

HCS Applications, Access, Roles, and Reports

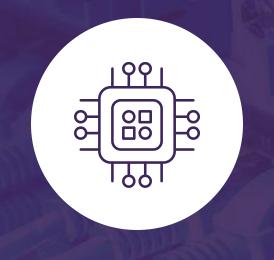
Single Point of Contact (SPOA)

- The primary role of the C-SPOA is to link and provide timely access to intensive OMH services and supports based on the identified service needs of a youth with Serious Emotional Disturbance (SED) and their families.
- C-SPOA, through the Local County Departments of Mental Health, conduct Home and Community Based Services/Level of Care (HCBS/LOC) Eligibility Determinations for youth meeting Serious Emotional Disturbance (SED) criteria.
- This applies to youth discharging from intensive services, including State Psychiatric Centers, Residential Treatment Facilities (RTF), Children's Community Residences (CCR), and Youth Assertive Community Treatment programs (ACT).
- Both the Uniform Assessment System of NY(UAS-NY) which houses the HCBS Eligibility Determination assessment, and the Medicaid Analytics Performance Portal (MAPP) Health Home Tracking System (HHTS) located within the Health Commerce System (HCS).

SPOA Guide

Topics in this guide:

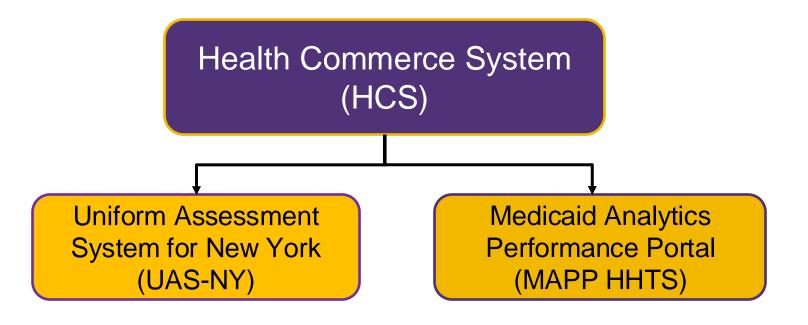
- Accessing the HCS
- Accessing the UAS-NY
 - UAS-NY Required Training and the Training Environment
 - CANS and HCBS/LOC Assessments
 - UAS-NY Roles and Permissions for LGU/SPOA
 - Helpful UAS-NY Reports
- Accessing MAPP
 - MAPP Roles
- Contact Information



Health Commerce System (HCS)

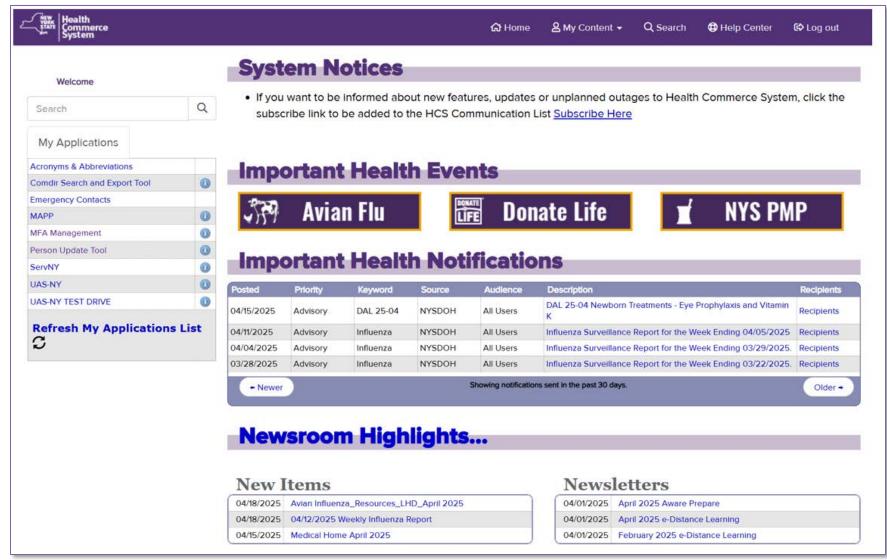
Health Commerce System (HCS)

HCS is a secure online portal that authenticates users for restricted applications.



The same HCS User Account is used for all HCS applications.

The HCS



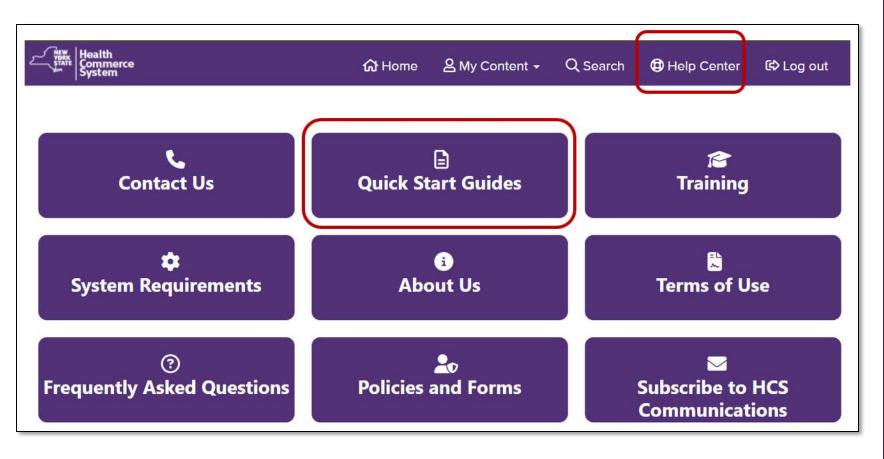
Accessing the HCS

- All users must have their own active HCS user account.
- Only one HCS account per user.
- Roles are used to identify staff, grant access to role-based applications, and to send targeted communications through the notification system (emails, phone calls and text messages) that are relative to your job function/role.
- If you do not have an HCS account, contact your agency's HCS Coordinator
- If you do not know your HCS Coordinator, please call the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890.

If you need help with HCS...

