

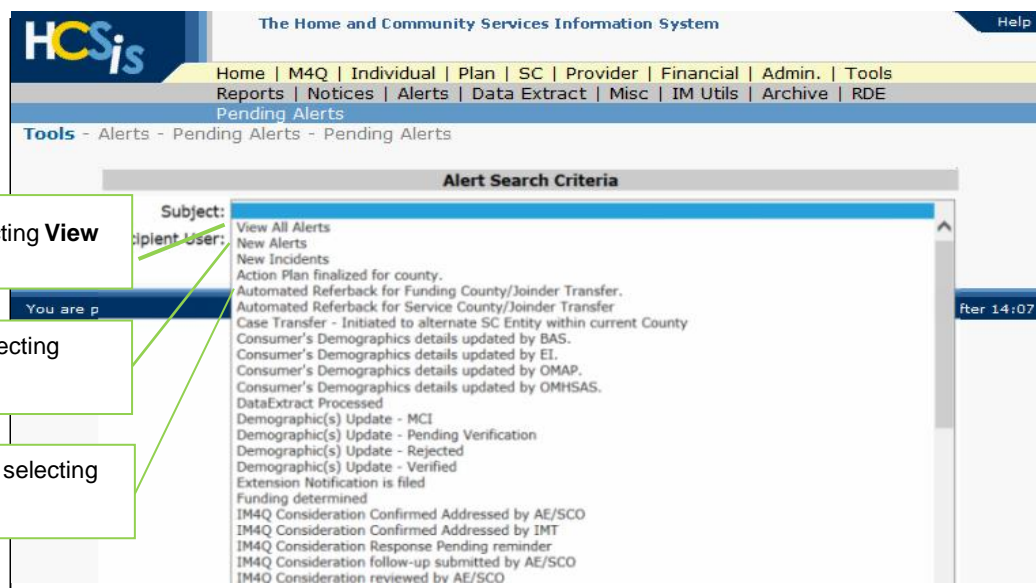
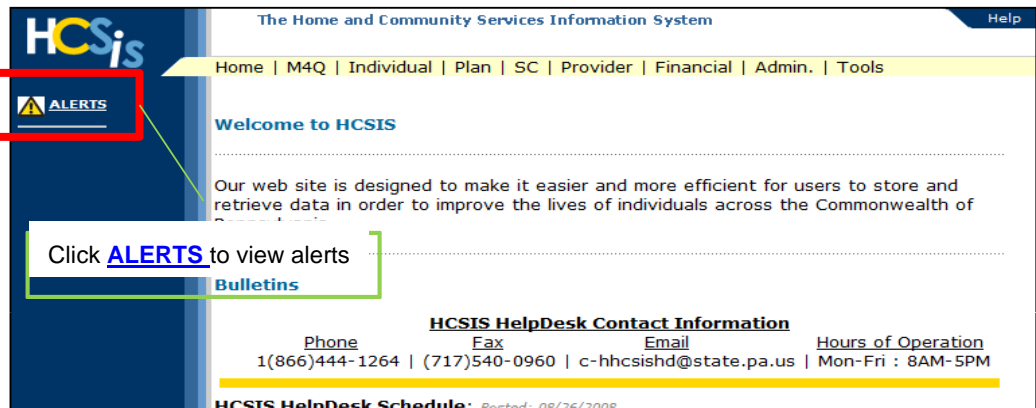
Tip Sheet

Alerts and Alert Types

An alert is an electronic message automatically generated in HCSIS to inform the user of an event that occurred or did not occur as expected within the system. Alerts may be used for informational, reminder or escalation purposes. Some alerts, called Smart Alerts, contain hyperlinks to take you to the appropriate HCSIS screen to perform the required action, while others convey only textual information.

Viewing Alerts in HCSIS

- 1 Login to HCSIS**
Open Internet Explorer and type the link below into the address bar, click the HCSIS Login link and enter your Username and Password to login to HCSIS.
- 2 Click ALERTS**
Click ALERTS underneath the HCSIS logo on the *HCSIS Homepage*.
- 3 Click the Subject drop-down menu to choose alert type**
From the *Alert Search Criteria* page, select **View All Alerts**, **New Alerts**, or a specific subject from the drop-down list.



Access all alerts by selecting **View All Alerts**.

Access new alerts by selecting **New Alerts**.

Access specific alerts by selecting the desired alert subject.

Alerts and Alert Types

4 The alert search results are displayed

The Home and Community Services Information System

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools
Reports | Notices | Alerts | Data Extract | Misc | IM Utils | Archive | RDE

Pending Alerts

Tools - Alerts - Pending Alerts - Pending Alerts

Alert Search Criteria

Subject:

Reset Search

To navigate between pages of alerts, click the **Go To:** drop-down menu, then click [Go].

