



Empire State Association of Assisted Living

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Updated May, 2023

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HCS Assistance: For help with the HCS call the Commerce Accounts Management Unit (CAMU) Support a call at 866-529-1890 or camu@its.ny.gov

CTI-200 Communications Directory/Coordinator Training is offered monthly. Create an account on the Learning Management System (www.NYLearnsPH.com) and enroll: <https://tinyurl.com/CTI-200-Link>

HCS Account Management Guide *updated in May 2023* [HERE](#)

What is the HCS?

The Health Commerce System is a secure online communications system operated by the NYS Department of Health. It supports the exchange of routine and emergency statewide health information by local health departments and health facilities, providers and practitioners. Through this system, the DOH can exchange information with ACFs in areas such as emergency preparedness, planning, communications, response and more. To access the Health Commerce System, visit: <https://commerce.health.state.ny.us>

Definitions of the highest level of HCS accounts

HCS User Type: Director

Description: Person with the highest level of account. They are usually the owner, CEO or CFO. The Director is the person who can bind the organization with NYSDOH (preferably a CEO or CFO). This person by default is also a Coordinator and User.

Account Creation Process: Paper forms with notarized signatures

HCS User Type: Coordinator

Description: Person who has the responsibility and authority to request and manage HCS accounts and manage roles in the Communications Directory.

Account Creation Process: Paperless, no notarized signatures required.

HCS User Type: Security Coordinator

Description: Person who manages and maintains the Automated File Transfer (AFT) account user IDs and passwords.

Account Creation Process: Paperless, no notarized signatures required.

For Brand New Facilities ONLY (if you are not brand new facility skip to next steps)

(skip ahead if your facility already has an established facility account) You must have your Operating Certificate in order to establish a new facility account.

Step 1: Register for an account HERE> <https://apps.health.ny.gov/pub/usertop.html>

Step 2: Call DOH, Gina Raus, 518-408-1133 to get set up for a brand new facility/organizational HCS account. The individual who activates the facility account is called the Director.

Step 3: Set up your organizations HCS Coordinators. The HCS Coordinator needs to establish a user account, see step 1 above. Once a HCS user account is set up for the Coordinator, assigned those persons the HCS Coordinator role The director* will assign you that role, and you should always have two people assigned as an HCS Coordinator, just in case one leaves.

Definitions:

Director - The Director is the person who can bind the organization with the New York State Department of Health (NYSDOH)--preferably a CEO or CFO. This person by default is also a Coordinator and User. The Director is not a "role" on the HCS, again it is the individual that activates the facility account. He or she is the person that designates the HCS Coordinator, who in turn can assign the roles. The Director does not equate to Administrator, therefore, the HCS Coordinator will need to assign an administrator role

HCS Coordinator – The Coordinator is the person who has the responsibility and authority to request and manage Commerce accounts and manage roles in the Communications Directory. This person by default is also a User.

Set up the HCS Coordinators:

Log onto their HCS Account

- 1) On the left hand side of the homepage, he/she will click on "Coordinator Account Tools-HCS"
- 2) Under Account Requests-she will now select Coordinator
- 3) Hit continue
- 4) Enter your information in the boxes provided and follow the prompts.
- 5) A document will be sent to your email address that you will need to print sign/ have it notarized/ and sent to our address (which is listed on the bottom right hand side of the document).
- 6) Once this is accepted by our department your user account will be automatically updated to coordinator status, and you can continue using the same sign in user ID.

For existing HCS Account Holders To Create a Health Commerce System (HCS) Individual User Accounts

Creating an initial HCS user account, DOH instructional document here>

https://commerce.health.state.ny.us/HCSRestServices/HCSContentServices/docs?docPath=/hcs_Documents/Source/hpn/accnts/paperless_edoc2.pdf

(updated Feb. 2023)

Step One for individual to do: Certain Individuals in your organization will need to have HCS accounts. **Each staff person who needs an account should follow the instructions in this link**

https://commerce.health.state.ny.us/HCSRestServices/HCSContentServices/docs?docPath=/hcs_Documents/Source/hpn/accnts/paperless_edoc2.pdf

and register for an account, creating a User ID and Password. Once you complete this, you will not yet be able to sign in. First your **HCS coordinator** has to follow these steps to affiliate you with the organization.

