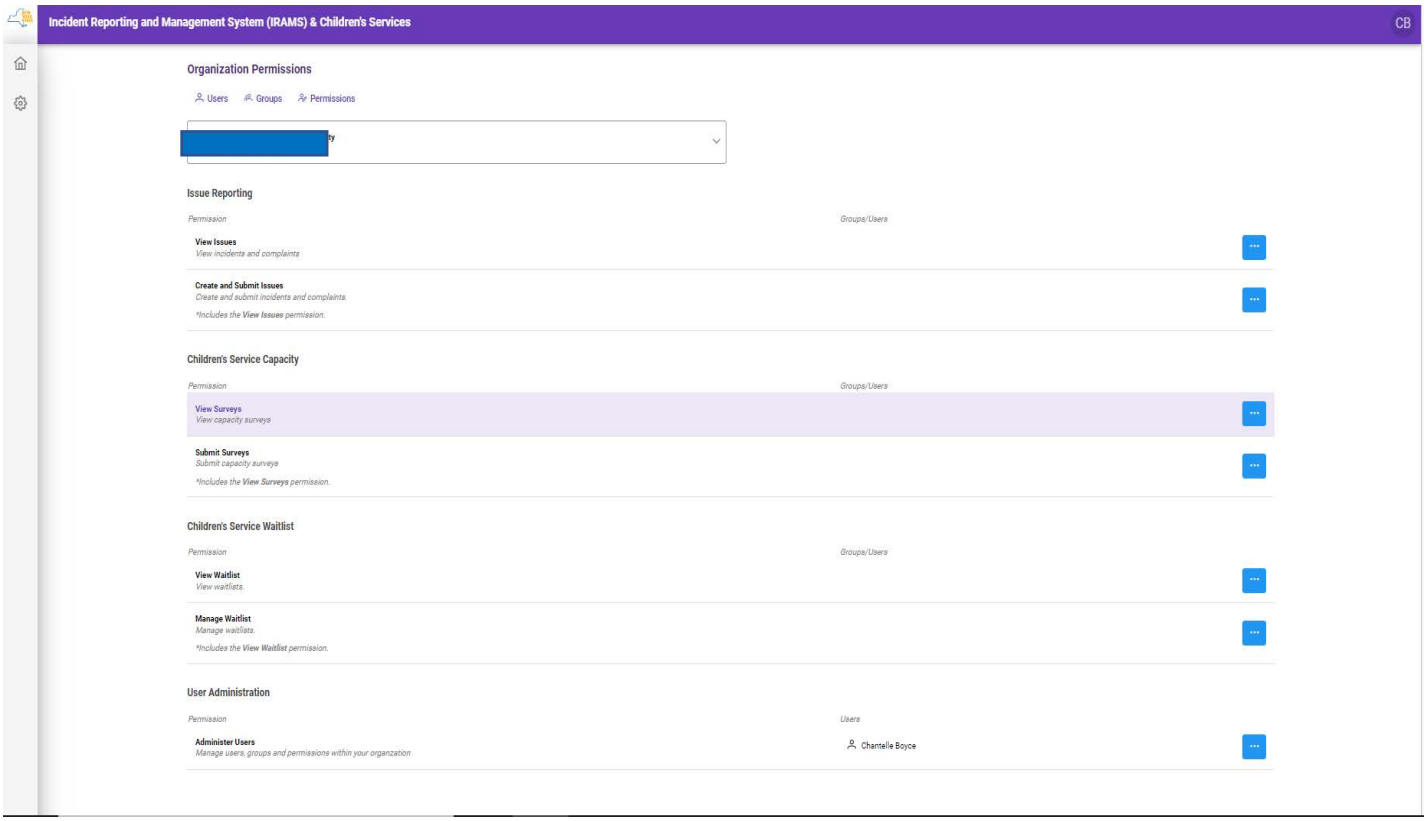
You click on the drop-down box and choose a name from the list of users associated with your agency.



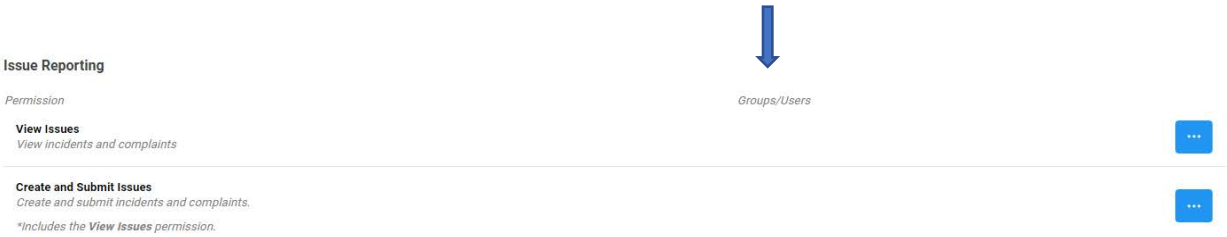
Once you click the button on the right-hand side of the selected user the add user box will turn purple prompting you to save the user to the group. When the member is saved you will see it reflect on the groups home screen.



Managing Permissions: This feature allows the functionality to view and manage the list of permissions for your agency, it will display the types of permissions and roles available.

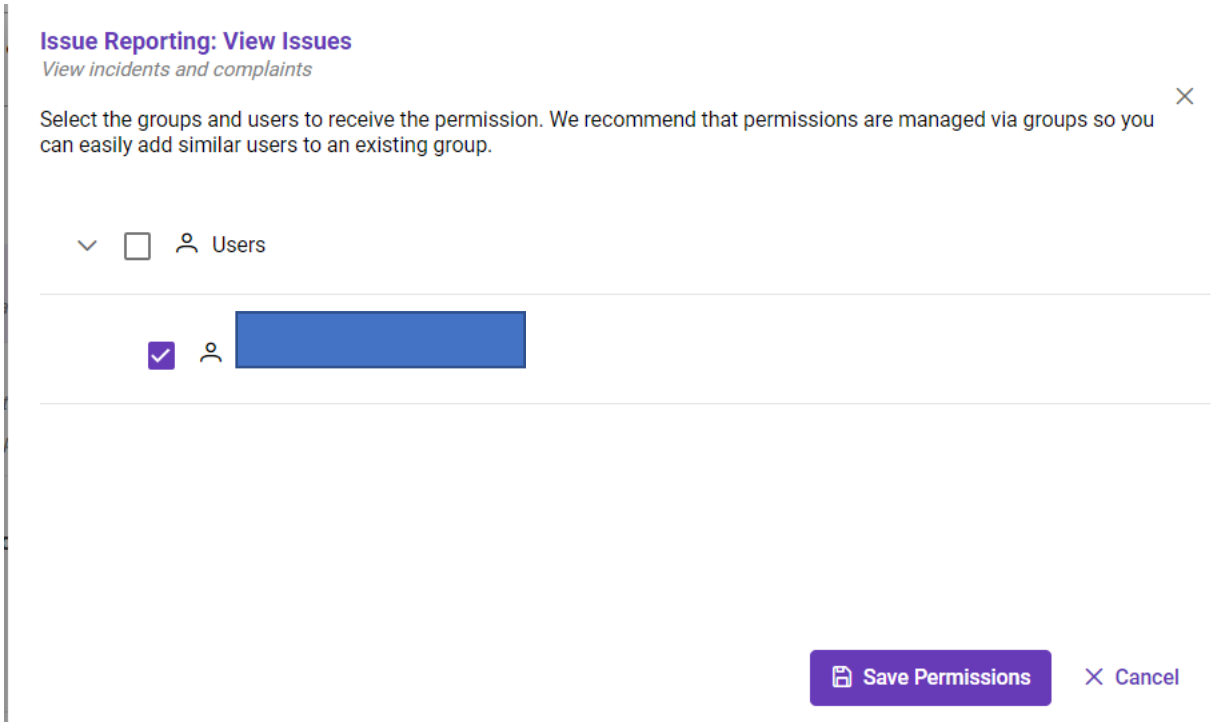


You will be able see the groups and users associated with each role and their permissions.



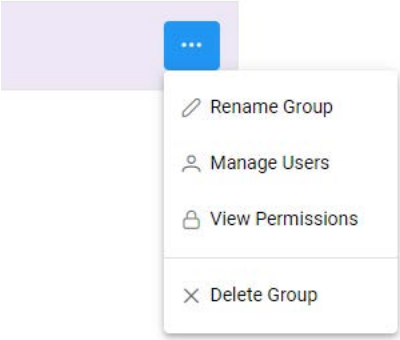
Removing Permissions: This feature allows the user admin to remove permissions from users. By clicking on the blue box with the three white dots and sub box will display. You will be able to edit permissions or the view the list of users.

