

## ***HCSIS Frequently Ask Questions***

### [What is Mental Retardation Quality Management Reporting \[HCSIS\]?](#)

This application is designed to be the primary quality management and health care reporting system for the Department of Mental Retardation. This system captures information related to Incident Management [Incidents, Restraints, and Medication Occurrences], Health Care Records, Investigations, Death Reporting and National Core Indicators.

### **VG/HCSIS Login**

#### [How do I obtain a HCSIS user login?](#)

For Providers, contact the VG Access Admin/Local HCSIS Administrator for your Agency. This individual will complete the HCSIS User Request Form (URF) and submit it to the DMR Help Desk.

New accounts for new DMR employees are handled by the local HR representative and/or their Supervisor. Existing DMR employees should contact their Supervisor to initiate access to HCSIS. In both cases the HCSIS URF is sent to the DMR Help Desk for processing.

#### [I forgot my password, how do I recover it?](#)

Password resets for HCSIS are handled by the Virtual Gateway. Please contact:

Virtual Gateway Customer Service  
Monday through Friday, 8:30 am to 5 pm

800-421-0938 (Voice)  
617-988-3301 (TTY for the deaf and hard of hearing)

It is possible to submit a request for password reset by selecting the 'forgot password' hyperlink on the Gateway portal web page.

In either case, you must have the four-digit PIN that was established when your account was setup.

For Provider accounts, please contact your local VG\local HCSIS access Administrator to retrieve your four-digit PIN.

For DMR accounts, please contact the DMR Help Desk to retrieve the four-digit PIN.

### [A User's name is spelled wrong, how can it be changed?](#)

A HCSIS URF form should be filled out and sent to the DMR Help Desk for correction. THE URF form allows for additions and deletions.

### [What are Scopes and Roles in HCSIS?](#)

Each user in HCSIS is assigned a Scope and at least one role. A user's Scope represents the data that the user has access to. Scope types are Commonwealth, Region, Area Office, Providers, SC Entity and Investigations.

Roles represent what a user can do with the data they have access to and are linked to Scope types.

### [What is the Default User \[for User Creation\] role?](#)

Each scope has a Default User Role that was designed to be the initial role used when creating a new user, but the business process was changed allowing DMR to select the actual user roles at the time of User Creation.

Ultimately, this role will remove all access to any screen functionality. The user will see all menus, but clicking any 3rd level menus will result in a No Access type message.

### [What do I do when an employee is terminated from employment from my Agency?](#)

Any employee terminated from employment for any reason must have their role changed in HCSIS to Provider/State Default User (for User Creation). This can be done by the VG Access Admin/Local HCSIS administrator.

Secondly, a delete request [HCSIS URF form] should be sent to the DMR Help Desk by the local HCSIS administrator requesting that the user be removed from HCSIS.

### [I'm having difficulty viewing all our users and their privileges.](#)

[I went to Admin>User Admin>Privileges... Where can I find the instructions to generate the list of Users and privileges?](#)

As the local HCSIS Admin, the report available to you is under Reports Inbox: Select

### **Administrative Security**

#### Administrative Analysis Report By User

However this report runs overnight and will be available on the next day.

Secondly, you can search by Admin/User Administration/Privileges. This will provide you will a list of all the users under your agency by which you can modify the users one by one. Further, in the User Search Criteria dialogue box, there are different options to use for displaying information for your users. Please review each option to see which option best suits your needs.

### [How can I have Roles modified in HCSIS?](#)

For Providers, contact your agency's VG Access Admin/Local HCSIS Administrator. This person has the ability to modify Roles.

DMR employees should contact their Supervisor to initiate Role changes to HCSIS. In turn, the Supervisor can submit a HCSIS User request form to the DMR Help Desk.

### [I need access to HCSIS in multiple Area Offices, for example, in both the Berkshire and Metro North Area Offices – how can I get this access?](#)

The user would need two User IDs – one for Berkshire and one for Metro North. For any questions of this type, please contact the DMR Help Desk.

### [I am a Service Coordinator \[SC\] and I do not see my entire caseload, what is wrong?](#)

The caseload is not mapped correctly in MEDITECH OR the SC User's MEDITECH ID in HCSIS is incorrect OR the SC was created in HCSIS after caseload information existed in MEDITECH. Please address this issue with the DMR Help Desk for resolution.

### [What is Enhanced Security?](#)

Enhanced Security makes it possible for Providers to limit the amount of information a HCSIS user can see. A person with the IM supervisor role can "see" every consumer agency-wide; enhanced security can provide the provider with the ability to limit access to just a certain group of consumers. For example, using enhanced security, a user with the IM supervisor role can be limited to a particular residence or group of residences. The provider is able to 'turn-on' or 'turn-off' locations and consumer visibility to staff; consumer confidentiality is ensured by only allowing staff limited access to consumer records in HCSIS.

### [How do I obtain HCSIS Training materials and Quick Guides?](#)

Training materials and quick guides can be accessed through the HCSIS home page. Under the [Bulletins](#) look for the sentence - Access the HCSIS Training Materials and Quick Guides [here](#) – and click on the word; ‘here’ is a hyperlink that will take the user to the training materials and quick guides.

### [What are Quick Guides?](#)

Quick guides are brief, concise reference guides using pictures of the screens that the user would need to see in order to complete the recording/reporting of an event.

### [How can I obtain HCSIS Training?](#)

The requester can directly contact Valarie Oresto, Director of Training, via email ([valarie.oresto@state.ma.us](mailto:valarie.oresto@state.ma.us)) or by phone on 617-624-7730. DMR employees, can enroll online via PACE.