New York State

Electronic Certificate of Need

Applicant Training

Correspondence

NYS Department of Health

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Viewing and Responding to Correspondences

Chapter Overview

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Correspondence

Menu selection	The Correspondence module is reached via the **Correspondence** tab on the Navigation bar. This tab opens the correspondence screen (Figure 3.1). **When Revision folders exist, replying to correspondence can only be done in the Current folder.**

Figure 1: Sample Correspondence

Correspondence Field Descriptions	
Field Name	**Description**
Correspondence	
Date	Date the correspondence was added to the system.
Time	Time the correspondence was added to the system.
DOH Office	The DOH Office who initiated the correspondence.
Recipient	The recipient will display 'Applicant', 'Multiple' or 'Review Unit'.
Type of Correspondence	The type of correspondence added to the project.
Date of last reply	The date of the latest reply to a correspondence.
Time of last reply	The time of the latest reply to correspondence.
Response	
Date	Date the response was added to the system.
Time	Time the response was added to the system.

Correspondence Field Descriptions	
Field Name	**Description**
Sender	Name or Unit of the person replying
Type of Correspondence	The type of correspondence added to the project.

View Correspondence

Link Selection	Each line displayed in the Correspondence tab is a link that will open the detailed information for that correspondence. **When Revision folders exist, replying to correspondence can only be done in the Current folder.**

Figure 2: Sample View Correspondence

View Correspondence Field Descriptions	
Field Name	**Description**
Created by	Will display the DOH Review unit.
On Date	The date the correspondence was entered into the system.
Correspondence Type	The type of correspondence. Note: the Waiting for Information will display when the Department of Health has requested that additional information is required.
Recipient	Will display who the recipient is.

Message	Area for entering pertinent reference information.
Attachments	The file name and link to attached documents.
Buttons	
Reply	When selected the Reply to Correspondence page opens. **When Revision folders exist, replying to correspondence can only be done in the Current folder.**
Return	When selected the Correspondence tab page opens.

Learning Objective	Steps	Actions
How to View the details of a correspondence	**1**	On the Correspondence tab Select the link. The View Correspondence page is displayed. Note: Each line displayed in the correspondence tab is a link that will open the detailed information for that correspondence *Figure 3: Sample Correspondence page.*
	2	The View Correspondence page is displayed. *Figure 4: Sample View Correspondence page*
	3	Select the document icon in the attachment area to see the correspondence.
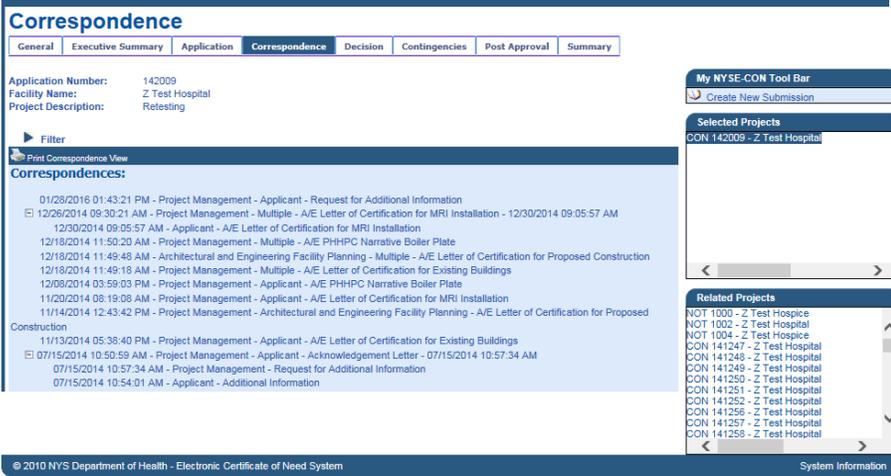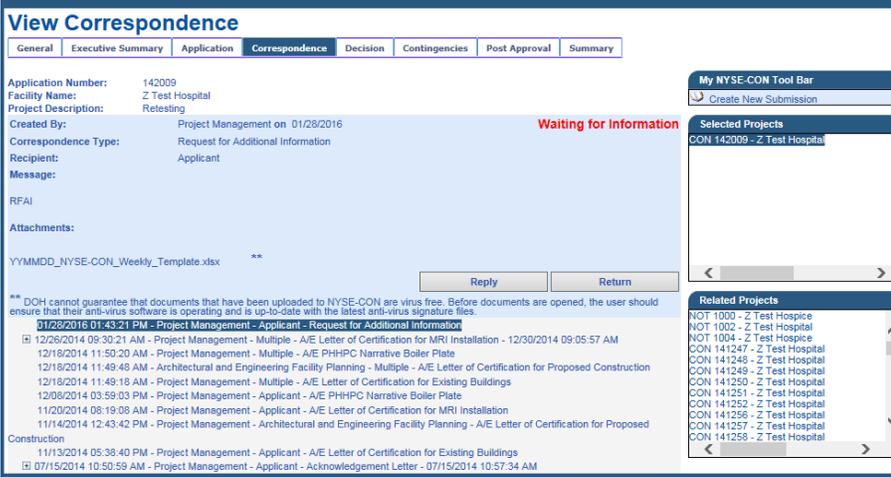
	4	Depending on the browser the file download window will open. Select Open to view the file or Save to download to a local directory and then view the file. *Figure 5: Sample File Download*
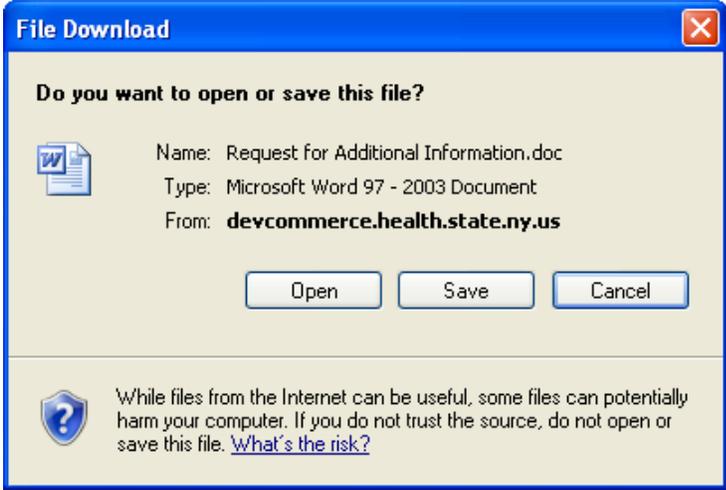
Reply to Correspondence