Once you have clicked on the edit permissions you will be presented with the following screen.

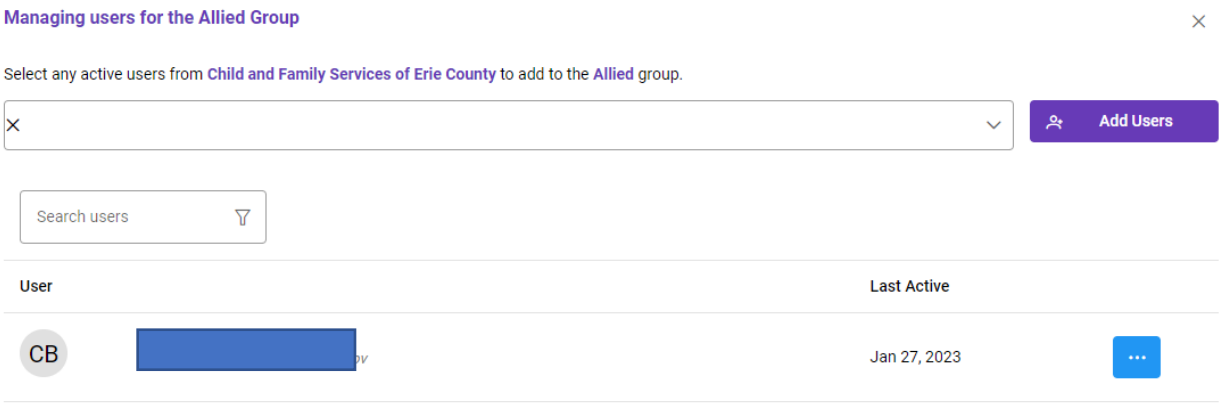


This screen allows you to click on the user you want to remove permissions from. Once you have clicked the box on the right-hand side of the person icon you will be prompted with a purple save permissions button which will effectively remove the person's permissions.

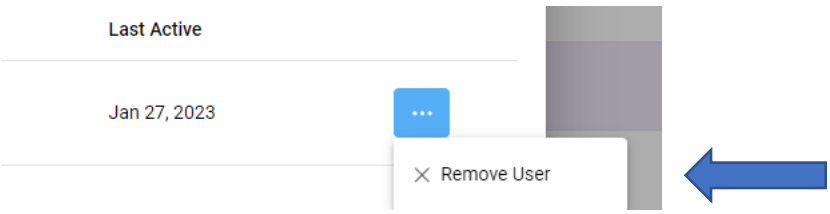
Removing Member Groups: This feature allows you to remove users from groups. You will click on the blue box with the white buttons and the screen will display a list with rename group, manage group, view permissions.



You will click on the manage group and your screen will display below.

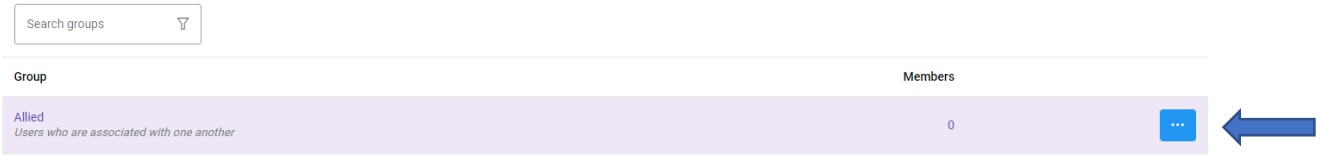


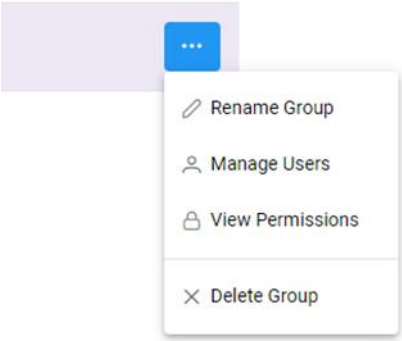
You will click on the blue box with three white buttons and the screen below will display.



You will click remove user then close of the box.

Removing Groups: This feature allows you to remove users from groups. You will click on the blue box with the white buttons and the screen will display a list with rename group, manage group, view permissions.





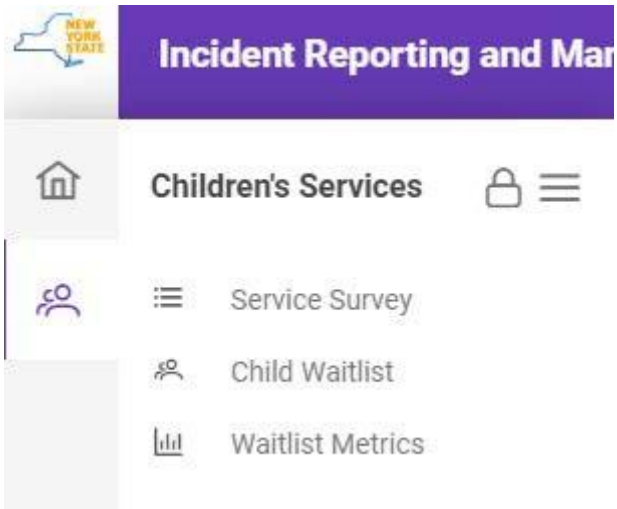
To remove a group, you will click on the delete group button and the group will delete from the page.

6 Permission and Functionalities

Within the system, there are multiple functionalities that the user will have access to based off roles and permissions that have been assigned. In this section, you will learn how to use all functionalities. Please note that any given user may have access all or only some of these functionalities so please read and navigate accordingly.

6.1 System Navigation

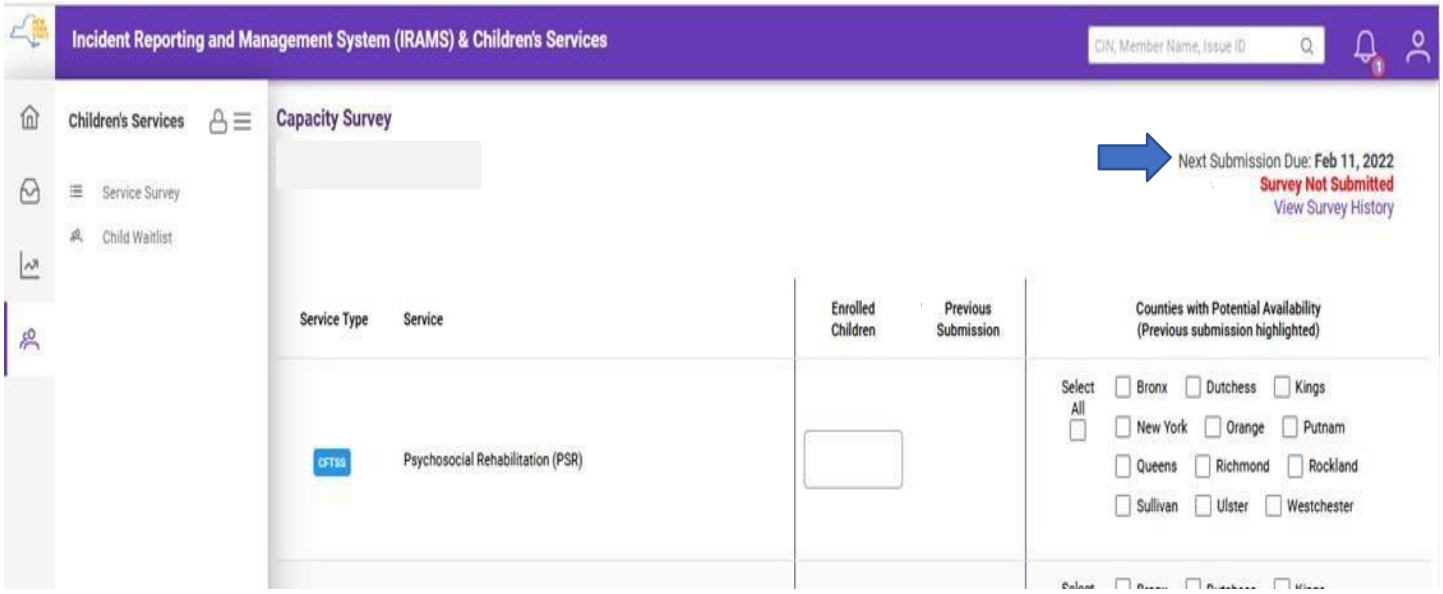
Click the family icon on the left-hand side to view two Children's Services options: **Service Survey** or **Child Waitlist**. The options you see here will vary based off your roles and permissions.



