

**NEW YORK**  
state department of  
**HEALTH**

Nirav R. Shah, M.D., M.P.H.  
Commissioner

Sue Kelly  
Executive Deputy Commissioner

June 24, 2013

**DAL:** *DHCBS 13-13*  
**Subject:** *Electronic Plan of Correction  
(ePOC) Application*

Dear Home Care and Hospice Administrators:

The Department will be implementing an application to automate the distribution of Statements of Deficiency (SODs) to home care providers and the receipt of Plans of Correction (POCs) from home care providers. This application, called the Electronic Plan of Correction (ePOC) application, will ultimately eliminate the sending of hard copy SODs and POCs by surface mail, streamlining the communications between the Department and providers.

The ePOC application will be accessible via the Health Commerce System (HCS). Provider access to the application will be governed by HCS roles, some currently existing but also some new ones. The current roles used by the system are Administrator, Director of Patient Services, and HCS Coordinator. In addition, to support the application, two new roles have been created: Operator and ePOC Editor.

Individuals in the Administrator, Director of Patient Services, HCS Coordinator, ePOC Editor, Governing Body Chair or Member, and Operator roles will be able to read SODs for their agency and the corresponding POCs. Those designated as Administrators, Directors of Patient Services, HCS Coordinators, and ePOC Editors will be able to write POCs for their agency. Only those individuals in the Administrator role will be able to submit POCs to DOH on behalf of their agency.

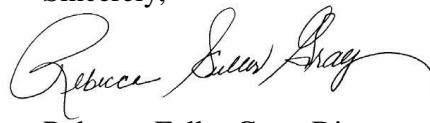
The new Operator role represents a change in DOH policy. In the past, SODs have been sent directly to agency operators and the agency administrators have been secondary recipients. With ePOC the agency administrators will be the primary recipient of the SODs. **It will be the responsibility of the agency to communicate SODs to any governing authority or operating organization; agencies must develop the necessary policies and procedures to ensure that such communication occurs.** The Operator role was created to facilitate agencies with providing access to the SODs and POCs by individuals representing the governing authority or operator.

**ePOC will be piloted with select agencies during August of this year. All Certified Home Health Agencies (CHHAs) and Hospices will be required to use ePOC starting on September 1 and all Licensed Home Health Agencies (LHCSAs) on October 1 of this year.**

DOH will be providing ePOC training webinars to providers between July 15 and July 31 of this year. Check the NYSDOH Learning Management System's (LMS) Calendar at <http://www.NYlearnsPH.com> to find and enroll in a training session. The course is CTI-122, Electronic Plan of Correction (ePOC). In addition, we will be sending out enrollment invitations to individuals assigned to ePOC roles.

Send any questions or comments that you may have on this topic to [homecare@health.state.ny.us](mailto:homecare@health.state.ny.us). We look forward to working with you on this initiative to streamline communications between the Department and the health care industry.

Sincerely,

A handwritten signature in black ink that reads "Rebecca Fuller Gray". The signature is written in a cursive style with a large, looping initial "R".

Rebecca Fuller Gray, Director  
Division of Home & Community Based Services