

# TPA Delinquency On Demand

## Instruction Manual

# New York State Office of Pool Administration Home Page

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/". The page content is as follows:

## New York State Office of Pool Administration

Health Care Reform Act (HCRA)	In accordance with the provisions of Article 28 of the Public Health Law (PHL), the Commissioner of Health has contracted with Excellus Health Plan, Inc. 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.
Cash Receipts Assessment	
BDCC Independent Accountant's Report	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.
Email Correspondence	<b>IMPORTANT NOTICE TO ALL PAYORS, TPAs, and PROVIDERS</b>
Feedback	
Privacy Policy	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.
Contact Us	<p>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 <a href="#">DOH-4264 - Electronic Filing Userid Application</a> and submitting it to the Office of Pool Administration.</p> <p>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.</p> <p>For more information about these programs, please click on the appropriate link to the left.</p>

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), 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 with the address bar displaying [http://www.hcrapools.org/hcra\\_index.cfm](http://www.hcrapools.org/hcra_index.cfm). The page title is "New York State Office of Pool Administration". The main content area is a table with a left-hand navigation menu and a right-hand content area.

New York State Office of Pool Administration	
Home Page	<b>Electronic Reporting Obligations</b>
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 <a href="#">"Electronic Filing Account"</a> , and have an assigned secure password with the Pool Administrator. Refer to <a href="#">"Frequently Asked Questions"</a> , to learn more about obtaining an electronic filing password. To file a Public Goods Pool report electronically, refer to <a href="#">"HCRA Electronic Reporting"</a> .
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 <a href="#">"Elector List"</a> on the left-side navigation button. HCRA designated Provider information is available by selecting <a href="#">"Provider List"</a> on the left-side navigation bar.
Payor Options	
Provider Options	
Report And Payment Due Dates	<b>Elector Information</b>
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	<b>Provider Information</b>
Documentation and Forms	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.
New York State Department of Health HCRA Information	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 <a href="#">"Provider Options"</a> 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.
	<b>Other Information</b>
	More information about the New York State Health Care Reform Act, can also be obtained by referring to <a href="#">"New York State Department of Health HCRA Information"</a> or <a href="#">"Frequently Asked Questions"</a> . We are continually working to improve the accessibility of our web site. If you have a suggestion or comment, please <a href="#">"Contact Us"</a> .
	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 <a href="http://www.adobe.com/products/acrobat/readstep2.html">www.adobe.com/products/acrobat/readstep2.html</a>

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 "Third Party Administrator 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 displays "https://www.hcrapools.org/tpaattach/t\_new\_login.cfm". The page content includes the title "New York Public Goods Pool User Login", a "HELP" link, a login form with "User ID: TEST" and "Password: \*\*\*\*\*", "Login" and "Cancel" buttons, and the date "05/17/2005".

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 Addendums on-line. Currently, Third Party Administrators can enter Client List Addendums. They can also view their Client List and Request/View their delinquencies.

