



The Health Provider Network (HPN) Alert

Providing HPN Mandate, Compliance & Access Information

Resources for HPN Coordinators

Got Questions? - Get Answers!

FAQs

Q: What do I do if I've forgotten my username or password?

A: Contact the Commerce Accounts Management Unit (CAMU) at (866) 529-1890.

Q: I've just logged on to the Commerce Networks and it says my password is expired, what's going on?

A: Every HPN user is required to change their password every 60 days. The system automatically prompts you to change your password every 60 days. There is no reason anyone else should ever know your password. Should you ever feel that the anonym-

ity of your password has been compromised, change your password immediately. Change password now

Q: A member of our staff who had Commerce Network access has left. Does this affect the Commerce Network in any way?

A: Yes. It is important that this person's user ID is disabled in the system, since it is no longer appropriate that they access the Commerce Network. Even if the person left on amicable terms, or transferred to another organization, it is important to protect the security of the Commerce Network and inform the Commerce Accounts Management Unit (CAMU) at (866) 529-1890 to have the person's user ID deactivated.

Staying Current

The purpose of the HPN **Communications Directory** is to have the most current and accurate contact information available in the event of an important emergency. NYSDOH will rely upon this data's accuracy, which is why your diligence and participation in maintaining current information are vital to the success of the Directory.

It is the responsibility of the **HPN Coordinator** to **conduct regular updates** on a periodic basis and to **remove users** who have left your organization. Following are directions on how to delete a user.

Cheat Sheet: How to Delete Users Who Have Left Your Organization.

1. Log onto the Health Commerce System (HPN): <https://commerce.health.state.ny.us/hpn/>
2. Click **Communications Directory** (left side of blue tool bar at the top of the **HPN homepage**)
3. Click Coordinator's Update Tool
4. Choose your organization, and click select
5. Click Manage People
6. Click the name of the person you wish to delete.
7. Click Delete Account
8. Note if the user hold any roles

If Yes:

1. Click Remove from Role next to each role the person holds. If the person holds a DOH assigned role remove all other role assignments then click Request Account Removal where it appears next to the DOH assigned role.
2. Click Request Account Removal
3. Add any additional comments to the request form

If No:

4. Click Request Account Removal
5. Add any additional comments to the request form and click Send

In either case you will be notified when the user's account has been deleted.

ANNOUNCEMENT

The Health Commerce System (CMS) Portal is changing to simplify HPN use! Look for more information about the changes and opportunities for training in your next HPN Alert from HPCANYS.