



**Department
of Health**

Medicaid

New York State Department of Health (DOH) Incident Reporting And Management System (IRAMS)

Access Guide

August 2024

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IRAMS Introduction

The Incident Reporting and Management System (IRAMS) is used by Health Homes, Care Management Agencies, Children's Home and Community Based Services (HCBS) Providers, and Children and Youth Evaluation Services (C-YES) to report critical incidents, complaints, and grievances as appropriate for the various populations served to ensure the health, safety, and well-being of members. It is everyone's responsibility to report and ensure issues are addressed.

In addition to incident reporting, IRAMS houses the Children's Staff Compliance Tracker and the HCBS Referral & Authorization Portal. Additional information about the functionality of these system components can be found in the following User Guides:

- [Staff Compliance Tracker User Guide](#)
- [HCBS Referral & Authorization Portal User Guide](#)
- [Incidents, Complaints, and Grievances Reporting User Guide](#)

IRAMS Access

IRAMS is accessed through the Health Commerce System (HCS). Users can either search the applications within HCS or navigate to this link: <https://incprep.health.ny.gov/>.

In order to access IRAMS, a staff member must have an HCS account. Each agency/organization's HCS Coordinator has the responsibility and authority to request and manage HCS accounts for their organization via the Communications Directory. The HCS Coordinator will assist users in requesting a valid HCS ID for their organization if necessary.

Each agency should have an IRAMS Gatekeeper. The IRAMS Gatekeeper is responsible for adding staff and granting the appropriate permissions and roles to each staff member.

Browser Compatibility

The Children's Staff Compliance Tracker System is compatible with Google Chrome, Microsoft Edge, and Mozilla Firefox. The Children's Staff Compliance Tracker System application is not compatible with Microsoft Internet Explorer.

Organization Selection

Following the HCS login, users will select the IRAMS program from the list of all programs within the HCS or in "My Applications" after adding to their listing of programs. Staff will follow prompts for Multi-Factor Authentication (MFA) to access the portal.

When entering IRAMS, staff will see an “Organization Select” screen, prompting them to identify their organization type if the user has more than one organization type (line of business) with IRAMS permissions. User roles are determined by HCS and affect which systems are viewable in the application. In addition, specific features are available or hidden in accordance with the organization type. For example, DOH can extract reporting for all organizations’ staff compliance reporting, but HCBS providers will only be able to extract a report from their own agency’s reporting.

Organization Select

Select the organization for your session. You may create and view issues for that organization.

	Org Type	Org Name
<input type="radio"/>	Children's Service Provider	Abbott House (131991946)
<input type="radio"/>	Children's Service Provider	MercyFirst (111635089)
<input type="radio"/>	Children's Service Provider	SKIP of New York Inc. (133236869)
<input type="radio"/>	Care Management Agency	ABBOTT HOUSE INC (02996490)
<input type="radio"/>	Care Management Agency	MERCYFIRST (00327766)
<input type="radio"/>	Care Management Agency	NORTH SHORE UNIVERSITY HOSPITAL (03457054)
<input type="radio"/>	Children and Youth Evaluation Service	Children and Youth Evaluation Service
<input type="radio"/>	Department of Health	Department of Health
<input type="radio"/>	Health Home	GREATER BUFFALO UNITED IPA (03489287)
<input type="radio"/>	Health Home	NORTH SHORE UNIVERSITY HOSPITAL (03457054)

Continue ->]

