

# Payor Delinquency On Demand

## Instruction Manual

# New York State Office of Pool Administration Home Page

The screenshot shows a Windows Internet Explorer browser window displaying the website <http://www.hcrapools.org/>. The page title is "New York State Office of Pool Administration". The main content area features a navigation menu on the left with the following links: "Health Care Reform Act (HCRA)", "Cash Receipts Assessment", "BDCC Independent Accountant's Report", "Email Correspondence", "Privacy Policy", and "Contact Us". The main text area contains the following information:

In accordance with the provisions of Article 28 of the Public Health Law (PHL), the Commissioner of Health has contracted with Excellus BlueCross BlueShield, Central New York Region to act as the Department of Health's Pool Administrator. The Office of Pool Administration oversees the Public Goods Pool established under the New York Health Care Reform Act (HCRA), the Health Facility Cash Receipts Assessment Program established pursuant to Section 2807-d of the PHL, and the Bad Debt and Charity Care Independent Accountant's Report on Applying Agreed-Upon Procedures pursuant to Section 2807-k of the PHL.

This web site has been established to assist users with the electronic filing of the required reports under the cites indicated above. The electronic reporting function supports browsers Internet Explorer 5.0 and Netscape 7.0 and above.

For more Information about these programs, please click on the appropriate link to the left.

**Email Security:**

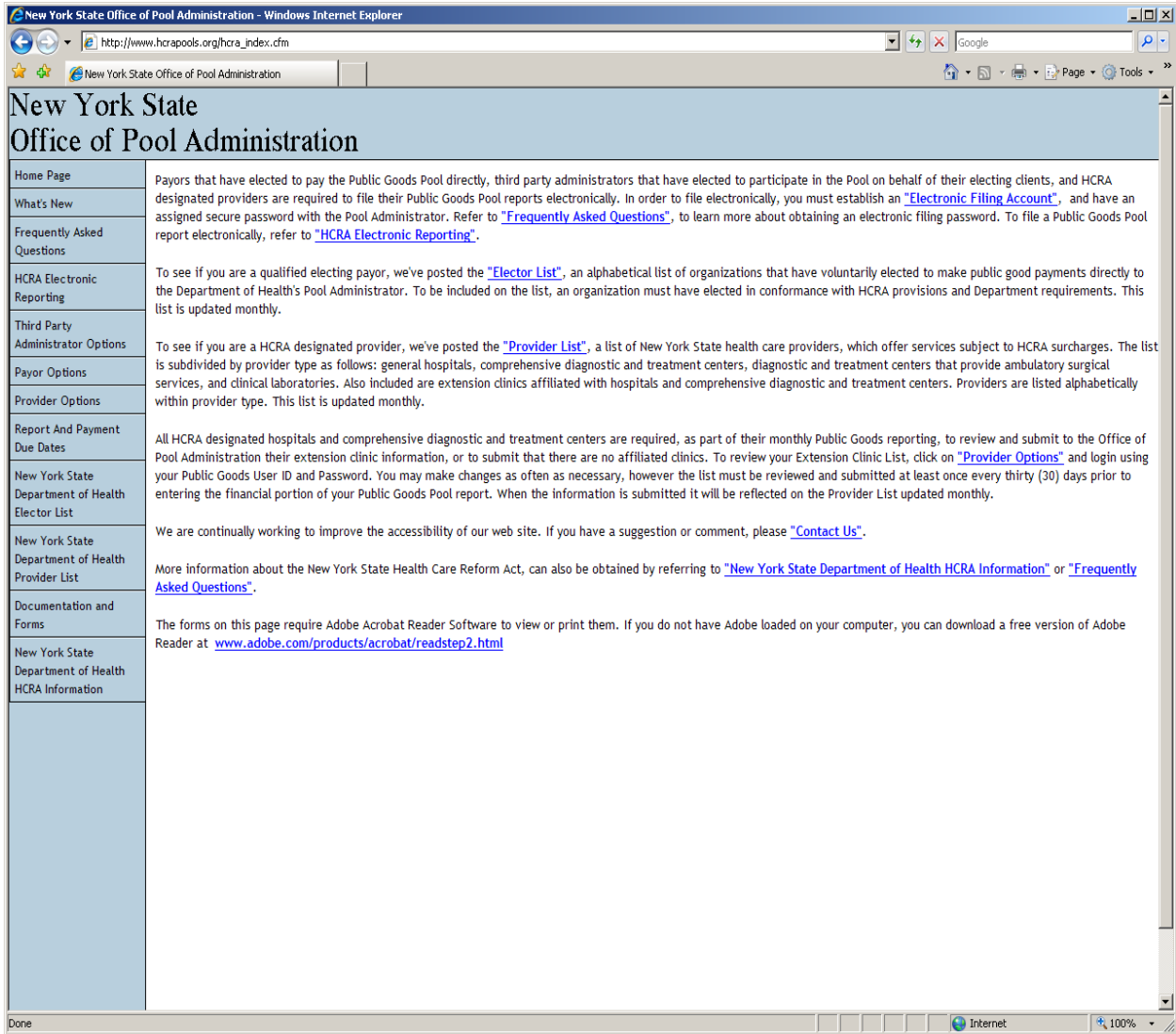
There have been unauthorized email messages claiming to originate from this web site. Emails of this type may include attachments designed to infect the recipient's computer with a virus, worm, Trojan program, etc. Some emails will try to solicit personal or confidential information, such as, credit card information, social security numbers or account number userid and passwords. To assist in providing you with a safer working environment, we have a developed a list of emails we have mailed to you. You can access this list by selecting the "Email Correspondence" button on the left side navigation bar. If you are still not certain that you should open it, please call us at (315) 671-3800 to verify its content.