Your search found multiple matches. Please select the desired Alert.

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Select	Date of Alert	Alert Subject	Alert Message
<input type="checkbox"/>	4/1/2009	Annual Review Date Alert	Annual Review Date Alert : Consumer Name: AUTISMISP, GAAUTISMISP
<input type="checkbox"/>	4/1/2009	Annual Review Date Alert	Annual Review Date Alert : Consumer Name: SATDMWAL, MCI #: 530328081, Organization: CENTRAL, Sending SC Entity: , Receiving Organization: WEST, Receiving SC Entity:
<input type="checkbox"/>	3/26/2009	Case Transfer Initiated to an alternate Region	An individual is being transferred from one SC Entity to another SC Entity: Consumer Name: SMITH, TESTSATRNDTWO, Consumer ID: 179477, MCI #: 310319755, Transfer Effective Date: 3/19/2009, Sending Organization: CENTRAL, Sending SC Entity: TT_SAT TEST ENTITY 4, Receiving Organization: SAT TEST ENTITY 1, Receiving SC Entity:
<input type="checkbox"/>	3/24/2009	Closure Initiated	A Case closure has been initiated : Consumer Name: SMITH, PAUL, Consumer ID: 179179, Closure Reason: , , Effective Date: 1/25/2009
<input type="checkbox"/>	3/23/2009	Accepted Region to Region Case Transfer	Region to Region transfer for an Individual has been Accepted: Consumer Name: SATDMWAL, MCI #: 530327971, Transfer Effective Date: 3/23/2009, Sending Organization: CENTRAL, Sending SC Entity: , Receiving Organization: WEST, Receiving SC Entity:
<input type="checkbox"/>	3/19/2009	Case Transfer Initiated to alternate SC Entity	An individual is being transferred from one SC Entity to another SC Entity: Consumer Name: SMITH, TESTSATRNDTWO, Consumer ID: 179477, MCI #: 310319755, Transfer Effective Date: 3/19/2009, Sending Organization: CENTRAL, Sending SC Entity: TT_SAT TEST ENTITY 4, Receiving Organization: SAT TEST ENTITY 1, Receiving SC Entity:
<input type="checkbox"/>	3/19/2009	Case Transfer Initiated to an alternate Region	An individual is being transferred from one Region to another Region: Consumer Name: SMITH, DANIEL, Consumer ID: 179229, MCI #: 290320634, Transfer Effective Date: 3/19/2009, Sending Organization: SOUTHEAST, Sending SC Entity: , Receiving Organization: CENTRAL, Receiving SC Entity:

The **Date of Alert** displays the date the alert was created. The alert will be automatically deleted 14 days after this date.

The **Alert Message** identifies specific details regarding the alert

To delete an alert, select the checkbox, then click [Delete].

Delete

You are presently logged into HCSIS Wednesday, April 01, 2009 11:58 Your session expires sometime after 12:23

Smart Alert vs. FYI Alert

Smart Alerts are alerts that require an action and contain a hyperlink that link to the relevant screen in HCSIS to perform that action. The **Closure Initiated** alert is a smart alert. Clicking on the underlined link will take you to the appropriate screen in HCSIS to close the individual's case.

FYI Alerts are informational and do not have an associated action. The **Accepted Region to Region Case Transfer** alert is an FYI alert. There is no action required from the user, this alert simply tells them the individual's case transfer is complete.

Closure Initiated	A Case closure has been initiated : Consumer Name: SMITH, PAUL, Consumer ID: 179179, Closure Reason: , , Effective Date: 1/25/2009
Accepted Region to Region Case Transfer	Region to Region transfer for an Individual has been Accepted: Consumer Name: SATDMWAL, MCI #: 530327971, Transfer Effective Date: 3/23/2009, Sending Organization: CENTRAL, Sending SC Entity: , Receiving Organization: WEST, Receiving SC Entity:

Alerts and Alert Types

Below is a list of alert types, action items, and alert destinations.

Alert Types

Provider Alerts

Provider Service Location Closed

A provider service location has been closed in PROMIS^e™. An informational alert is sent to the Provider Sign Up Verification, ODP Contract Administrator, County Financial Manager, ISP Financial Supervisor, SC Unit Manager and SC Supervisor.

Provider Specialty End Dated

One or more provider specialties have been end dated for a service location. An Informational alert is sent to the Provider Sign Up Verification, ODP Contract Administrator, County Financial Manager, ISP Financial Supervisor, SC Unit Manager and SC Supervisor.

PROMIS^e™ PEP End Dated

A provider PEP has been end dated in PROMIS^e™. An informational alert is sent to the Provider Sign Up Verification, ODP Contract Administrator, County Financial Manager, ISP Financial Supervisor, SC Unit Manager and SC Supervisor.