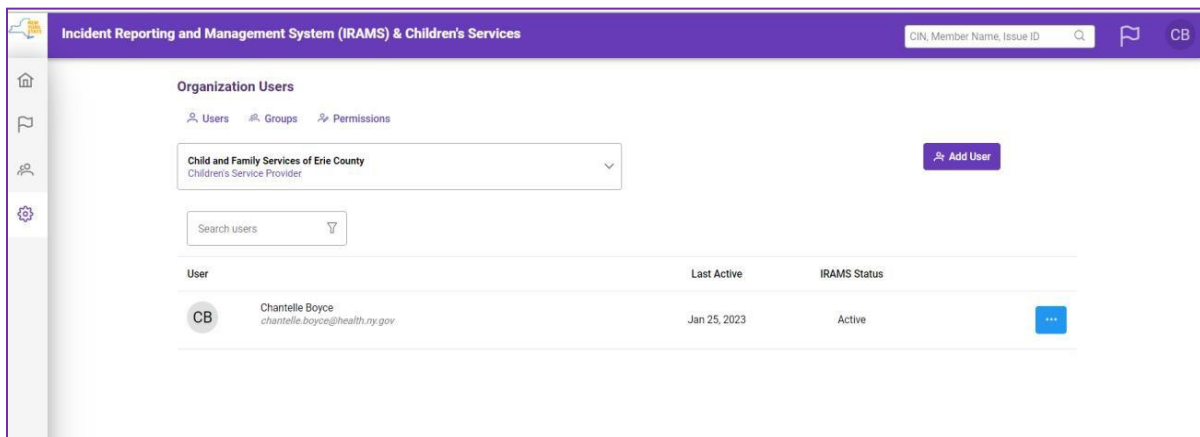
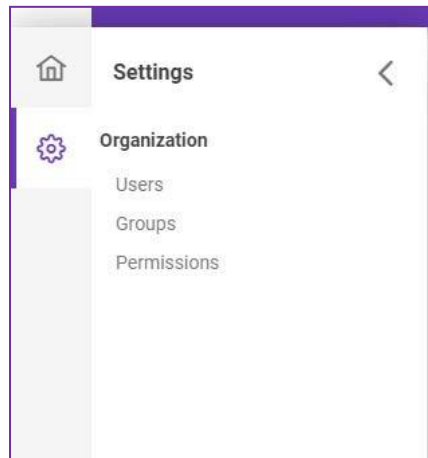
Permissions and Roles

The IRAMS Gatekeeper role can add staff members and grant and revoke permissions to the roles in the system which provide users with access to specific system features. This provides a level of security for the providers by ensuring users have access to specific roles associated with their responsibilities. The IRAMS Gatekeeper should assign staff members the appropriate roles (e.g., Care Managers should not have HCBS provider roles and HCBS providers should not have Care Manager roles). Every agency must have at least one IRAMS Gatekeeper. The system will not allow users to delete all Gatekeepers to prevent agencies from being locked out of Gatekeeper permissions. Based on the user’s role and permissions, home page screen and functionalities will vary.

Note: If your agency has not yet provided a contact for the Gatekeeper role, please do so by using [this link](#) to request the gatekeeper role. If your organization's IRAMS Gatekeeper is unknown, please email [Health Homes](#) with a subject line of "IRAMS Questions Only – No PHI".

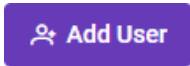
A. Managing Users

The Agency IRAMS Gatekeeper has the ability to manage users, groups and permissions for staff members based on their roles and responsibilities. By clicking on the settings icon, the IRAMS Gatekeeper will be able to view the Organization tab.



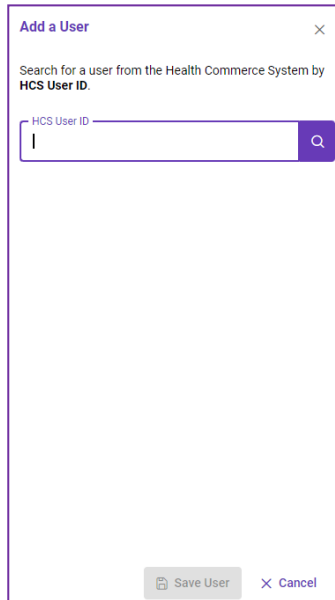
This tab provides the ability to manage the users, groups and permissions associated with an agency. Gatekeepers can also see the last time the user was active, and their status within the system.

IRAMS Gatekeepers have the ability to add users to their agency by clicking the 'Add User' button.



Once the 'Add User' button is clicked, the following screen will appear. To search for a specific user, the IRAMS Gatekeeper will enter an HCS User ID into the search box.