The web address for the New York State Office of Pool Administration Home Page is [www.hcrapools.org](http://www.hcrapools.org).

The links listed on the left side of the screen are used to obtain information about the Health Care Reform Act (HCRA) and to access other areas on this website.

Click on the Health Care Reform Act (HCRA) link to go to the next page.

# New York State Office of Pool Administration HCRA Menu

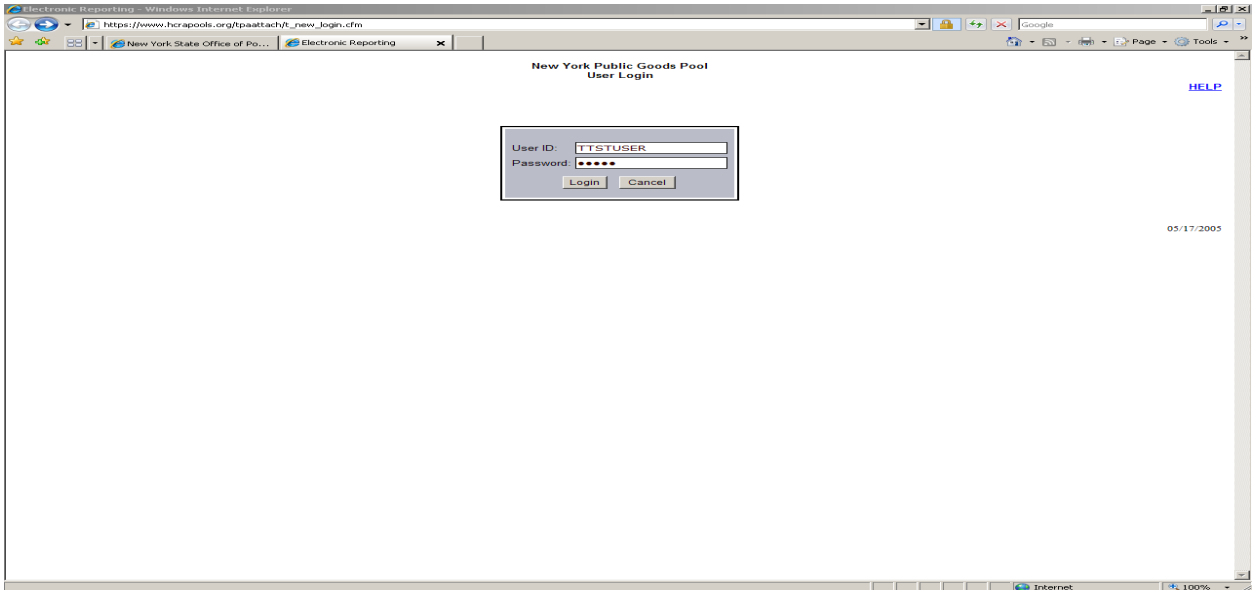


This page provides basic information about The Health Care Reform Act (HCRA). It also includes links to the website of the New York State Department of Health if you require further information regarding HCRA.

