

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 homepage of the New York State Office of Pool Administration. The address bar shows the URL <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 items: Health Care Reform Act (HCRA), Cash Receipts Assessment, BDCC Independent Accountant's Report, Email Correspondence, Feedback, Privacy Policy, and Contact Us. The main content area contains the following text:

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.

IMPORTANT NOTICE TO ALL PAYORS, TPAs, and PROVIDERS

In an effort to disseminate information in a more timely manner, the HCRA program will, whenever possible, communicate information to Payors, TPAs, and Providers via email.

It is very important, therefore, to keep your email addresses current and to view the "What's New" section of the applicable health program. If you do not have a current email address on file with us, or if you need to edit your email address, this information can be completed through the "Maintain Email Addresses" option available on this website under Payor, TPA, or Provider Options. You must have a userid and password to access this application. If you do not have userid and password, you can obtain one by filling out the [DOH-4264 - Electronic Filing Userid Application](#) and submitting it to the Office of Pool Administration.

Please be aware, if you have a "spam blocker" active on your PC, you will need to allow our email address (hcrapools.org) to pass through to the intended recipient. If you need assistance with this, please contact us at (315) 671-3800.

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

The web address for the New York State Office of Pool Administration Home Page is 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), Health Facility Cash Receipts Assessment, the Independents Accountant's Report, Email Correspondence, Feedback, the Privacy Policy and the methods to contact the Office of Pool Administration.

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

New York State Office of Pool Administration HCRA Menu

The screenshot shows a web browser window titled "New York State Office of Pool Administration - Windows Internet Explorer". The address bar displays "http://www.hcrapools.org/hcra_index.cfm". The page content is organized into a table with a left-hand navigation menu and a main content area.

New York State Office of Pool Administration	
Home Page	Electronic Reporting Obligations
What's New	
Frequently Asked Questions	Payors that have elected to pay the Public Goods Pool directly, third party administrators that have elected to participate in the Pool on behalf of their electing clients, and HCRA designated providers are required to file their Public Goods Pool reports electronically. In order to file electronically, you must establish an "Electronic Filing Account" , and have an assigned secure password with the Pool Administrator. Refer to "Frequently Asked Questions" , to learn more about obtaining an electronic filing password. To file a Public Goods Pool report electronically, refer to "HCRA Electronic Reporting" .
HCRA Electronic Reporting	
Third Party Administrator Options	Section 2807-j(5)(a)(iii)(D) of the Public Health Law requires the New York State Department of Health to publish the Federal Employee Identification Number (FEIN) of all electing payors and providers on a secure website. Every HCRA designated provider of services and electing payor will be required to provide the Department, or its designee, its FEIN for posting on the secured HCRA website. The law also requires the website to include the date that designated providers and electing payors were first posted to the Department's website. All payors, third party administrators and designated HCRA providers who have established an electronic filing account with a secure password and user id can access FEIN and posting information from this website. Electing payor information is available by selecting "Elector List" on the left-side navigation button. HCRA designated Provider information is available by selecting "Provider List" on the left-side navigation bar
Payor Options	
Provider Options	
Report And Payment Due Dates	Elector Information
Elector List	To be included on the list, an organization must have elected in conformance with HCRA provisions and Department requirements. All appropriate election forms should be filed with the Office of Pool Administration. It is the responsibility of the electing payor or third party administrator to inform the Office of Pool Administration of any change in information that differs from the original election application.
Provider List	
Documentation and Forms	Provider Information
New York State Department of Health HCRA Information	The lists of New York State health care providers, which offer services subject to HCRA surcharges is subdivided by provider type as follows: general hospitals, comprehensive diagnostic and treatment centers, diagnostic and treatment centers that provide ambulatory surgical services, and clinical laboratories. Also included are extension clinics affiliated with hospitals and comprehensive diagnostic and treatment centers. Providers are listed alphabetically within provider type. The HCRA provider information is posted as a courtesy and should not be deemed to be all-inclusive in determining HCRA obligations. While every effort is made to ensure that the information is accurate and up-to-date, it does not guarantee this to be the case. Entities that utilize this list are encouraged to contact providers directly if they have questions. The Office of Pool Administration assumes no responsibility for any error, omissions or other discrepancies regarding the provider list. All HCRA designated hospitals and comprehensive diagnostic and treatment centers are required, as part of their monthly Public Goods reporting, to review and submit to the Office of Pool Administration their extension clinic information, or to submit that there are no affiliated clinics. To review your Extension Clinic List, click on "Provider Options" and login using your Public Goods User ID and Password. You may make changes as often as necessary, however the list must be reviewed and submitted at least once every thirty (30) days prior to entering the financial portion of your Public Goods Pool report. When the information is submitted it will be reflected on the Provider List updated monthly. Other Information More information about the New York State Health Care Reform Act, can also be obtained by referring to "New York State Department of Health HCRA Information" or "Frequently Asked Questions" . We are continually working to improve the accessibility of our web site. If you have a suggestion or comment, please "Contact Us" . The forms on this page require Adobe Acrobat Reader Software to view or print them. If you do not have Adobe loaded on your computer, you can download a free version of Adobe Reader at www.adobe.com/products/acrobat/readstep2.html