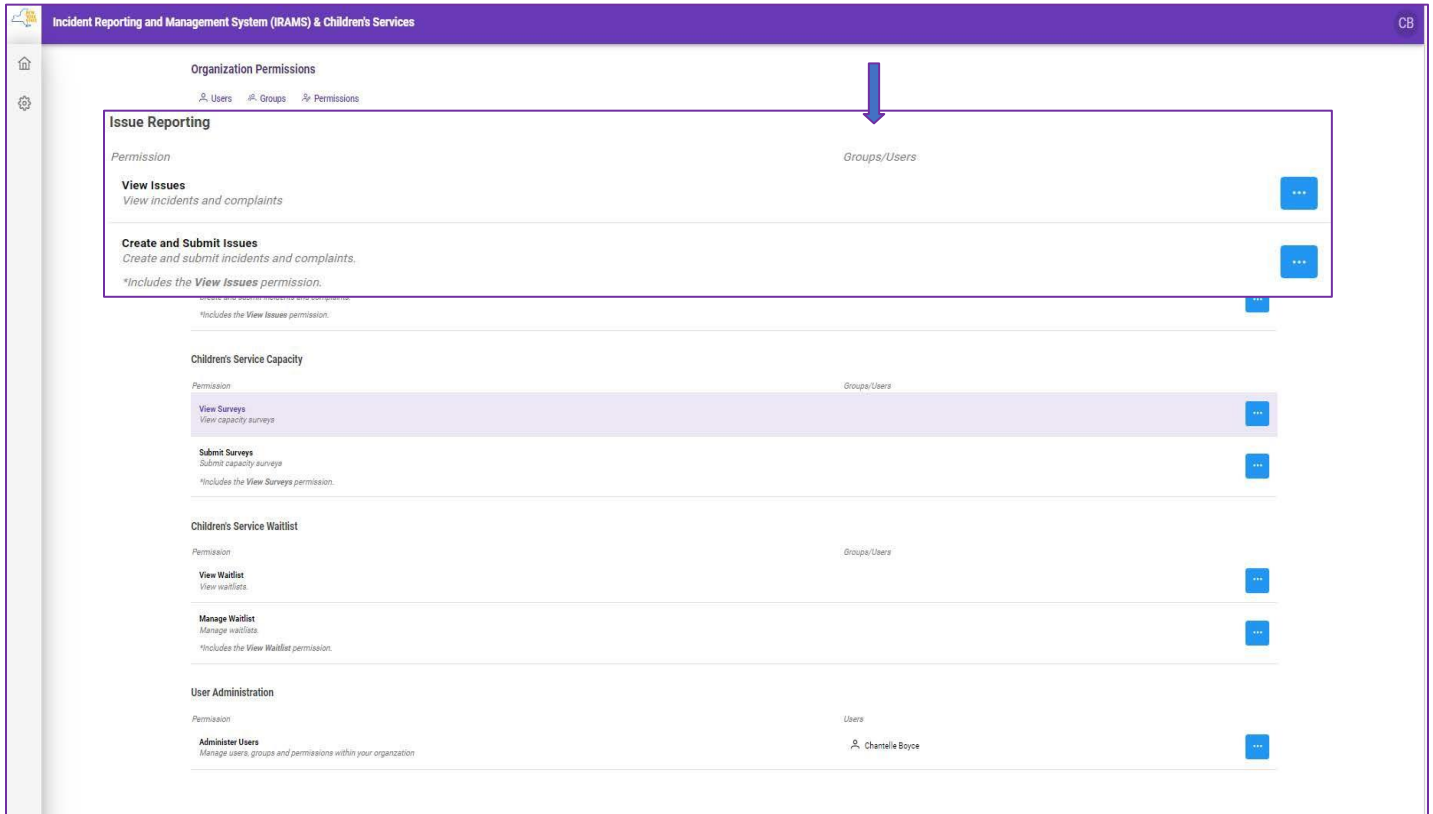
Note: *The HCS User ID is the ID the user enters to log into HCS.*



After the HCS User ID is entered into the search box, the 'Save User' button will turn purple, prompting the IRAMS Gatekeeper to save the entered HCS User as a new user within IRAMS.