Click on "Payor Options" to proceed.

NOTE: Each page will have a HELP link in the upper right-hand corner. You may click on the HELP link to retrieve the instructions for each page.

# User Login



This screen assures that the user has the proper authority to utilize the Office of Pool Administration's electronic report filing system.

**NOTE:** If you have lost your User ID and/or Password, you must contact the Office of Pool Administration in writing to receive a replacement. A copy of the User ID and Password will then be mailed to the individual who originally requested the password. You may submit your request to the following E-Mail address:  
**webpools@hcrapools.org**

You may also submit your request to the following address:

Office of Pool Administration  
Excellus BlueCross BlueShield Central New York Region  
333 Butternut Drive  
Syracuse, NY 13214-1803

**User ID:** Enter the User ID provided to you by the Office of Pool Administration. This is a required field.

**NOTE:** This field is case-sensitive.

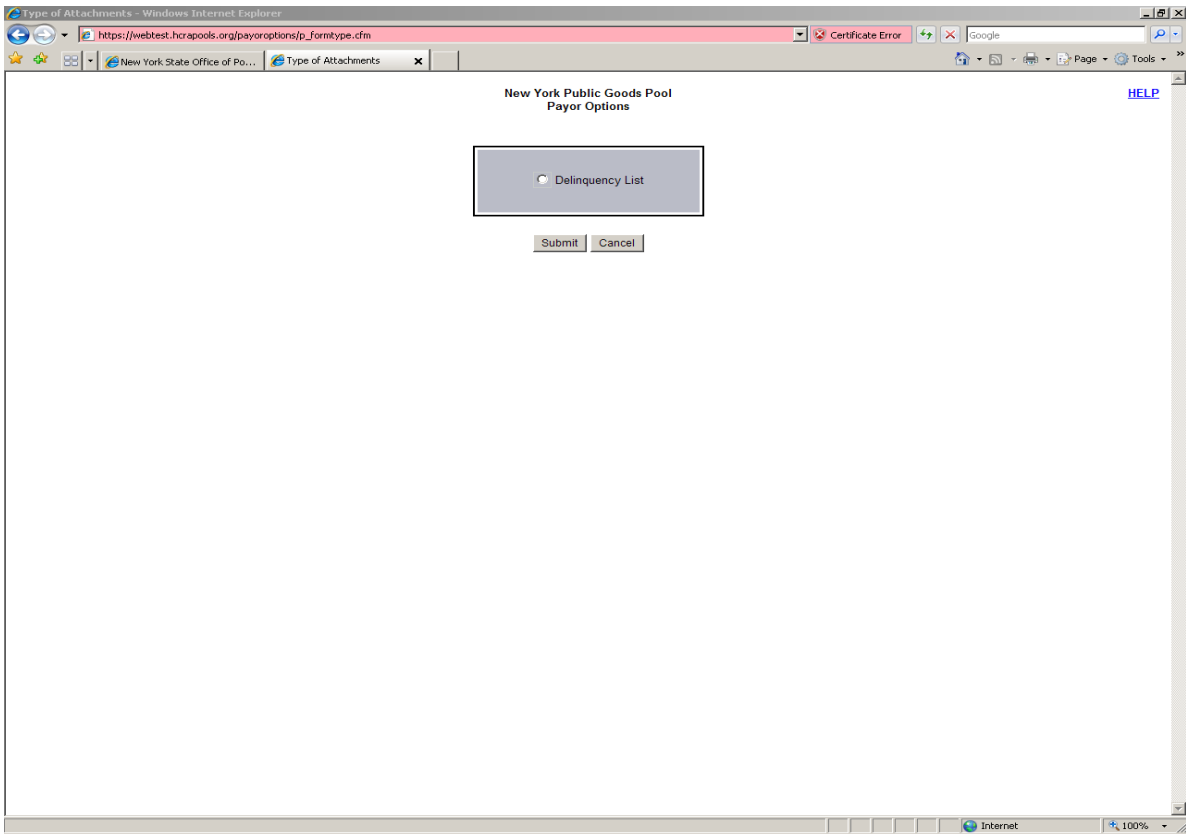
**Password:** Enter the Password provided to you by the Office of Pool Administration. This is a required field.