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

The screenshot shows a web browser window titled "Electronic Reporting - Windows Internet Explorer". The address bar shows the URL "https://www.hcrapools.org/tpaattach/t_new_login.cfm". The page content is titled "New York Public Goods Pool User Login". In the center, there is a login form with two input fields: "User ID" containing the text "PAYOR" and "Password" containing masked characters. Below the fields are "Login" and "Cancel" buttons. In the top right corner, there is a "HELP" link. In the bottom right corner, the date "05/17/2005" is displayed. The browser's status bar at the bottom shows "Internet" and "100%" zoom.

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 Login Name and Password will then be mailed to the individual who originally requested the password.

You may submit your request to the following email 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.

Choose an Action

New York Public Goods Pool
Payor Options

Delinquency List
 Maintain Email Addresses
 Monthly Filing Reporting Option
 Covered Lives Enrollment Option

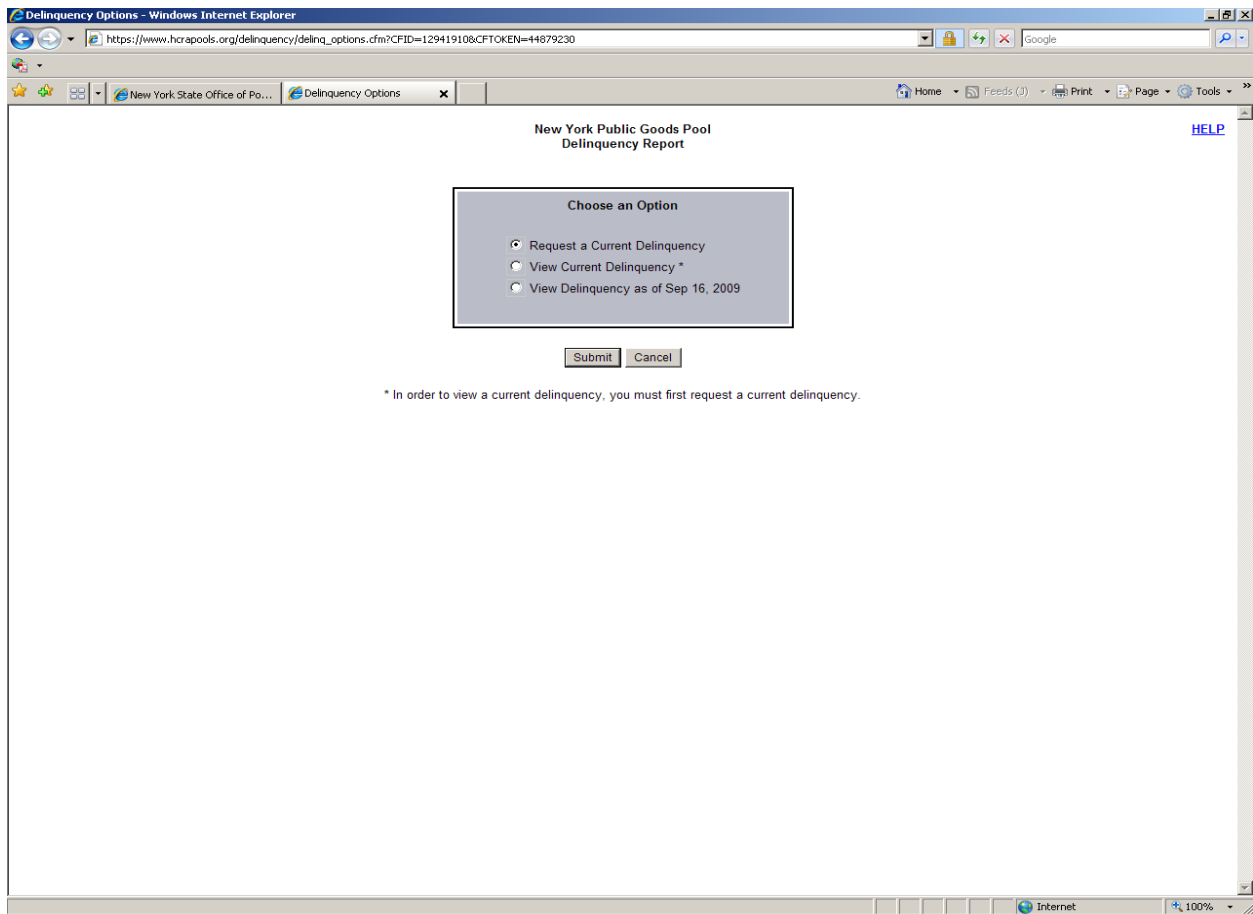
[HELP](#)

