



## Department of Health

**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 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.

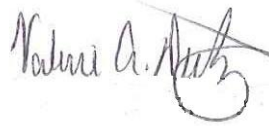
Facilities are also required to ensure that up to date or current emergency contact information is available to the Department through the HCS. Coordinators can use the 'Communications Directory Coordinator's Update Tool' to update the contact/emergency information for their organization (a "24 by 7 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 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](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, stylized flourish at the end.

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