**NOTE:** This field is case-sensitive.

**Login:** After you have entered your secure User ID and Password, click Login to proceed to the next screen.

**Cancel:** Click Cancel if you wish to exit or start over. This action returns you to the HCRA main page.

## Choose an Action



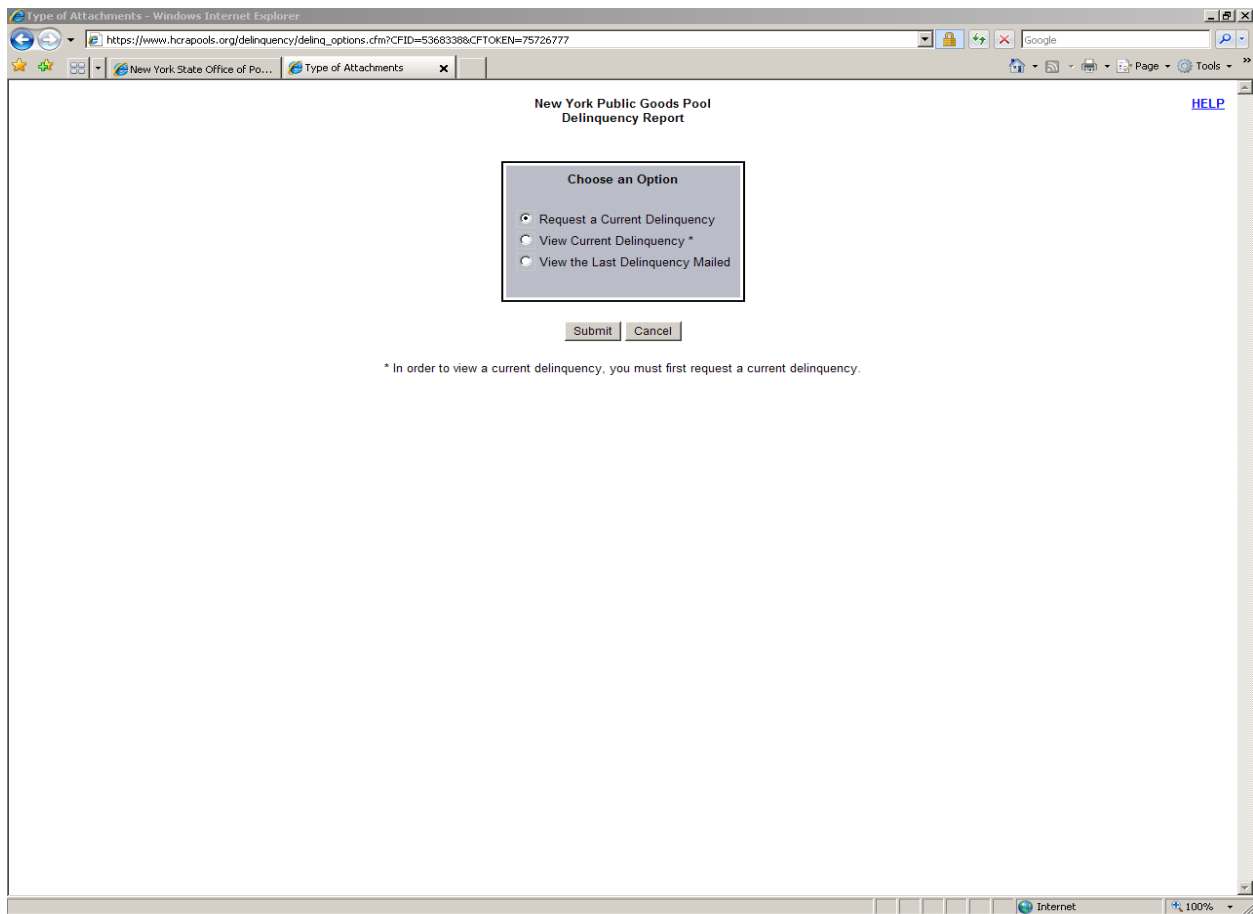
### **Choose An Action**

**Delinquency List:** Click here to request a delinquency list.

**Submit:** When you have made your selection, click the Submit button to proceed to the next screen.

**Cancel:** Click Cancel if you wish to exit or start over. This action returns you to the HCRA main page.

## Choose an Option



The screenshot shows a web browser window with the title "Type of Attachments - Windows Internet Explorer". The address bar contains the URL "https://www.hcrapools.org/delinquency/delinq\_options.cfm?CFID=5368338&CFTOKEN=75726777". The page content is titled "New York Public Goods Pool Delinquency Report" and includes a "HELP" link. A central dialog box titled "Choose an Option" contains three radio button options: "Request a Current Delinquency" (selected), "View Current Delinquency \*", and "View the Last Delinquency Mailed". Below the options are "Submit" and "Cancel" buttons. A note at the bottom of the page states: "\* In order to view a current delinquency, you must first request a current delinquency." The browser's status bar at the bottom shows "Internet" and "100%" zoom.

