

# HCSIS Alert!

## *Enhancement Release*

Department of Developmental Services

ISSUE #36 : June 24, 2010

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Contact the Customer Service  
Desk with any questions:  
866-367-8163  
Please do not contact Hans  
Toegeel.

### *June 24, 2010 HCSIS ENHANCEMENT RELEASE Version 3.8*

#### **Changes Related to Implementation of the New Waiver Programs**

The Department of Developmental Services will be implementing 3 new home and community based waiver programs for adults (Residential Support Waiver, Community Living Waiver and the Adult Support Waiver) as of July 1, 2010. All HCSIS modules were updated to support these three new adult waivers programs and additional services.

#### **1. All Modules – Provider and DDS staff**

In order to [meet](#) the Waiver Assurances requirements, HCSIS Incident Reporting and Investigations modules have been updated so that the new waiver program enrollments for individuals appear on the following:

- Incident reports
- Restraint reports
- Death reports
- Medication occurrence reports
- Investigation reports
- Health Care records

#### **2. Reports– Provider and DDS staff**

Management reports have been updated to [allow for](#) filtering [by the new waiver programs](#) and services. This affects many of the reports in all modules.

#### **New web-based tool to Support Implementation of the New Waiver Programs:**

A new web-based tool will be launched in July. It is an enhancement to one of the VG applications known as Provider Data Management, or PDM. This system will support the 3 new waiver programs (Residential Support, Community Living and the Adult Support Waivers) being implemented on July 1, 2010. An important requirement of the Waiver Programs is for DDS to give every waiver participant the chance to select their service provider from among all qualified providers in the state. PDM is the tool that will help.

PDM will be a repository for all DDS providers. Providers can use PDM to qualify for additional services, and to update their business information for current services provided. The Service Directory is an internet listing that the public can use to find DDS qualified providers in PDM. It will be accessed through [www.mass.gov](http://www.mass.gov), and the DDS web page [www.mass.gov/dds](http://www.mass.gov/dds).

Current DDS providers will not have to go through PDM to be identified as a qualified provider because DDS will be converting existing information. However, in the next few days, we will be emailing each provider with their information to be sure that it is correct. Keep an eye out for this email.

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### Other Changes:

#### **1. Incident Management– Provider and DDS staff**

Explanatory text has been added to the Area Office Management Review that better defines the meaning of Area Office approval for finalized incident reports. The following text has been added below the “Review Status” dropdown list to clarify the meaning of “Approved”:

**“Approved\* acknowledges receipt of an incident report and confirmation of its completeness”.**

However, this change does not affect how the actual approval process functions. The system will continue to operate as it has with regard to approval.

***TRAINING MATERIALS explaining the new HEALTH CARE RECORD process are available through the “HCSIS” link at <http://mass.gov/dds>.***

#### *OTHER available materials:*

- Incident Management GUIDELINES*
- *Incident Management CATEGORIES & DEFINITIONS*
- *Incident Management INDIVIDUAL & SITE BASED INCIDENT REPORTS and INSTRUCTIONS*
- *Incident Management CATEGORY CHANGES SUMMARY*
- *HCSIS QUICK GUIDES*
- *HCSIS FREQUENTLY ASKED QUESTIONS*

#### *OTHER CONTACTS for assistance:*

- *AGENCY HCSIS LEAD*
- *AREA OFFICE*
- *REGIONAL HCSIS LEAD*
- *DDS CUSTOMER SERVICE DESK 866-367-8163*

### **REMEMBER:**

1. Share this Alert! with other people in your organization – Perhaps at staff meetings
2. Call your Area Office or the DDS Customer Service Desk (1-866-367-8163) with questions
3. Virtual Gateway Help Desk 1-800-421-0938, for provider log-in and new user issues