Step Two for HCS Coordinator to do:

- 1) He/She will log onto their HCS Account
- 2) On the left hand side of the homepage, she will click on “Coordinator Account Tools-HCS”
- 3) Under Account Requests- she will select “User (for non-medical professionals)”
- 4) Select “Yes, they have a valid photo ID”
- 5) In the drop down menu she will select the organization she wishes to associate you with.
- 6) Where it says HCS ID, she will enter your new User ID.
- 7) Hit Submit and enter Driver’s License Information

Once this is completed you (new user) will be able to sign onto your HCS Account on this webpage:

https://commerce.health.state.ny.us/public/hcs_login.html

To gain HCS Coordinator Status

- **My organization no longer has an HCS Coordinator, what should I do?**

Facilities not having a designated HCS Coordinator must first request a Coordinator or Director level account by contacting the ACF program department at Jacqueline Bigger Jacqueline Bigger at (518) 408-1133. Jacqueline.Bigger2@health.ny.gov

The ACF program area will initiate an account request and generate the information you will need to continue.

- **If you DO have an HCS Coordinator:**

As of November 2022 the instructions for setting up a new HCS Coordinator are

[HERE>https://esaa.memberclicks.net/assets/docs/hcs/HCS%20Coordinator%20Set%20Up%20Instruction%20Nov%202022.pdf](https://esaa.memberclicks.net/assets/docs/hcs/HCS%20Coordinator%20Set%20Up%20Instruction%20Nov%202022.pdf)

How to assign a role in the Communications Directory

There are two ways to assign roles

1. Click **Coordinator's Update Tool**
2. Select the appropriate organization
3. Click **Manage Role Assignments** (blue tab)
4. Click the **Modify** link located to right of the role name
5. Under section 2 (if no one is currently in role) or section 3 (if someone in role), then select the name of the person with an ID you wish to add to the role and click **Add Role Assignments**. Avoid adding a person to the role if you see a "na" after their name, especially if you know the user has an existing HCS account.
 - a. If you cannot locate the person in the list, then proceed to the last option, enter the person's last name in the Search for Person(s) by name, and click **Submit**
 - b. Select the person in the list with a valid user ID
6. Click **Add Role Assignments**.

OR

1. Click **Coordinator's Update Tool**
2. Select the appropriate organization
3. Click **Manage People** (blue tab)
4. Click on the **user's name** you want to assign role(s) to.
 - a. If you do not see user in list, the user may have a Primary Organization with another facility/agency or may have attained an HCS account using their medical license. In other words, you will not see user in your Manage People. Use instructions above.
5. Click **Manage Role Assignments** tab
6. Check the box next to the role(s) you wish to the user to hold
7. Click **Revise Role Assignments**.

HCS Coordinator: How to remove a role using the Coordinator's Update Tool

It is the responsibility of the HCS Coordinator to remove users. Please see the Delete Account Quick Reference Guide here>

https://commerce.health.state.ny.us/HCSRestServices/HCSContentServices/docs?docPath=/hcs_Documents/Source/hpn/acnts/Delete_Account_Quick_Reference_Guide.pdf (updated Mar. 2022)

Please note: while users can be assigned to roles within any organization they can only be deleted from within their primary organization. If the user's account was created under the OPCERT organization, the user cannot be deleted from the PFI instance of the Communications Directory, or if a user's account was created under a hospital organization, but works and hold roles in the laboratory, the user cannot be deleted from the Laboratory's Communications Directory.

If the person's name does not appear on the Manage People list, this is not their primary organization and you cannot delete the user from the Communications Directory. Only the Coordinator from the primary organization will be able to do that. You can however still remove the user from all assigned roles.