B. Managing Permissions

This feature allows the functionality to view and manage an agency's permission list. A list of available permissions and role types will be displayed.



IRAMS Gatekeepers can see groups and users associated with each role and the associated permissions.

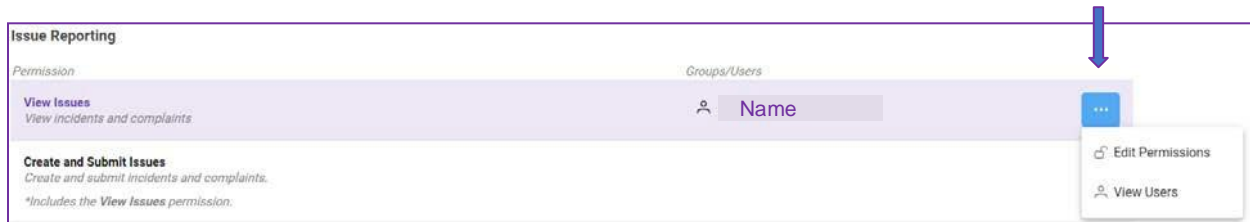
Roles and permissions should be assigned based on each staff member's role at the agency and use of the system. Refer to the following User Guides for information on roles specific to each IRAMS feature:

- [Staff Compliance Tracker User Guide](#)
- [Referral and Authorization Portal User Guide](#)
- [Incidents, Complaints, and Grievances Reporting User Guide](#)

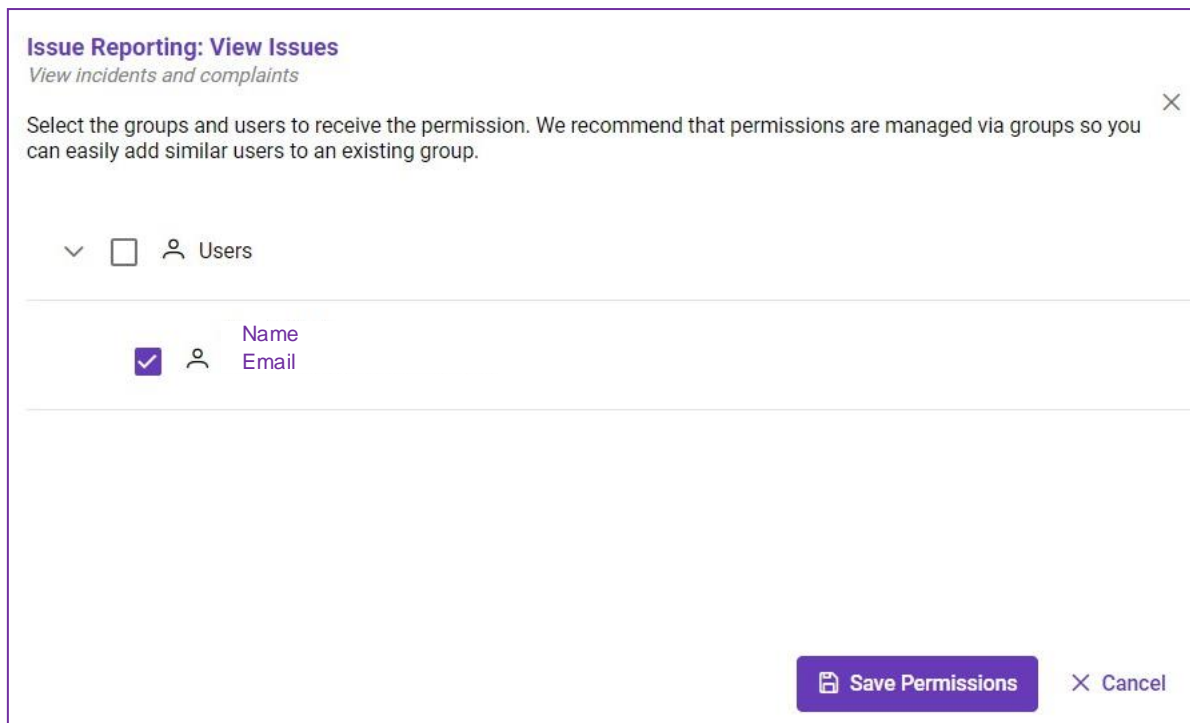
Removing Permissions

This feature allows the IRAMS Gatekeeper to remove permissions from users.