You may choose one of the options listed.

Submit: Click Submit to continue.

Cancel: Click Cancel to cancel all information entered during this session and return to the main HCRA screen.

Choose an Option



The screenshot shows a web browser window titled "Delinquency Options - Windows Internet Explorer". The address bar contains the URL "https://www.hcrapools.org/delinquency/delinq_options.cfm?CFID=129419108&CFTOKEN=44879230". The browser's address bar and menu bar are visible. The main content area displays a "New York Public Goods Pool Delinquency Report" page. A central dialog box titled "Choose an Option" contains three radio button options: "Request a Current Delinquency" (selected), "View Current Delinquency *", and "View Delinquency as of Sep 16, 2009". Below the options are "Submit" and "Cancel" buttons. A note at the bottom of the dialog box states: "* In order to view a current delinquency, you must first request a current delinquency." A "HELP" link is visible in the top right corner of the page.

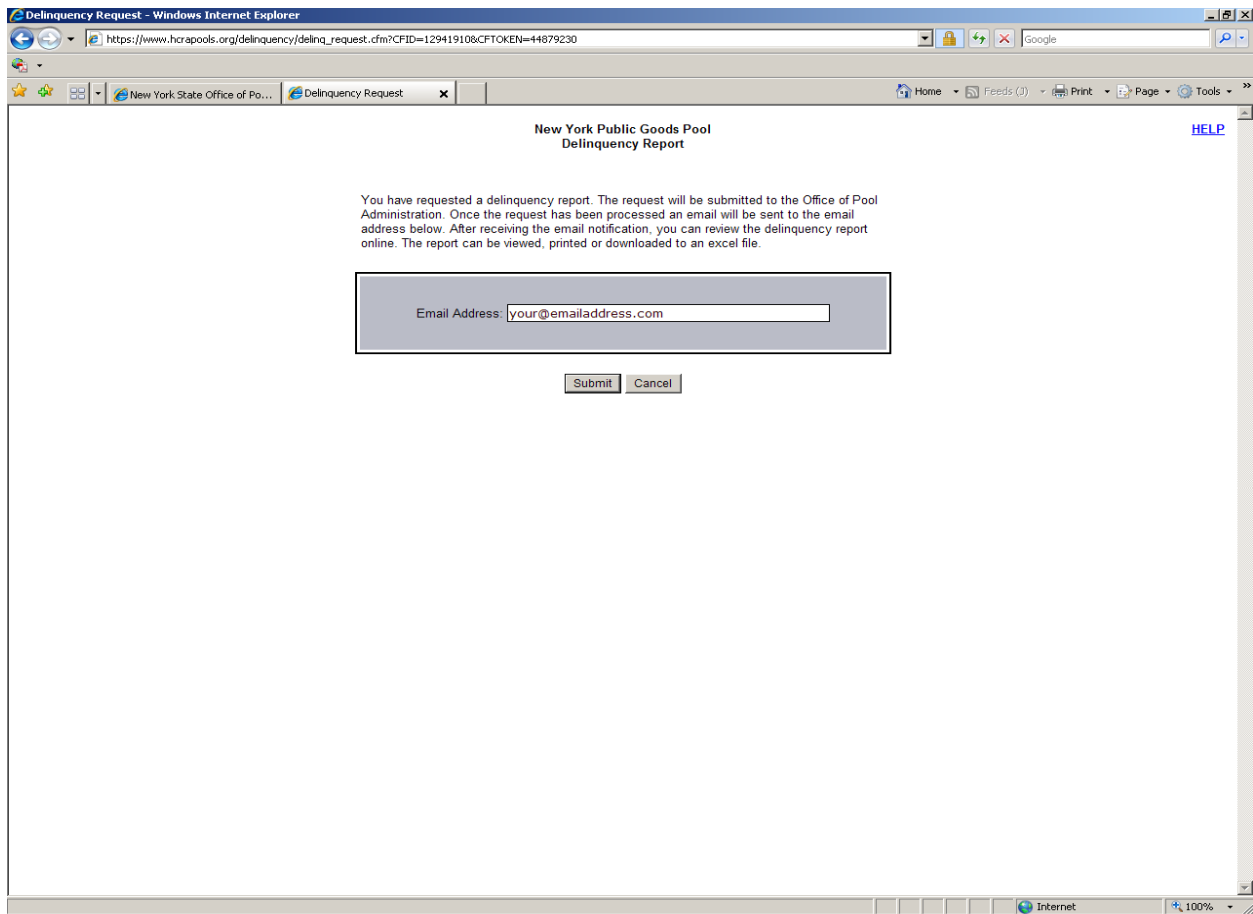
You may choose one of the following available options:

1. Request a Current Delinquency - This will allow you to request a Current Delinquency. You can request one delinquency per day.
2. View a Current Delinquency - This will allow you to view a Current Delinquency. You must have previously requested a Current Delinquency to use this option.
3. View the Last Delinquency Mailed - This will allow you to view the Last Delinquency Mailed. You will also be able to download this delinquency to an excel file.

Submit: Click after you have selected an option.

Cancel: Click to clear all information keyed during this session and return to the Login screen. **This action does not simply clear the current screen.**