From the main HCS page, you can find help by going to the Help Center in the top menu bar. In the Quick Start Guides section, you can find these topics and more:

- Account Management Guide
- Change HCS Password
- Forgot Your Password?
- Forgot Your User ID?
- Update Contact Information



Multifactor Authentication (MFA)

Multi-Factor Authentication (MFA) is an added layer of security that goes beyond a password to perform a second level check to verify a user's identity before they can access protected applications in the HCS.

This extra layer of security protects all Personal Identifying Information (PII) and Protected Health

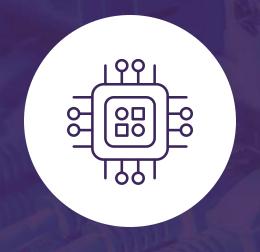
Information (PHI) stored in the applications.

From the main HCS page, you can set up MFA by going to the My Applications menu on the left and selecting MFA Management. Choose which type of authentication you want to use:

- Security Email
- Use code from authenticator app
- RSA Token (State DOH.ITS)

Select the information icon to the right to access the Multi-factor Authentication Guide.



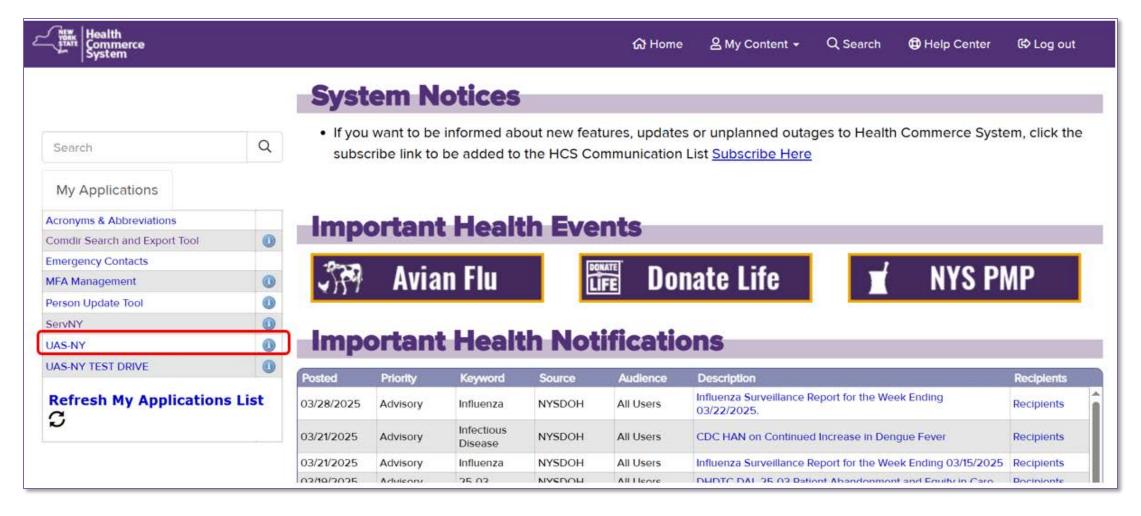


Uniform Assessment System of New York (UAS-NY)

Uniform Assessment System (UAS-NY)

- HCS Coordinators provision you with one UAS-NY role.
- The assigned role will determine what information you will be able to read or edit and what functions you will be able to perform in the application.
- Your one role must be appropriate to a business need, and you should be able to attest to that need to access PHI within the UAS-NY.
- Each UAS-NY user account is associated with a primary organization.
- Users may have other UAS-NY roles provisioned by other organizations, however, there is only one primary organization.
- If you find you have more than one role per organization, please contact your HCS Coordinator.

Accessing the UAS-NY



Note: If you do not see the UAS-NY application listed in the My Applications menu, you have not yet been assigned a UAS-NY role.

UAS-NY Organizations/Roles Selector Page

Organizations/Roles Selector Name: Ellie Bear Last Login: 04/23/2025 02:08:18 PM Organization Name Role Name Z Test Health Home Care Management Agencies (CMA) (HHCMA) CANS-NY-45

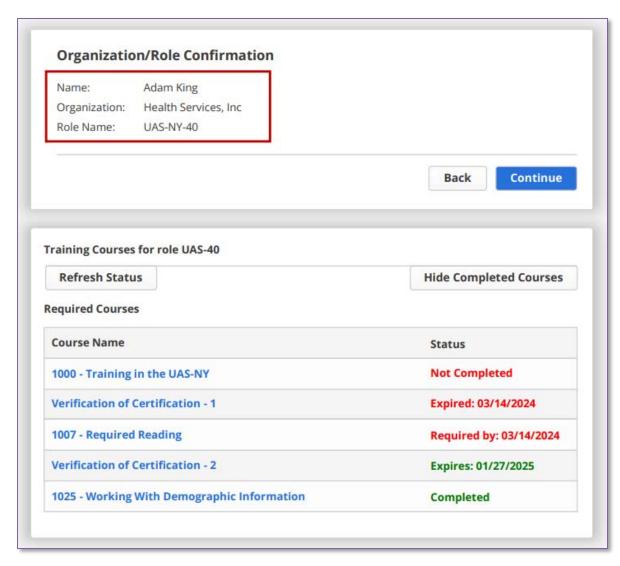
- Once you have logged into the HCS and selected UAS-NY in My Applications, you should see listed your Organization Name in the Organization /Role Selector for which your HCS Coordinator has assigned to you.
- Select your role by clicking on the radio button to the left of the role. If
 you see more than one role per organization, please alert your HCS ID
 coordinator.

UAS-NY SPOA Roles

UAS-NY Role	Description
CANS-NY-25	LGUs and C-SPOA who will not conduct assessments. Limited access to aggregate reporting for CANS-NY and HCBS/LOC.
CANS-NY-40	C-SPOA who will conduct assessments. Must have CANS-NY Certification. Can access individual reports.
CANS-NY-45	Will conduct assessments and access individual and aggregate reports.

UAS-NY Organization/Role Confirmation Page

- This page will display your role in the UAS-NY and a list of courses your role has been assigned.
- Training is added throughout the year, and you must complete the required courses to maintain access to the UAS-NY.
- Updates include system changes, new reports, features, and functionality that impact assessments and reports.



