

TPA 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/index.cfm>. 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
- BDCI Independent Accountant's Report
- Email Correspondence
- Privacy Policy
- 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 user id 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) 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

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 blue header and a light blue sidebar.

New York State Office of Pool Administration	
Home Page	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" .
What's New	
Frequently Asked Questions	
HCRA Electronic Reporting	To see if you are a qualified electing payor, we've posted the "Elector List" , an alphabetical list of organizations that have voluntarily elected to make public good payments directly to the Department of Health's Pool Administrator. To be included on the list, an organization must have elected in conformance with HCRA provisions and Department requirements. This list is updated monthly.
Third Party Administrator Options	To see if you are a HCRA designated provider, we've posted the "Provider List" , a list of New York State health care providers, which offer services subject to HCRA surcharges. The list 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. This list is updated monthly.
Payor Options	
Provider Options	
Report And Payment Due Dates	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.
New York State Department of Health Elector List	
New York State Department of Health Provider List	We are continually working to improve the accessibility of our web site. If you have a suggestion or comment, please "Contact Us" .
Documentation and Forms	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" .
New York State Department of Health HCRA Information	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 "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 contains 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" with the text "TTSTUSER" and "Password" with masked characters "*****". Below these fields are two buttons: "Login" and "Cancel". In the top right corner of the page, there is a blue "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%".

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
Excelsus 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.

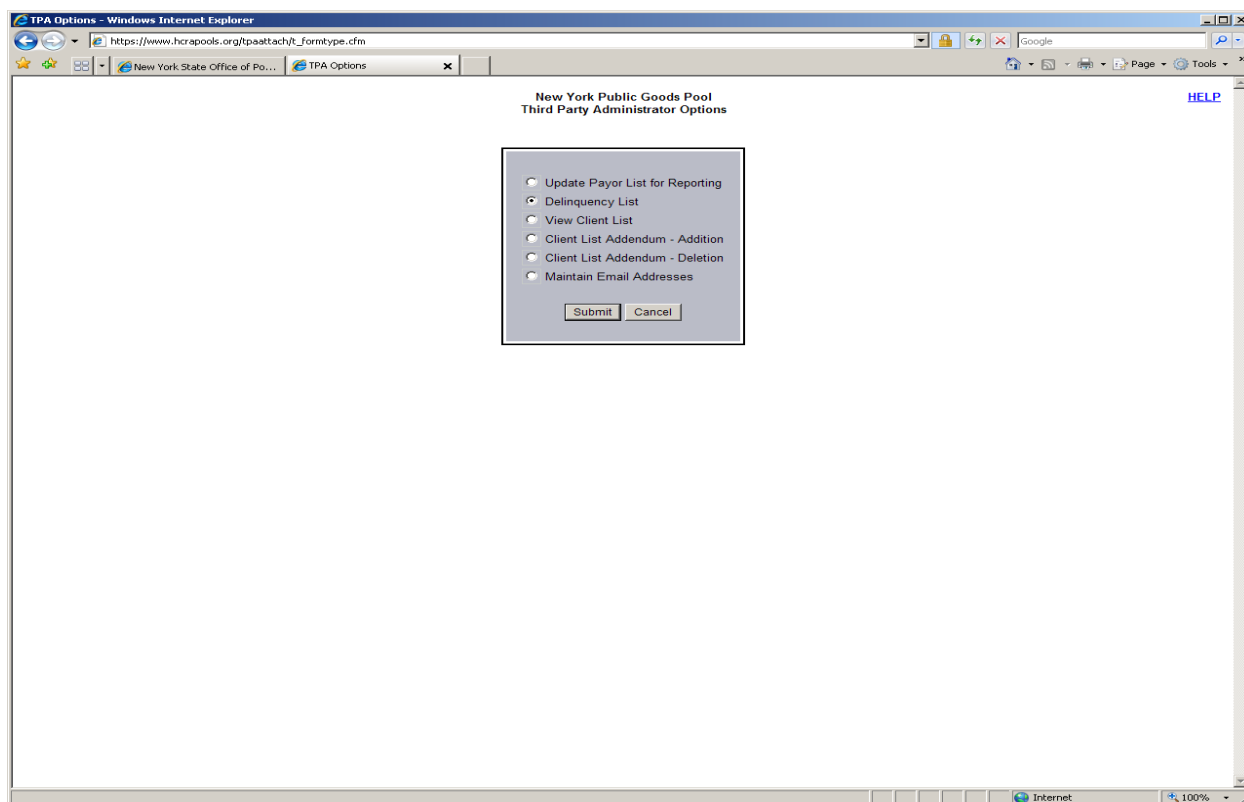
Password: Enter the Password provided to you by the Office of Pool Administration. This is a required field.

