

HCBS Referral and Authorization Portal New Features and Reminders

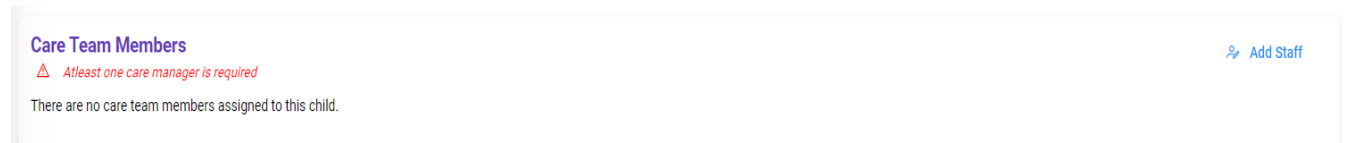
August 16, 2024

Children’s HCBS Providers, Health Homes Serving Children, CMAs, and C-YES,

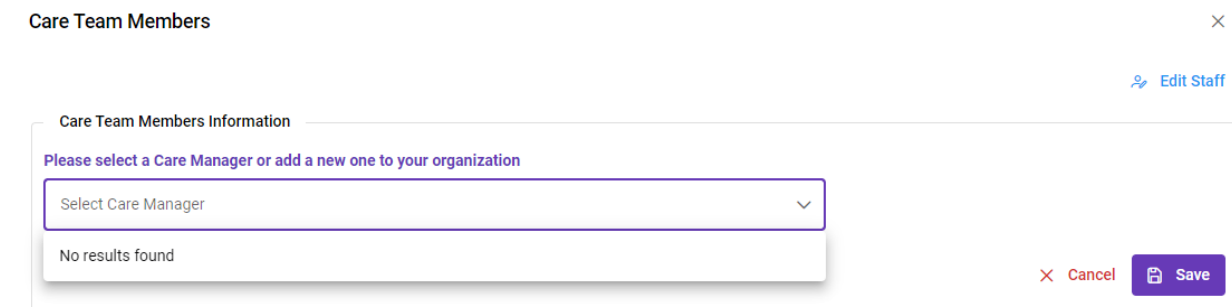
On August 19th, new features will be available in the HCBS Referral and Authorization Portal within the Incident Reporting and Management System (IRAMS).

In response to stakeholder feedback, the following updates have been made:

A new **Care Team Members** section is now available on the Child Case Page. This section will include information on staff members working directly with the participant. Effective August 19th, contact information for the participant’s Care manager **must** be added to the Care Team Members section of the **Child Case Page** before a referral can be submitted. If a Care Manager is not present in this section, the following alert will appear:



The CMA/C-YES can add Care Manager Contact information by clicking the ‘**Add Staff**’ or ‘**Edit Staff**’ button:



Edit Staff Details ×

+ Add New

× Close Editing Staff window

Staff Name	Email	Phone	Actions
John Doe	john.doe@cm.org	(555) 555-1212	✎ 🗑️

Once a Care Manager has been added, they will appear on the **Care Team Members** section of the **Child Case Page**:



The screenshot shows a 'Care Team Members' section with an 'Add staff' button. A card for 'John Doe' is displayed, identifying him as a Care Manager at 'HAND IN HAND DEVELOPMENT INC'. The card lists his contact information: Care Management Agency, john.doe@cm.org, and (555) 555-1212. A timestamp at the bottom of the card reads 'Last updated on 8/13/2024 3:25 PM'.

Please note the name of the individual that appears on a referral “Referred by” is the staff member who has submitted the referral in the system and **may not necessarily be the participant’s care manager**. To view the participant’s care manager contact information, the user must navigate to the **Care Team Members** section of the Child Case Page.

In addition to launching this new feature, the NYSDOH would like to remind care managers that the Short Form Connection Process is currently live within the portal. **The Short Form Connection will be available for a limited period** for all children/youth who were receiving services before June 17th and who continue to receive services today to be accounted for in the system. Please refer to the following resources for additional information on the Short Form Connection Process:

- HCBS Short Form Connection Process:
 - Guide - [\(PDF\)](#) - July 24, 2024
 - Webinar - [\(PDF\)](#) - July 24, 2024
 - FAQ - [\(Web\)](#) - [\(PDF\)](#) - August 8, 2024

Any questions or requests for assistance related to the Electronic Referral and Authorization Portal or any New Feature updates can be sent to <https://apps.health.ny.gov/pubpal/builder/email-health-homes>, with “IRAMS Questions only- No PHI” as the subject.