Required Training Status Definitions

Not Completed: Blocks access until you complete the training, if listed a required.

Expired: Blocks access until you renew your external training certificate.

Required by: allows access to the UAS-NY until the due date. On the due date, the status changes to Not Completed and blocks access, if training is not completed.

Course Name	Status	
1000 - Training in the UAS-NY	Not Completed	
Verification of Certification - 1	Expired: 03/14/2024	
1007 - Required Reading	Required by: 03/14/2024	
Verification of Certification - 2	Expires: 01/27/2025	
1025 - Working With Demographic Information	Completed	

Expires: indicates that you successfully completed training requirements. This status displays the certification expiration date and allows access to the UAS-NY until the expiration date.

Completed: indicates that you successfully completed the course requirements. This status allows access to the UAS-NY.

Recommended Training Status Definitions

Reference Only: identifies the course as a document library of policies, procedures, manuals, and other job aids.

Not Completed: indicates that you have not yet completed the training.

Completed: indicates that you have successfully completed the course requirements.

Course Name	Status
8000 - Shared Resources and Policy	Reference Only
2320 - Using Individual Reports	Not Completed
2010 - Supervisory Roles in the UAS-NY	Completed

CANS-NY Certification

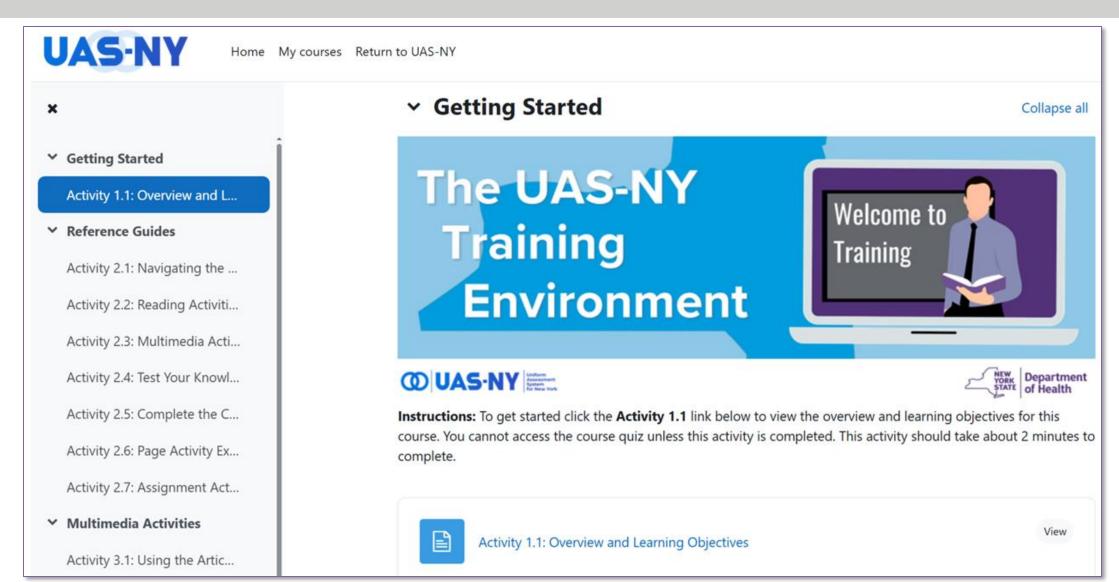
- CANS-NY Assessors must complete a course sequence through TCOM.
- Upon completion, you are considered CANS-NY certified for one year.
- CANS-NY Certification information is transmitted from TCOM to the UAS-NY application daily.
- For CANS-NY Certification issues with linking your completed certification to the UAS-NY and/or certification training questions, please contact the CANS-NY Institute at help@cansnyinstitute.org.

Accessing the UAS-NY Training Environment

- The UAS-NY Training **Environment includes** online, self-paced courses.
- Selecting a course will open the course in the **UAS-NY Training** Environment.



UAS-NY Training Environment



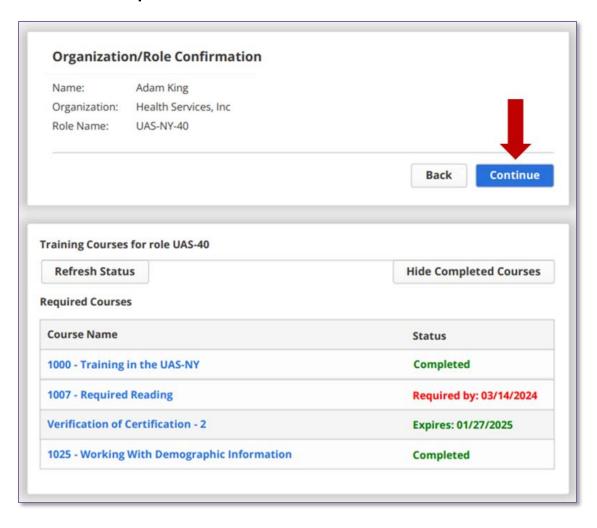
UAS-NY Training Course Overview

- These are common elements you may find in a training course:
 - Objectives
 - Reference guides
 - Multimedia
 - Policies, forms, and reference documents
 - Confirmation that you have reviewed all relevant materials.