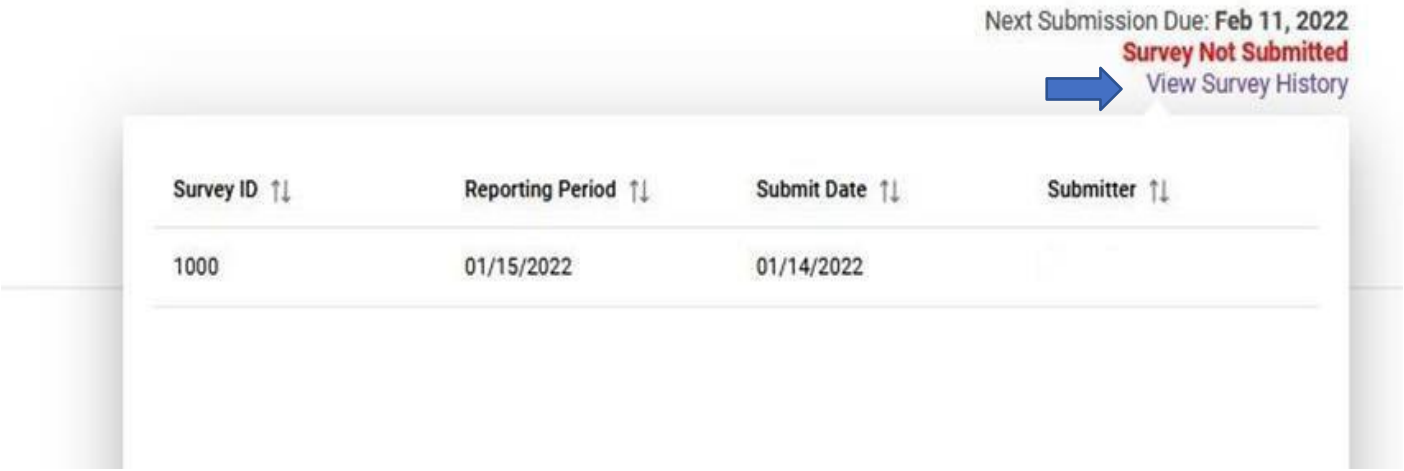
6.2 The Children's Services Survey

The Children's Services Survey **(Service Survey)** must be completed **every three (3) weeks on Friday by 11:59pm.**

At the top right of the screen there is a reminder of your next submission date.

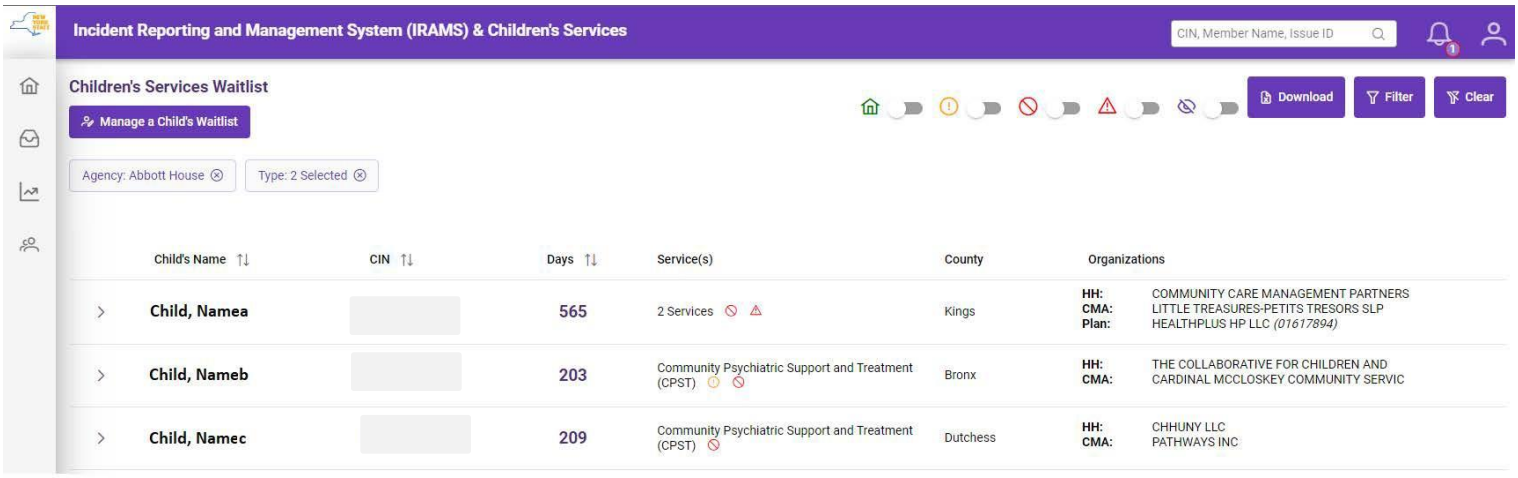


In the upper right there is a "view survey history" function that will allow you to view previous submissions.



6.3 The Children's Services Waitlist

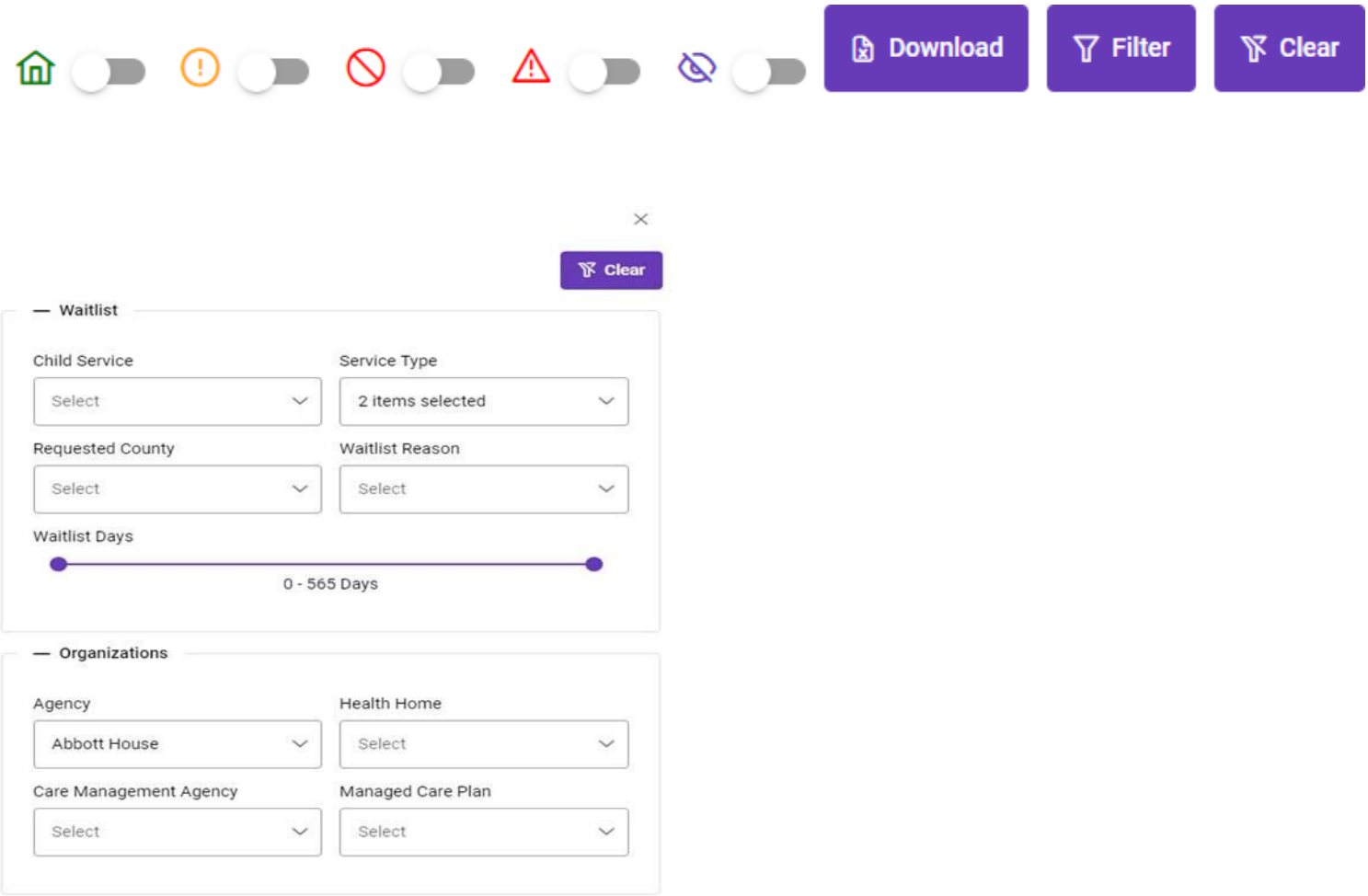
The Children's Services Waitlist **(Child Waitlist)** must be completed and monitored regularly to reflect additional waitlisted children as well as removed waitlisted children.



