

TPA User Documentation

TPA Status Change

Table of Contents

Where to start/logging in.....	3-5
Choosing an option.....	6
TPA contact information.....	7
Payor information.....	8
Changing TPA.....	9-14
Additional TPA.....	15-18
Self-Insured without a TPA to Self-Insured with a TPA.....	19-23

New York State Office of Pool Administration Home Page

The screenshot shows the homepage of the New York State Office of Pool Administration. The browser window title is "New York State Office of Pool Administration - Windows Internet Explorer" and the address bar shows "http://www.hcrapools.org/". The page has a blue header with the text "New York State Office of Pool Administration". On the left side, there is a vertical navigation menu with the following links: "Health Care Reform Act (HCRA)", "Cash Receipts Assessment", "BDCC Independent Accountant's Report", "Email Correspondence", "Feedback", "Accessibility", "Privacy Policy", and "Contact Us". A yellow arrow points to the "Health Care Reform Act (HCRA)" link. 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

In an effort to disseminate information in a timelier manner, we will, whenever possible, communicate information 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 your email address is not up-to-date, 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 the appropriate program's options menu. 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 an Electronic Filing Userid Application and submitting it to the Office of Pool Administration. This form is available under each program's "Forms and Documentation" section.

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.

Email Security:

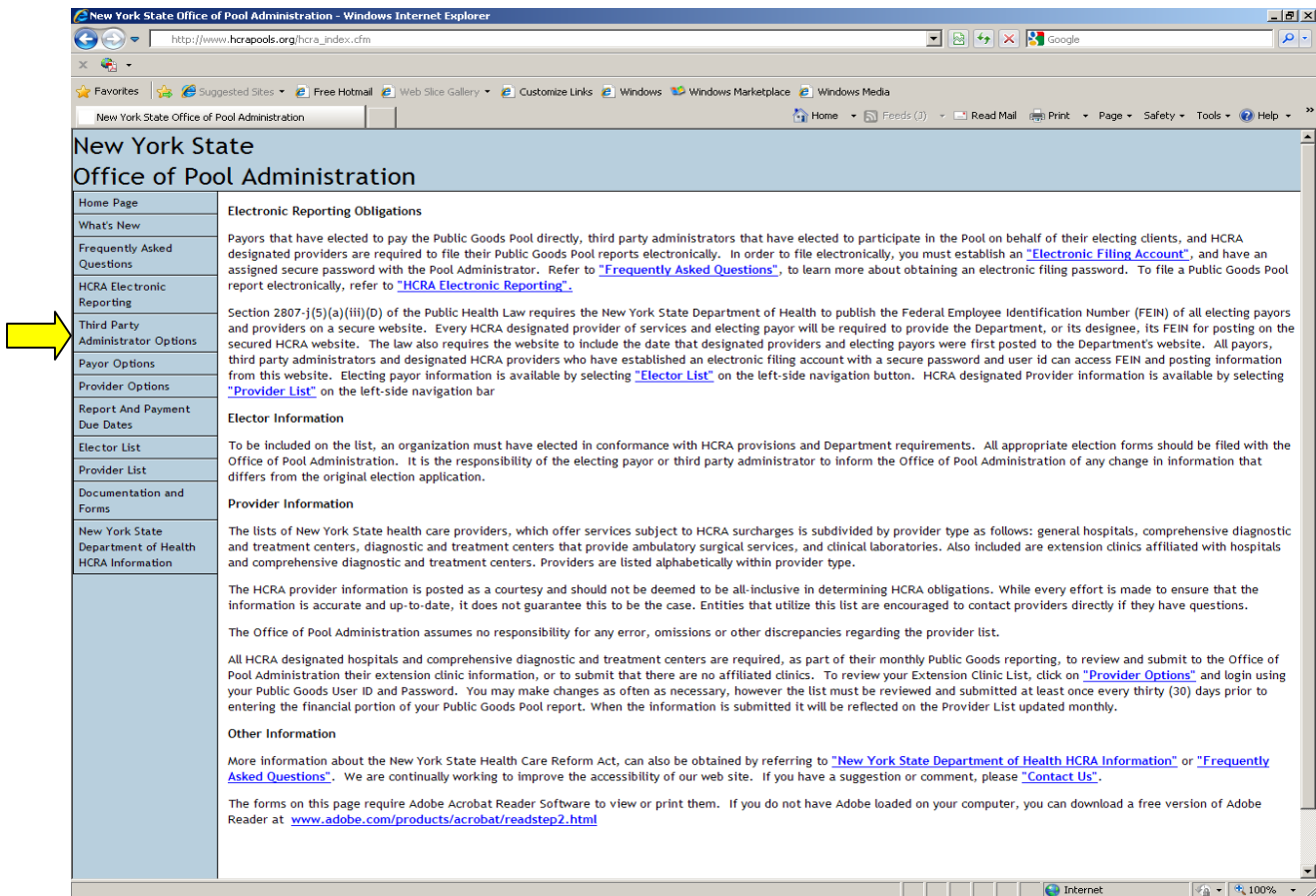
There have been unauthorized email messages claiming to originate from this web site. Emails of this type may include attachments designed to infect the recipient's computer with a virus, worm, Trojan program, etc. Some emails will try to solicit personal or confidential information, such as, credit card information, social security numbers or account number userid and passwords. To assist in providing you with a safer working environment, we have 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.