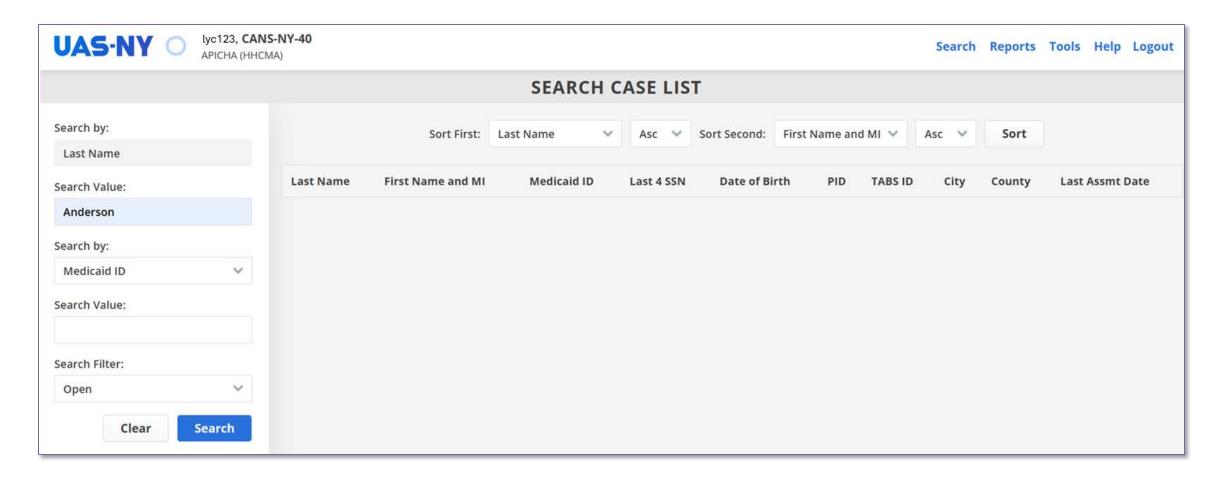
• If there is an issue with access or coursework, contact the UAS-NY Help Desk at uasny@health.ny.gov, or call 518-408-1021 (option 1).

UAS-NY Organization/Role Confirmation Page

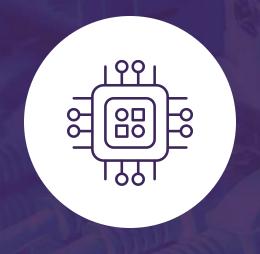
If all required coursework is complete, click **Continue** to access the UAS-NY.



UAS-NY Landing Page



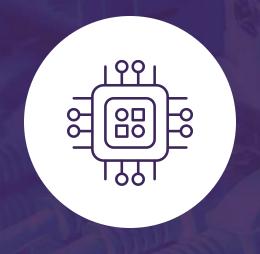
From this page, you begin searching for the child/youth to review or conduct an assessment.



Child and Adolescent Needs-New York (CANS-NY)

Child and Adolescent Needs-NY (CANS-NY)

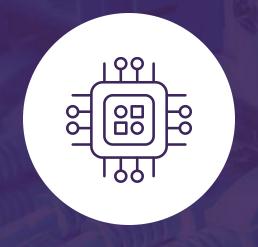
- The CANS-NY serves as a guide in decision making for Health Homes Serving Children.
- It guides service planning specifically for children and adolescents under the age of 21 with behavioral needs, medical needs, developmental disabilities, and juvenile justice involvement.
- Data from the CANS-NY assessments is included in many UAS-NY reports.
- For CANS-NY policy-related questions, you can email the Health Home Serving Children program office at health.ny.gov.



Home and Community Based Services (HCBS)

Home and Community Based Services (HCBS)

- HCBS are designed to offer support and services to children/youth in noninstitutionalized settings that enable them to remain at home and in the community or for children/youth being discharged from an institutional setting who require these services to safely return to their home and community.
- HCBS provides a family-driven, youth-guided, culturally and linguistically appropriate system of care that accounts for the strengths, preferences, and needs of the individual, as well as the desired outcome.
- Services are individualized to meet the physical health, developmental, and behavioral health needs of each child/youth.
- Participants have independent choice among an array of service options and providers once found HCBS eligible.



What can your role do in the UAS-NY?

Role Permissions in the UAS-NY

Access to Client Data		CANS-NY-40	CANS-NY-45
Edit or view a person's demographic information.		Edit	Edit
Edit or view provider records in the Provider Node.	-	Edit	Edit
Search Organization Case List using one field of data (e.g. last name).	-	_	✓
Conduct search of the Statewide Database.	-	✓	✓
Attest on behalf of your organization to access case file and add to Org Case List.	-	✓	✓
Can view attestation information for your organization.	-	✓	✓
Remove a case file from your Organization Case List.	-	✓	✓
Create a new case file record for a person not found in the Statewide Search.	-	✓	✓
Withdraw Authorization (Withdraws consent auth for ALL orgs and service domains.)	-	-	✓

Role Permissions in the UAS-NY

Conducting Assessments Online	CANS-NY-25	CANS-NY-40	CANS-NY-45
Initiate an HCBS/LOC Eligibility Determination assessment or reassessment.	-	✓	✓
Edit or view assessment information.	-	Edit	Edit
Conducting Assessments Offline			
Use the UAS-NY Offline Application.	-	✓	✓
Resolve or view assessment information.	-	Edit	Edit

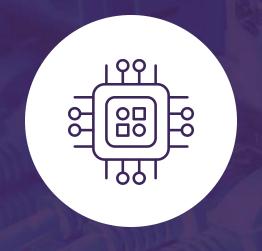
Role Permissions in the UAS-NY

Sign/Finalizing Assessments	CANS-NY-25	CANS-NY-40	CANS-NY-45
Sign as a reviewed or consulting participant on an assessment.		-	✓
Delete an unfinalized assessment that the user has created.	-	✓	✓
Delete any unfinalized assessment in your Organization Case List.	-	_	✓
Add and modify Fair Hearing/State Review Request.	-	_	✓
Edit or view HCBS override data (Fair Hearing/State Review).	-	View	View
Edit or view HCBS Eligibility Extension data.	-	View	View

Report Access in the UAS-NY

Reports	CANS-NY-25	CANS-NY-40	CANS-NY-45
Aggregate	Limited	-	All
Individual	_	All	All

- UAS-NY access to reports is set up based on business need and is limited specifically by the need to access a child/youth's PHI/PII.
- The CANS-NY-25 role is limited to only some aggregate reports that are summary, but not aggregate reports that contain PHI/PII. This role has the most limited access to reports.
- The CANS-NY-40 role works directly with the PHI/PII while conducting assessments, and that role has access to Individual Reports.
- The CANS-NY-45 role has business need for both the Individual Reports and the Aggregate Reports. The CANS-NY-45 role is the most versatile.
- Each SPOA should have one role per organization that meets all their business needs. If you have questions regarding your assigned role, please contact your HCS ID Coordinator.