Provider License Sanctioned - *Sanctioned Reason: Cease and Desist*

A provider's license has been sanctioned. An informational Alert is sent to Provider Sign Up Verification, ODP Contract Administrator, Regional Supervisor, Provider Qualification Regional Manager, County Financial Manager, ISP Financial Supervisor, SC Unit Manager and SC Supervisor.

Provider License Sanctioned - *Sanctioned Reason: Emergency Removal*

A provider's license has been sanctioned. An informational Alert is sent to Provider Sign Up Verification, ODP Contract Administrator, Regional Supervisor, Provider Qualification Regional Manager, County Financial Manager, ISP Financial Supervisor, SC Unit Manager and SC Supervisor.

Provider License Sanctioned - *Sanctioned Reason: Provisional Certificate of Compliance for Downgrade*

A provider's license has been sanctioned. An informational Alert is sent to the Provider Sign Up Verification, ODP Contract Administrator, Regional Supervisor and Provider Qualification Regional Manager.

Provider License Sanctioned - *Sanctioned Reason: Provisional Certificate of Compliance on Renewal*

A provider's license has been sanctioned. An informational Alert is sent to the Provider Sign Up Verification, ODP Contract Administrator, Regional Supervisor and Provider Qualification Regional Manager.

Provider License Sanctioned - *Sanctioned Reason: Reduction in Maximum Capacity*

A provider's license has been sanctioned. An informational Alert is sent to the Provider Sign Up Verification, ODP Contract Administrator, Regional Supervisor and Provider Qualification Regional Manager.

Alerts and Alert Types

Below is a list of alert types, action items, and alert destinations

Alert Types

Provider Alerts (Continued)

Provider License Sanctioned - Sanctioned Reason: Refusal to Renew or Revocation of Existing Certificate

A provider's license has been sanctioned. An informational Alert is sent to the Provider Sign Up Verification, ODP Contract Administrator, Regional Supervisor and Provider Qualification Regional Manager.

Needs Level/Needs Group Information Updated

This alert will generate when an individual's Needs Group changes, or the Needs Level/Needs Group information is added for an individual for whom no Needs Level/Needs Group information previously existed and an approved plan does not exist. (Or an approved plan exists with no Needs Based services.) This alert will be sent to Provider ISP Reviewer and Provider Registration Data Entry (based on Authorized needs-based services in the current fiscal year plans) roles. Note: Needs based services are identified by modifiers U5, U6, U7 and U8.

Individual Alerts

Individual Monitoring Alert for Deadline Upcoming

This alert will generate based off of the most recent individual monitoring tool entered in HCSIS for individuals enrolled in a waiver. An alert will be sent when the next monitoring is due within 30 days of the required timeframe outlined in the approved waivers. For newly enrolled individuals, a reminder will not be sent until the first individual monitoring tool is entered into HCSIS. The alert will be sent to users with the SC and ScSupvsn role.

Distribute Right to Be Free from Abuse Handout

This alert is sent to ensure that SCs are distributing the right to be free from abuse handout to individuals annually. HCSIS will use a "Yes" response existing from the question #13 on the Health/Safety/Well Being Monitoring screen to evaluate whether an alert should be generated. The alert will be generated when today's date is equal to the monitoring contact date plus twelve months minus 90 days. If a "yes" value has been selected within a 12-month period no alert will generate. If a "yes" value has not been selected since the last yes in a previous 12-month period, an alert will generate. The Alert is sent to Sc and ScSupvsn roles.

Needs Level/Needs Group Information Updated

This alert will generate when an individual's Needs Group changes, or the Needs Level/Needs Group information is added for an individual for whom no Needs Level/Needs Group information previously existed and an approved plan does not exist. (Or an approved plan exists with no Needs Based services.) This alert will be sent to the County Financial Manager, County SC Oversight, ISP Approval, ISP Financial Supervision, SC, SC Date Entry SC Supvsn and SC Unit Management Roles. Note: Needs based services are identified by modifiers U5, U6, U7U8 and U9.

Alerts and Alert Types

Needs Group Misaligned with Needs-Based Service

This alert will generate when an individual's Needs Group changes and causes the services to misalign. An alert will generate for the updated MCI indicating that the individual's Plan needs to be reviewed for misaligned Needs-Based services. The "Needs Group Misaligned with Needs-Based Service" alert will generate daily until the issue is resolved (an email will be sent out once a week). This "Needs Group Information Updated" alert will generate once per update and expire after 14 days.

Alert Types

Individual Monitoring Alert for Deadline Upcoming

This alert will generate when a completed/submitted individual Monitoring is marked as 'Pending for Correction'. This alert will be sent to the SC role, no alerts will be generated if the individual is not currently assigned an SC.