Enter Your Email Address



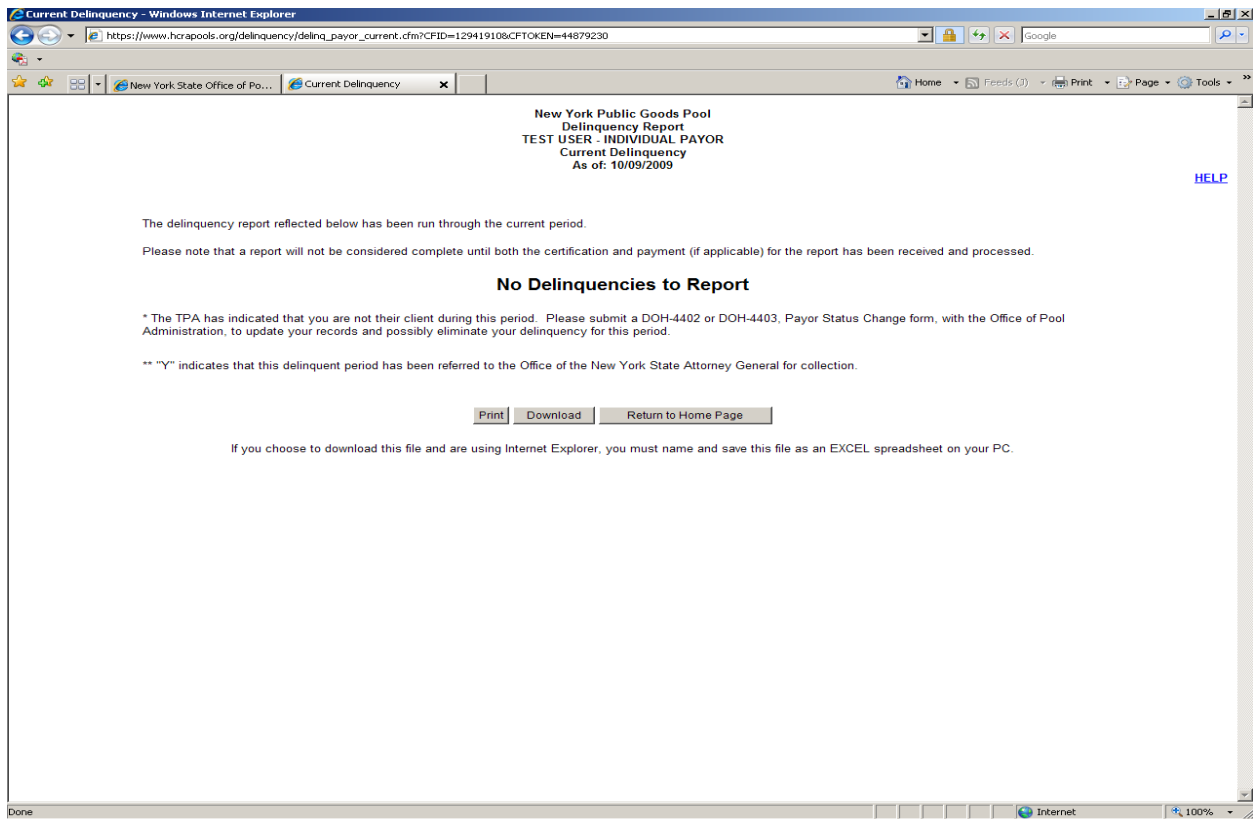
The screenshot shows a web browser window titled "Delinquency Request - Windows Internet Explorer". The address bar contains the URL: https://www.hcrapools.org/delinquency/delinq_request.dfm?CFID=129419108&CFTOKEN=44879230. The browser has two tabs: "New York State Office of Po..." and "Delinquency Request". The page content is titled "New York Public Goods Pool Delinquency Report" and includes a "HELP" link. The main text reads: "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." Below this text is a form with a label "Email Address:" and a text input field containing "your@emailaddress.com". At the bottom of the form are two buttons: "Submit" and "Cancel". The browser's status bar at the bottom shows "Internet" and "100%" zoom.

This screen requires that you enter the email address of the person you want notified when the delinquency request has been processed. You must submit a valid email address. This field is case sensitive.

Submit: Click after you have entered the email address.

Cancel: Click to clear all information keyed during this session and return to the Login screen. **This action does not simply clear the current screen.**

View Delinquency Report



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
- 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"

The delinquency list can be sorted by clicking on each heading.

Print: Click to print this list for your records.

Download : Click to create an Excel file of this list on your local drive. 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.

Return to Home Page: Click to Return to the Home Page.

View the Last Delinquency Mailed

New York Public Goods Pool
Delinquency Report
TEST USER - INDIVIDUAL PAYOR
Mailed Delinquency
As of: 09/16/2009

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.

PUBLIC GOOD POOL DELINQUENCY JANUARY 1997- JUNE 2009

TPA Federal ID	TPA Name	Report Month/Year	Pool Year	Form Required *	Referral **
	< No TPA >	Jun 2009	2008		
	< No TPA >	Jun 2009	2009		

* The TPA has indicated that you are not their client during this period. Please submit a DOH-4402 or DOH-4403, Payor Status Change form, with the Office of Pool Administration, to update your records and possibly eliminate your delinquency for this period.

** "*" indicates that this delinquent period has been referred to the Office of the New York State Attorney General for collection.

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
- 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"

The list can be sorted by clicking on each heading.

Print: Click to print this list for your records.

Download : Click to create an Excel file of this list on your local drive. 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.

Return to Home Page: Click to Return to the Home Page.