The links listed on the left side of the screen are used to obtain information about the Health Care Reform Act (HCRA), Cash Receipts Assessment, the Independent Accountant's Report, Email Correspondence, Feedback, Accessibility, 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 displaying the New York State Office of Pool Administration website. The browser's address bar shows the URL http://www.hcrapools.org/hcra_index.cfm. The page title is "New York State Office of Pool Administration". The main content area is titled "New York State Office of Pool Administration" and contains a table with two columns: a left sidebar with navigation links and a main content area with detailed information.

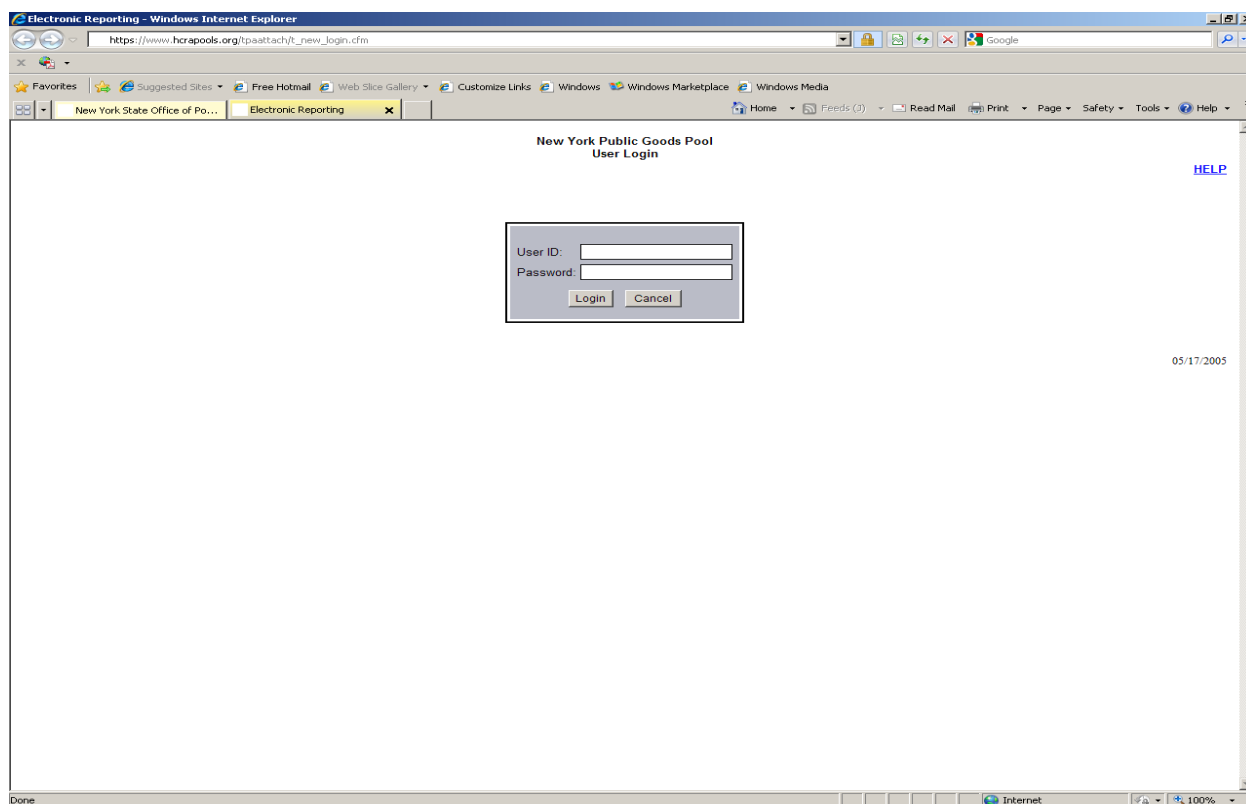
Home Page	Electronic Reporting Obligations
What's New	Payors that have elected to pay the Public Goods Pool directly, third party administrators that have elected to participate in the Pool on behalf of their electing clients, and HCRA designated providers are required to file their Public Goods Pool 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" .
Frequently Asked Questions	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
HCRA Electronic Reporting	Elector Information
Third Party Administrator Options	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.
Payor Options	Provider Information
Provider Options	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.
Report And Payment Due Dates	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.
Elector List	The Office of Pool Administration assumes no responsibility for any error, omissions or other discrepancies regarding the provider list.
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.
Documentation and Forms	Other Information
New York State Department of Health HCRA 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 the HCRA Third Party Administrator Options link to go to the next page.

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 Screen



This screen assures that the user has the proper authority to utilize the Office of Pool Administration's Third Party Administrator Options. This system is intended for Third Party Administrators to enter TPA Status Change (DOH-4403) Addendums on-line.

User ID: Enter the User ID (case sensitive) provided to you by the Office of Pool Administration. This is a required field.