### Choose An Option

This screen asks you to choose to request a current delinquency report, view a current delinquency report, or view the last mailed delinquency report.

**Request a Current Delinquency:** Click here to request a current delinquency list.

**View Current Delinquency\*:** Click here to view your current delinquency list.

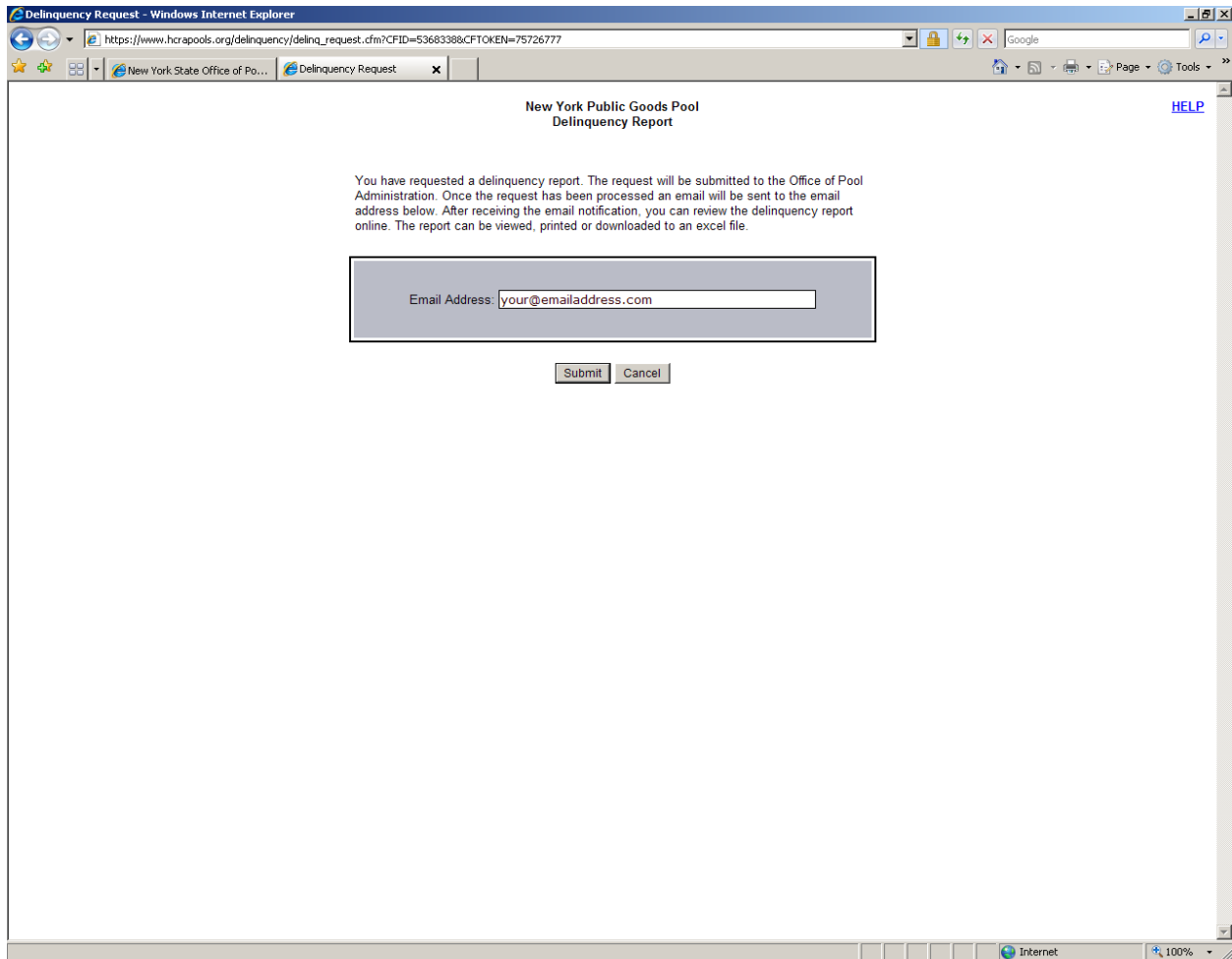
**View the Last Delinquency Mailed:** Click here to view the last delinquency mailed.