A sub-box will display once the blue box is clicked, showing a selection option to edit permissions or view the user list.



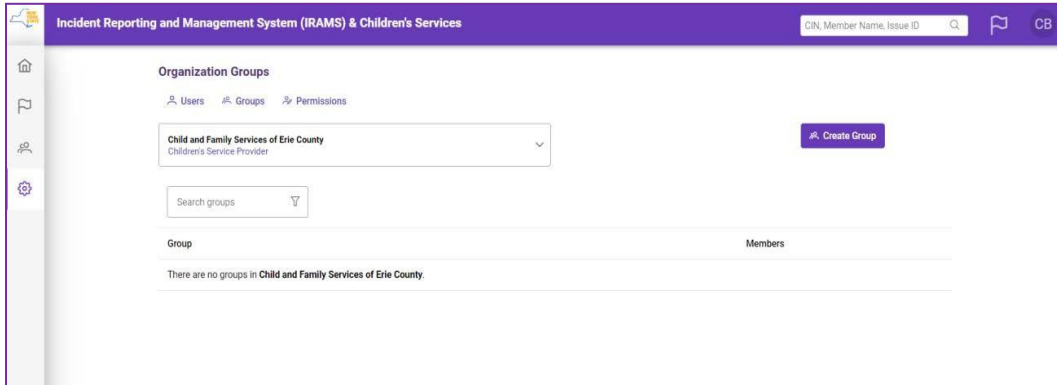
Once 'Edit Permissions' is selected, the following screen will be presented to update which users have access to each permission.



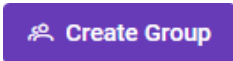
Once the IRAMS Gatekeeper has clicked the selection box next to person icon, they will be prompted with a purple 'Save Permissions' button at the bottom of the page which will effectively remove the person's permissions.

C. Managing Groups

This feature allows the functionality to view and manage the list of groups for an agency. The different groups and their users will be listed on the 'Organization Groups' page and can be filtered and searched as needed.



IRAMS Gatekeepers have the ability to create a group by clicking the 'Create Group' button.



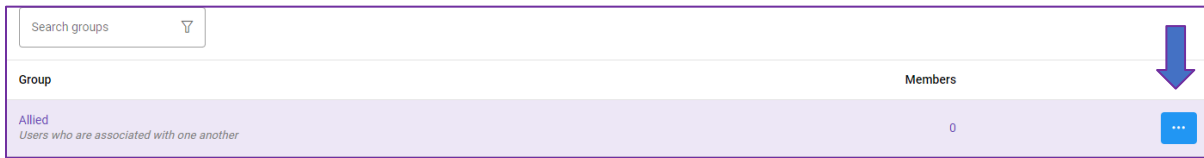
When the 'Create Group' button is clicked, the screen below will allow the IRAMS Gatekeeper to create a group. The IRAMS Gatekeeper will be prompted to enter the group name and a description of the group.

A screenshot of the 'Create Group' dialog box. It has a title bar 'Create Group' with a close button. The main text says 'Enter the group name and description.' There are two input fields: 'Group Name' with a cursor and 'Group Description' with a text area. At the bottom, there are 'Save Group' and 'Cancel' buttons.