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

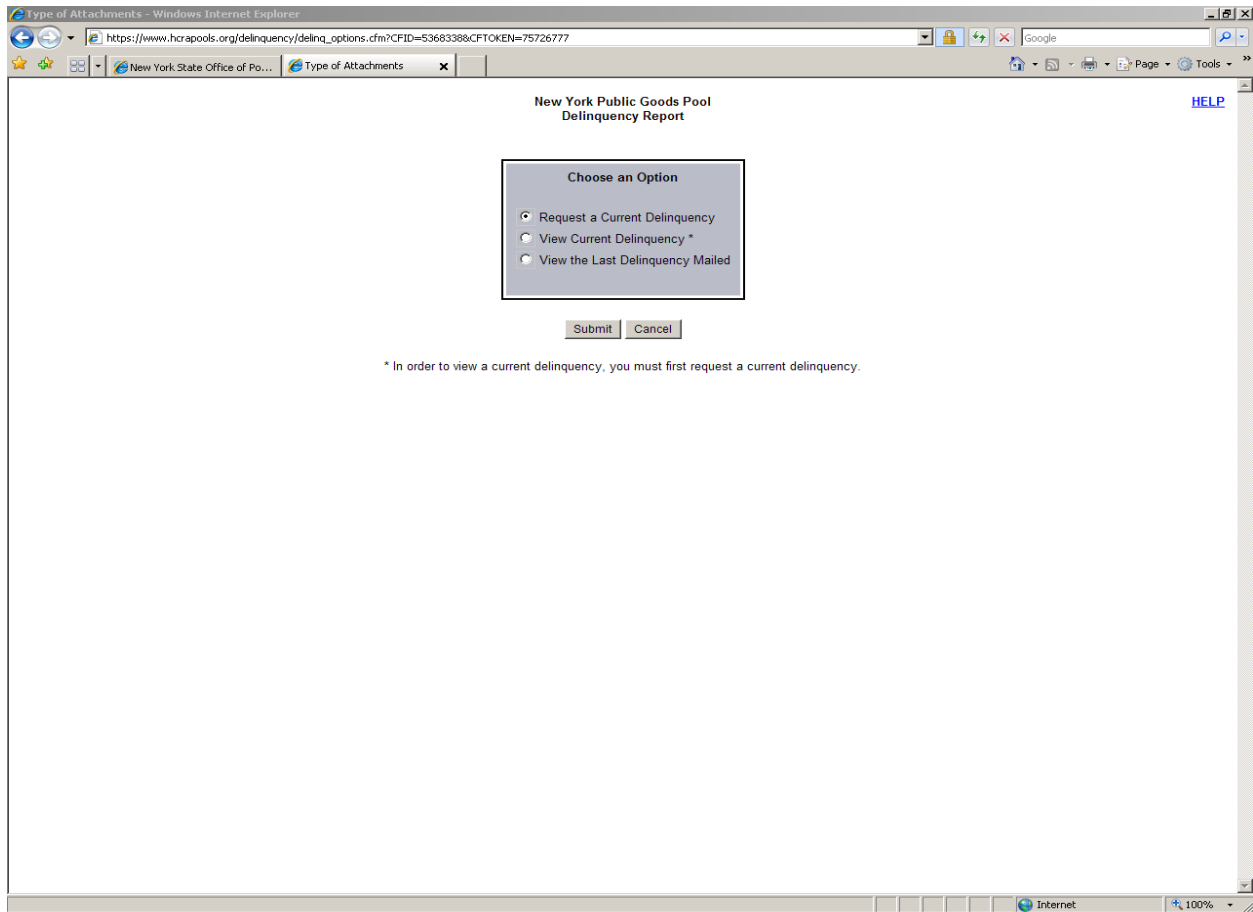
This screen asks you to choose one of the following: update payor list for reporting, request a delinquency list, view your client list, submit a client list addition, submit a client list deletion, or maintain email addresses.

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 following content:

- Browser title: Type of Attachments - Windows Internet Explorer
- Address bar: https://www.hcrapools.org/delinquency/delinq_options.cfm?CFID=5368338&CFTOKEN=75726777
- Page title: New York Public Goods Pool Delinquency Report
- Page content:
 - Section header: Choose an Option
 - Radio button options:
 - Request a Current Delinquency
 - View Current Delinquency *
 - View the Last Delinquency Mailed
 - Buttons: Submit, Cancel
 - Footnote: * In order to view a current delinquency, you must first request a current delinquency.
- Page footer: HELP

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.

