Home and Community Based Services (HCBS) Referral & Authorization Portal
User Guide – Guide to Edits

Summary: The HCBS Referral & Authorization Portal will undergo updates over time and with it, the User Guide will be updated. This document will serve as a catalog of those User Guide updates for quick reference. Items added in the most recent iteration of this document are highlighted.

Date Added	Section & Update	Update Summary
July 23, 2025	Child Case Page Page 7, 8 **Addition** of Information	Screenshot added to reflect the participant mailing address displayed and the addition of Daycare on the School and Activity Information Section on the Child Case Page.
July 23, 2025	Child Case Page Page 10, 11 **Addition** of Information and Screenshot	Added language and a screenshot regarding an additional filter on the Child List Page to view the "Agency Waitlist". Added language and screenshot on the process of Exporting Waitlist information from the portal.
July 23, 2025	Child Case Page Page12 **Addition** of information	Added language indicating that if the participant is in Foster Care and the Medicaid fiscal county differs from the physical location where the participant resides, the "Edit County" option will appear, which will allow the CM to update the participant's HCBS Designated County manually in the system.
July 23, 2025	Schedule and Activity Information Page 16	Added language and screenshots regarding the addition of Daycare and the inclusion of supplementary details to the Child School Schedule on the Child Case Page.

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	Addition of information and screenshots	
July 23, 2025	Foster Care/Facility Information Page 20-21 **Addition** of information and screenshots	Added language to reflect new selectable option of "In Direct Care of LDSS (No VFCA)." in Foster Care Section of Child Case Page. Added language and a screenshot regarding users' ability to download and print referrals and authorizations for active and past services.
July 23, 2025	Making a Referral Page 24, 25 **Addition** of information and screenshots	Added language and screenshot regarding family/participant preferences vs requirements in HCBS referrals. Also added information about the process of confirming accuracy of information prior to referral submission. Added language and screenshots about the appearance of agencies in a referral hold status.
July 23, 2025	HCBS Provider Reviews & Responds to a Referral Page 28 **Addition** of information and screenshots	Screenshot added to reflect change in language from "View Latest Referral" to "View Referral" button. Added language indicating CM can not withdraw a referral if an HCBS provider has been selected.

Date Added	Section & Update	Update Summary
July 23, 2025	HCBS Provider Reviews & Responds to a Referral Page 30 **Addition** of information	Added language indicating CMs can place the participant on the Statewide Waitlist if there are no providers available for the needed services and/or county.
July 23, 2025	Discharge Process Page 36-37 **Addition** of Information and screenshots	Added new Discharge Reason of "Authorization Denied". Added language and screenshots regarding the user's requirement to confirm discharge and provide discharge reasoning.
July 23, 2025	HCBS Authorization Process Page 40, 43-44 **Addition** of information and screenshot	Added language and a screenshot to the Child Case page to illustrate the requirement for the Care Team Members field to be completed in order to submit an authorization. Added language to the Authorization Process section clarifying the initial authorization process and the need to provide and update the justification section, and for reauthorizations, request a detailed update on each service goal or objective, summarizing progress made and ongoing efforts.
July 23, 2025	HCBS Authorization Process	Added language and a screenshot noting that the Portal and downloadable authorization PDF would display the Health Commerce System (HCS) ID of the user who submitted the authorization.

Date Added	Section & Update	Update Summary
	Page 50 **Addition** of information	
July 23, 2025	Fee-for-Service (FFS) Responses Page 56-57 **Addition** of information and screenshots	Added a link to the *Children's Waiver Home and Community Based Services Authorization Policy for Fee-for-Service Participants*. Added language and screenshots to clarify how HCBS providers can view the Department (DOH) request for additional information on an FFS authorization for HCBS providers, along with the required timeframe for response to such requests.
July 23, 2025	System Notifications Page 61 **Addition** of screenshot	Added screenshot of updated Daily Digest
July 23, 2025	System Notification Page 63 **Addition** of screenshot	Added screenshot for FFS notification of Information Requested
July 23, 2025	System Notifications Page 64	Added screenshots of updated Menu Alert bars in the Portal.

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	Addition of screenshot	
July 23, 2025	System Notifications Page 65, 66 **Addition** of screenshot	Added language for Alert meanings. Added definitions of alerts in the Portal.
July 23, 2025	System Notifications . Page 69 **Addition** of chart	Added a new chart that outlines how the system calculates Total Requested hours/Units within an Authorization Request.
July 23, 2025	Throughout	Refreshed multiple screenshots throughout the User Guide.
October 21, 2024	HCBS Provider, Care Manager, and Health Home Roles Page 4 **Addition** of information	Added language regarding user roles for authorization features.
October	Prior to Making a	Added language clarifying expectations around consent for referrals.