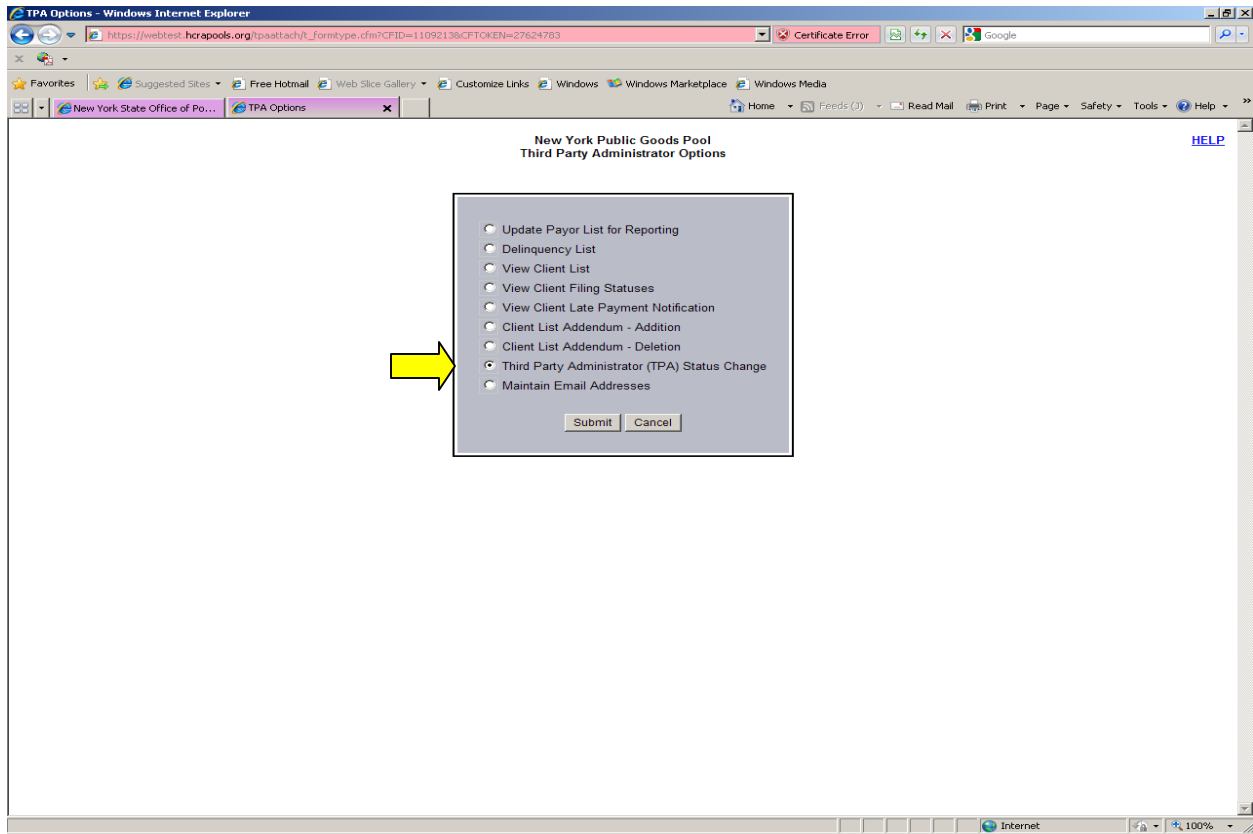
Password: Enter the password (case sensitive) provided to you by the Office of Pool Administration. This is a required field.

Login: Click Login to proceed to the next screen after you have entered your secure User ID and Password.

Cancel: If you have made an error, and wish to exit or start over, click Cancel.

If you have lost your User ID and/or Password, you must contact the Office of Pool Administration in writing to receive a replacement. This request must be made by an individual who has fiduciary responsibility for the company.

Third Party Administrator Options



Choose Third Party Administrator (TPA) Status Change.

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.**

TPA Contact Information

The screenshot shows a web browser window with the following content:

**New York Public Goods Pool
TPA Status Change
Contact Information**

TPA Name : TEST USER - THIRD PARTY ADMINISTRATOR

The electronic Third Party Administrator (TPA) Status Change Application can only be used by the new TPA that will begin reporting for an electing payor. It cannot be used by the TPA that will no longer be reporting for an electing payor. However, the electing payor can submit this form electronically from the "Payor Options" link on the HCRA Main Page.

Contact Name:

Contact Email:
(case sensitive)

Verify Contact Email:
(case sensitive)

Contact Phone: () - - Ext:

Note: If the payor's status has changed to fully insured, do not continue. A payor status change form (DOH-4402) signed by the payor is required. This form is available at "<http://www.nyhealth.gov/nysdoh/hcra/forms.htm>"

This screen prompts for basic contact information. This information is needed if there is a question regarding this submission. With the exception of the phone extension, all fields are required.

Contact Name: Name of person submitting this form. The Office of Pool Administration will contact this person if there is a question concerning this form.

Contact E-Mail: Indicate e-mail address of person submitting this form. Note: This field is case-sensitive.

Verify Contact E-Mail: Re-enter the e-mail address to verify accuracy.

Contact Phone: Telephone number of person submitting this form, including area code and extension.

Submit: Click Submit to continue.

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

Print: Click to print this screen for your records.

Payor Information

The screenshot shows a web browser window titled "Add Payor - Windows Internet Explorer". The address bar contains the URL: https://webtest.hcrapools.org/tpaattach/tpaattach2_5ft_add.dfm?CFID=11092138&CFTOKEN=27624763. The browser shows a "Certificate Error" icon. The page content is as follows:

New York Public Goods Pool
TPA Status Change
Payor Information [HELP](#)

Do not add dashes when entering Federal ID number.

Federal ID:

Start Date:
(MMDDYY)

NOTE: Start date must be the first day of the month.

Enter the Federal Id Number of the payor. Also, enter the start date of the TPA Status Change.

Federal Id: Enter the Federal Id Number of the payor.

Start Date: Enter the start date to the TPA Status Change.

Submit: Click Submit to continue.

