



## Additional Resources

### ONLINE HELP

Remember that HCSIS Online Help is updated with each release and is a valuable HCSIS tool. Help is located in the upper, right corner of each screen.

### LEARNING MANAGEMENT SYSTEM (LMS)

Training resources are located on the HCSIS Learning Management System (LMS) and can be accessed by clicking the LMS link on the HCSIS Homepage.

# HCSIS Frequently Asked Questions

This document contains answers to the most commonly asked questions regarding the HCSIS application. Use the links below to jump directly to the topic you want.

**Early Intervention users:** Throughout this document PELICAN EI will be referred to as HCSIS. HCSIS is the name of the information system. PELICAN is the umbrella name that DPW uses to have consistent branding throughout its early learning technology systems.

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## HCSIS Login

### Who should I contact to have my password reset?

Password resets for non-BP Administrators should be handled through password self-service or through the assistance of your BP Administrator. For printable instructions on how to change your own password or retrieve your user name, please refer to the [Password and Logon Assistance](#) document located in LMS under the **ALL: Password and Log on Assistance** course.

If you do not know who your Local HCSIS Administrator is, ask your supervisor or the person who maintains the computers where you work. If a new BP Administrator is needed, please contact the Help Desk.

### What is a BP Administrator?

BP Administrators manage user information for their organization. Each provider organization should have at least one staff member who has been assigned the HCSIS BP Administrator role; a back-up BP Administrator should be designated whenever possible.

The BP Administrator is responsible for maintaining HCSIS user profiles in IdentityManager. In addition, the BP Administrator maintains user profiles in the Learning Management System (LMS). BP Administrators can complete the following tasks within IdentityManager based on the approval of the BP Administrator's management:

- Create User Accounts
- Modify Users' Scopes, Roles, & Profile Information
- Reset User Passwords
- Deactivate and Reactivate User Accounts
- Find User IDs

Detailed instructions on how to complete these screens are included in the BP Administrator course which can be downloaded from the HCSIS Learning Management System (LMS), located in the ALL: Business Partner (BP) Administration course.

The HCSIS Help Desk provides support for BP Administrators by helping them troubleshoot and resolve issues encountered as they manage their users' information. An organization may appoint multiple BP Administrators, if needed. To request an additional BP Administrator for an organization, contact the Help Desk to request a Business Partner Additional Authorization Form. If an organization does not have a BP Administrator currently, the Help Desk will provide guidance on the appropriate action.

### I have the same job duties as someone else in my organization, but the other person can perform more functions in HCSIS than I can. Why is this?

HCSIS users are assigned different roles within HCSIS. These roles allow you to perform certain functions within HCSIS. If you feel you should have a different level of access to the system, please see your supervisor to discuss which roles may be available to you. If your supervisor decides you should have additional roles, you or your supervisor should request that your Local HCSIS Administrator (BP Administrator) change the roles to your HCSIS User ID.

### I received a message that I have multiple scopes. What does this mean?

Your **scope** in HCSIS determines who you can **see** in the system. For example, scopes may be geographical (like county or region), or based on caseload, incident assignments, etc. The scope determines whose data you can view and modify. For example, a user with a Berks County scope cannot see an individual's data from Dauphin County or individual data from another program office.

Your **role** in HCSIS determines what you can **do** in the system. For example, there are data entry roles to enter information, incident management roles to monitor incident reporting, and service/supports coordination roles to manage individuals' information. Your role(s) determines which screens you can view and/or update in HCSIS.

If you have more than one *scope* in HCSIS, you will be prompted to select the scope prior to viewing the *Welcome to HCSIS* screen. If you have multiple scopes in HCSIS, a table with your scopes will appear. Select the scope needed to perform the tasks in your current HCSIS session. To change between scopes use the menu path: **Tools > Misc > Change Scope**.

## Using HCSIS

### Where can I learn more about the different modules in HCSIS?

The [Learning Management System](#) (LMS) link on the main page of HCSIS will take you to the LMS where you can find the online training material for HCSIS. You will find documentation and tip sheets on the different modules within HCSIS under the [My Curriculum](#) and the [HCSIS Information](#) links. For an overview of all the HCSIS modules, refer to the *HCSIS Basic Navigation* Captivate, found under [My Curriculum](#).

### I am getting an error or message within HCSIS that I don't understand. What should I do?

Review the training documentation found within the Learning Management System (LMS). If you are unable to find information on the issue, please contact the HCSIS Help Desk (Phone: 1-866-444-1264, Fax: (717) 540-0960, or E-mail Address: [c-hcsishd@pa.gov](mailto:c-hcsishd@pa.gov)).

### I'm not sure what information should be captured on a screen. Where can I get help?

HCSIS online help is updated with each release and is a valuable HCSIS tool for screen level assistance. The Help link is located in the upper, right corner of each screen.

### What information should I include when I contact the Help Desk?

- Steps taken in HCSIS before encountering the system error
- Data or information entered into the system
- Roles/Scopes used during the session when the error was encountered
- The number of users in your organization/agency impacted
- The actual error message and screen print of the error, if possible
- Screen names and fields where the error is occurring
- If the contact is via e-mail, include a short description on the subject line

Providing complete information including a description of the issue, where and if applicable how the issue occurred and all related data will aid in the diagnosis and resolution of the problem. Don't forget! Personally Identifiable Information (PII) should not be included in the e-mail.