HCS Coordinator: To remove a role assignment:

This can be done by:

- the primary organization to remove a role, but to keep the account
- by a secondary organization that added an external user to one of their own roles

1. Log onto the HCS
2. Click Coordinator's Update Tool in the My Applications list on the left
3. Choose the appropriate facility (if applicable)
4. Click Manage Role Assignments
5. Click Modify where it appears to the right of the role name.
6. Under option 2, check the box next to the name of the person you wish to remove from the role
if the user account was already removed: it will be a blank entry, since there is no longer an associated userid
7. Click Remove Role Assignment.

HCS Assistance: For help with the HCS call the Commerce Accounts Management Unit (CAMU) Support a call at 866-529-1890 or camu@its.ny.gov

ACCESSING AND PRINTING REPORTS ON THE HCS

ESAAL Instructions, updated December 20, 2021

LOG ON TO THE HCS

These instructions assume that you have the correct role assignments that allow you to access the reports. If you can't get to the sections as outlined below, check with your HCS coordinator.

SELECT- HCBC

From the home page of the HCS, you should have a shortcut listed on left hand side of the page for "HCBC". If you do not have a shortcut

- Locate the ribbon across the top of the homepage and select "My Content" and then select "All Applications"
- Click on the letter H
- Find the row that says" Home and Community Based Care (HCBC)
 - On the right side of that row, there should be a green + sign, Click on it! This will add it to the shortcut section of your homepage.
 - Return to your homepage and select HCBC. (you may need to refresh your shortcuts for it to appear)

SELECT REPORTS

Locate the ribbon across the top of page. Choices will be HOME, DATA ENTRY, REPORTS. Select reports

SELECT DETAIL

This is the screen where you will define which report you want and for what dates.

Use the drop down arrow labeled 'ACTIVITY" to find the report you are looking for. (If it's not there, you may not have the correct roles assigned, see the HCS coordinator)

Use the drop down arrow labeled "FORM" to select the form you want to see. (some reports have multiple forms you can choose from. Some do not)

From and To Dates: The system auto populates the dates and in many cases it chooses correctly. In some cases, you will need to put in the dates.

SELECT VIEW REPORT

Once you select view report, the system will generate the report. Please note that it can take a few minutes to generate. The view report box will turn gray while it is processing. When done it will become bright again.

EXPORT THE REPORT TO EXCEL

You can not simply print the report, you must export to excel and then print the report if needed

Across the top line of the report, you have the option to select those columns of data that you wish to export. Or you can leave the report as is and export all data.

ALTERNATIVE WAY TO PRINT A REPORT

In some cases, the report that has been previously submitted continues to be available.

If you select Data entry instead of Reports, you can open up previously submitted reports and select the export option "view data PDF" Then print in the usual way if needed.

These are some of the reports that can be accessed this way:

- Annual financial report
- Most recently entered covid 19 ACF daily
- Some incident reports
- Most recent QSIR

Delete HCS User Account

Who is responsible for deleting an account?

The Health Commerce System (HCS) Coordinator at the user's organization.

Why do I delete an account?

To uphold the integrity of the HCS and prevent security breaches.

When do I delete an account?

When the user is no longer employed at your organization or the user had a change in jobs within the organization and no longer requires HCS access.

What happens when an account is deleted?

Immediately upon clicking **Delete User**, the account will be end-dated for your organization and the user will

- be removed from your organization's Communications Directory roles
- be removed from your organization's Manage People list, &
- no longer be able to access the HCS.

CAUTION: Deleting an account cannot be undone. Account deletion is immediate and permanent. If an account is deleted in error, a new account request must be completed to restore access to the Health Commerce System.

How do I know what users I manage?

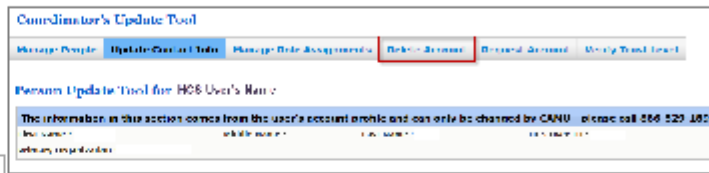
A Coordinator manages users and roles for their organization.