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

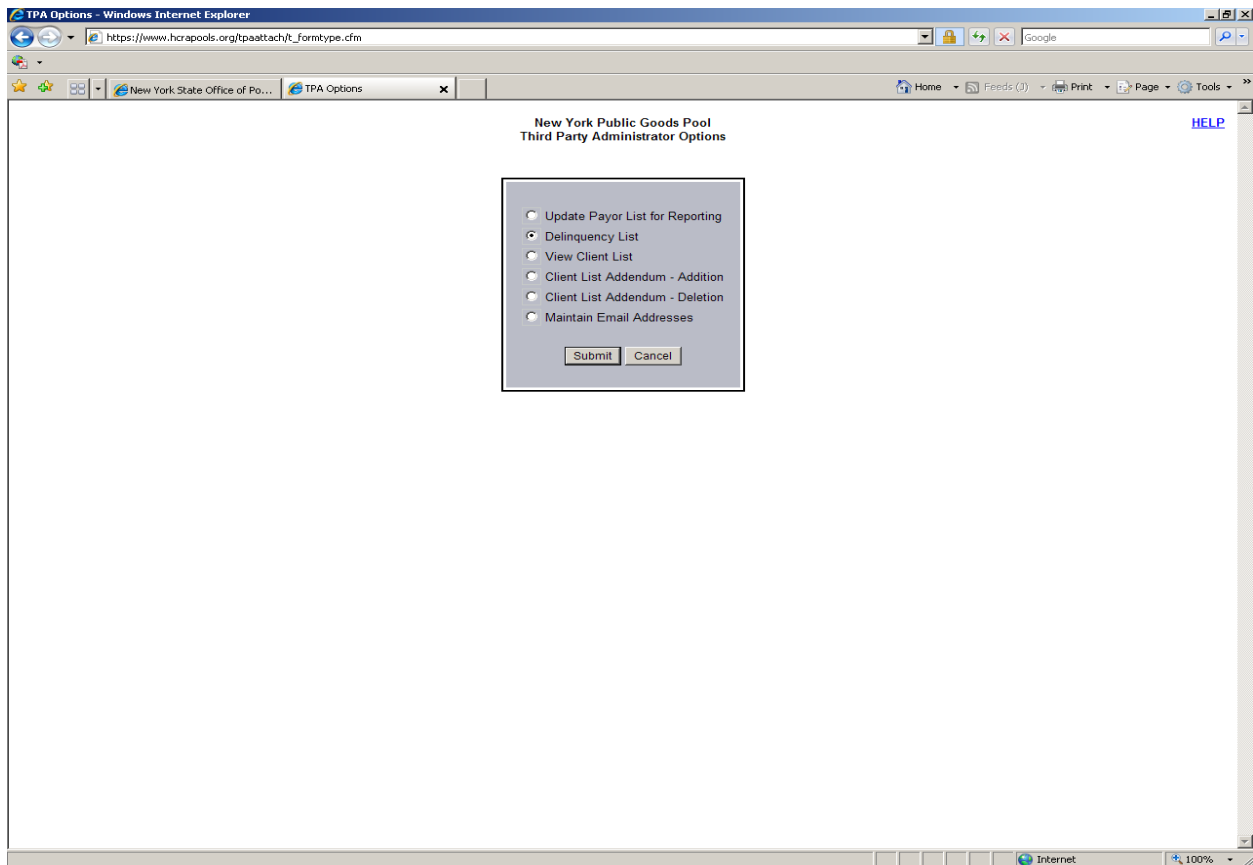
**Password:** Enter the password (case sensitive) provided to you by the Office of Pool Administration. This is a required field.