| Button Selection	To reply to a correspondence, the correspondence must be opened to view and the **Reply** button selected.
	When Revision folders exist, replying to correspondence can only be done in the Current folder.

Reply To Correspondence

General | Executive Summary | Application | Correspondence | Decision | Contingencies | Post Approval | Summary

Application Number: 142009
Facility Name: Z Test Hospital
Project Description: Retesting
Created By: Role S Econ on 01/28/2016
*Correspondence Type: Request for Additional Information
Recipient: Project Management
*Message:

My NYSE-CON Tool Bar
Create New Submission

Selected Projects
CON 142009 - Z Test Hospital

Related Projects
NOT 1000 - Z Test Hospice
NOT 1002 - Z Test Hospital
NOT 1004 - Z Test Hospice
CON 141247 - Z Test Hospital
CON 141248 - Z Test Hospital
CON 141249 - Z Test Hospital
CON 141250 - Z Test Hospital
CON 141251 - Z Test Hospital
CON 141252 - Z Test Hospital
CON 141256 - Z Test Hospital
CON 141257 - Z Test Hospital
CON 141258 - Z Test Hospital

Attachments:
Add Attachment

Send Reply | Cancel

In Response To
Created By: Project Management on 01/28/2016
Correspondence Type: Request for Additional Information
Message:

RFAI

Attachments:
YYMMDD_NYSE-CON_Weekly_Template.xlsx **
** DOH cannot guarantee that documents that have been uploaded to NYSE-CON are virus free. Before documents are opened, the user should ensure that their anti-virus software is operating and is up-to-date with the latest anti-virus signature files.