6.4 The Children's Services Waitlist Filter

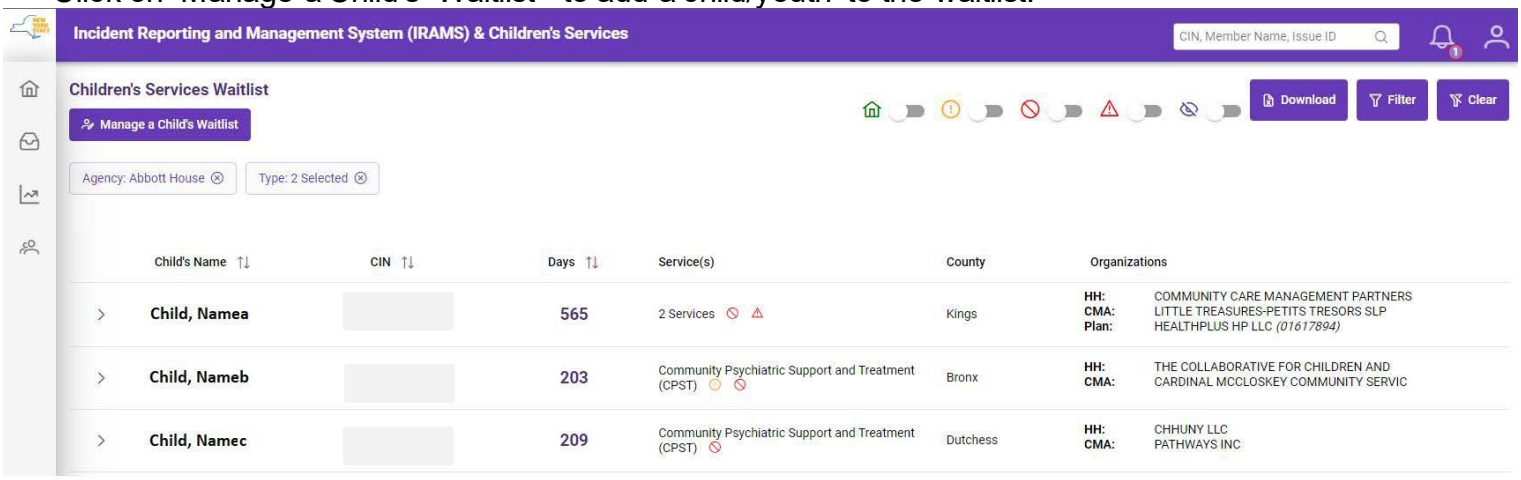
Click the "Filter" button in the right-hand corner of the screen to apply additional criteria to minimize the search result list, specify a HCBS/CFTSS Agency, HCBS/CFTSS Site, and/or

Waitlist Reason.

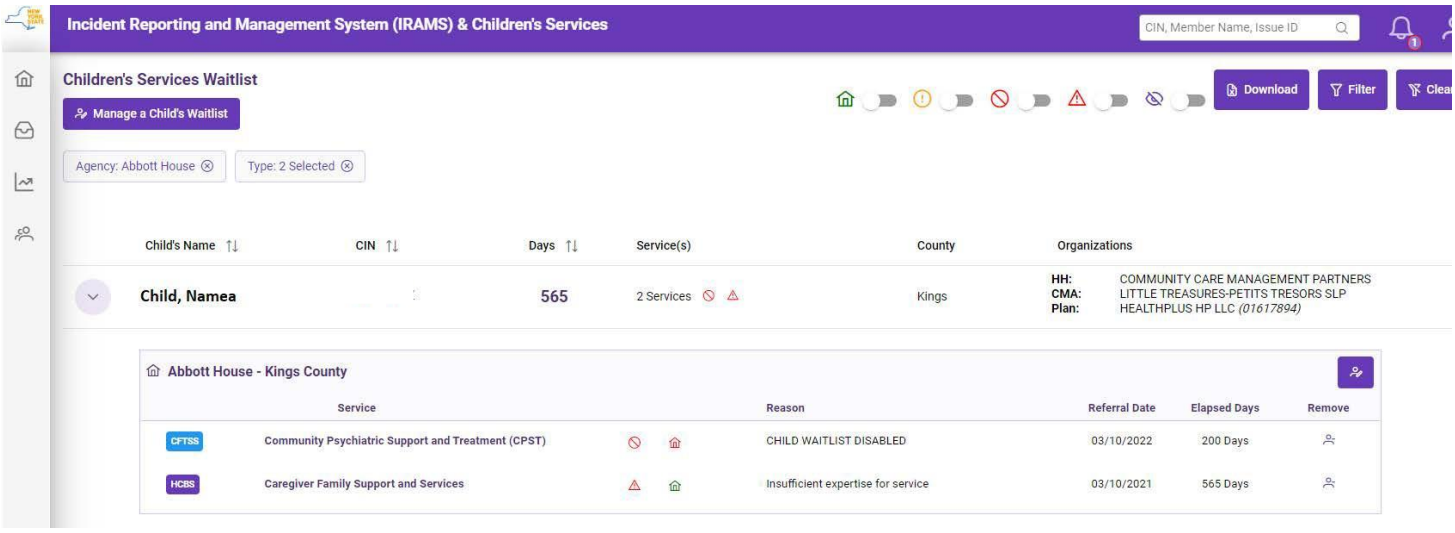


6.5 Manage a Child's Waitlist

Click on "Manage a Child's Waitlist" to add a child/youth to the waitlist.



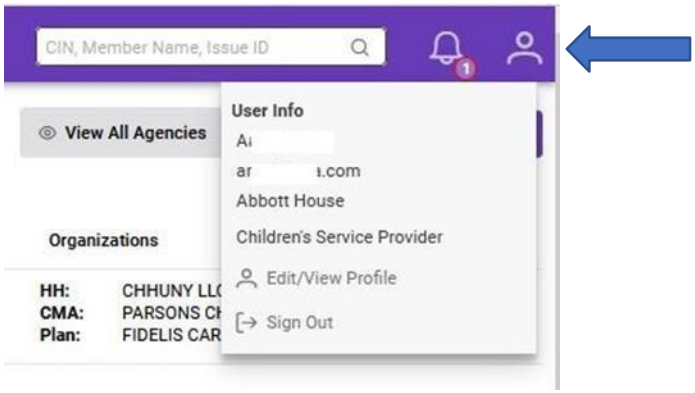
Click the down arrow to see all the information regarding the child/youth waitlist information, as well as other providers that might have them on a waitlist for the same service.

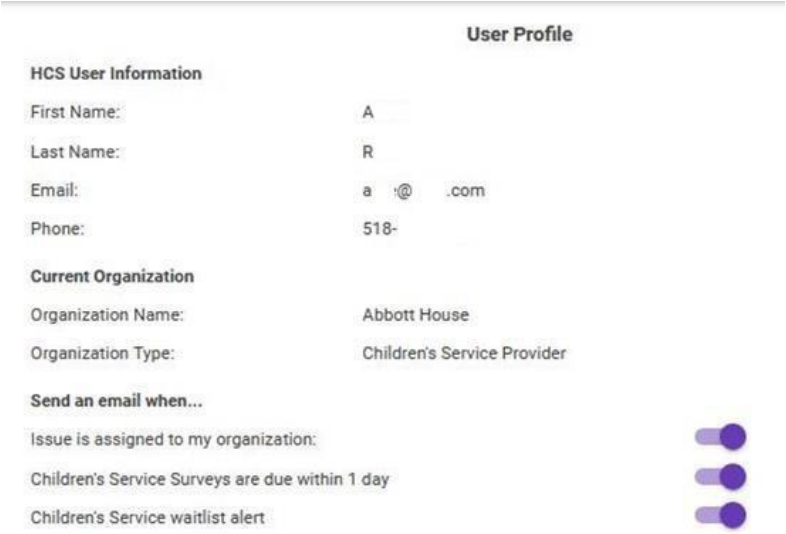


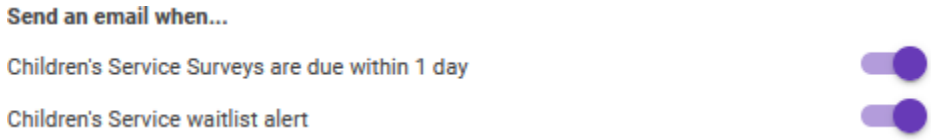
Click on the “Edit Waitlist” button to view additional detailed information.