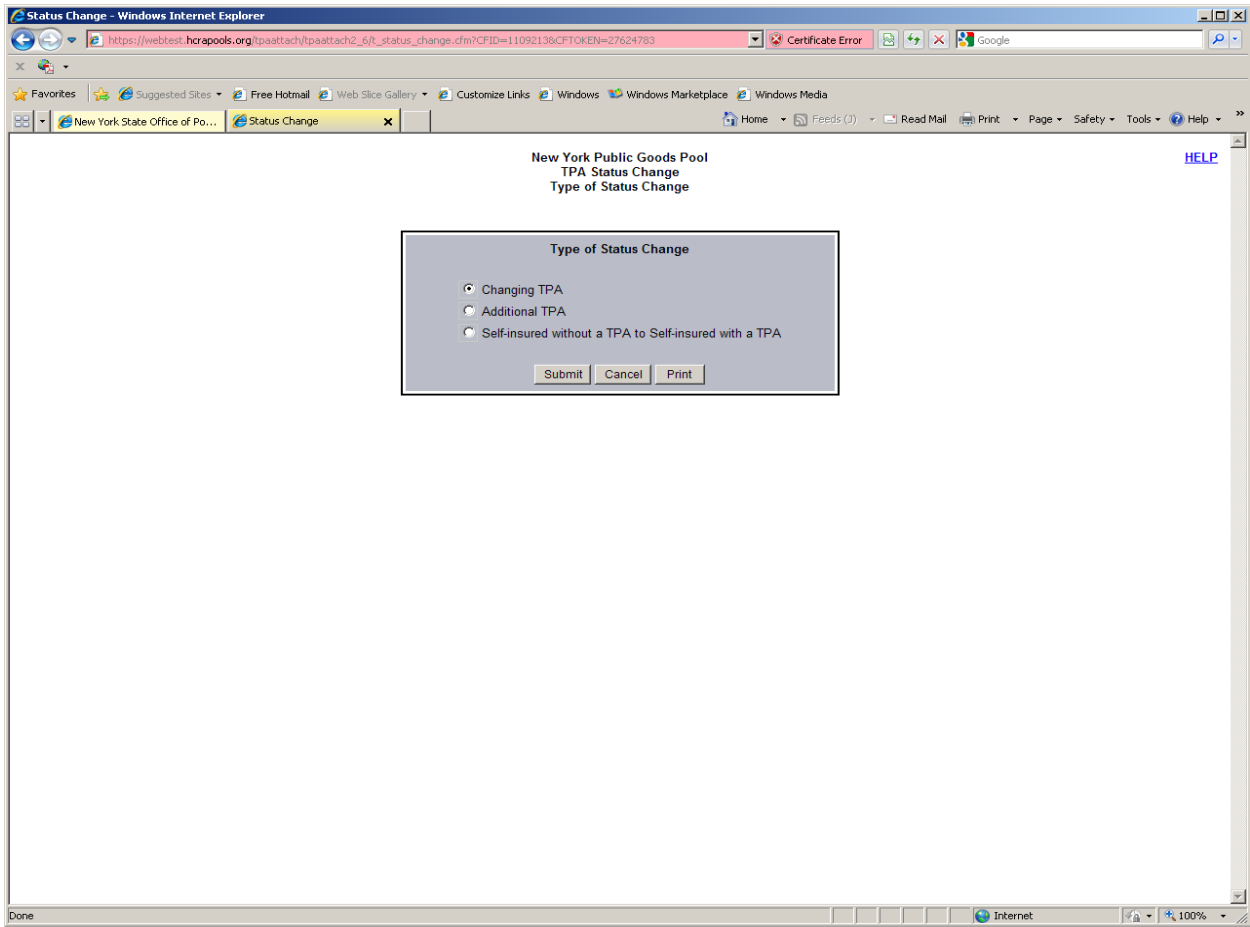
Back: Click Back to return to the previous screen.

Print: Click to print this screen for your records.

Changing a TPA

This section explains the steps involved when changing from one TPA to another.

Changing TPA



Select Changing TPA: Self-insured fund switching to another electing TPA.

Submit: Click Submit to continue.

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

Print: Click to print this screen for your records.

TPA Selection

New York Public Goods Pool
TPA Status Change
TPA Information

Select the TPA from the list provided. Make sure that you select the correct TPA. It is very important that this information is correct. If you are not sure which TPA to select, contact the Office of Pool Administration at (315) 671-3800 prior to completing this TPA Status Change.

	Name	City	State	Zip
<input checked="" type="radio"/>	TPA ONE	HARTFORD	CT	06156
<input type="radio"/>	TPA TWO	HARTFORD	CT	06156

Sort Asc Sort Desc

Submit Back Cancel Print

Select the TPA from the list provided. Make sure that you select the correct TPA. It is very important that this information is correct. If you are not sure which TPA to select, contact the Office of Pool Administration at (315) 671-3800 prior to completing this TPA Status Change.

Sort Asc: This allows you to sort the list in ascending order.

Sort Desc: This allows you to sort the list in descending order.

Submit: Click Submit to continue.

Back: Click Back to return to the previous screen.

Print: Click to print this screen for your records.

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

Adjudication Information

New York Public Goods Pool
TPA Status Change
Adjudication Information

HELP

Select one of the following options concerning the Adjudication date:

- TPA ONE will continue to process claims and file reports for all dates of service prior to the change for a period of one year following the end of the year in which the change in TPA occurred.
- All self-insured claims that TPA ONE was responsible for will be adjudicated effective (MM/DD/YYYY)
- TEST USER - THIRD PARTY ADMINISTRATOR is assuming responsibility for all pending claims and HCRA reporting requirements.