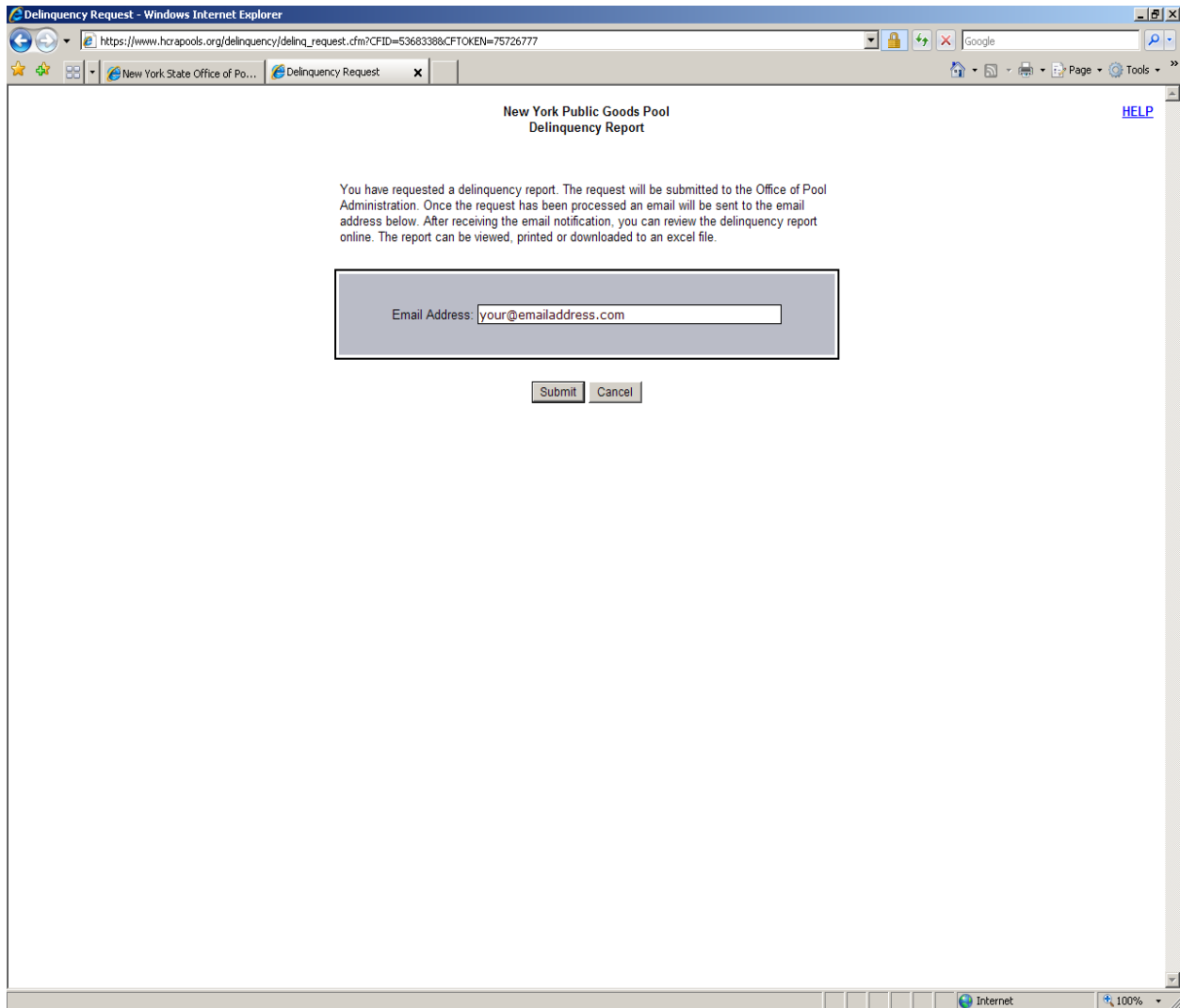
View the Last Delinquency Mailed: Click here to view the last delinquency mailed.

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.cfm?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: June 2007
Current Delinquency
Run Date: 08/08/2007

[HELP](#)

The delinquency report reflected below has been run through the current period.

Please note that a report will not be considered complete until both the certification and payment (if applicable) for the report has been received and processed.

No Delinquencies to Report

Payor Federal ID	Loc	Payor Name	Pool Year	Report Month/Year	Note*
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* You have submitted a form to delete this payor from your client list (DOH-4411). The payor must complete a status change form (DOH-4402 or DOH-4403) to 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.

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 "Third Party Administrator Options"
- 4) Log on using your TPA 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
TEST TPA - 3
Through Report Month: May 2006
Mailed Delinquency
Run Date: 06/21/2006

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.

Payor Federal ID	Log	Payor Name	Pool Year	Report Month/Year	Note *
111111111	1	ABC COMPANY	2005	Jan 2006	Y
111111111	1	ABC COMPANY	2005	Jan 2006	Y
111111111	1	ABC COMPANY	2005	Feb 2006	Y
111111111	1	ABC COMPANY	2005	Feb 2006	Y
111111111	2	NBC COMPANY	2004	2005	
111111111	2	NBC COMPANY	2005	2005	

* You have submitted a form to delete this payor from your client list (DOH-4411). The payor must complete a status change form (DOH-4402 or DOH-4403) to 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
- 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.