To see who is affiliated with your organization:

1. Click the **Coordinator's Update Tool** from My Applications
2. Select your organization (if it is not already selected)
3. Click **Reports**
4. Click **Get Role Report**
5. Scroll down table and view all roles
6. Click [Download](#) link at bottom of results/page
7. Click [Data Verified](#) at bottom of page when info is correct.

How do I delete an account?

1. Click the **Coordinator's Update Tool** in My Applications
2. Select your organization (if it is not already selected)
3. Click **Select**
4. Click **Manage People**
5. Click the user's name link
6. Click **Delete Account**.



What if I see 'No account on file' next to a name?

[Text, Text](#) **No account on file**

This means that only contact information exists for this person, and they do not have an HCS user ID with your organization.

1. Click the name
2. Click **Delete Account**
3. Click **Remove User from Manage People List**.

What if I do not see a user in my Manage People list?

If you do not see user in Manage People, then their user ID may exist with another organization. It does not mean that the user does not have any roles in your organization, so always check your Role Report.

To Remove User from Role:

1. Click **Manage Role Assignments**
2. Click [Modify](#) to right of **Role Description**
3. Check box next to name of user
4. Click **Remove Role Assignments**.

* If you do not know your HCS Coordinator, please call the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 (M-F 8am-4:45pm) Revised March 2022

How to Review and Update the Emergency 24/7 Offices Contact – for an Organization

The HCS Coordinator can go to the Coordinator's Update Tool under My Applications, Click Organizational Offices, Click Emergency Offices, click Modify next to the Emergency Contact.

Updating Business and Emergency Contact Information (for a user)

The screenshot displays the HCS Health Commerce System user interface. The user is logged in as Debra Sottolano. The 'My Content' dropdown menu is open, showing various options. The option 'Change my contact information...' is highlighted with a white oval. Other options include 'Documents by Group', 'My Favorites', 'My Applications', 'All Applications', 'Mobile Apps', 'Change my password...', 'Review the password rules', 'Change my secret questions...', 'Enable the forgotten password feature...', 'Report my user ID or password stolen...', 'Learn more about HCS security', 'Look up my coordinators', 'See what roles I hold', 'Look up my PIN', 'See what organizations I am affiliated with', and 'See the IHANS notification lists I am on'.

Important Health Events

Important Health Notifications

Posted	Priority	Keyword	Source	Audience	Description
08/10/2015	Advisory	Infectious Disease	NYSDOH		Healthc...

Newsroom Highlights...

New Items

08/24/2015	DAL DAL 15-04 Attachment
08/24/2015	DAL DAL 15-04 Revised Inspection Review ...
08/12/2015	Upcoming HSEEP Trainings
07/23/2015	DAL DAL 15-10 Security/Surveillance Came...
07/13/2015	Home Care Association (HCA) Deliverables

Events/Calendar

09/10/2015	Introduction to the Health Commerce Syst...
08/26/2015	OEM Training: G489 Management of Spontan...
08/25/2015	Integrated Health Alerting and Notificat...

Press Releases

08/27/2015	State Health Department Announces Update...
08/19/2015	Governor Cuomo Announces \$2.5 Million Fo...
08/17/2015	Governor Cuomo Announces \$8 Million to S...

Emergency contact updates continued...

Each user can update both their daytime/business contact information and their emergency, after hours contact information on this screen by clicking on the separate tabs... Next screen shot shows what you see when you click on the emergency contact information tab.

Person Update Tool for Debra Sottolano

The information in this section comes from the user's account profile and can only be changed by CAMU - please call 866-529-1890

First Name : Debra Middle Name : Last Name : Sottolano HCS User ID : dls20
Primary Organization : NYSDOH ISHSG

Important instructions for filling out this form:
(1) Be sure to enter all information for required fields in both the Business and Emergency sections on this screen.
(2) * Indicates required information.

