



## **IRAMS: Referral and Authorization Portal, Staff Compliance New Features and Updates**

August 25, 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)

The New York State Department of Health (the Department) would like to announce the launch of updates to the HCBS Referral and Authorization Portal and Staff Compliance Tracker within the Incident Reporting and Management System (IRAMS). The following enhancements, designed to improve user experience and streamline processes, are **live** as of **August 22, 2025**.

### **HCBS Referral and Authorization Portal Updates**

Removal of HCBS Participant Sibling Information:

- Sibling names and Medicaid CINs have been removed from the Child Case page and the printable pages for authorizations and referrals. This specific information will no longer be requested due to Protected Health Information (PHI) concerns.
- Instead of providing sibling names/CINs, users will now be prompted to provide the following information about children/youth residing in the home of the HCBS participant:

**How many siblings residing in the same home as the child receive the following services:**

**HCBS Services**

0

**Health Home**

0

***\*Agencies must review existing records and make updates as necessary to ensure appropriate storage of Protected Health Information (PHI). Agencies must ensure that any previously downloaded/printed PDF versions of HCBS Referrals***

***or Authorization Requests that contain sibling name and CIN information, are appropriately redacted or obscured.***

### **Staff Compliance Tracker Updates**

Background Checks:

- Agencies' HR/Personnel Staff can now enter in employee background check dates prior to staff hire date

**Staff Detail**

First Name\*

Last Name\*

Date of Birth\*

HCS ID \*

Edit Staff

Employment History

Clearance Checks

Trainings

Services

Add Employment

08/01/2021 - Present  
Full-Time Employee

**Criminal History Records Check (CHRC)**

Add

Fingerprint-based, FBI checks that cover all unsuppressed criminal history records from NYS DCJS and a national check from the FBI.

08/02/2020

Staff that are licensed under Title 8 of the NYS Education Law are exempt from CHRC if they are operating within their title.

**Title 8 Exemption**

The above updates will soon be added to the *Incident Reporting and Management System (IRAMS) Referral and Authorization Portal User Guide* and *Staff Compliance Tracker User Guide*. The current version of these manuals can be found on the [Critical Incident, Staff Compliance Tracker, & HCBS Referral and Authorization Portal](#) page of the DOH website and at the following links:

- HCBS Referral and Authorization Portal: User Guide - [\(PDF\)](#) - July 2025
  - HCBS Referral and Authorization User Guide - Guide to Edits - [\(PDF\)](#) July 2025
- Staff Compliance User Guide - [\(PDF\)](#) - August 2025

Questions on the Referral and Authorization Portal can be sent to <https://apps.health.ny.gov/pubpal/builder/email-health-homes> with “IRAMS Questions only- No PHI” as the subject.