What reports can you access in the UAS-NY?

Access to Aggregate Reports in the UAS-NY

Aggregate Reports	gregate Reports Description		CANS-NY-40	CANS-NY- 45
CANS-NY Assessment Outcomes	Outcomes for signed/finalized assessments including care coordination level of support, count, and percent.	✓	-	✓
CANS-NY Assessments Not Finalized	List of assessments that are not signed/finalized.	✓	-	✓
CANS-NY Finalized Assessments	List of assessments that are signed/finalized.	✓	-	\checkmark
HCBS Eligibility Determination Summary Report	HCBS/LOC eligibility statistics for all signed/ finalized assessments for county planning.	✓	_	\checkmark
CANS-NY and HCBS Report	Data from both assessments.	-	-	\checkmark
CANS-NY Sync History	List of assessors for an organization who have active offline case files from a specific date.	-	-	✓
Deactivated Assessments Report	List of all deactivated CANS-NY and HCBS/LOC assessments.	-	-	✓
High Fidelity Wraparound Eligibility	Lists the HFW screening outcome of all signed/finalized CANS-NY 6-21 assessments.	-	-	✓
Organization Case List Report	List of all consumers that the organization has an active attestation and consent for.	-	-	\checkmark

Access to Individual Reports in the UAS-NY

Individual Reports	Description	CANS-NY-25	CANS-NY-40	CANS-NY-45
Assessment Results	Lists standard section and triggered modules data items for the specific assessment.	-	✓	✓
Complete Assessment	Lists all data items from a specific assessment.	-	✓	✓
Strengths and Needs	Data presented to share with child/family and develop a plan of care and traceability from needs to selected services. Groups into Useful Strengths, Strengths to Build, and Priority Needs.	-	√	✓
Assessment Administration	Report for OPWDD of data from the Assessment Administration node.	-	✓	✓
HCBS Results	Single page determination results from Sign/Finalize, Assessment Outcomes, and Fair Hearing/State Review sections.	-	✓	✓
HCBS Complete	Lists data from all sections of HCBS/LOC Eligibility Assessment including previous and new target population data.	-	✓	✓

Recent SPOA UAS-NY Role Changes

- Previously, SPOA with the CANS-NY-25 role had access to aggregate report data for the county. This was used for LGU planning.
- Now a SPOA with a CANS-NY-40 or CANS-NY-45 role can conduct an HCBS eligibility determination. They now have access to individual reports that provide information on a particular child/youth to assist with SPOA responsibilities for HCBS and HFW screening.
- CANS-NY-45 roles have the access to aggregate reports like the CANS-NY-25 role, but ALSO have ability to conduct an assessment and access that individual's reports.
- Remember, one user should only have one role per organization. An HCS Coordinator identifies exactly what permissions you need and assigns you the one role that gives you those permissions.
- C-SPOA are now doing HCBS eligibility determination for youth ages 10 to 21 that have Medicaid but are not currently connected to a Health Home, and who are at risk of entering, or returning home from high intensity services, such as inpatient settings or residential services.

SPOA Roles Overlaps

CANS-NY-25

Limited Aggregate Reports CANS-NY-40

Conduct Assessment + Individual Reports

CANS-NY-45

Conduct Assessment + Individual Reports + Aggregate Reports

HCBS Results Report

- Name: HCBS Results Report
- Which role(s) can access it: CANS-NY-40 and CANS-NY-45
- What does it show? A summary of outcomes for:
 - **HCBS** Eligibility
 - Serious Emotional Disturbance (SED)
 - Medically Fragile
 - Developmental Disability & Foster Care
 - Developmental Disability & Medically Fragile

Uniform Assessment System - New York HCBS/LOC 6 - 21 Results Report

Anderson, Andy Date of Birth: 05/26/2017 Medicaid ID: MM13579A

Assessment Date: 01/22/2024 Finalized Date: 01/22/2024

Assessment Reason: Reassessment

Section Sign/Finalize

Test Madison Finalized by:

I certify that this assessment is, to the best of my ability, accurate and complete. I understand that, after I click [Sign/Finalize] button, the assessment will be locked from any further editing.

Finalized Date: 01/22/2024

Finalized by User ID: mya28

Finalized by Organization Name: APICHA (HHCMA)

Comments:

Section Outcomes

Summary

No, not eligible HCBS Eligibility:

Serious Emotional Disturbance:

Medically Fragile: Not selected Developmental Disability & Foster Care: Not selected Developmental Disability & Medically Fragile: Not selected

Outcomes Finalization

Finalized Date: 01/22/2024 Finalized by User ID: mya28

Note: HCBS eligibility begins when Outcomes are finalized. If Outcomes Finalization data is missing, HCBS eligibility has not begun.

HCBS Complete Report

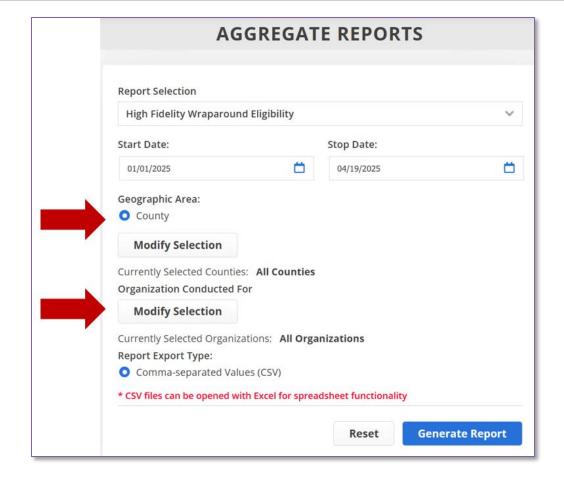
- Name: HCBS Complete Report
- Which role(s) can access it: CANS-NY-40 and CANS-NY-45
- What does it show? It has the same summary of outcomes but also includes detailed information about:
 - Intake/Demographics
 - Serious Emotional Disturbance
 - **Target Population**
 - **Primary Diagnosis**
 - Risk Factors