**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 with the payor or provider.

## Choose an Action

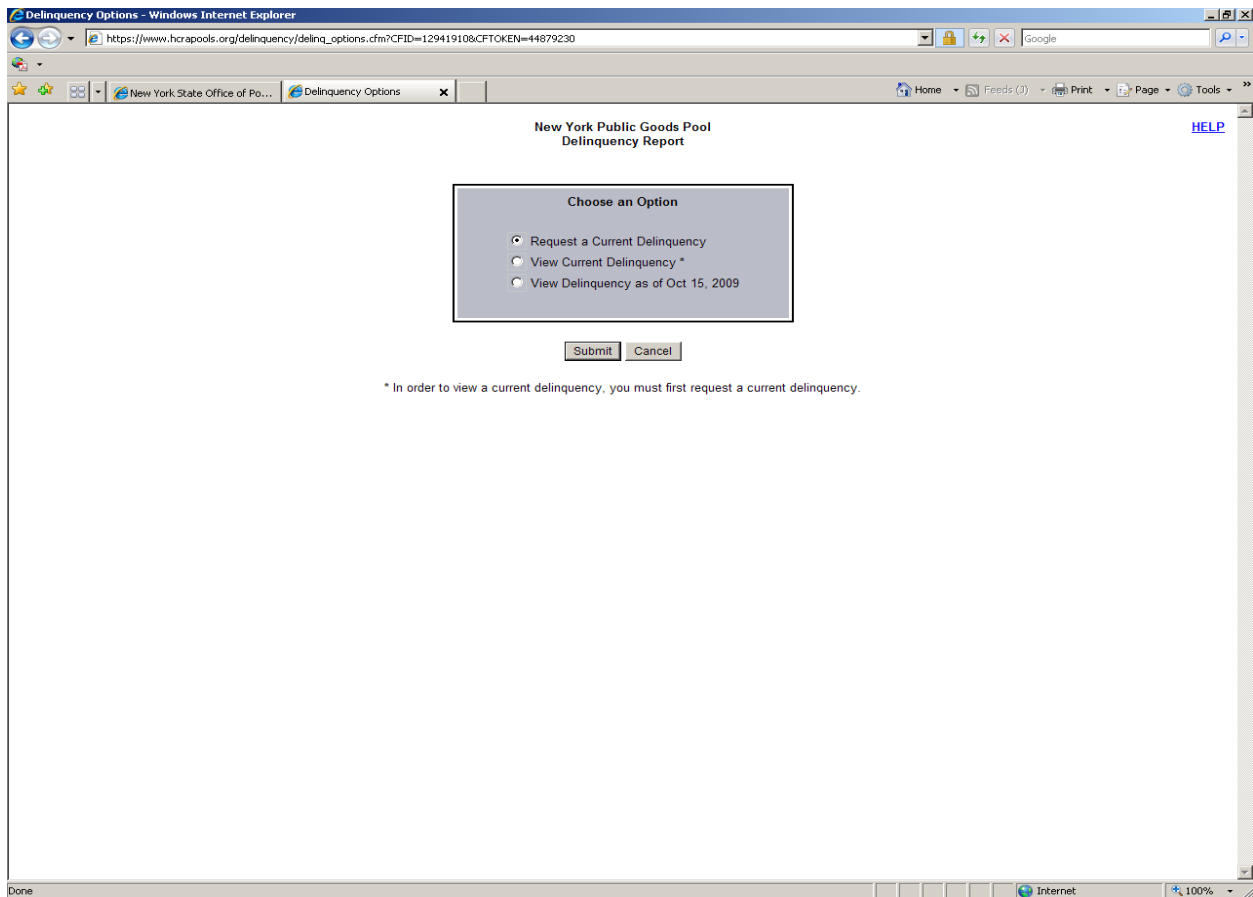


Choose the option "Delinquency List".

**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.**

## 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](https://www.hcrapools.org/delinquency/delinq_options.cfm?CFID=129419108&CFTOKEN=44879230). The browser has two tabs: "New York State Office of Po..." and "Delinquency Options". The main content area displays the "New York Public Goods Pool Delinquency Report" with a "HELP" link in the top right corner. A central dialog box titled "Choose an Option" contains three radio button options: "Request a Current Delinquency" (which is selected), "View Current Delinquency \*", and "View Delinquency as of Oct 15, 2009". 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 "Done" and "Internet" with a zoom level of 100%.