Business Contact Information Emergency Contact Information Profession Information MFA Information

Viewable by all users

Address 1 * 875 Central Avenue Address 2
City * Albany State * NY
Zip Code* 12206 Country* USA
Phone * 518-408-1383 Extension Type* land line
Phone 518-376-0180 Extension Type mobile device
Fax * 518-402-1010
Email * debra.sottolano@health.ny.gov

Submit Reset

Person Update Tool for Debra Sottolano

The information in this section comes from the user's account profile and can only be changed by CAMU - please call 866-529-1890

First Name : Debra Middle Name : Last Name : Sottolano HCS User ID : dls20
Primary Organization : NYSDOH ISHSG

Important instructions for filling out this form:
(1) Be sure to enter all information for required fields in both the Business and Emergency sections on this screen.
(2) * Indicates required information.

Business Contact Information **Emergency Contact Information** Profession Information MFA Information

Do you want your coordinator to be able to update this information? (default is yes) Yes No

In the event of an emergency (Drill or Notification) we will attempt to contact you at all six numbers
Phone 1 is called first, Phone2 is called second, then Phone3.

Business Hours (8 AM - 5 PM, Monday to Friday)		Non-Business Hours (5 PM - 8 AM, Monday to Friday and Weekends)	
Phone 1 * 518-376-0180	Type* mobile device	Phone 1 518-376-0180	Type mobile device
Phone 2 518-408-1383	Type land line	Phone 2 518-798-2840	Type land line
Phone 3 518-408-5163	Type land line	Phone 3	Type Please Pick
Fax * 518-402-1010		Fax 518-402-1010	
Email * debra.sottolano@health.ny.gov		Email dlsottolano@gmail.com	

NOTE : SMS messages can only be sent to mobile phones. Your normal billing rates will apply.

SMS Number Network Provider



ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Acting Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

March 19, 2015

DAL# 15-02

Required Roles within the
Health Commerce System (HCS)

Dear Administrator:

Please be reminded that 18 NYCRR §487.12 (k), §488.12(m) and §490.12(k) require that adult care facility (ACF) operators obtain Health Commerce System (HCS) accounts and access these accounts regularly. In addition, operators must ensure that there are sufficient and knowledgeable staff designated as HCS users, and that staff are assigned to the various HCS roles, to receive information and ensure rapid response to requests for information by the State and/or local Department of Health. The following roles (described in attachment 1), are required to be populated within the HCS by at least one person for each facility:

- 1) Operator
- 2) Administrator
- 3) **Health Commerce System Coordinator
(Health Provider Network Coordinator)**
- 4) Financial Data Submitter
- 5) Emergency Response Coordinator
- 6) eFINDS Reporting Administrator
- 7) Criminal History Record Check (CHRC) Authorized Person

The following roles, although not required by regulation, are highly recommended to be populated:

- 1) Data Reporter
- 2) Financial Reporter
- 3) eFINDS Reporter
- 4) Electronic Plan of Correction (ePOC) Editor

Facilities not having a designated *HCS Coordinator* must first request a Coordinator or Director level account by contacting Fikile Mahlangu or Dot Persico at 518-408-1133. This request will generate documentation which must be completed, notarized and mailed back to the Department's Commerce Account Management Unit (CAMU). As soon as the facility has at least one HCS Coordinator designated, that Coordinator can then place other HCS users within the organization into the required and recommended roles identified above.

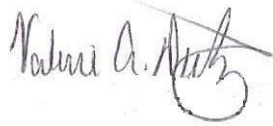
Facilities are also required to ensure that up to date or current emergency contact information is available to the Department through the HCS. Coordinators can use the 'Communications Directory Coordinator's Update Tool' to update the contact/emergency information for their organization (a "24 by 7 Facility Contact"), and for individual users. Note

that all information entered using the 'Communications Directory Coordinator's Update Tool' **must be validated every 90 days.**

Questions regarding *Director* or *Health Commerce Coordinator* roles can be directed to Fikile Mahlangu or Dot Persico at 518-408-1133. Questions concerning user level accounts or emergency contact updates, can be directed to the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 (M-F 8:00 am-4:45 pm). Coordinators may also access the attached User Guide (also found https://apps.health.ny.gov/pub/ctrldocs/paperless_edoc2.pdf for instructions on new account requests).

Thank you for your prompt attention to this matter and for your continuing efforts to serve our vulnerable populations.