	/LOC 6 - 21 Comple	
Anderson, Andy	Date of Birth: 05/26/201	7 Medicaid ID: MM13579A
Assessment Date: 01/22/2024 Finalized Date: 01/22/2024		Assessment Reason: Reassessment
Section Reference Date		
Assessment Reference Date Organization which conducted this assessmer	nt	01/22/2024 APICHA (HHCMA)
Section Intake/Demographics		
Residential Setting at Time of Assessment: Select the one that represents the child's liv of the current assessment. The person's liv standing or temporary.		Private housing (house/apartment/rented room)
Child Lives With: Does the child/youth live on their own with	h no others?	No
Does youth live with his/her own child(ren)? Does youth live with his/her own child(ren How many adults live in the same household:		No
How many adults live in the same househol when this information is not known or is no	ld as this child? Enter NA	1
How many other children live in the same how How many other children live in the same l NA when this information is not known or	nousehold as this child? Enter	0
County of Responsibility:		Albany
Has there been residential instability over the e.g. evicted from the home, homeless, 3 or address, living in a shelter:		No
Enrolled in School:		Yes
Highest level of education completed:		Second grade
Special Education Services		
Does the child/youth's school provide acco for the child's special needs?	mmodations and/or services	No
Is an Individualized Education Program (IE	(P) in effect?	No
Is a 504 Plan in effect?		No
Employment status		
Employment — refers to paid work, either		Not applicable
Currently under PINS, Probation, or Parole Su	ipervision?	No

Uniform Assessment System - New York

High Fidelity Wraparound Eligibility Report

- Name: High Fidelity Wraparound (Arriving in UAS-NY with Release 1.20)
- Which role(s) can access it: CANS-NY-45
- What does it show? This is a report that contains all the finalized CANS-NY 6-21 in which the HFW node was activated.
- A SPOA can filter this report by county and by organization to review only their caseload.
- This report will show the HCBS eligibility
 determination and target population of the most
 recent signed/finalized HCBS/LOC Eligibility



assessment that is within 1 year of the CANS-NY 6-21 assessment. If a child/youth has had more than one CANS-NY 6-21 assessment in the reporting period with the HFW activated, the same HCBS/LOC data may show for each CANS-NY 6-21 assessment.

DEPARTMENT OF HEALTH 40

CANS-NY Assessment Outcomes Summary Report

- Name: CANS-NY Assessment Outcomes Summary Report
- Which role(s) can access it: CANS-NY-25 and CANS-NY-45
- What does it show? This is a report of counts and percent of CANS-NY assessments for:
 - Care Coordination Level of Support
 - High Fidelity Wraparound Eligibility
- LGU/SPOA can find the number of assessments that resulted in High Fidelity Wraparound eligibility, and how many individuals are eligible and already participating.

Uniform Assessment System - New York CANS-NY Assessment Outcomes Summary Report

Reporting Period: 04/01/2024 - 04/01/2025 Geographic Area: All Counties Organization Conducted For: All Organizations Organization Created By: APICHA (HHCMA) Assessment Reason: All Assessment Reasons Organization Submitting report: APICHA (HHCMA)

2.0 CANS-NY 6-21 Assessments

	Care Coordination Level of Support	Count	Percent	
10	Complex	7	63.6 %	
	Intensive	0	0.0 %	
	Standard	4	36.4 %	

High Fidelity Wraparound Eligibility	Count	Percent	
Already Participating	1	20.0 %	
Yes	3	60.0 %	
No	0	0.0 %	
Not Applicable*	1	20.0 %	

*If certain criteria is not met, High Fidelity Wraparound Eligibility will not be determined.

2.0 CANS-NY 0-5 Assessments

Care Coordination Level of Sup	port	Count	Percent	
Com	plex	1	50.0 %	
Early Develop	nent	1	50.0 %	
	Low	0	0.0 %	

HCBS Eligibility Determination Summary Report

- Name: HCBS Eligibility Determination Summary Report (Arriving in UAS-NY with Release 1.20)
- Which role(s) can access it: CANS-NY-25 and CANS-NY-45
- What does it show? The HCBS eligibility statistics for all signed/finalized HCBS assessments, separated into a 0-5 section and a 6-21 section.
- Organizations can track the HCBS eligibility determination of their population and use data for county planning.
- For each Target Population it shows Eligibility, Count, and %.

Uniform Assessment System - New York HCBS Eligibility Determination Summary Report

Reporting Period: 03/01/2025 through 06/01/2025 Geographic Area: All Counties

Organization Created By: All Organizations
Assessment Reason: All Assessment Reasons

Organization Submitting report: Swithins County Department of Social Services

ICBS Eligibility	Determinations (0-5
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Target Population	<u>Eligibility</u>	Count	Percentage	
Serious Emotional Disturbance	Yes, eligible	1	25.0%	
	No, not eligible	0	0.0%	
Medically Fragile	Yes, eligible	0	0.0%	
	No, not eligible	0	0.0%	
Developmental Disability & Foster Care	Yes, eligible	1	25.0%	
	No, not eligible	0	0.0%	
Developmental Disability & Medically Fragile	Yes, eligible	0	0.0%	
	No, not eligible	2	50.0%	

HCBS Eligibility Determinations 6-21

Target Population	<u>Eligibility</u>	Count	Percentage	
Serious Emotional Disturbance	Yes, eligible	1	33.3%	
	No, not eligible	1	33.3%	
Medically Fragile	Yes, eligible	0	0.0%	
	No, not eligible	0	0.0%	
Developmental Disability & Foster Care	Yes, eligible	1	33.3%	
	No, not eligible	0	0.0%	
Developmental Disability & Medically Fragile	Yes, eligible	0	0.0%	
	No, not eligible	0	0.0%	

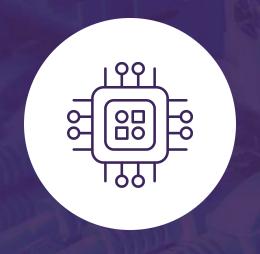
CANS-NY and HCBS Report

- Name: CANS-NY and HCBS Report
- Which role(s) can access it: CANS-NY-45
- What does it show? This is a state-wide report of all the CANS and HCBS conducted within a user-selected date range.
- Contains columns including:
 - Assessment Type
 - Assessment Reason
 - Health Home Name
 - Level of Support
 - HFW Eligibility
 - Selected Population