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Figure 6: Sample Reply To Correspondence

| Reply to Correspondence Field Descriptions	
Field Name	**Description**
Created by	Auto filled with logged in user name will only display the DOH Review unit if the logged in user is DOH.
On Date	Auto filled with today's date.

| Correspondence Type	The type of correspondence. When replying it will auto-fill with the original correspondence type but the system does allow the type to be changed.
Recipient	Auto filled with the sending DOH Review unit.
Message	Rich text area for entering pertinent reference information.
Attachments	The file name and link to attached documents.
In Response To	View of correspondence the user is responding to.
Created By	Correspondence created by.
On Date	Auto filled with today's date.
Correspondence Type	Type of Correspondence can be chosen from the list.
Recipient	Recipient of correspondence.
Message	The information entered when the correspondence was added to the system.
Attachment	Displays the name of the file attached to the correspondence.
Buttons	
Add Attachment	When selected the Add Attachment page opens
Send Reply	When selected the Correspondence is saved to the system, notifications are sent out and the Correspondence page opens.
Cancel	When selected the View Correspondence page reopens.

Respond to CorrespondenceLearning Objective	Step	Action
How to Respond to a Correspondence	**1**	On the Correspondence tab select a Correspondence link to view the desired correspondence. *Figure 7: Sample View Correspondence*
	2	Select the **Reply** button. **When Revision folders exist, replying to correspondence can only be done in the Current folder.**
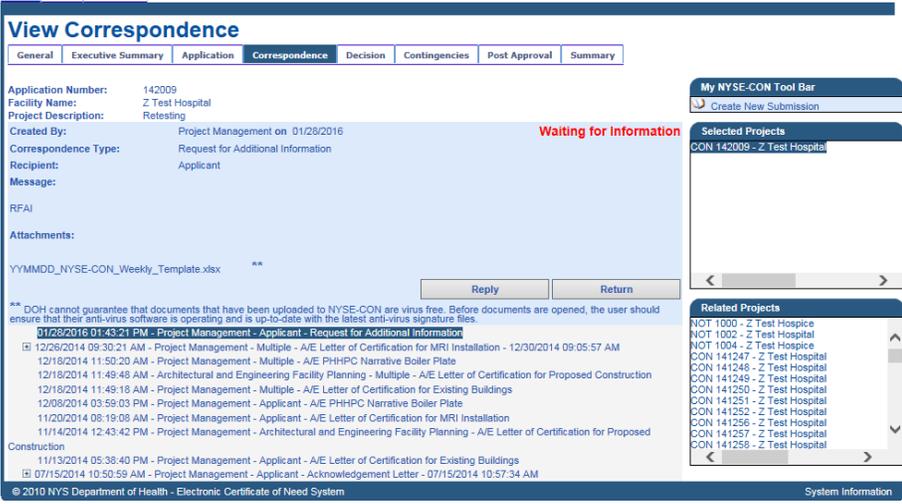
3	**Select** the Correspondence Type from the drop down list.
	Figure 8: Sample Reply to Correspondence
4	Enter the message you would like to add. Note: Refer to best practices for the Rich Text feature page 21.
5	Select the **Add Attachment** button. (optional)
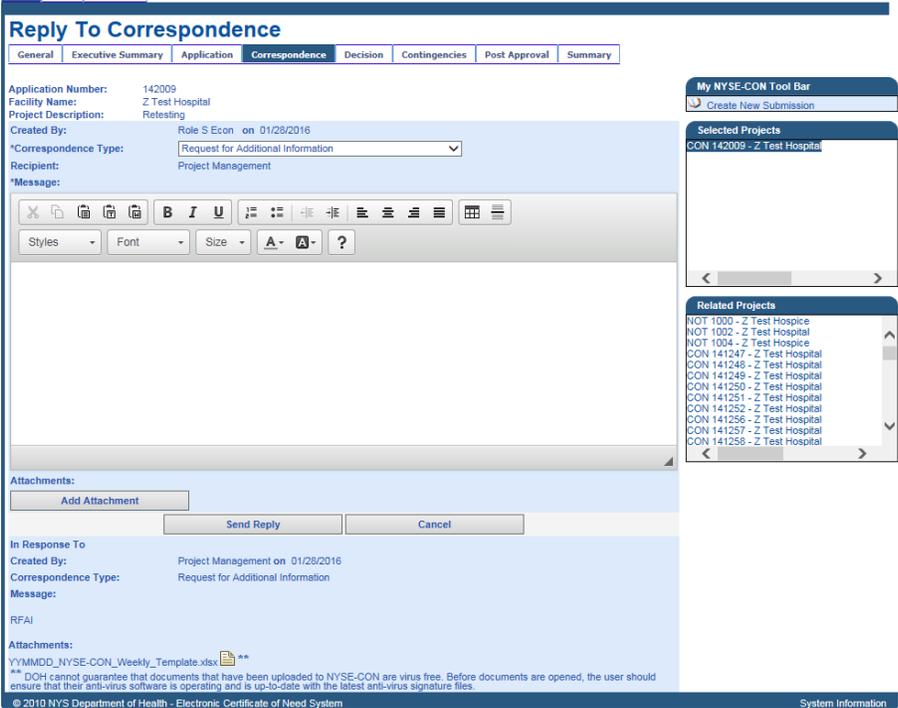
Add Attachment to Correspondence