6.6 User Info/Preferences and Logout

Click on the User Info icon to display current user information, edit the user’s profile, and sign out of the application.







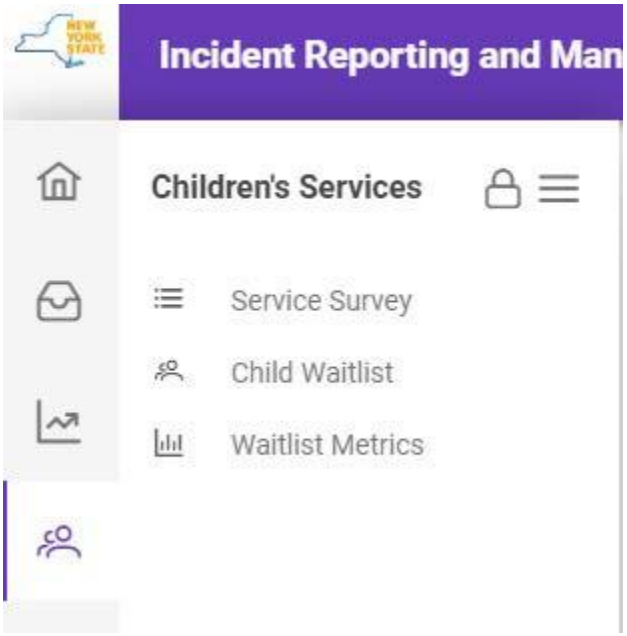
6.7 Returning to the Home Page

Click the title bar from anywhere in the application to return to the Home Page.

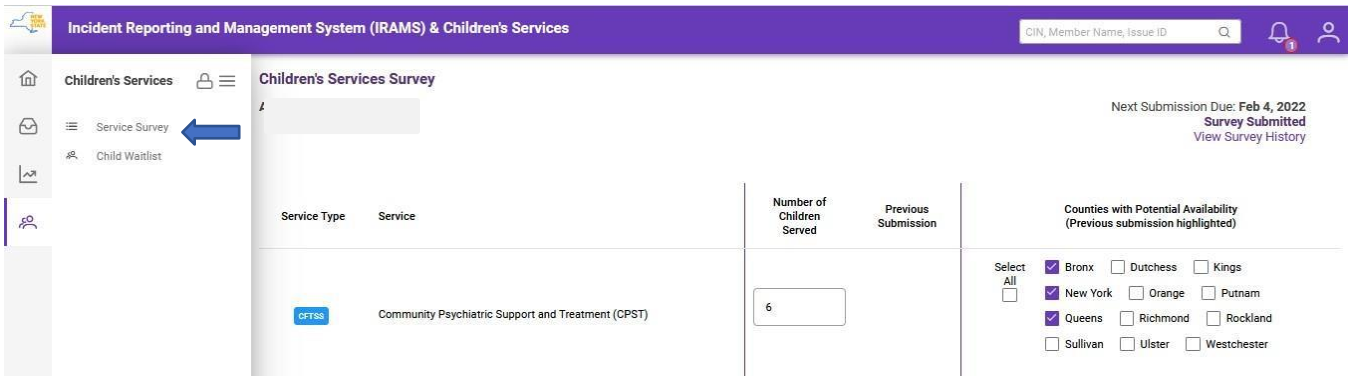
7 Capacity Service Survey Reporting

7.1 The Children's Service Survey

To report within the Survey, click the family icon on the left-hand side.

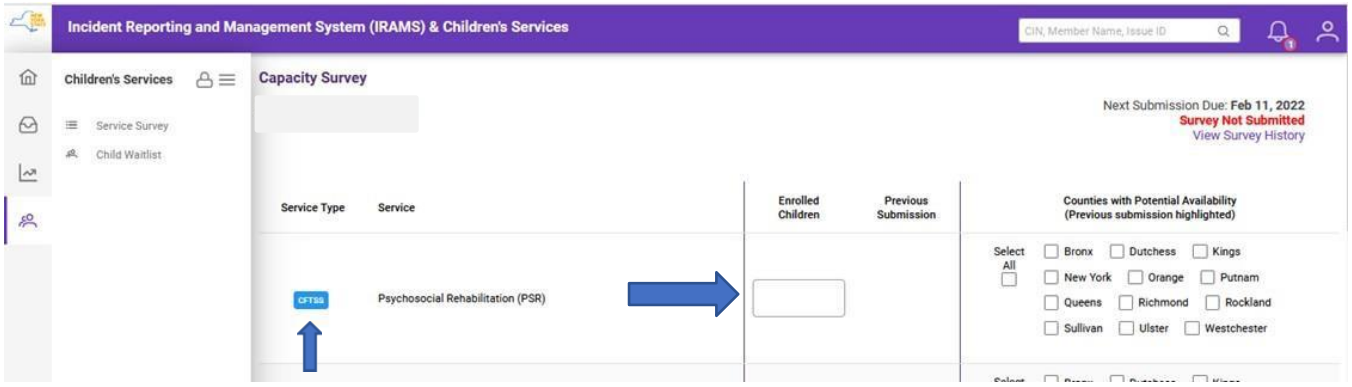


Then select the Service Survey.



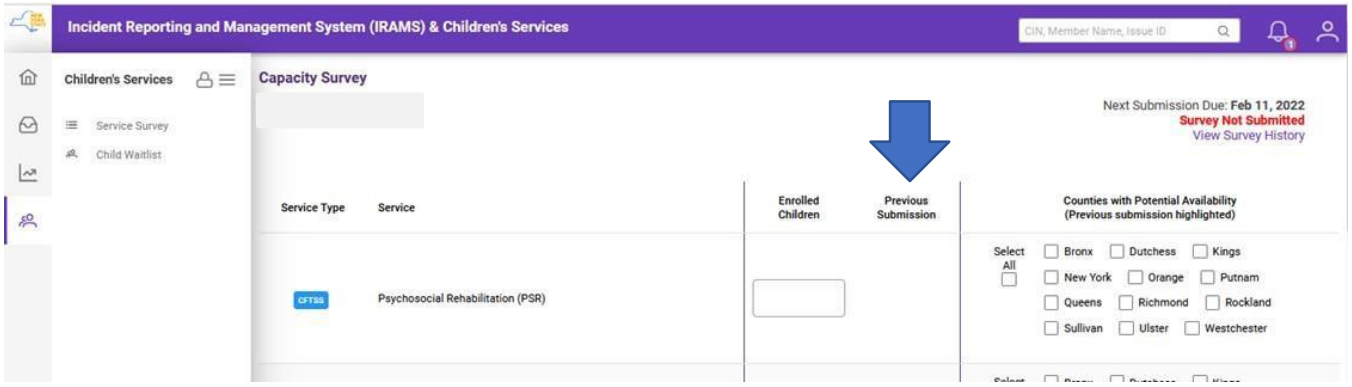
7.2 Completing Survey

Begin by entering the "Number of Children Served" per service – the number of children/youths receiving each designed service by your agency. All fields marked with "*" are REQUIRED.

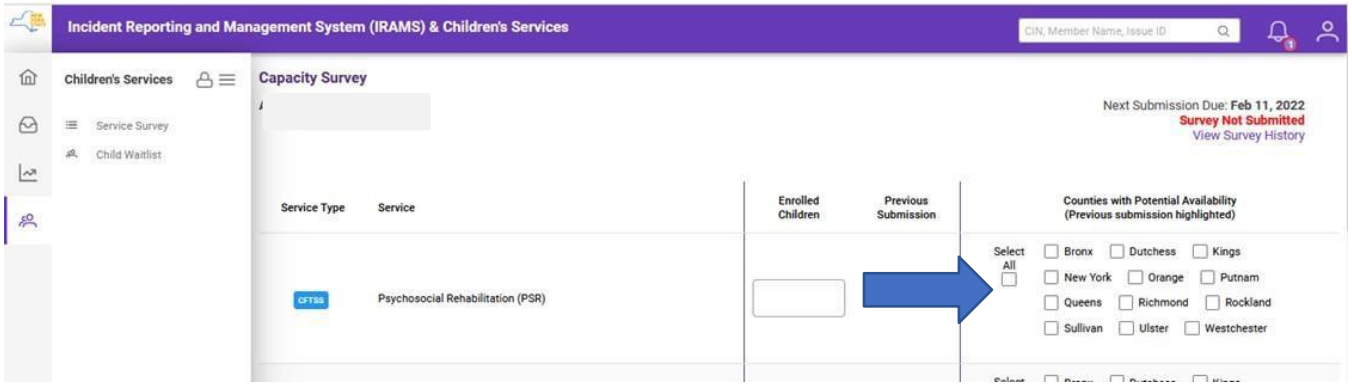


NOTE: Services are identified as CFTSS and HCBS that the provider is designated to provide.