Asmt Type	Asmt Reason	Health Home Name
HCBS/LOC Eligibility 0-5	Initial	
CANS-NY Assessment 6-21	Initial	Adirondack Health Institute (AHI) (03449974)
CANS-NY Assessment 6-21	Initial	No Health Home enrollment for this child (9999999)
CANS-NY Assessment 6-21	Reassessment	No Health Home enrollment for this child (9999999)
CANS-NY Assessment 6-21	Initial	St. Mary's Healthcare (03001310)
CANS-NY Assessment 6-21	Initial	Adirondack Health Institute (AHI) (03449974)
CANS-NY Assessment 6-21	Reassessment	No Health Home enrollment for this child (9999999)
HCBS/LOC Eligibility 6-21	Significant Life Event	

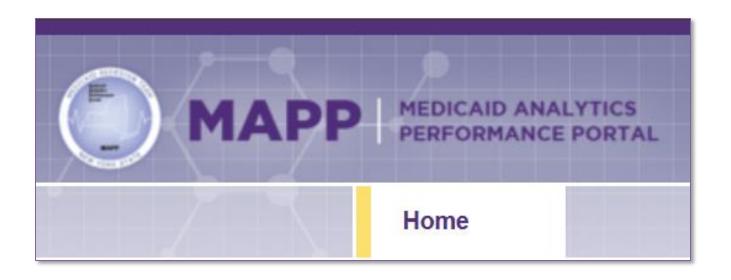
Level of Supp	port HFW Eligibility	Outcomes Finalized Date	Selected Population
		6/11/2024 18:21	Serious Emotional Disturbance
Complex	Yes, eligible		
Standard			
Standard			
Complex			
Complex	Yes, eligible		
Complex			

- It contains assessments that are signed/finalized, and those that are not.
- Once downloaded as an Excel file, it can be filtered by county and by organization.



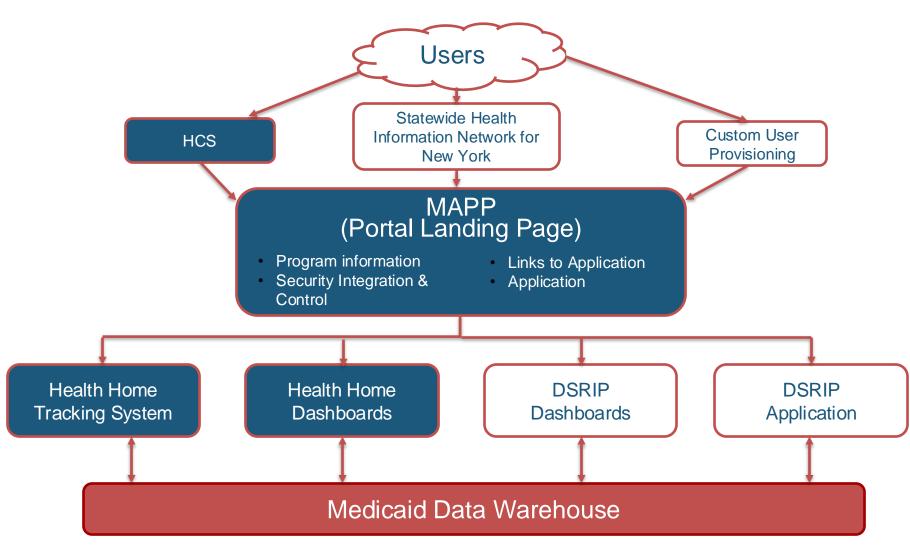
Medicaid Analytics Performance Portal (MAPP)

Medicaid Analytics Performance Portal (MAPP)

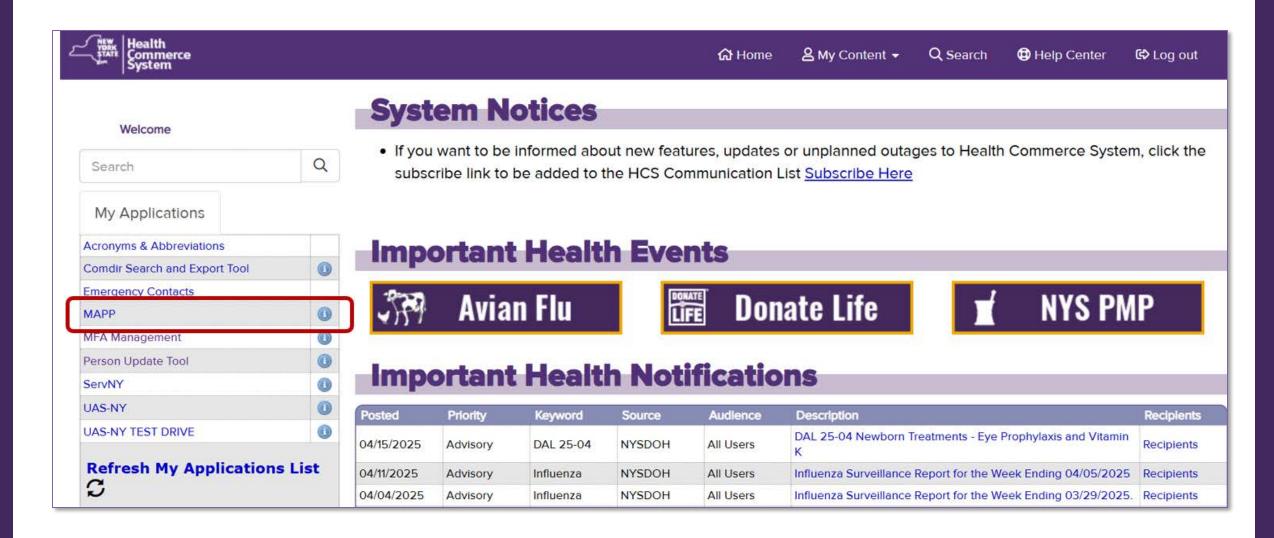


- Medicaid Analytics Performance Portal (MAPP) is an application located within the Health Commerce System (HCS).
- MAPP users must have HCS account.
- The Health Home Tracking System (HHTS) and the Delivery System Reform Incentive Payment (DSRIP) program are housed within MAPP.
- The portal contains data management and analytics.