Learning Objective	Step	Action
How to Add an attachment to a correspondence	**1** .	Click the **Add Attachment button** The Add Correspondence Attachment screen displays. *Figure 9: Sample Add Correspondence Attachment*
	2	Select the File Type from the list.
	3	Enter a description.
	4	Select the **Browse** button and select the file. Depending on the browser the file upload window will open. Select the file and then Select **Open**. *Figure 10: Sample File to Upload*
	5	Select the **Add Attachment** button.
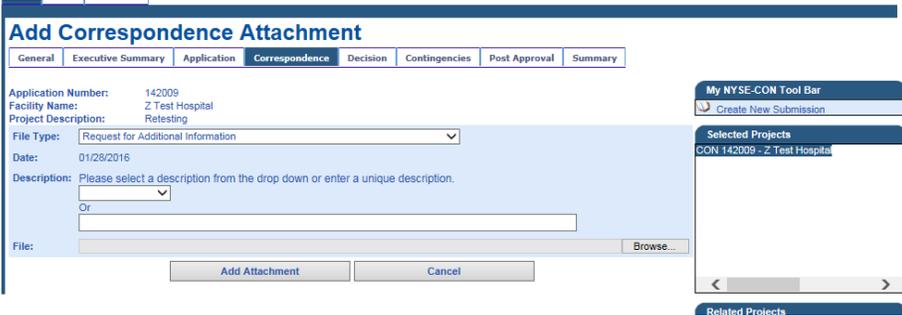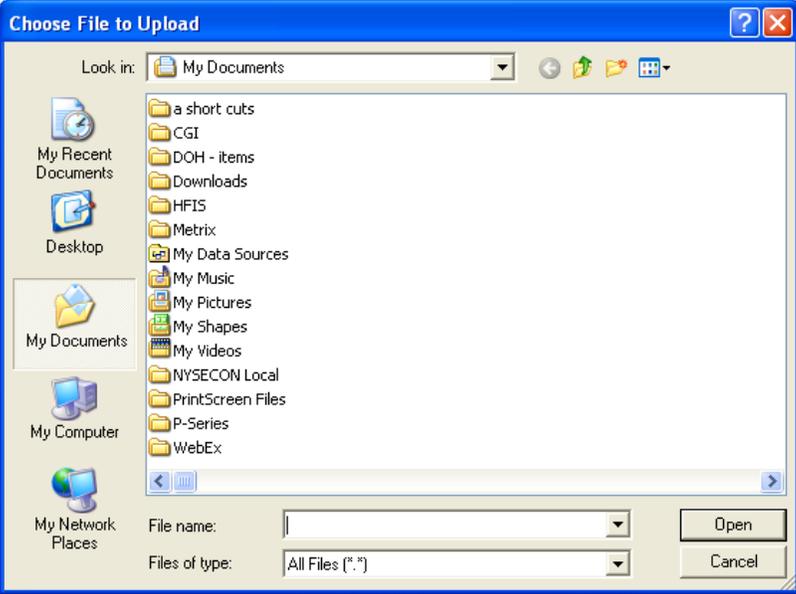
Send Reply