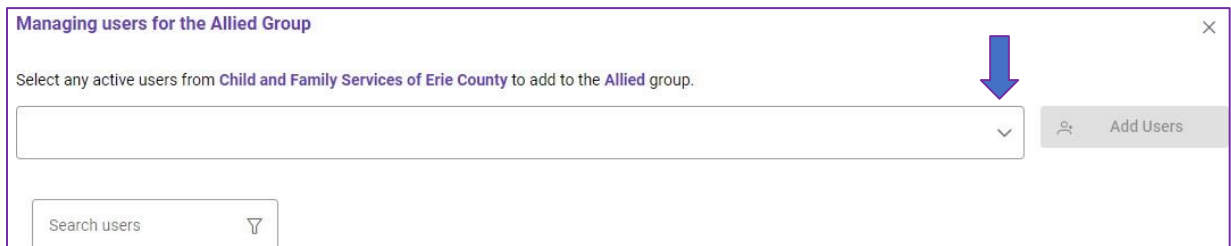
Once the group is created, it will appear on the organization home screen where the group name and brief description will be displayed, along with the count of group members.

Adding Group Members

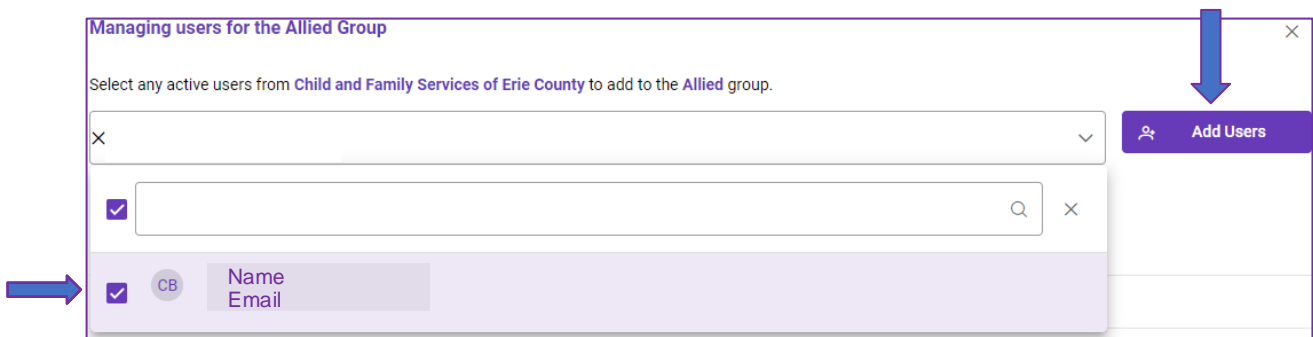
To add a member to the group, the IRAMS Gatekeeper must select the blue box (above).



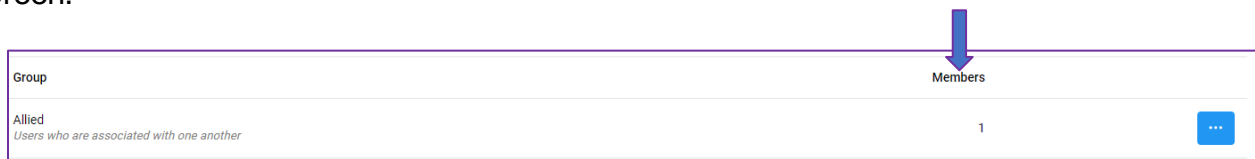
Next, the IRAMS Gatekeeper must click on the drop-down box and select a name from the list of users associated with the agency.



Once the IRAMS Gatekeeper selects a name from the list of associated users, the 'Add User' box will turn purple, allowing the user to be saved to the group.

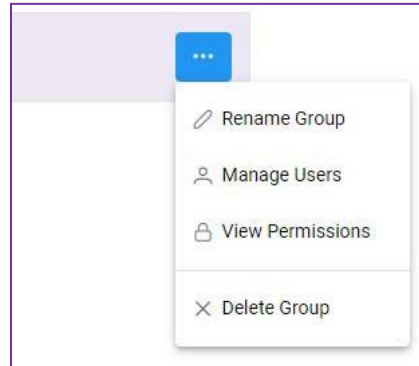


When the new group member is saved, their name will be reflected on the group's home screen.