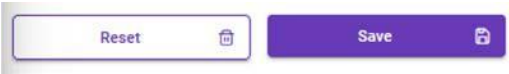
If a previous Survey was entered, you will see that information next to "Number of Children Served" box.



Indicate potential availability of services by checking the appropriate counties that have availability that correspond with the Service Type. A total number count is not required.

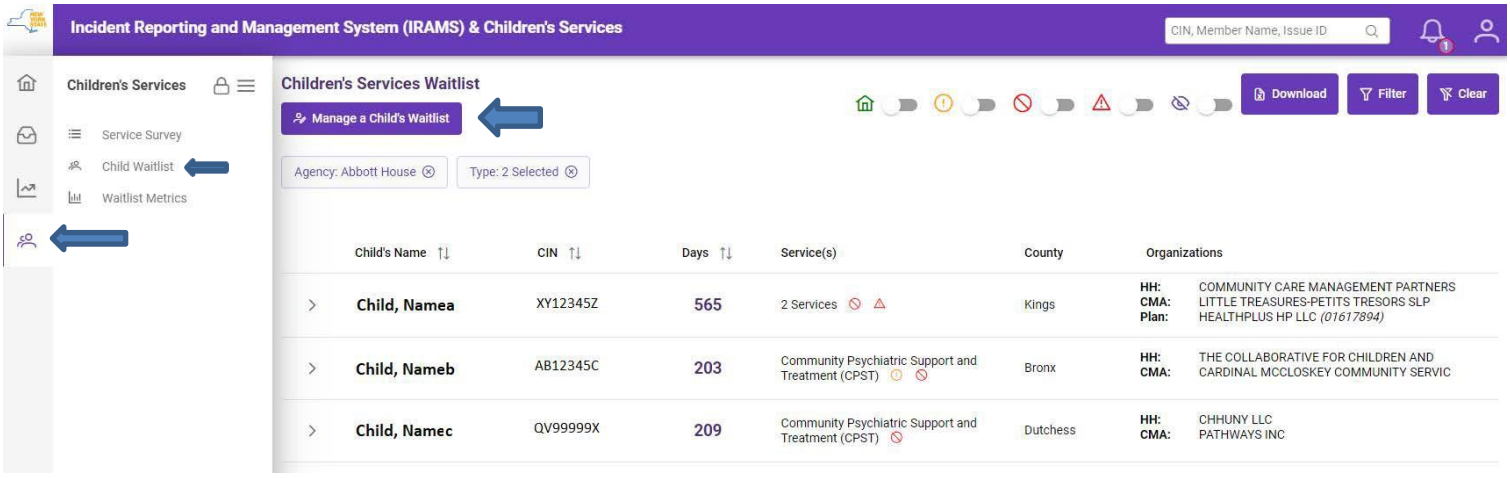


The save button will not turn purple unless all required fields are completed.

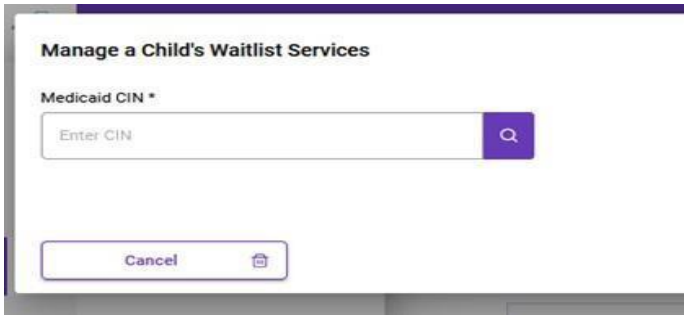


7.3 Children's Services Capacity Waitlist

Manage a Child's Waitlist



To begin, click on Manage a Child's Waitlist and then enter the Client Identification Number (CIN) number of the child you will add to the waitlist.



The search will display the child's name and date of birth (DOB).

****If you enter in a wrong Client Identification Number (CIN), a message in red will appear showing "CIN not found".**

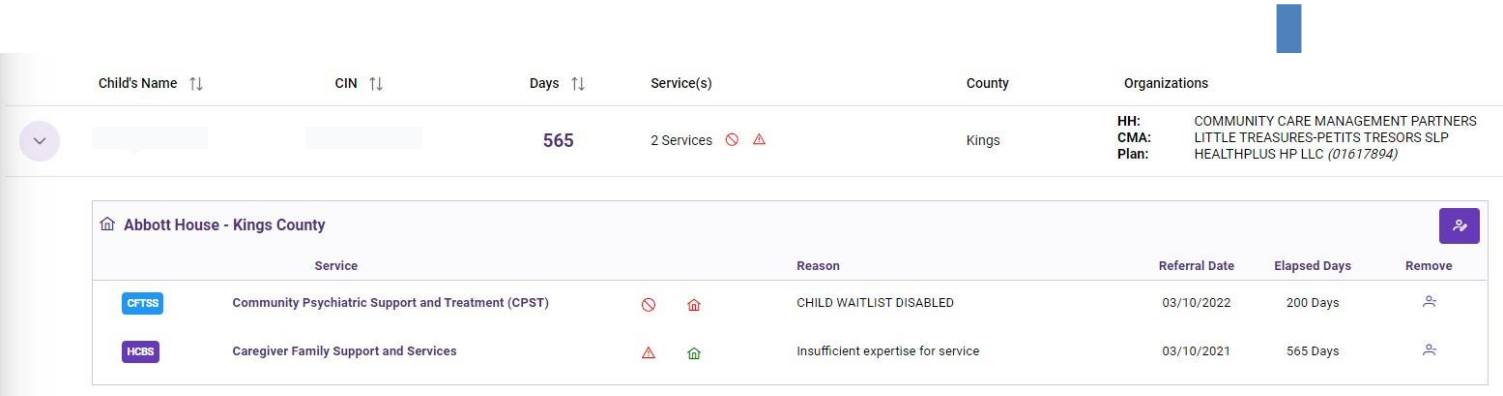
Note: New CINS are added regularly to the system; all CINS for children/youth should be available and recognized by the system.

7.4 Adding Child to Waitlist

For providers,

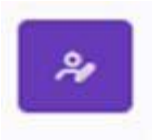
a. Click the check box next to the Service Type to identify the Service(s) the child/youth is waiting for. (Blue Arrow)
b. Select the Referral Date. (Orange Arrow)
c. Select the Waitlist Reason from the dropdown list. (Black Arrow)

The Health Home, Care Management Agency, and Managed Care Plan will auto populate based upon information on the member's file.

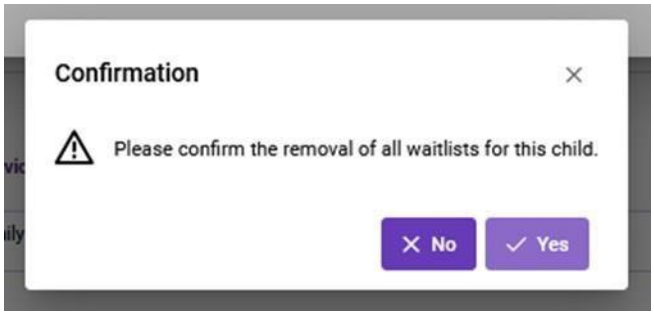


7.5 Removing Child from Waitlist

Click on the icon of a person on the far right of the child information.



Once you have clicked the icon a message will appear confirming removal of the child from all waitlists.