Learning Objective	Step	Action
How to Send Reply to Correspondence	1	Return to Reply to Correspondence page after adding attachment with all data filled in. *Figure 11: Sample Reply to Correspondence*
	2	Select the **Send Reply** button.
	3	The Correspondence page displays with the new correspondence displayed. *Figure 12: Sample Correspondence*
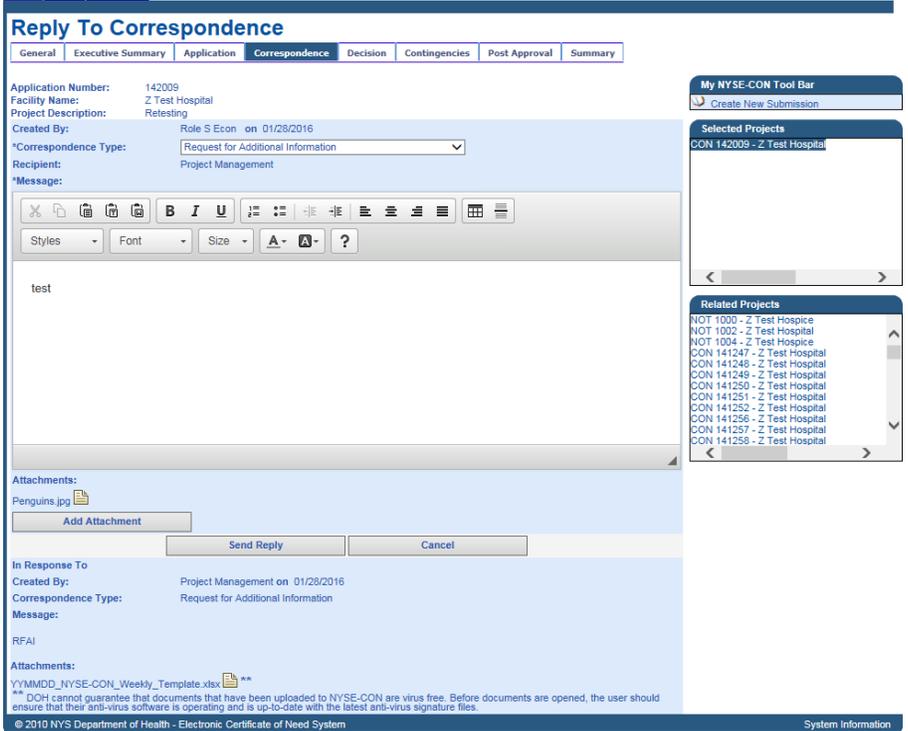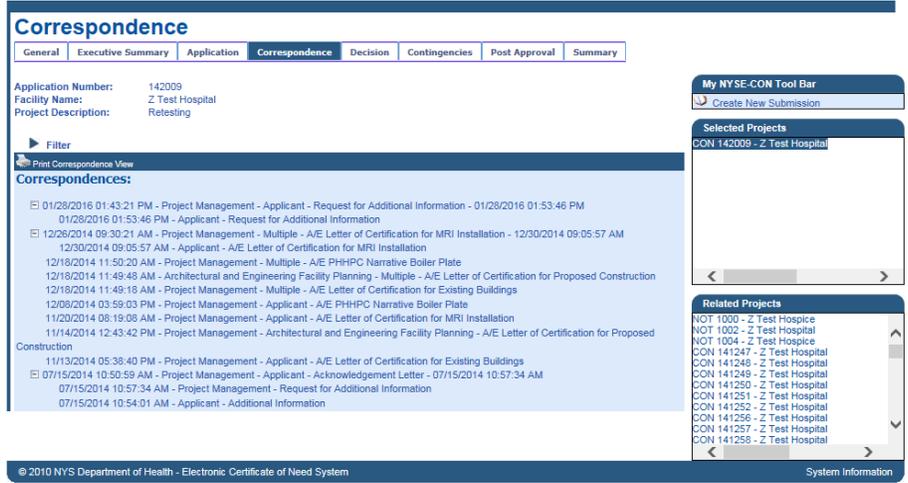
Filter Correspondence

Apply Filter	The system displays the Correspondence screen with the entered filtering criteria shown. Only correspondence that corresponds with the entered filtering criteria and that the user has access to will display.

Figure 13: Sample View Filter Correspondence

View Correspondence Field Descriptions	
Field Name	**Description**
Sender	Allows selection of a specific sender.
Correspondence Type	Allows selection of a specific type.
Recipient	Allows selection of a specific recipient
Answered	Always checked only applies when the type Request for Additional Information is selected.
Unanswered	Always checked only applies when the type Request for Additional Information is selected.
Buttons	
Apply Filter	When selected the Correspondence page redisplays. Only correspondence that corresponds with the entered filtering criteria and that the user has access to is displayed.

Clear Filter	When selected the Correspondence tab page redisplays showing all correspondence that the user has access to.

