

The Health Provider Network (HPN) Alert

Providing HPN Mandate, Compliance & Access Information

Resources for HPN Coordinators

Reminder: The New HCS Portal Interface is Here!

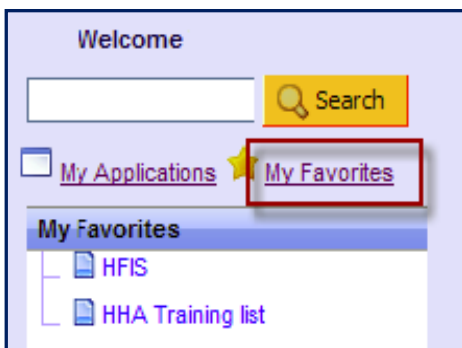
The NYSDOH has heard you and simplified the HPN System! The new system provides for greater ease of use and organization of information and will be in place after **June 1st, 2010** when you will be redirected to the new HCS portal automatically when you logon; here you will find your own personalized homepage. HPCANYS would like to provide you with some important information on the redesigned Health Commerce System (HCS) portal.

On the homepage you will find information organized into well defined categories such as, '**Important Health Notification**' and '**Newsroom Highlights**' which contain press releases by date and topic, relevant health preparedness newsletters as well as a calendar of events which you can review when you logon. Following are some of the additional **key features** that HPN Coordinators can use to set-up and personalize their homepage with their own individual preferences and applications:

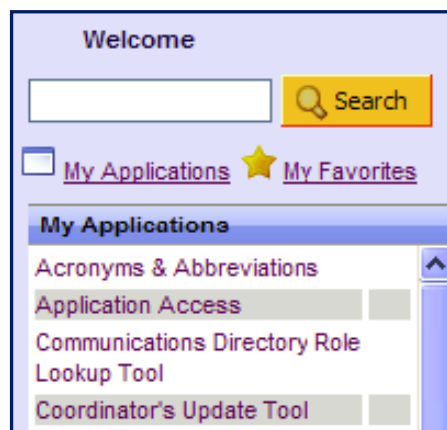
- **Google-style Search Bar:** enter your search term here; you can then narrow your search using suggested search terms that accompany your results.



- **My Favorites** feature: you can add any item, application or resource that you can view to your favorite's panel using the '**★ Add to Fav**' option on the toolbar in an open application.



- **My Applications** feature: displays a list of applications that you have been granted access to.



- You may add additional applications to this list by accessing the '**HCS Applications**' link on the toolbar at the top of the page.

We encourage you all to logon to the new HCS portal site to familiarize yourself with these and other new features and set up your own personalized homepage!

For those HPN Coordinators who would like additional information on how to navigate the new Health Commerce System or to fully understand and utilize the features provided there are several **training and resource options**.

- You can access the [HCS Orientation Guide](#) from the HPCANYS Website under HPN Training Tools section.
- The Department of Health also provides [Free Live Webinar Trainings](#) on new HCS Portal features are available online. Look for the **'The Coordinator's 100'** and the **'Introduction into Health Commerce System (HCS)'** training modules
- There is a **'Live Help'** feature on the bottom left of your home page.



Click on this icon and you will be connected with a live representative who will answer your questions about HCS portal functions using an email chat format.

- When the **Live Help** session is complete you may choose to send the chat to another person or even to your own email address so that the information provided can be saved for future reference.

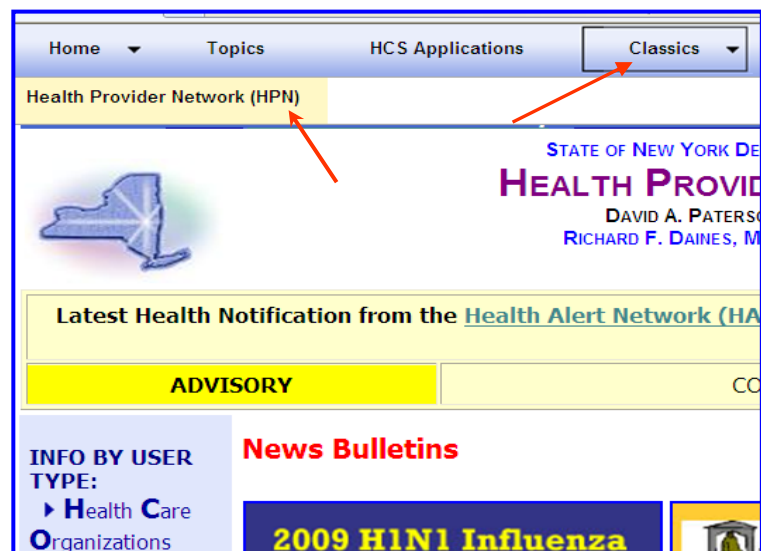


Use the **envelope icon** in the upper right corner of the session page to send the session when finished.

* **Please note** that during this phase of the HCS Portal transition you can still access the HPN page that you were using up to this point.

To access this view, click on the **'Classics'** option on the HCS homepage toolbar as shown on the graphic here.

You will then see the **'Heath Provider Network (HPN)'** option under the toolbar as shown. Click on that option and the Classic HPN view will appear on your HCS portal homepage page.



**As always, do you have ...
Questions about access to HPN? Problems logging in to HPN?
Call the CAMU Hotline 1-866-529-1890**

The Commerce Accounts Management Unit (CAMU) is well staffed to assist you with any problems you may have with the Health Commerce System (HCS). Any questions or problems can be directed to the CAMU unit between the hours of 8:00am and 5:00pm.