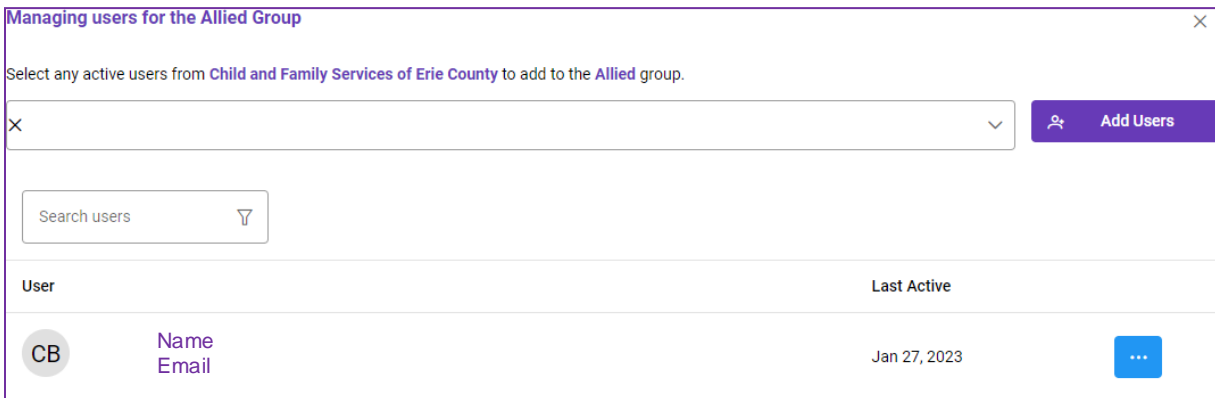


Removing Group Members

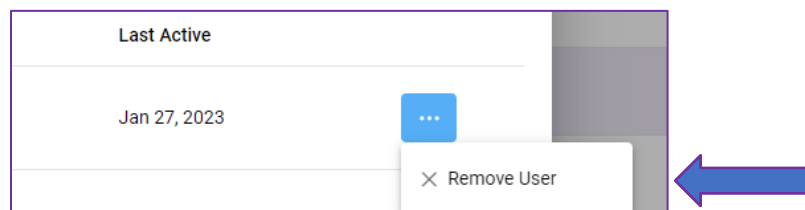
This feature allows the IRAMS Gatekeeper to remove users from groups. After clicking the blue box, the screen will display a list consisting of options to rename the group, manage the group, view permissions, or delete the group.



To remove members, the IRAMS Gatekeeper will select the 'Manage Users' option.



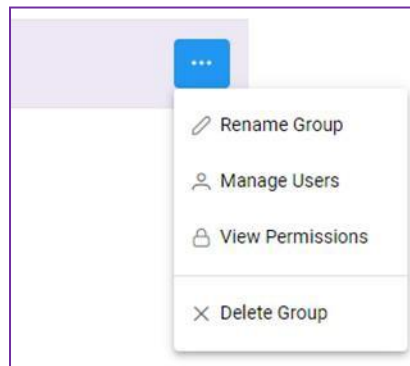
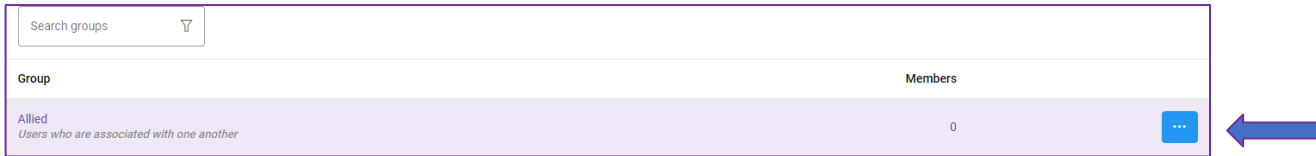
Next, after clicking the second blue box, the screen will display an option to 'Remove User' which must be selected to complete the process.



Removing Groups

This feature allows IRAMS Gatekeeper to delete groups.

After clicking the blue box, the screen will display a list consisting of options to rename the group, manage the group, view permissions, or delete the group.



To remove a group, the IRAMS Gatekeeper will select the 'Delete Group' option, which will prompt the group to be deleted from the page.