Submit Cancel Print

This screen lists the adjudication options available for completing the TPA status change. Select an option that describes the adjudication agreement for this TPA Status Change.

Option 1: The previous TPA will continue to process claims and file reports for all dates of service prior to the change for a period of one year following the end of the year in which the change in TPA occurred.

Option 2: All self-insured claims with the previous TPA will be adjudicated by the date entered.

Option 3: The new TPA is assuming responsibility for all pending claims and HCRA reporting requirements.

Submit: Click Submit to continue.

Cancel: Click Cancel to cancel all information entered during this session and return to the TPA Options Menu.

Print: Click to print this screen for your records.

TPA Confirmation Information

**New York Public Goods Pool
TPA Status Change
Confirmation Page** [HELP](#)

Changing TPA

Confirmation Number: 32782

Payor Information: [Edit](#)

Payor Name: ABC COMPANY
Address: 1 ABC DRIVE
ANYWHERE NY 11111

Previous TPA: [Edit](#)

Previous TPA: TPA ONE
Address: 151 FARMINGTON AVE MAIL CODE ANB3
HARTFORD CT 06156

New TPA:

New TPA: TEST USER - THIRD PARTY ADMINISTRATOR
Address: MAIN STREET
ANYWHERE NY 11111

Effective date of change: 01-01-2011

Adjudication date: 12-31-2010
TEST USER - THIRD PARTY ADMINISTRATOR is assuming responsibility for all pending claims and HCRA reporting requirements.

If this information is correct, click on the Submit button below. A confirmation number will be generated and an email message will be sent to the email address listed on the contact information screen. If you do not receive an email message, contact the Office of Pool Administration to confirm the completion of this TPA Status Change.

If this information is not correct, click on the "Edit" link next to the section you need to change or click on the "Cancel" button to return you to the home page.

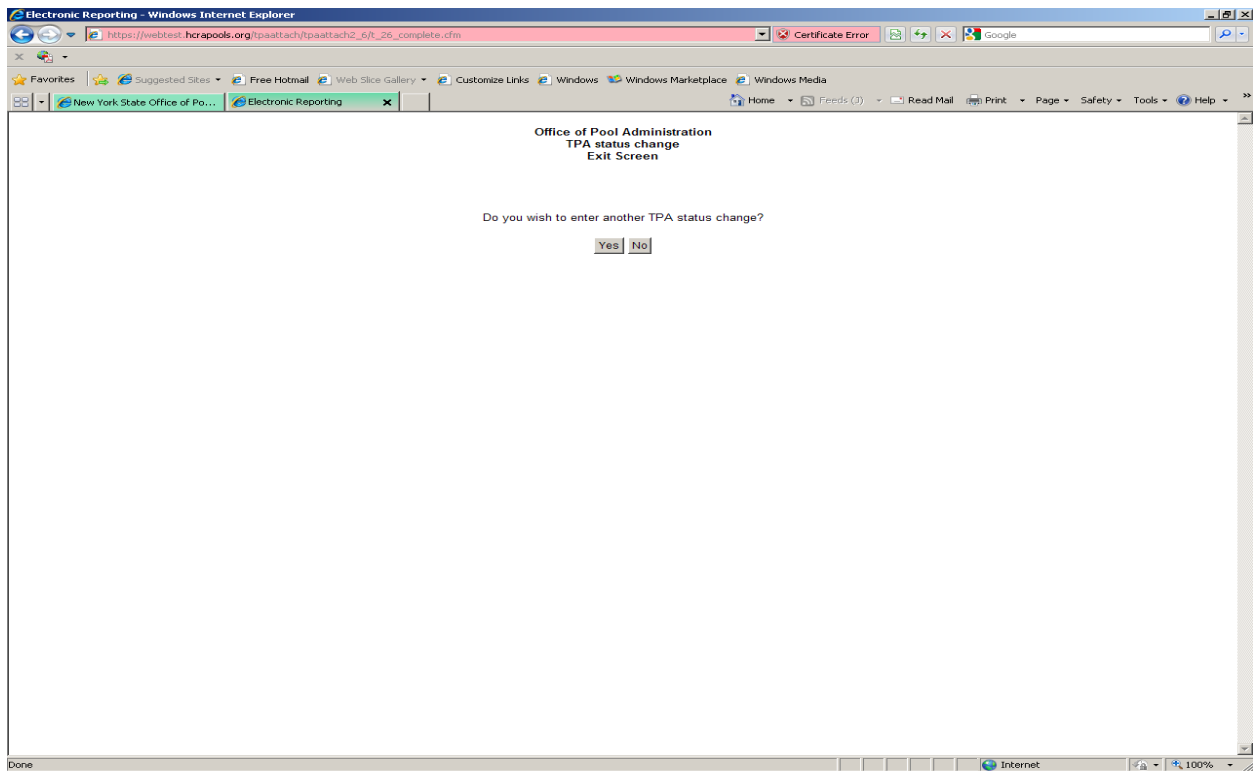
A confirmation number has been generated to allow you to submit an electronic TPA Status Change. The information on the screen should be reviewed for accuracy before submitting to the Office of Pool Administration. To complete the TPA Status Change, you must click on the Submit button. This will send an email confirmation to the email address entered on the contact information page. If you do not receive the confirmation email, contact the Office of Pool Administration to verify that the TPA Status Change was completed.