At times, the Help Desk must contact a user to gather more information or to confirm that an issue has been resolved. Many times repeated attempts are made to reach a user. Please provide correct contact information where you or an authorized person may be reached during business hours.

### I found invalid data in HCSIS that I cannot change. What can I do to have it corrected?

In some instances, your supervisor and/or county/agency office may have more access rights than you in HCSIS to change data. Contact them first to see if they can make the needed adjustment. If they cannot, contact the HCSIS Help Desk for assistance (Phone: 1-866-444-1264, Fax: (717) 540-0960, or E-mail Address: [c-hcsishd@pa.gov](mailto:c-hcsishd@pa.gov)).

## Is HCSIS Bobby/ADA compliant?

HCSIS is Bobby approved (Bobby is a tool that certifies that an information system is compliant with assistive technology such as JAWS) and ADA compliant. Please note that HCSIS works best with the latest versions of JAWS and you may be required to update to the latest version of JAWS to use HCSIS fully.

## I am a Service Provider and need to adjust some services and/or site/address information. How do I do that?

The method to update provider information is based on your Program Office.

- ODP-MR: Use the [Provider Access](#) link to update information
- OMHSAS: Use the [Provider Access](#) link to update information
- ODP-BAS: Contact BAS to update information: (866) 539-7689
- OLTL: Contact the Bureau of Provider Supports to update information: (800)-932-0939
- OCDEL: Use the [Provider Access](#) link to update contact information (including primary contact, alternate contact, and business/mailling/payment address).
  - Providers should email [ra-ocdintervention@pa.gov](mailto:ra-ocdintervention@pa.gov) to report incorrect site information, to add additional sites, and to add additional service locations/specialties
- OCYF: Contact your regional OCYF office to update information:
  - Central Region: (717) 772-7702
  - Northeast: (570) 963-4376
  - Southeast: (215) 560-2249 or 2824
  - Western: (412) 565-2339

ODP and OMHSAS users: The [Provider Access](#) link on the home page of HCSIS will take you to the login page for HCSIS Provider Access. From there you can download and review the Job Aids for Provider Access and/or login to HCSIS Provider Access to make any necessary changes.

If necessary, contact the HCSIS Help Desk for assistance (Phone: (866) 444-1264, Fax: (717) 540-0960, or Email address: [c-hhcsishd@pa.gov](mailto:c-hhcsishd@pa.gov)).

## Finding Data in HCSIS

### How do I find an individual/child's record in HCSIS?

HCSIS requires users to search by an individual/child's last name or an alternate identifier (SSN, MCI etc.) to view or edit the information associated to a record. If you do not find the individual in your search results:

- Your HCSIS User ID may not have the correct access to see the individual
- The individual may not have been assigned to you
- The information you are entering may not match what has been entered in HCSIS; review the individual's record outside of HCSIS to check spelling and identifiers

Contact your supervisor to review each of the above if you are unable to find the record.

### How do I use the buttons on the HCSIS Home Page?

The main part of the HCSIS Homepage provides access to the various HCSIS components. Click on the image or hyperlink to go directly to the site named in the link including:

**HCSIS Login** - This link is the main link to login to the HCSIS system.

**Provider Access** - Provider Access is available for service providers to manage their information. Each program office uses Provider Access differently.

- ODP-MR: Providers may manage their demographics, sites and services and view service authorizations.
- OMHSAS: Providers may manage their demographics and sites.
- ODP-BAS: Contact BAS to update site and contact information. Providers may view service authorizations.
- OLTL: Contact Bureau of Provider Supports (800)-932-0939 to update site and contact information. Providers may view service authorizations.
- OCDEL: Providers may update demographic information and view service authorizations. Providers should email [ra-ocdintervention@pa.gov](mailto:ra-ocdintervention@pa.gov) to report incorrect site information, to add additional sites, and to add additional service locations/specialties.

**Learning Management System** - This link directs users to the HCSIS LMS, which contains a wealth of training materials and documents to support each program's use of HCSIS.

**FAQ** – List of Frequently Asked Questions (FAQs) relevant to all HCSIS users.

**OCYF IM Login** - OCYF users have a separate area to login to HCSIS.

**Identity Manager** - Local HCSIS Administrators (BP Administrators) use Identity Manager to manage users' login information.

Program Office specific links are located on the bottom of the HCSIS Home Page. These links are divided into sections by program and include relevant information specific to each program.

- Office of Developmental Programs (ODP)
- Bureau of Autism Services (BAS)
- Office of Long Term Living (OLTL)
- Office of Child Development and Early Learning (OCDEL)
- Office of Mental Health and Substance Abuse Services (OMHSAS)

### How do I use sort functionality in HCSIS?

The sort feature is available on many screens throughout HCSIS. Screens that have the sorting feature available will be marked by small arrows in each column header. Click a column header to sort records in ascending order by the selected column. Click the header again to sort in descending order. The selected column header will appear blue to show that the results are sorted by the values in that column. For example, click the **Name** column header to sort the records alphabetically by name.