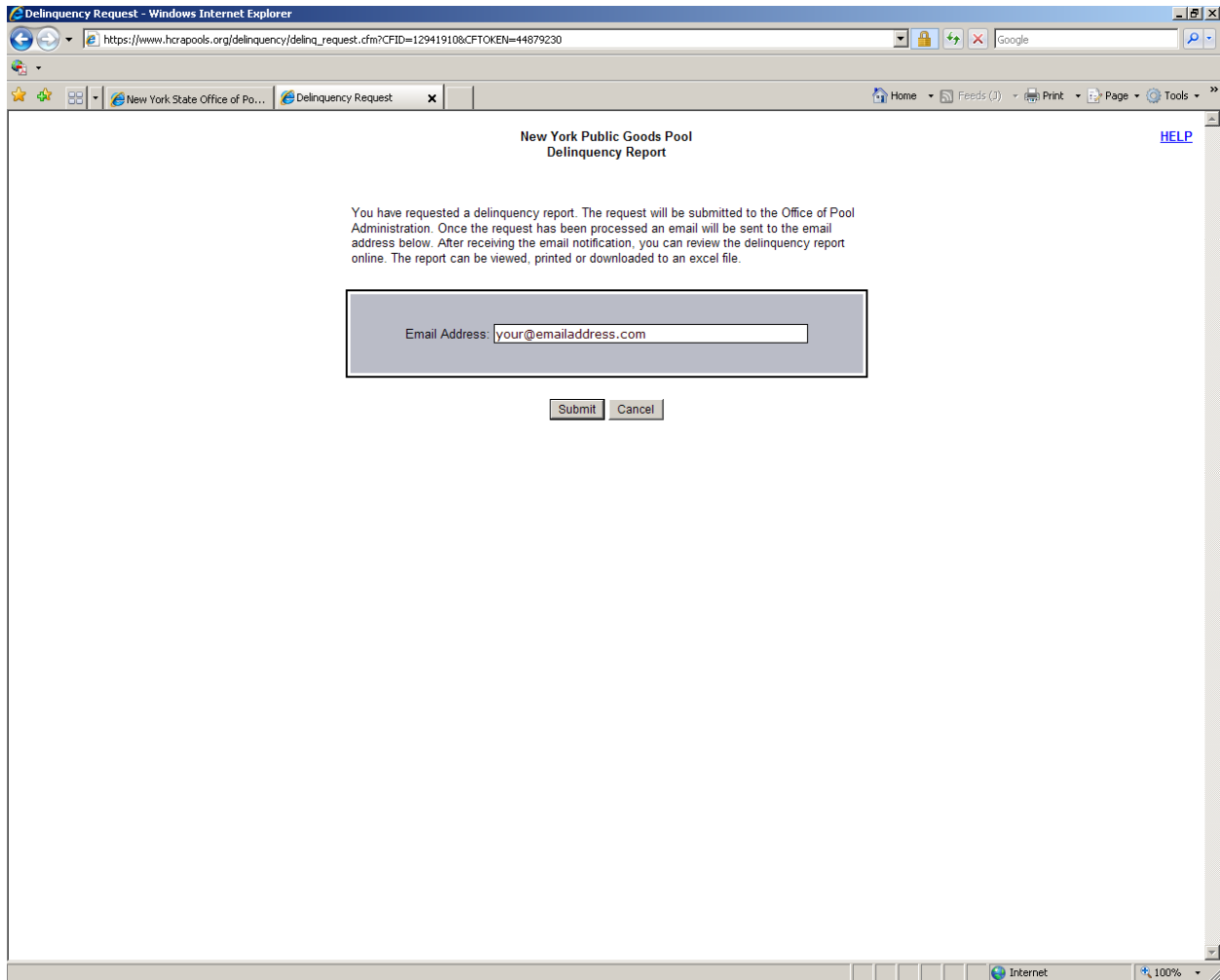
You may choose one of the following available options:

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



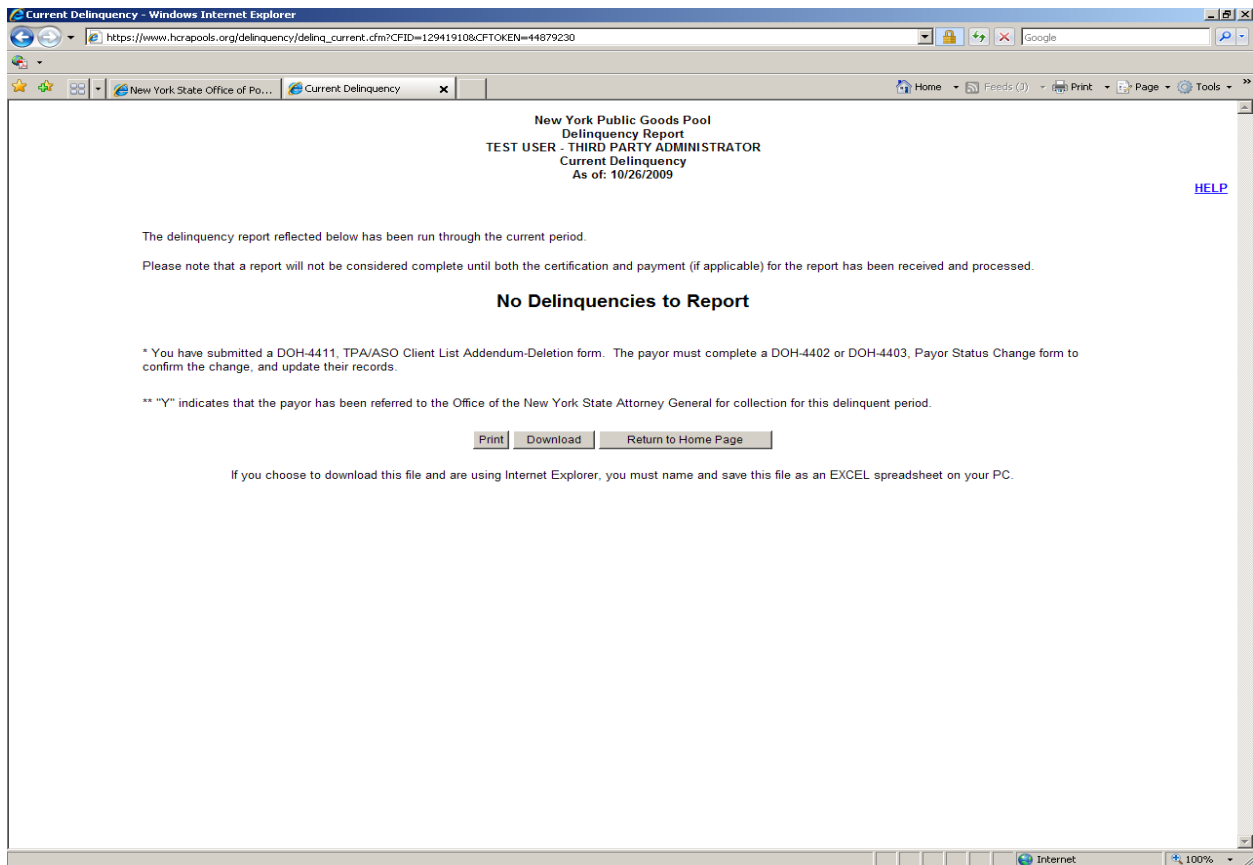
The screenshot shows a web browser window titled "Delinquency Request - Windows Internet Explorer". The address bar contains the URL "https://www.hcrapools.org/delinquency/delinq\_request.cfm?CFID=12941910&CFTOKEN=44879230". The browser has two tabs: "New York State Office of Po..." and "Delinquency 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%".

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



This screen allows a Third Party Administrator to view their 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 TPA  
Mailed Delinquency  
As of: 10/15/2009

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- AUGUST 2009

Payor Federal ID	Loc	Payor Name	Pool Year	Report Month/Year	Note *	Referral **
123456789	1	TEST PAYOR	2004	Jul 2005	Y	Y

COVERED LIVES SUPPLEMENTAL OCTOBER 2008- AUGUST 2009

Payor Federal ID	Loc	Payor Name	Pool Year	Report Month	Note *	Referral **
123456789	1	TEST PAYOR	2008	October	Y	Y
123456789	1	TEST PAYOR	2008	November	Y	

\* You have submitted a DOH-4411, TPA/ASO Client List Addendum-Deletion form. The payor must complete a DOH-4402 or DOH-4403, Payor Status Change form to confirm the change, and update their records.

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

[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 "Third Party Administrator Options"
- 4) Log on using your TPA 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.