Submit: Click Submit to complete the TPA Status Change.

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

Print Screen: Click to print this screen for your records.

Exit Screen



This screen asks you if you wish to enter another TPA status change or exit the application.

Yes: Click here if you wish to enter another TPA status change.

No: Click here if you do not want to enter another TPA status change.

Adding a TPA

This section explains the steps involved when adding a TPA.

Additional TPA

The screenshot shows a web browser window titled "Status Change - Windows Internet Explorer". The address bar contains the URL: https://webtest1.hcrapools.org/tpattach/tpattach2_6ft_status_change.cfm?CFID=11092138&CFTOKEN=27624783. A "Certificate Error" icon is visible in the address bar. The browser's Favorites bar shows "New York State Office of Po..." and "Status Change". The main content area displays the following text:

New York Public Goods Pool
TPA Status Change
Type of Status Change

HELP

Type of Status Change

- Changing TPA
- Additional TPA
- Self-insured without a TPA to Self-insured with a TPA

Submit Cancel Print

Done

Select Additional TPA: Self-insured fund adding another electing TPA.

Submit: Click Submit to continue.

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

Print: Click to print this screen for your records.

TPA Confirmation Information

**New York Public Goods Pool
TPA Status Change
Confirmation Page** [HELP](#)

Additional TPA	
Confirmation Number:	32862
Payor Information:	Edit
Payor Name:	ABC COMPANY
Address:	1 ABC DRIVE ANYWHERE NY 11111
Effective date:	01/01/2011
New TPA:	
New TPA:	TEST USER - THIRD PARTY ADMINISTRATOR
Address:	MAIN STREET ANYWHERE NY 11111

If this information is correct, click on the Submit button below. A confirmation number will be generated and an email message will be sent to the email address listed on the contact information screen. If you do not receive an email message, contact the Office of Pool Administration to confirm the completion of this TPA Status Change.

If this information is not correct, click on the "Edit" link next to the section you need to change or click on the "Cancel" button to return you to the home page.

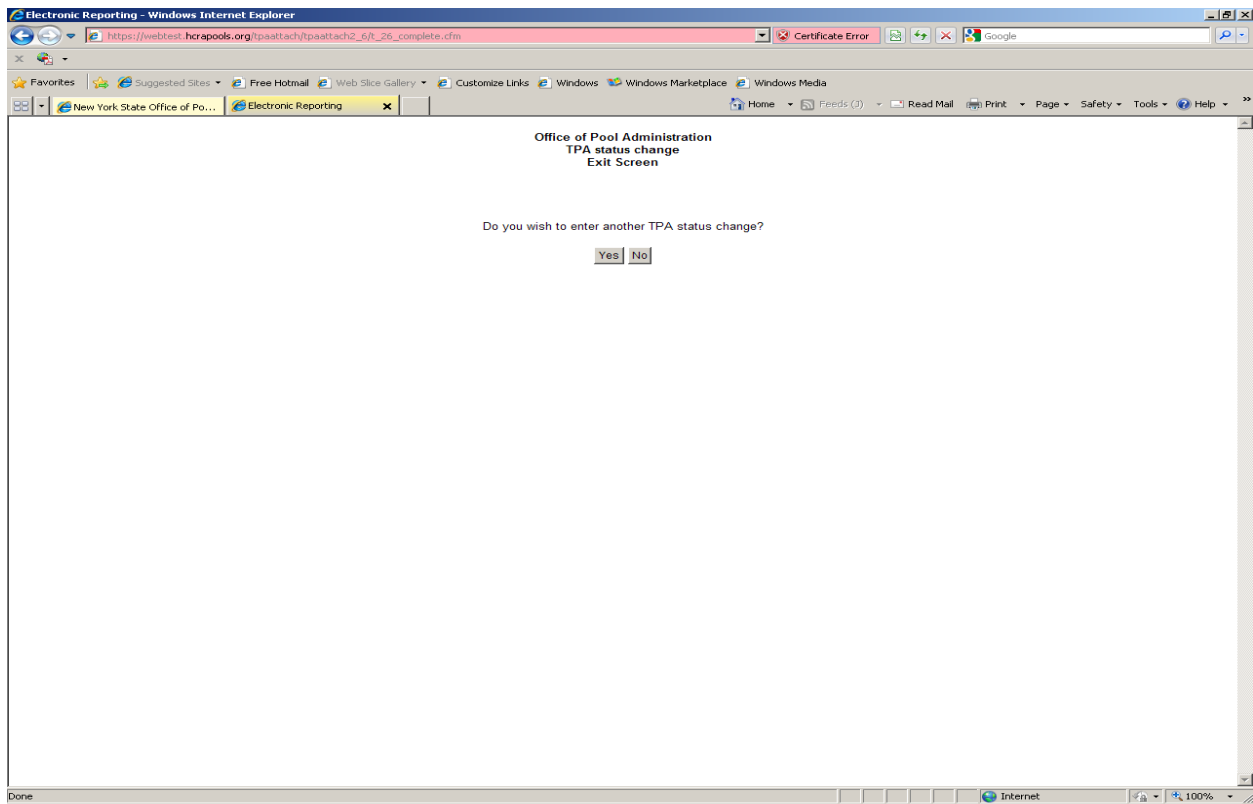
A confirmation number has been generated to allow you to submit an electronic TPA Status Change. The information on the screen should be reviewed for accuracy before submitting to the Office of Pool Administration. To complete the TPA Status Change, you must click on the Submit button. This will send an email confirmation to the email address entered on the contact information page. If you do not receive the confirmation email, contact the Office of Pool Administration to verify that the TPA Status Change was completed.

