



Investigations Read Only Quick Guide

This document is meant for use by the following roles: Area Office Investigations Read Only, Human Services Coordinator, and Human Services Coordinator Supervisor.

Viewing Documents from the Switchboard

The following documents can be opened in read only mode from the switchboard:

- Action Plan/Resolution
- Administrative Review (Area Office Investigations Read Only)
- Appeal Information
- Facility Complaint Review Form (Human Svcs Coordinator Supervisor)
- Investigator Title 19 Form (Area Office Investigations Read Only)

Screen Name: Switchboard

Steps:

1. Click on QM
2. Click on Investigations
3. Click Data Entry

Printing Information from HCSIS – Where to go

Printable Summary Screen (QM>Investigations>Printable Summary)
DPPC Intake (Human Svcs Coordinator and Human Svcs Coordinator Supervisor Only)
Investigations Notices List Screen (QM > Investigations > Notices)
Decision Letter
Disposition Letter
Public Log Report
Redacted Investigation Report
Action Plan Resolution Report
Facility Complaint Review and Action Report (Area Office Investigations Read Only)
Investigations Reports List Screen (QM > Reports > Reports Request)
Action Plan/Resolution Report
Investigations Counts Report
Investigations Outstanding Summary Report
QE Provider Investigation Report



To View Alerts

Screen Name: Pending Alerts

Steps:

1. Click Home
2. Click Alerts

Alert Audience	Alert Subject/Title	Alert Trigger	Hyperlink Destination
Human Svcs Coord .and Human Svcs Coord Supervisor	Disposition Entered	User enters disposition information and clicks Finalize on the Disposition Screen	Investigations Notices
Human Svcs Coord .and Human Svcs Coord Supervisor	Disposition Changed	User enters disposition information and clicks Finalize on the Disposition Screen	Investigations Notices
Area Office Invest. Read Only	Decision Letter Issued	User enters the date of the decision letter.	Investigations Notices
Human Svcs Coord .and Human Svcs Coord Supervisor	Action Plan/Resolution Issued	User clicks the Issued button of the Action Plan/Resolution screen	Switchboard
Human Svcs Coord .and Human Svcs Coord Supervisor	Revised Action Plan/Resolution Issued	User clicks the Issued button of the Action Plan/Resolution screen for a case with an appeal that resulted in a revised Action Plan	Switchboard
Human Svcs Coord .and Human Svcs Coord Supervisor	Case Assignment has been changed	User changes the Investigation Office or the Area/Facility on the Case Assignment screen and clicks Save or Save and Continue	Switchboard