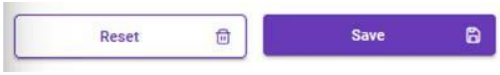
7.6 Removing/Adding Services

Click on the remove icon the far-right side of the child's record or the manage child services icon

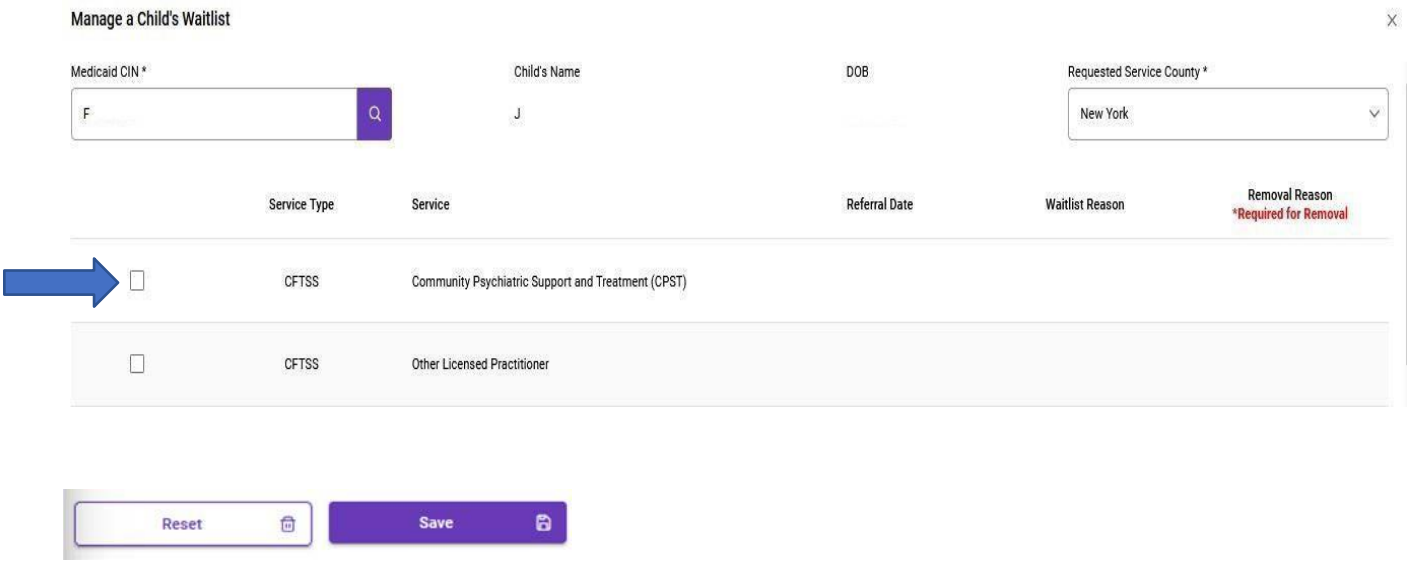
You will find a check box on the left side of each service.

To remove a service, click on the check box and the box will turn white. You will be required to choose a removal reason before you are able to successfully remove the child from the waitlist.

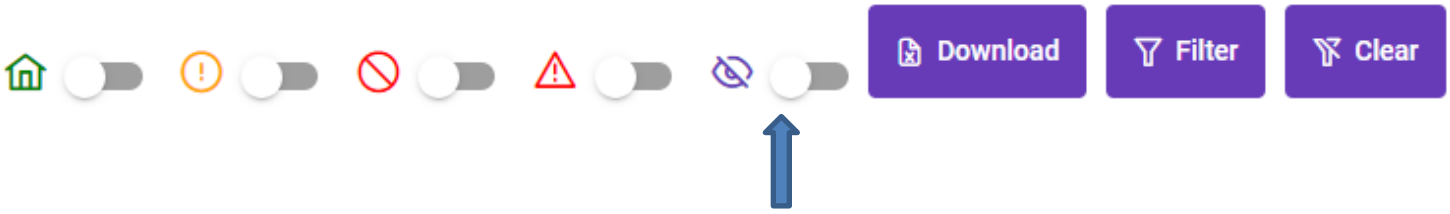
Click the save button at the bottom of the page.



To add a service, click on the check box and the box will turn purple with a check mark. Click the save button at the bottom of the page.



If all services are removed for child on the waitlist, this REMOVES the child from the waitlist.



NOTE: If more than one agency has the same child on their waitlist, they will have the option to filter to view the other agency the child is waitlisted on or to view their own agency only.

7.7 Provider Availability Status

This feature offers providers the opportunity to see potential availability for services for a child on their waitlist and the potential providers available. A green home icon indicates other providers may be available in that county for the service. A red home icon indicates that there are no other providers with availability based on their latest survey submission. You may filter the list to children with potential availability on the top men but clicking the green home switch.

Abbott House - Kings County

	Service			Reason	Referral Date	Elapsed Days	Remove
CFTSS	Community Psychiatric Support and Treatment (CPST)			CHILD WAITLIST DISABLED	03/10/2022	200 Days	
HCBS	Caregiver Family Support and Services			Insufficient expertise for service	03/10/2021	565 Days	

Note: This functionality also creates the opportunity for providers to recognize any potential errors in their survey reporting. An agency who has a child on their waitlist, and the same agency is identified as having potential availability for the same service, should prompt the agency to check their survey report.

7.8 Available Provider Contact Information

Clicking the green icon next to the number of potential providers, will show you the contact information of those potentially available providers.

Abbott House - Kings County

	Service	
CFTSS	Community Psychiatric Support and Treatment (CPST)	
HCBS	Caregiver Family Support and Services	

This feature provides contact information of providers who have *potential* availability for the service of the child on the waitlist. The contact information will include the agency and the point of contact for that agency. This is to assist the provider to discuss with the Health Home/C-YES care manager that there might be a provider available for the child waiting services.

Providers can reach out to each other to verify availability but **cannot** transfers members from one provider to another. The Health Home/C-YES care manager is the only one that can refer the member to another provider after discussing with the member/family.

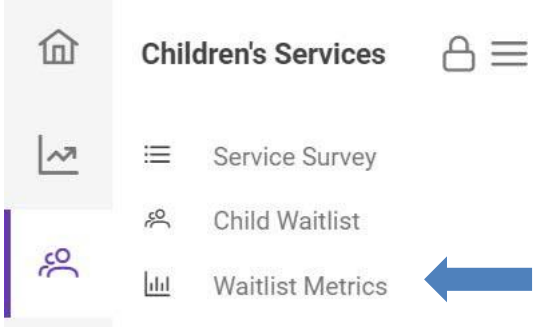
Potential availability for Planned Respite in Wayne county

Agency	Contact	Phone
AspireHope NY, Inc.		
Wayne County Action Program, Inc.		

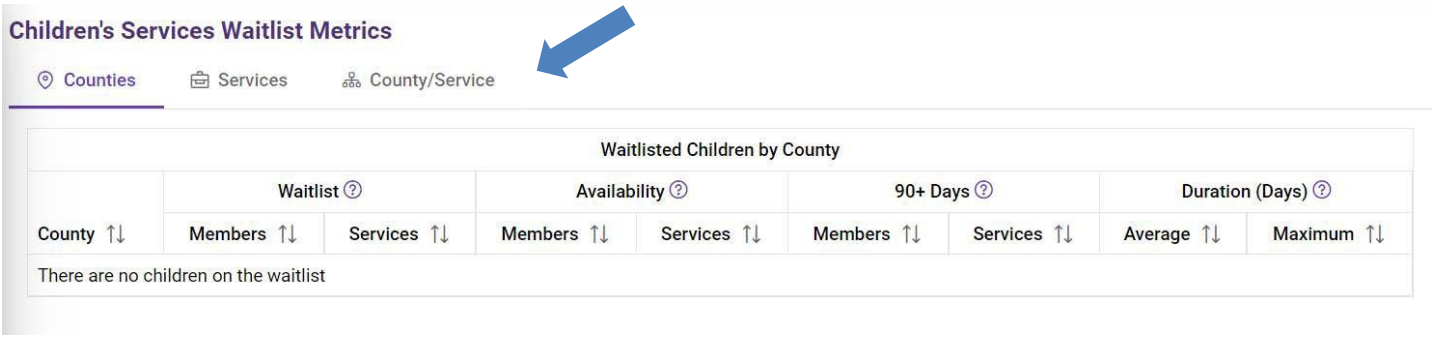
Note: If the agency contact information is incorrect, it can be updated by emailing OMH-Childrens-Designation@omh.ny.gov
Reminder: Referrals for HCBS must be completed by the HH/C-YES care managers

7.9 Waitlist Metrics

In order to see your agencies waitlist metrics by county, service, and by county/service, navigate back to the left-hand side menu and select Waitlist Metrics.



By clicking here, you will see your agency's unique waitlist metrics. You can toggle between seeing the waitlist by county, service, and county/service by clicking the options at the top. This will automatically be populated with the information you input into your waitlist.