Submit: Click Submit to complete the TPA Status Change.

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

Print Screen: Click to print this screen for your records.

Exit Screen



This screen asks you if you wish to enter another TPA status change or exit the application.

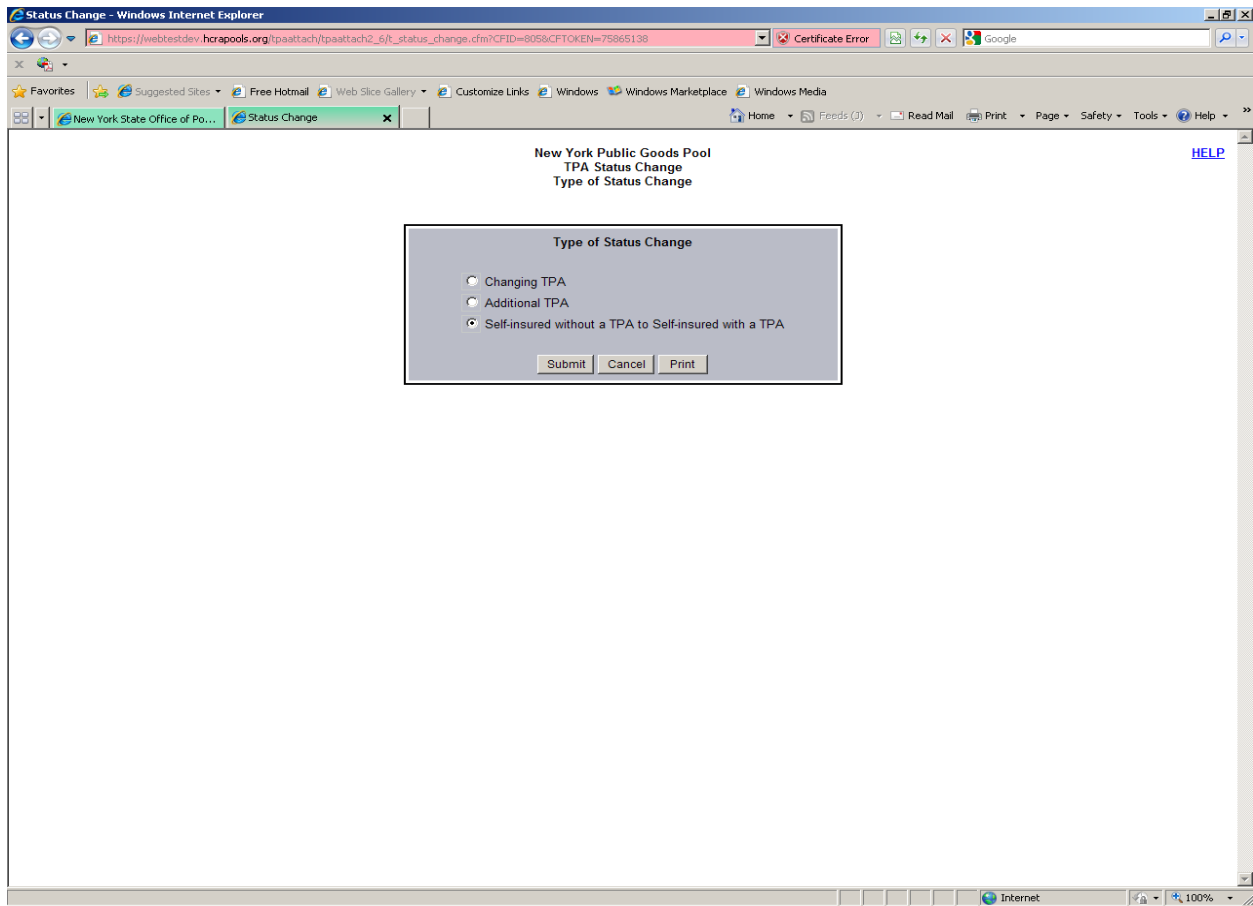
Yes: Click here if you wish to enter another TPA status change.

No: Click here if you do not want to enter another TPA status change.