Date Added	Section & Update	Update Summary
21, 2024	Referral Page 5 **Addition** of information	
October 21, 2024	Prior to Making a Referral Page 6 **Addition** of information	Added language to emphasize the care manager's responsibilities in educating the child/youth/family and obtaining a clear understanding of their scope of need prior to creating the referral.
October 21, 2024	Child Case Page Page 12 **Addition** of information and screenshots	Updated the section to reflect the ability to add an HCBS provider agency contact and updated Child Case Page screenshots.
October 21, 2024	HCBS Provider Responds to a Referral Page 25 **Addition** of Information	Added guidance for care managers when no agencies are available to accept the referral.
October 21, 2024	Ongoing Monitoring of Service	Added Ongoing Monitoring of Service section to clarify care manager and HCBS provider expectations beyond referral process.

Date Added	Section & Update	Update Summary
	Page 32 **Addition** of section	
October 21, 2024	Authorization Process Page 35 **Addition** of section	Added Authorization Process section to explain the process of creating and submitting an authorization in the Referral & Authorization Portal.
August 20, 2024	Portal Access – Accessing the System Page 4 **Removed** information and screenshots	Removed information pertaining to Incident Reporting and Management System (IRAMS) Access and assigning gatekeepers. Information has been moved to the New York State Department of Health Incident Reporting and Management System Access Guide.
August 20, 2024	Child Case Page Page 7 **Updated** screenshot	Updated screenshot of Child Case Page to reflect ability to add associated care managers.
August 20, 2024	Child Case Page – Filters Pages 7-9	The Child Case Page can be filtered to allow users to view their caseloads according to different criteria. Users can filter by designated counties, service types, service status, and organizations. Users can also use the filters to narrow down their search by Managed Care Plans, Care

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	Addition of language/screenshots	Management System, Health Home, and HCBS Agency. Users can add multiple filters to refine their search to specific criteria. To check the 'Service Status,' the toggle feature may be used to filter through referral eligible only, documents only, and recent HCBS activity only.
August 20, 2024	Child Case Page – Child/Youth Information Page 10 **Addition** of language	Note: For languages, the dropdown list is only a suggested list for autocomplete and users can manually enter any necessary value.
August 20, 2024	Child Case Page – Child/Youth Information Page 11 **Addition** of language and screenshots	The Health Home Care Managers/Children and Youth Evaluation Services (HHCM/C-YES) will need to ensure that the HCBS Designated County has been correctly recorded. If any of the following situations apply, the care manager must manually change the designated county of the participant within the system: 1. If the participant's Medicaid county of residence is in New York City 2. If the participant's Medicaid county is listed as Special county in Medicaid (OMH) 3. If there is a discrepancy in Medicaid residence county with the county of the residence zip code Further instructions are provided on how to manually adjust the participant's Designated County to align with their county of residence.
August 20, 2024	Child Case Page – Care Team Member Information Pages 11-14	Care manager contact information is now available in the Care Team Member Information section of the Child Case page. Instructions have been provided on how to add care managers into the system.

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	Addition of language/screenshots	
August 20, 2024	Child Case Page – Child/Youth's Family/Guardian Information Page 17 **Addition** of language	Though there is a drop-down provided for the "Relationship" under the 'Edit Parent/Guardian' section, users may choose to type free text in the box if they feel their situation is not accurately captured by the drop-down options.
August 20, 2024	Referral Creation – Review and Submission Page 22 **Addition** of language and a screenshot	Reminder that HHCM/C-YES should **not** send the referral to all designated providers and must only send the referral to HCBS providers that the family has consented to.
August 20, 2024	HCBS Provider Reviews & Responds to a Referral – Removal From the Agency Waitlist Page 28	Clarification that if an HCBS provider has waitlisted or declined a child/youth then another provider is selected to serve the child/youth, the child/youth will remain on the waitlisted agency's list for 15 days afterwards with "Not Selected" viewable.

Date Added	Section & Update	Update Summary
	Addition of language and screenshots	
August 20, 2024	Discharge Process – Viewer & Discharge Permissions Page 34 **Addition** of language	The HHCM/C-YES will be alerted via the Daily Digest if one of their children/youth was discharged from HCBS service(s) on the previous day.
August 20, 2024	System Notifications – Daily Digest Emails Page 34 **Addition** of language and updated screenshot	Daily Digest emails will now include a segment if a child/youth was discharged from service or if any Connections that were confirmed on the previous day, in addition to the existing statuses.