Medicaid Analytics Performance Portal (MAPP)



Accessing MAPP in HCS



MAPP Roles for LGU/SPOA

MAPP Role	Description
Gatekeeper	Local administrator (sometimes referred to as admin) that can add/remove MAPP HHTS users and update contact information.
Referrer	C-SPOA that can access the Children's Referral Portal and create a referral assignment for a member. Search Members by CIN for assignment, outreach, or enrollment status.

- All LGU SPOAs have access to MAPP HHTS at an organization level (Organization type "County LGU-SPOA") for referrals and CIN Search.
- Each organization must have at least one Gatekeeper and one Referrer.
- Each LDSS/LGU/SPOA must identify which staff require access to the MAPP HHTS to perform their responsibilities. Not all staff will require access.

Health Home Tracking System (HHTS)

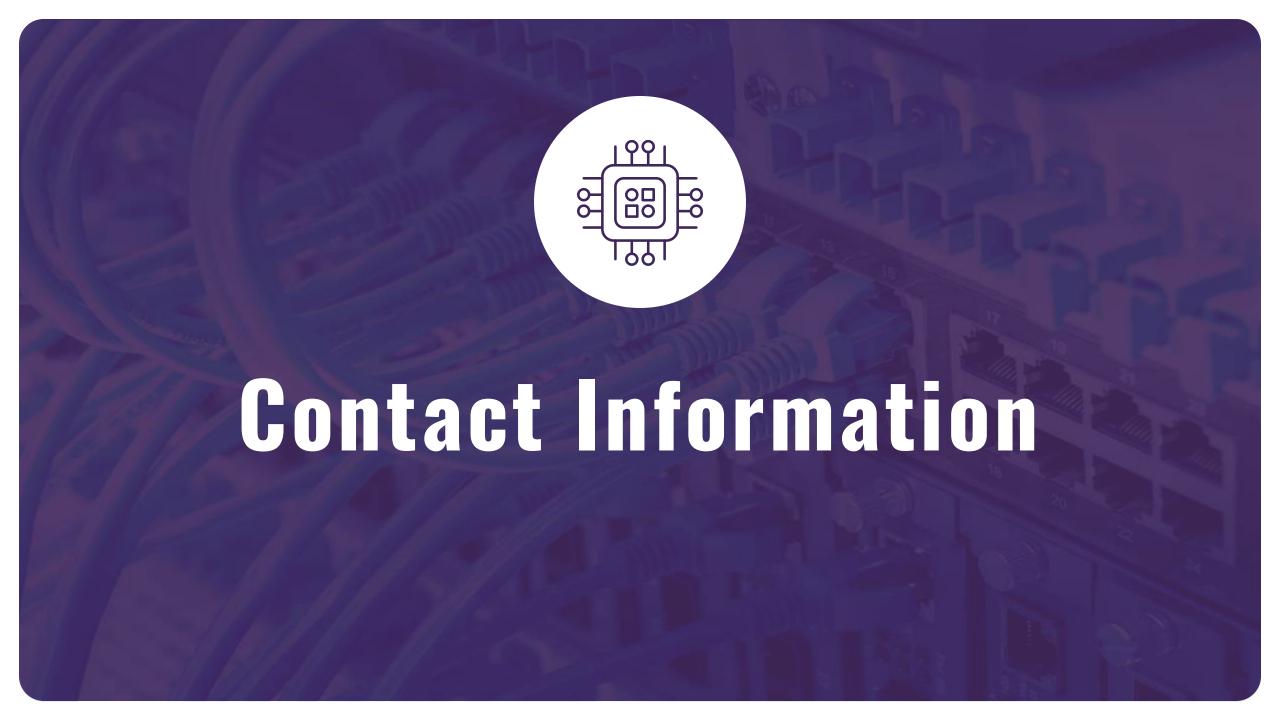
- Health Home Tracking System (HHTS) is within MAPP and is a performance management system that provides tools to the Health Home network to support providing care management for the Health Home population.
- Provides online interface to the Manage Care Plans (MCP), Health Homes (HH), and Care Management agencies (CMA) to collaborate in real-time and track a member's status.
- Users are able to:
 - Refer members to Health Homes.
 - Upload/download member information and transactions.
 - Coordinate across MCPs, HHs, and CMAs using workflows & notifications.
 - View member's Medicaid information.

Health Home Tracking System - LGU/SPOA

The role of "LDSS/LGU/SPOA Referrer" permits LGU/SPOA staff to:

- Search for CIN
- Make referrals for HH Care
 Management services for children they work with (e.g. foster care).
- Make referrals for community providers who are working with children who are HH eligible but do not have access to the HH Tracking System Referral Portal.





Contact Information

- If you need to find your HCS Coordinator or are a Coordinator and have questions about the Health Commerce System, call the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890.
- For UAS-NY training, functionality, help finding a case file, merging duplicate case files, and offline application issues, contact UAS-NY at uasny@health.ny.gov or by calling our support desk during regular business hours at 518-408-1021, choose option 1.
- For CANS-NY certification/recertification registration, completing requirements/pre-requisites, live training, TCOM courses, Schoox issues, and linking certifications to the UAS-NY, contact the CANS Institute/TCOM at help@cansnyinstitute.org or support@tcomtraining.com.
- For CANS-NY and HCBS Policy related questions you can email the Health Home Serving Children program office at health.ny.gov.
- For Medicaid Analytics Performance Portal issues related to enrollment segment, Medicaid CIN, MAPP training, and third-party software updates, contact MAPP at 518-649-4335 or at MAPP at 518-649-4335 or at MAPP at 518-64



NEW PORK Department of Health