mm/dd/yyyy

Dear Administrator:

The Health Commerce System (HCS) is the primary mechanism that the New York State Department of Health (NYSDOH) uses to communicate with health care providers in New York State. The HCS is used for a multitude of purposes, including targeting communications to providers during emergencies, providing access to applications such as the Criminal History Record Check, the Home Care Worker Registry and the Electronic Plan of Correction, collecting cost and statistical information from providers, issuing guidance and communications such as Dear Administrator Letters (DALs) and many more applications and functions.

Because of the importance of the HCS in communications between the NYSDOH and the health care industry, the Division of Home and Community Based Services (DHCBS) is requiring that all Certified Home Health Agencies (CHHAs), Long Term Home Health Care Programs, Licensed Home Care Services Agencies (LHCSAs) and hospices in New York State meet the following standards. These must be met for **each** certified or licensed agency – i.e. these requirements must be met for each licensed site for a LHCSA.

1. Check the HCS frequently for news announcements and alerts. The recommendation is that providers check the HCS at least once per day and more frequently during an emergency to check for news announcements, alerts and other NYSDOH communications.
2. Have current information entered for:
   1. 24 by 7 Facility Contact
   2. Office of the Administrator
3. One or more staff with current, active HCS accounts must be assigned to each of the following roles:

* 1. Administrator
  2. Director, Home Care Patient Services or Patient Services
  3. Emergency Response Coordinator
  4. HPN Coordinator

1. For those agencies that employ Home Health Aides or Personal Care Aides, one or more people with a current, active HCS accounts must be assigned to each of the following roles:
   1. Criminal History Record Check Authorized Person (CHRC AP).
   2. Home Care Registry Agency Updater
   3. Home Care Registry Agency Viewer
2. For those agencies that operate a Home Health Aide Training Program (HHATP), one or more people with current, active HCS accounts must be assigned to each of the Home Care Registry roles:
   1. Home Care Registry Agency Updater
   2. Home Care Registry Agency Viewer
   3. Home Care Registry Certification Form Printer
   4. Home Care Training Program Certificate Printer
   5. Home Care Training Program Updater
   6. Home Care Training Program Viewer

The DHCBS will continually monitor these role assignments. A Statement of Deficiencies may be issued to agencies which do not meet all of the requirements set out in this letter.

If you have any questions about these requirements or need assistance with assigning HCS roles, please call (518) 408-1638 or send an email to homecare@health.ny.gov.

Sincerely,

Rebeca Fuller Gray

Director, Division of Home and

Community Based Services