Apply a Filter

Learning Objective	Step	Action
How to Apply a Filter to Correspondence	1	On the Correspondence tab selecting the twister ▶ opens the filter option allowing filtering criteria to be selected. *Figure 14: Sample Filter Options*
	2	Select the down arrow to see the filtering criteria. The data displayed is unique to each project and user.
	3	Select **Apply Filter** the correspondence page is redrawn displaying only correspondence that corresponds with the entered filtering criteria and that the user has access to. *Figure 15: Sample Correspondence with a Filter Applied*
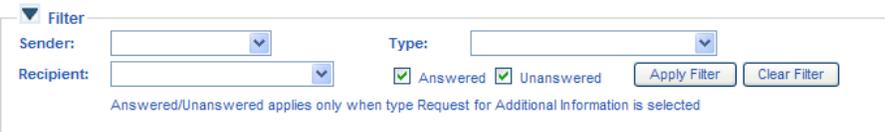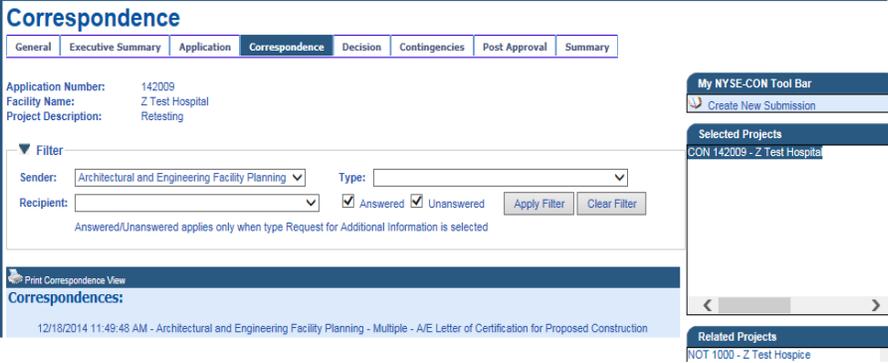
Correspondence Email Notifications Samples

Correspondence Type		Email Notification Sent
Acknowledgement Letter	1	Contact Email
	2	Alternate Contact Email
	3	All Assigned Review Units
	4	Assigned Regional Office
	5	Bureau of Project Management

Sent from EVAL Environment - Certificate of Need Application 121011 Acknowledged, Z Test Nursing Hone, 01/04/2012

NYS Department of Health to: tbl01   01/04/2012 02:15 PM

Show Details

History: This message has been forwarded.

Certificate of Need application 121011 for Change in Ownership/Merger/Consolidation with Construction from Z Test Nursing Hone has been acknowledged by the Department of Health. Please log into the NYSE-CON system to see the acknowledgement.

Project Description:

For your convenience you may use the following link to go directly to the Correspondence:

If you are using the NYSE-CON via the Health Commerce System (HCS) use this link
https://evalcommerce.health.state.ny.us/doh2/applinks/nysecon/referenceCorrespondence?id=648.

If you are using the Public Authenticated system use this link
http://evalwls2:4004/facilities/cons/public/nysecon/referenceCorrespondence?id=648.

If you are not logged into the HCS Portal or the Public Authenticated system you will be redirected to the Login page. After you login please select this link again to continue to the correspondence.

PLEASE NOTE: When responding, please respond directly to the correspondence item in NYSE-CON using the Correspondence tab, and attach any applicable documents to the correspondence. Please do not use the Application tab to respond to correspondence.

IMPORTANT NOTICE: This e-mail and any attachments may contain confidential or sensitive information which is, or may be, legally privileged or otherwise protected by law from further disclosure. It is intended only for the addressee. If you received this in error or from someone who was not authorized to send it to you, please do not distribute, copy or use it or any attachments. Please notify the sender immediately by reply e-mail and delete this from your system. Thank you for your cooperation.

Figure 16: Sample Acknowledgement Email

Correspondence Type		Email Notification Sent
Any other correspondence type selected	1	Contact Email
	2	Alternate Contact Email
	3	All Assigned Review Units
	4	Bureau of Project Management