**Submit:** When you have made your selection, click the Submit button to proceed to the next screen.

**Cancel:** Click Cancel if you wish to exit or start over. This action returns you to the HCRA main page.

\*Note: In order to view a current delinquency, you must first request a current delinquency.

## Enter Your Email Address



The screenshot shows a web browser window titled "Delinquency Request - Windows Internet Explorer". The address bar contains the URL: [https://www.hcrapools.org/delinquency/delinq\\_request.dfm?CFID=53683388&CFTOKEN=75726777](https://www.hcrapools.org/delinquency/delinq_request.dfm?CFID=53683388&CFTOKEN=75726777). The page content is as follows:

**New York Public Goods Pool  
Delinquency Report** [HELP](#)

You have requested a delinquency report. The request will be submitted to the Office of Pool Administration. Once the request has been processed an email will be sent to the email address below. After receiving the email notification, you can review the delinquency report online. The report can be viewed, printed or downloaded to an excel file.

Email Address:

This screen asks you to enter your email address. When your delinquency report request has been processed, an email will be automatically sent to the email address you enter above.

**Submit:** Click here to submit your request.

**Cancel:** Click here to cancel your request.

# View Delinquency Report

New York Public Goods Pool  
Delinquency Report  
TEST USER - THIRD PARTY ADMINISTRATOR  
Through Report Month: August 2006  
Current Delinquency  
Run Date: 11/10/2006

[HELP](#)

This list will include any report received through the web application. A report will not be considered complete until both the certification and payment (if applicable) for the report are received.

**No Delinquencies to Report**

Payor Federal ID	Loc	Payor Name	Pool Year	Report Month/Year	Attachment 2.4.B
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[Print](#) [Download](#) [Return to Home Page](#)

If you choose to download this file and are using Internet Explorer, you must name and save this file as an EXCEL spreadsheet on your PC.

When your delinquency request is processed, you will receive an email letting you know that your delinquency report is ready to be viewed.

To view your delinquency, follow these steps:

- 1) Return to the HCRA home page, [www.hcrapools.org](http://www.hcrapools.org)
- 2) Click on "Health Care Reform Act"
- 3) Click on "Payor Options"
- 4) Log on using your Payor User ID and Password
- 5) Select "Delinquency List" and click Submit
- 6) Select "View Current Delinquency"

**Print:** Click here to print your delinquency report.

**Download:** Click here to download your delinquency list.

**Return to Home Page:** Click here to exit this application and return to the Home Page.

## View the Last Delinquency Mailed

New York Public Goods Pool  
Delinquency Report  
ABC COMPANY  
Through Report Month: May 2006  
Mailed Delinquency  
Run Date: 06/22/2006

This list will include any report received through the web application. A report will not be considered complete until both the certification and payment (if applicable) for the report are received.

TPA Federal ID	TPA Name	Report Month/Year	Pool Year	Form Required *
	< NONE >	2005	2005	N

\* The TPA has indicated that you are no longer their client. You must complete the status change form (DOH-4402 or DOH-4403). Submission of the status change form may eliminate these lines of delinquency.

[Print](#) [Download](#) [Return to Home Page](#)

If you choose to download this file and are using Internet Explorer, you must name and save this file as an EXCEL spreadsheet on your PC.

To view the last delinquency mailed, follow these steps:

- 1) Return to the HCRA home page, [www.hcrapools.org](http://www.hcrapools.org)
- 2) Click on “Health Care Reform Act”
- 3) Click on “Payor Options”
- 4) Log on using your Payor User ID and Password
- 5) Select “Delinquency List” and click Submit
- 6) Select “View the Last Delinquency Mailed”

**Print:** Click here to print your delinquency report.

**Download:** Click here to download your delinquency list.

**Return to Home Page:** Click here to exit this application and return to the Home Page.