

# HCSIS Alert!

## *Enhancement Release*

Department of Developmental Services

ISSUE #37: October 28, 2010

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

### *October 28, 2010 HCSIS ENHANCEMENT RELEASE*

#### *Version 3.10*

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

The Department of Developmental Services implemented 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 in the June 2010 release to support these three new adult waivers programs and additional services.

However, as result of the addition of new services for FY11, access to an individual in HCSIS may be restricted while the change in services is being implemented. Providers should contact the Help Desk to notify them of an access problem, so that it can be determined if it is due to the change in services or a different issue.

Some additional enhancements have been made in this release:

#### **1. Health Care Record module – Provider staff**

The access problem has been resolved so that providers have the ability to create and edit HCRs for individuals receiving the following services:

- 3798 – Individual / Community Supports
- 6703 – Individual Home Supports – Agency With Choice.

#### **2. Health Care Record Management reports – Provider and DDS staff**

Changes have been made to the HCR Status and HCR/ISP Planning Reports. The drop-down lists and filters now reflect new service codes that require an HCR. The HCSIS December release will continue to make adjustments to these reports.

#### **Other Changes**

#### **1. Dashboard Report - Provider staff**

Provider Agencies (Executive Director/Designee) will now have access to the Dashboard Report, which provides an overview of activity within the date range selected. The report displays summary data for the following: Incidents, Medication Occurrence, Restraints, Health Care Record, Investigations, and Death reporting. Please consult the first two pages of the report for a detailed explanation of how to use this report.

#### **3. Pending Alerts screen**

This screen has been updated with an informative message to serve as a reminder that alerts expire. Please be aware alerts are automatically deleted depending on the alert message (between 7 to 60 days). Consult the Process Management screens to manage all outstanding tasks.

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### **Provider Data Management System and Service Directory**

This new web-based tool is a repository for identification and service information for all DDS providers. It is an enhancement to one of the VG applications known as Provider Data Management, or PDM. This system supports the 3 new waiver programs (Residential Support, Community Living and the Adult Support Waivers) implemented on July 1, 2010. As of the go-live date in August, providers can now use PDM to qualify for additional services, and to update their business information for current services provided. Current DDS providers do not have to go through PDM to be identified as a qualified provider because DDS is converting existing information.

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. The PDM Service Directory will provide a listing that individuals and their families can use to find qualified providers. DDS is compiling service qualification information and validating identification information for all provider agencies prior to publishing this information online in November.

Once the date for implementation of Service Directory has been determined, you will be notified. 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).

***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