# HCBS Referral and Authorization Portal: New Features and Updates

January 23, 2025
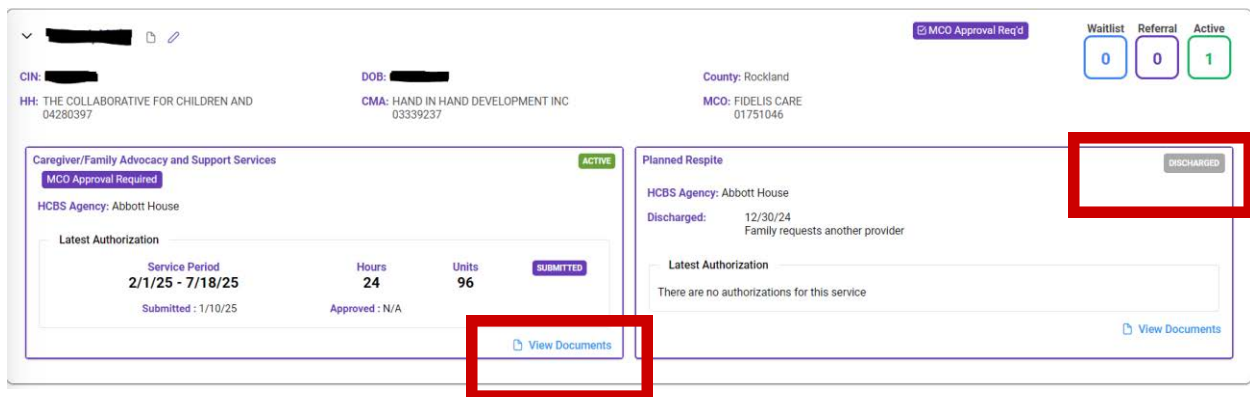
**TO:** Children's Home and Community Based Service (HCBS) Providers, Health Homes Serving Children, Children's Care Management Agencies (CMAs), Children and Youth Evaluation Services (C-YES), and Medicaid Managed Care Plans (MMCPs) including Mainstream Managed Care and HIV Special Needs Plans

The New York State Department of Health (the Department) is thrilled to announce the launch of new system features and updates to the HCBS Referral and Authorization Portal within the Incident Reporting and Management System (IRAMS). The following enhancements, designed to improve user experience and streamline processes, are **live** as of January 15, 2025.

## New Features
### Discharge Display Improvements
- Discharge date and reason will now be visible on the participant overview display. This information can now be seen on the Children's Services Case List Page (which lists all cases associated with an organization) as well as on the Children's Services tab of the participant's the Child Case Page. (see image below).



Details of the discharge can be found by selecting **View Documents** on the Children's Services Case List page (displayed above). After selecting this option, a dialogue box will appear providing information on the discharge date and reason (displayed below). This same information can be found by selecting **Service History** on the HCBS Services tab of the Child Case Page.

Caregiver/Family Advocacy and Support Services History

Refer ID: ■■■■  CLOSED  Referred: 1/7/25  Abbott House  **Discharged: 1/15/25** Family Choice  Q  ⊕

The participant's case on the Children's Services Case List Page will be tagged with a Recent **Discharge** indicator for 7 days following the service discharge (displayed below):



🕐 Recent Discharge

**Authorization Enhancements**
- A previous added feature allowed the Department to request additional information on submitted Fee-For-Service (FFS) authorization requests. HCBS providers are expected to respond to FFS Authorization requests for additional information within two business days.
- When a request for additional information is made, the HCBS provider will receive the notification shown below:



**New York State: Incident Reporting and Management System**

**HCBS Authorization Request For Information**

The reviewer has requested additional information about an authorization request for **Abbott House** in the New York State Children's HCBS Referral and Authorization Portal.

Please visit the IRAMS site and respond to the request within **2 business days**. If a response is not received within 5 business days, your request may be denied.

| | |
|---|---|
| **Authorization:** | **View Authorization** |
| **HCBS Service:** | Caregiver/Family Advocacy and Support Services |
| **Request Date:** | 12/18/2024 |

- The Department now has the ability to deny an authorization in "Request Info" status if providers fail to respond within the specified timeframe.
- Discharging a child from a service in the system will now automatically cancel any current authorization, including those in submitted status, awaiting review

**Notification and Menu Updates**
- Daily Digest emails have been updated:  Users will no longer receive a link to individual Child Case Pages for discharged members. Instead, users will receive a total count of participants who were discharged on the previous day.  For example, where you might have previously seen clickable links, you'll now see a concise notation like "Discharges: 5", indicating the total number of discharges the previous day.

**New York State: Incident Reporting and Management System**

**HCBS Referral: Daily Digest**

Below is the HCBS Referral Summary for **Children and Youth Evaluation Service** on **01/18/2025**
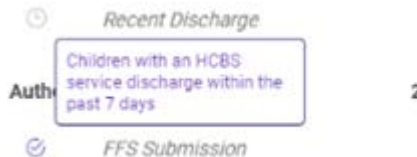
**Yesterday's Discharges**

Yesterday's Discharges            1

- Menu notifications now feature a hover function that explains their meaning (See image below depicting the hover feature for the Recent Discharge Item in the menu)



- The system menu bar has been updated to include three new notification categories: "Information Requested", "Information Requested Late", and "Recently Discharged" - specifically designed to help you track and manage important updates seamlessly. The "Information Requested Late" applies to FFS participants who have had additional information requested for their request and have not provided it within 7 days of the request. Participants in the Recently Discharged category will have been discharged from a service within the past 7 days. (See image below)

**New Sorting Capabilities**
Users can now sort the children's service case list page in ascending and descending order by the following criteria:

- Child Name
- Referral Date
- Auth Submission Date
- Auth Expiration Date
- Service Discharge Date
- Info Request Date

In addition to the above updates, the Department is providing a reminder on accessing participant **Service History** within the portal. The **Service History** function allows users to view the status of each service and its history. The Service History that immediately populates on the HCBS Services tab of the Child Case Page reflects the most recent referral, authorization, and discharge information available in the system. Previous information about a participant's services can be viewed by navigating to the **Service History** button on the HCBS Services tab of the Child Case Page (shown below).

**Note** that if a care manager makes a referral for a service that already has an active connection/referral with an HCBS provider, the new referral will be primarily viewable on this page. The page will reflect details of the most recent referral action taken (i.e., the open status of the most recently submitted referral) and not the status of the existing service connection, which may include an authorization. In this circumstance, the user will need to navigate to the **Service History** option to view previously established connections to HCBS providers. ***Care Managers should always check Service History prior to submitting any new referral.***

We encourage all users to familiarize themselves with these new features to maximize the efficiency of the Referral and Authorization Portal. The *HCBS Referral and Authorization Portal User Guide* will be updated shortly to include information about these enhancements.

*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.*