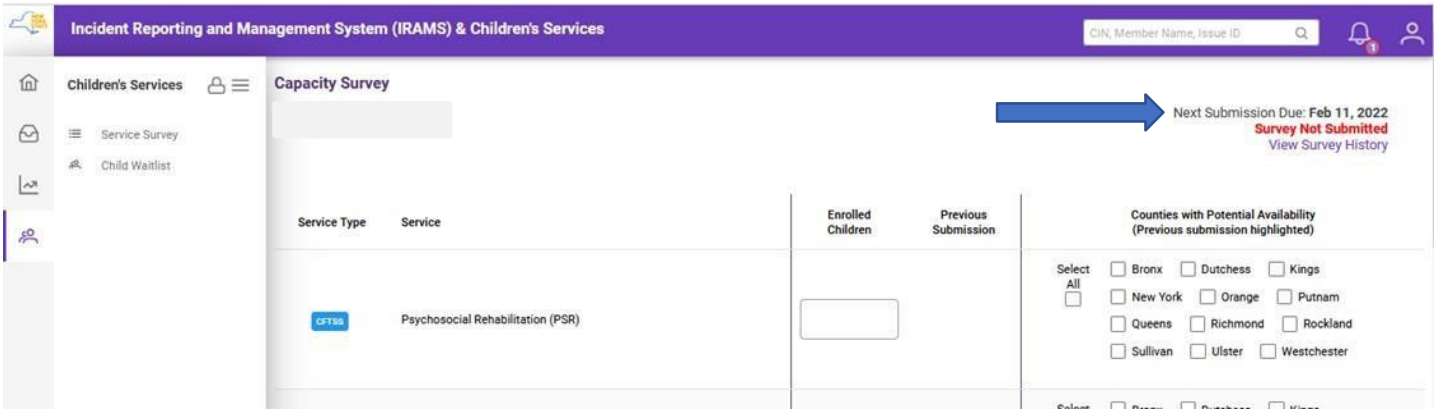


8 Submitting Reports

8.1 Capacity Reporting

Review the information entered to confirm its accuracy before clicking the save button. Once an entry is made, you will be unable to edit. You will have to create a new entry.

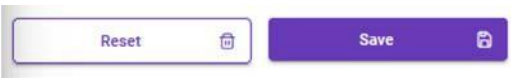
You will find in the upper right corner of the screen your next submission due date.



You will find in the upper right corner of the screen a link to view your previous survey history

8.2 Waitlist Reporting

Review the information entered to confirm its accuracy before clicking the “Save” button. If you have made an error, you will be able to edit by clicking on “Manage a Child’s Waitlist” and correcting the error. You will need to click the save button to save all edits.



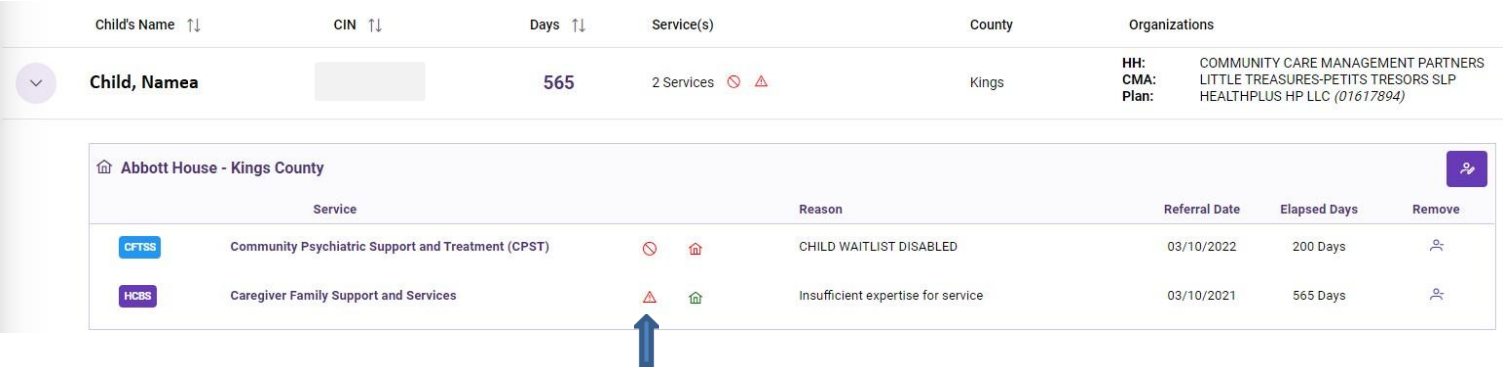
9 Alerts/Notifications

9.1 Children’s Waitlist

Notifications via email will be sent out to inform agencies when a child has been removed from a waitlist.

9.2 Children’s Waitlist Alert

A child will have a red triangle icon alongside the service/name to notify the agency has removed the service or child from their waitlist for a specific reason.



A child may have up to three waitlist alerts.

A yellow circle icon indicates that the child’s service was removed from a waitlist by another agency with a reason indicating that the service is no longer applicable.

A red ban icon indicates that the agency is no longer designated for the service/county combination.

A red triangle icon indicates that the child is no longer eligible for HCBS services, and does

not have an active K1 Medicaid exception code.

Note: Only providers who share the same child/youth on a waitlist will receive an alert notification informing them that the child/youth has been removed from the waitlist.

9.3 Service Survey

Reminder notifications via email will be sent out approximately three days before a survey report with the intent for agency to report in a timely manner.

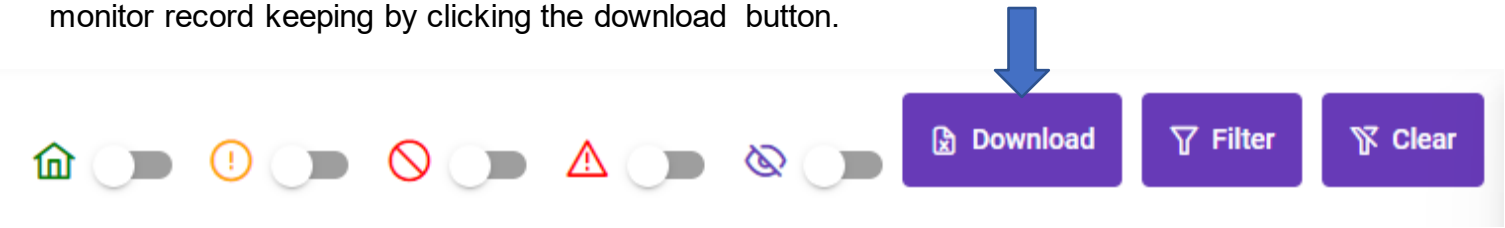
9.4 Opt-Out of Alerts/Notifications

Agencies will have the option of opting out of receiving reminder email notifications for surveys as week as alerts for the waitlist.

10 Reporting

10.1 Exporting a Report to Excel

Providers will have the option to export a excel version of their waitlist for managing and monitor record keeping by clicking the download button.



Appendix

Appendix A: Reason for Waitlist and Definitions

Waitlist Reason	Definition
Gender specific staff requested	The member/family asked for a provider of a specific sex
Group service not available	The provide who provide group services is not available to provide services
Insufficient expertise (MF, DD, SED, SUD)	The available staff in not equipped to provide services for specific populations
Insufficient staff for service	There is not enough staff to provide services to the number of enrolled children receiving services.
No staff with require language	The staff member does not have the able to speak/communicate with the child/youth due to language barrier
Scheduling Conflict	The member/family has requested a day and/or time which does not align with the provider's available schedule
Service is pending review	The request for services provided is under review so no services will be delivered at this time.
Staff not available for location	The site of available services is not easily travelable to the member and family.

Appendix B: Reason for Removal from the Waitlist and Definitions

Removal Reason	Definition
Aged out of Waiver*	The child/youth has reached the age of 21 years
Child was Hospitalized/Institutionalized	The child/youth has been admitted to a hospital or institution for 90 days or longer and will not need services at this time.
Disenrolled from Waiver*	The child/youth is no longer desire or need to be enrolled in waiver services.
Enrolled in Service*	The child/youth is currently receiving the service
Family Cancelled Request*	The child/youth does not want the service or want to be on a waitlist for the services
Family Requested Alternate Service*	The child/youth is now requesting a different service then previously referred
Moved out of Service Area	The child/youth no longer resides in the county for which the provider is designated
Moved out of State*	The child/youth is no longer a New York State resident.
Unable to Contact Family	The provider is unable to contact the family to schedule requested service and the care manager agrees with removal from the waitlist

Note: The reasons with a red asteroid (*) next to it will result in an alert of notification for agencies who share a child waitlisted for the same services.

Appendix C: Technical Assistance

If your account does not have the correct permissions, or if you get locked out please contact Commerce Account Management Unit (CAMU) at *camusupp@health.ny.gov*

Please note that this is NOT a helpline, this is a technical support service.

How to Create HCS Account

https://www.health.ny.gov/professionals/office-based_surgery/docs/hcs_account_paperless_app_process.pdf

Reach out to your agency's coordinator to create an account for you.

Note: *You must log in to HCS once created to make your account active.*

How to Access IRAMS

You can access IRAMS with this link: *https://increp.health.ny.gov/*

Appendix D: Resources

- Behavioral Health Mailbox
  BH.Transition@health.ny.gov

- OMH Designation Mailbox
  OMH-Childrens-Designation@omh.ny.gov