Self-Insured without a TPA to Self-Insured with a TPA

**This section explains the steps involved when going from
Self-Insured without a TPA to Self-Insured with a TPA**

Self-insured without a TPA to Self-insured with a TPA



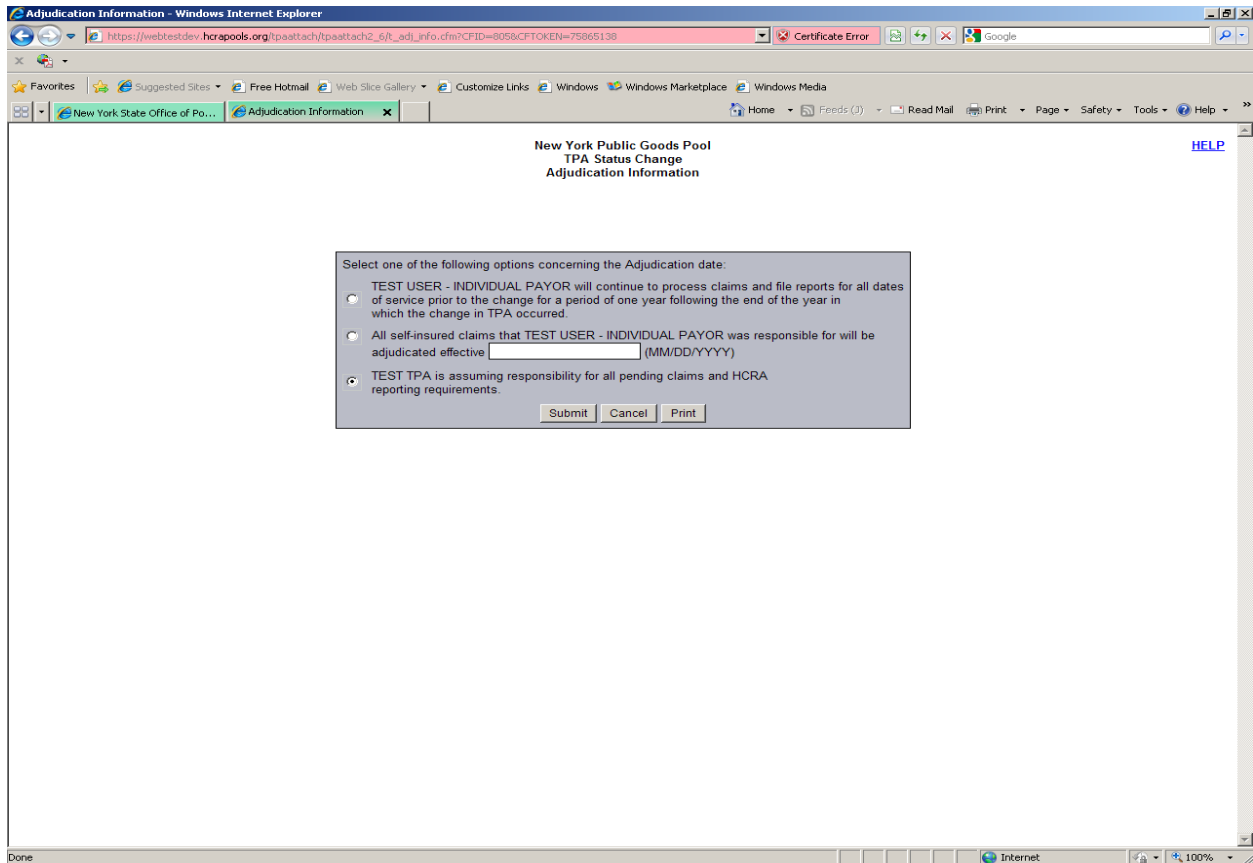
Select Self-insured without a TPA to Self-insured with a TPA: Self-insured fund utilizing a non-electing TPA or reporting on their own behalf switching to an electing TPA.

Submit: Click Submit to continue.

Cancel: Click Cancel to cancel all information entered during this session and return to the TPA Options Menu.

Print: Click to print this screen for your records.

Adjudication Information



This screen lists the adjudication options available for completing the TPA status change. Select an option that describes the adjudication agreement for this TPA Status Change.

Option 1: The previous TPA will continue to process claims and file reports for all dates of service prior to the change for a period of one year following the end of the year in which the change in TPA occurred.

Option 2: All self-insured claims with the previous TPA will be adjudicated by the date entered.

Option 3: The new TPA is assuming responsibility for all pending claims and HCRA reporting requirements.

Submit: Click Submit to continue.

Cancel: Click Cancel to cancel all information entered during this session and return to the TPA Options Menu.

Print: Click to print this screen for your records.

TPA Confirmation Information

Confirmation Page - Windows Internet Explorer
https://webtestdev.horapools.org/tpattach/tpattach2_6/verify_change.cfm?CFID=805&CFTOKEN=75865138
Certificate Error
Google

New York Public Goods Pool
TPA Status Change
Confirmation Page [HELP](#)

	Self-Insured without a TPA to Self-Insured with a TPA
Confirmation Number:	3142
Payor Information:	Edit
Payor Name:	TEST USER - INDIVIDUAL PAYOR
Address:	MAIN STREET ANYWHERE
Payor Information:	
Payor Name:	TEST USER - INDIVIDUAL PAYOR
Address:	MAIN STREET ANYWHERE
New TPA:	
New TPA:	TEST TPA
Address:	12345 TEST STREET ADDRESS ANY CITY NY 123456789
Effective date of change:	01-01-2011
Adjudication date:	12-31-2010
	TEST TPA is assuming responsibility for all pending claims and HCRA reporting requirements.

If this information is correct, click on the Submit button below. A confirmation number will be generated and an email message will be sent to the email address listed on the contact information screen. If you do not receive an email message, contact the Office of Pool Administration to confirm the completion of this TPA Status Change.

If this information is not correct, click on the "Edit" link next to the section you need to change or click on the "Cancel" button to return you to the home page.

A confirmation number has been generated to allow you to submit an electronic TPA Status Change. The information on the screen should be reviewed for accuracy before submitting to the Office of Pool Administration. To complete the TPA Status Change, you must click on the Submit button. This will send an email confirmation to the email address entered on the contact information page. If you do not receive the confirmation email, contact the Office of Pool Administration to verify that the TPA Status Change was completed.

Submit: Click Submit to complete the TPA Status Change.

Cancel: Click Cancel to cancel all information entered during this session and return to the TPA Options Menu.

Print Screen: Click to print this screen for your records.