Figure 17: Sample Correspondence Email

Correspondence Type		Email Notification Sent
Response to correspondence	1	Contact Email
	2	Alternate Contact Email
	3	All Assigned Review Units
	4	Bureau of Project Management
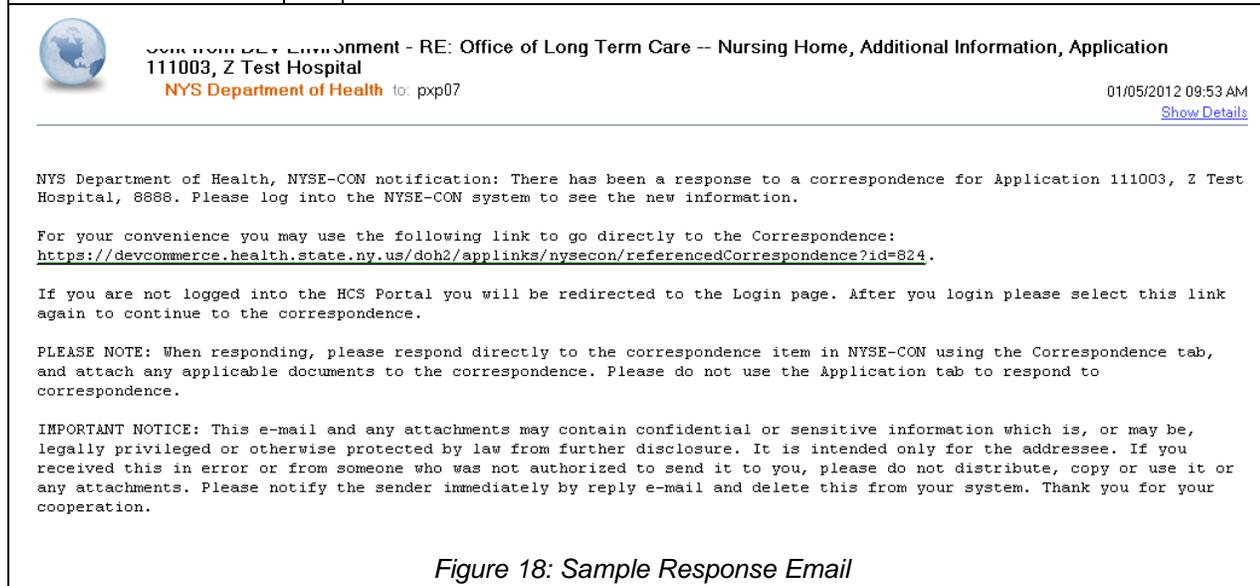
Sent from DEV Environment - RE: Office of Long Term Care -- Nursing Home, Additional Information, Application 111003, Z Test Hospital

NYS Department of Health to: pxp07

01/05/2012 09:53 AM

Show Details

NYS Department of Health, NYSE-CON notification: There has been a response to a correspondence for Application 111003, Z Test Hospital, 8888. Please log into the NYSE-CON system to see the new information.

For your convenience you may use the following link to go directly to the Correspondence:
https://devcommerce.health.state.ny.us/doh2/applinks/nysecon/referencedCorrespondence?id=824.

If you are not logged into the HCS Portal you will be redirected to the Login page. After you login please select this link again to continue to the correspondence.

PLEASE NOTE: When responding, please respond directly to the correspondence item in NYSE-CON using the Correspondence tab, and attach any applicable documents to the correspondence. Please do not use the Application tab to respond to correspondence.

IMPORTANT NOTICE: This e-mail and any attachments may contain confidential or sensitive information which is, or may be, legally privileged or otherwise protected by law from further disclosure. It is intended only for the addressee. If you received this in error or from someone who was not authorized to send it to you, please do not distribute, copy or use it or any attachments. Please notify the sender immediately by reply e-mail and delete this from your system. Thank you for your cooperation.

Figure 18: Sample Response Email

System Notifications

Event		Email Notification Received
Application Submitted	1	Contact Email
	2	Alternate Contact Email

Figure 19: Sample Application Submitted Applicant Email

Event		Email Notification Received
Application Documents added/updated after submission	1	Contact Email
	2	Alternate Contact Email
	3	All Assigned Review Units
	4	Bureau of Project Management

Figure 20: Sample New Application Documents Added Email

Rich text Limitations

- When pasting something from word and if the word has an image, image is not copied in to the CKE clipboard

- When copying data from XL to CKE Editor, the table format is not displayed appropriately.

- When trying to Cut/Delete, a security pop up is displayed which prompts the user to select 'allow access' option.

- When modifying the executing summary, system will display 'Modify Executive Summary 'page before loading new rich text editor (this could happen because of IE Delay).

- When 'Marker' style is selected from styles menu, Marker feature is not applied in the clip board.

    Note: Please refer to rich text included in Figure 3.4 and 3.8.