### How do I use filter functionality in HCSIS?

The filter feature is available on select screens throughout HCSIS. Screens that have the filter feature available will have the [Show Filter] button on the right side of the screen. Click [Show Filter] to use the record filtering functionality. A blank box appears above each column. Type text into any of the blank text boxes to filter all records based on the criteria entered. As you type, the screen will refresh to only show records that match your criteria. The filter will search for the entered text from left to right. To skip letters prior to the desired text enter an asterisk (\*) before the text. Click [Hide Filter] to remove the filter and show all records.

**I need to run a report to collect some data, but I am not sure which report to use. Where can I find more information on HCSIS reports?**

You can find the latest HCSIS Reports Guides under the *HCSIS Reports Guide* course located under [My Curriculum](#) in the Learning Management System (LMS). Please be sure to select the reports guide appropriate for your program office.

If you are already logged into HCSIS, you can follow menu path **Tools > Reports > Reports Request** to open the *Reports Request* screen. Select a report name and then click the [Help](#) link on the upper right corner of the screen to view a brief description of the report and definitions of all the search parameters.

Please note that some reports are required to run overnight. In this instance, the report will display in your *Reports Inbox* the following day.

## HCSIS Billing Identifiers

### What are the unique billing identifiers in HCSIS?

The HCSIS Help Desk receives many calls each month requesting clarification on the variety of unique identifiers. The table below may be used as resource to identify the various billing identifiers.

ID Type	DPW Office	Description	Example	Source
MCI	All	The MCI Number is a unique identifier required for each client enrolled in any DPW system. Since a client may be served by different program offices within DPW and multiple departments across the Commonwealth, this ID number helps to track the same client across various programs.	<b>123456789</b>	Automatically generated in the MCI repository when a new record is created in any DPW application (e.g., COMPASS, HCSIS) and cleared against MCI. The MCI repository is maintained by DPW.
MA	All	Medicaid or "Medical Assistance" program that is paid for by Federal and State governments. Individuals eligible for MA can find this ID number on their ACCESS/Medicaid Card, issued by the Commonwealth of Pennsylvania. Only clients who are or were MA eligible should have an MA number.	<b>1234567890</b> Made up of MCI number plus an extra digit, called a "check digit"	Automatically generated in the MEDA application once individual eligibility is determined by the CAO.  Must be manually entered on the <i>Alt ID</i> screen in HCSIS.
MHX	OMHSAS	The MHX number represents the Base-funded mental health service recipient ID assigned by CIS, for the purpose of County reporting to OMHSAS of encounter data.	<b>1234567890</b> Made up of MCI number plus an extra digit, called a "check digit."	Automatically generated by HCSIS in an overnight batch process when an individual is enrolled in the Base Waiver Program and has a residential/ mailing address

MRX	ODP	The MRX number represents the Base billing number generated for individuals who have been enrolled in the MR Base program in HCSIS, and whose eligibility information has been reported to CIS.	<b>1234567890</b> Made up of MCI number plus an extra digit, called a "check digit"	Automatically generated by HCSIS in an overnight process when an individual is enrolled in the Base Waiver Program and the Individual Supports Plan is approved.
ACX	OLTL	The ACX number represents the Act 150 billing number generated for individuals who have been enrolled in the Act 150 program in HCSIS, and whose eligibility information has been reported to CIS.	<b>1234567890</b> Made up of MCI number plus an extra digit, called a "check digit"	Automatically generated by HCSIS in an overnight process when an individual is enrolled in the Act 150 program in OLTL and the Individual Supports Plan is approved.
EIX	OCDEL	The EIX number represents the Base billing number generated for children who have been enrolled in the Maintenance program in PELICAN EI, and whose eligibility information has been reported to CIS. Early Intervention uses EIX00 and Preschool uses EIX01.	<b>1234567890</b> Made up of MCI number plus an extra digit, called a "check digit"	Automatically generated by PELICAN EI in an overnight process when an individual is enrolled in the Maintenance Program in OCDEL and one of the following occurs: (1) the plan is approved, (2) services on the individual's evaluation are approved, or (3) the individual is enrolled in at-risk tracking.
RID	PROMISe™ Billing	Recipient ID is any 10 digit number which is used in PROMISe™ for billing	Examples include: MA, EIX, MHX, MRX and ACX	PROMISe™ does not make a distinction between MA, EIX, MHX or ACX numbers. All are RID numbers

## HCSIS Resources

### How do I contact the HCSIS Help Desk?

Call: (866) 444-1264

Email: [c-hhcsishd@pa.gov](mailto:c-hhcsishd@pa.gov)

Fax: (717) 540-0960

Hours: Monday – Friday: 8:00 AM – 5:00 PM

### Where can I find training materials?

Training resources are located on the [HCSIS Learning Management System \(LMS\)](#) and can be accessed by clicking the LMS link on the HCSIS Homepage. Contact your BP Administrator to obtain a Login ID and password for the LMS.