Sincerely,

A handwritten signature in black ink, appearing to read "Valerie A. Deetz". The signature is fluid and cursive, with a large loop at the end.

Valerie A. Deetz, Director
Division of Adult Care Facility and Assisted
Living Surveillance & Community Transitions
Programs

Criminal History Record Check (CHRC) Authorized Person (AP)

Authorized Persons (AP) are the only individuals authorized to submit background checks. APs are assigned by the Agency Representative (AR). ARs are individuals in the HCS administrator role. The CHRC requirement is that there be at least two persons assigned as "Authorized Persons" or "APs" at all times. However, some larger residences/organizations may wish to have a higher minimum.

How does a facility assign Authorized Persons (AP)?

- 1) From left hand side of the homepage, click on "CHRC" (add to your applications if not shown)
- 2) Click on **Manage AP assignments**
- 3) Check that an individual is an AP and save
- 4) This adds the individual's access to CHRC information
- 5) A new AP will be required to attest of their AP status when accessing system for the first time

WHAT DO YOU WANT TO DO?

- [Submit employee](#)
- [Terminate employees](#)
- [Open CHRC Document Viewer](#)
- [Schedule fingerprint appointment](#)
- [Fingerprint vendor main site](#)
- [Manage AP assignments](#)
- [View my account access](#)
- [Background check consent form](#)
- [Contact CHRC](#)



Reminder: LHCSAs should have a CHRC AP set up and ACFs should have their own distinct CHRC AP for new employee screenings.

Note from DOH:

"Please remind providers that CHRC checks are required by law and that facilities must complete those checks before allowing direct care staff to be providing services unsupervised. Some of these facilities are newly licensed and should immediately take the appropriate action to rectify and populate these roles."

Does your HCS Role Assignment Look Like This?

Optimal ACF/ALR/ALP HCS Role Assignment Listing

Primary ID: xxx-x-xxx		Secondary ID: xxxxxxxx	
Name	xxxxxxxxxxxxxxxxxxx		
Addr. Line 1	xx xxxxxxxxxxxxxx xxx		
Addr. Line 2	xxxxxxx		
Town or City	xxxxxxx	xxxxxxx County	
State or Province	NY	Postal Code	xxxxxx
Country	USA		
Phone	xxx-xxx-xxxx	Fax	xxx-xxx-xxxx

Emergency Office Roles (Any Time)

[24 by 7 Facility Contact](#) [Info](#)

Contact Person Roles	
ALP Certified Home Care Contact	Info
ALP Licensed Home Care Contact	Info
Administrator	Info
Credentials Coordinator	Info
Criminal History Record Check Authorized Person (CHRC AP)	Info
Data Reporter	Info
Director, Food and Nutritional Services	Info
Director, Resident Services	Info
Emergency Response Coordinator	Info
Facility Profile Coordinator	Info
Financial Data Reporter	Info
Financial Submitter	Info
Governing Body, Chairman/President	Info
Governing Body, Member	Info
HEC Viewer	<input type="button" value="Unassigned"/>
HPN Coordinator	Info
HPN Organizational Security Coordinator	Info
OEM Link	Info
Operator	Info

ALPs Only



Assign 2 HCS Coordinators

Order Official Prescriptions	Unassigned
POC Editor	Info
Plant Manager	Info
UAS-15	Info
UAS-20	Unassigned
UAS-30	Info
UAS-40	Info
UAS-45	Info
UAS-50	Info
UAS-NY	Info
UAS-NY IT	Unassigned
eFINDS Data Reporter	Info
eFINDS Reporting Administrator	Info

Assign 2 POC Editors

ALPs Only

To update 24/7 Contact use Coordinator's Update Tool then Organizational Offices & Emergency Offices and edit.

Organization xxxxxx HFA	24 by 7 Facility Contact		
Address Line 1	xx xxxxxx xxxx		
Address Line 2			
City/Town			
State/Province	NY	Postal Code	Xxxxxx
Country	USA		
E-mail	xxxxxx@company.com		
Phone	xxx-xxx-xxxx	Extension	xxxx
Fax	xxx-xxx-xxxx	Last Updated	Nov 20 2013