



August 7, 2025

DAL DHCBS 25-10

Subject: Updated Health Commerce System
Requirements

Dear Administrator:

The Health Commerce System (HCS) is the primary mechanism that the New York State Department of Health (Department) uses to communicate with Licensed Home Care Services Agencies (LHCSAs), Certified Home Health Agencies (CHHAs), Long Term Home Health Care Programs (LTHHCPs), and Hospice providers in New York State. The Health Commerce System is the primary communication vehicle during emergencies, as well as for normal operational issues. Regulations, outlined below, require that all Licensed Home Care Services Agencies, Certified Home Health Agencies/Long Term Home Health Care Programs, and Hospice providers must establish and maintain accounts for each agency it operates--including provider contact information--and ensure that sufficient and knowledgeable staff are available to maintain and keep their accounts current. These regulations include:

- For Licensed Home Care Services Agencies: 10 NYCRR Section 766.9(o)
- For Certified Home Health Agencies: 10 NYCRR Section 763.11(f)
- For Hospices: 10 NYCRR 794.1(n)

To ensure compliance, providers are expected to establish and maintain appropriate policies and procedures. The Department recommends that agencies review their policies and procedures at least annually to ensure that the following responsibilities are adequately addressed:

1. The HCS should be accessed daily. This means the system should be checked at least once every 24 hours and more frequently during an emergency to check for provider updates and announcements, alerts and other important Department communications.
2. The agency's HCS Communications Directory must be kept current and updated, reflecting changes in general information and staff role changes as soon as they occur. This information should be reviewed at a minimum, on a monthly basis. An appropriate and applicable policy and procedure regarding this must be in place and reviewed at least annually.
3. Current contact information must be entered for:
 - a. An Emergency Contact (reachable 24/7)

- b. Office of the Administrator
4. One or more appropriate staff members with an active HCS account must be assigned to each of the following roles:
 - a. Administrator
 - b. Operator
 - c. Director, Home Care Patient Services or Patient Services
 - d. Emergency Response Coordinator
 - e. HPN Coordinator
 5. For agencies that employ Home Health Aides or Personal Care Aides, one or more appropriate staff members with an active HCS account must be assigned to each of the following roles:
 - a. Criminal History Record Check Authorized Person (CHRC AP)
 - b. Home Care Registry Agency Updater
 - c. Home Care Registry Agency Viewer
 6. For agencies that operate a Home Health Aide Training Program (HHATP), one or more appropriate staff members with an active HCS account must be assigned to each of the Home Care Registry roles:
 - a. Home Care Registry Agency Updater
 - b. Home Care Registry Agency Viewer
 - c. Home Care Registry Certification Form Printer
 - d. Home Care Training Program Certificate Printer
 - e. Home Care Training Program Updater
 - f. Home Care Training Program Viewer

The Department will continue to monitor compliance with the regulations and take action on findings of noncompliance.

If you have any questions about these requirements or need assistance with assigning HCS roles, please call (518) 408-1638 or send an email to homecare@health.ny.gov. Thank you in advance for your cooperation in ensuring compliance with these important protections

Sincerely,



Mildred Ferriter, Director
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Services

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