HFMISsive –

COVID-19

1. THE MIS Team is wishing everyone and their families safe and healthy times. As always, *we are available via support ticket and phone to answer MIS related questions*.
2. Please check the *Healthy Families New York website* for the latest developments regarding COVID-19 https://www.healthyfamiliesnewyork.org/Staff/COVID-19.htm. A spreadsheet containing financial resources, new COVID-19 FAQ questions and links to guidelines for virtual visits are just a couple of the additional tools that will hopefully help.
3. In case you haven't been on the website in a while, the password to access the staff side is HFNYStaff2015.
4. We are currently working from home. Because of this, we have no access to a fax machine right now. If you have *New User Requests*, please send scanned forms via support ticket.

Updates, Reminders and Recommendations from the MIS Team

1. *When submitting a ticket*, please be as detailed as possible. Include the case number, report name (when appropriate), the form and event date (when appropriate) and any error or validation message you are receiving. This will save everyone time and get the issue resolved quickly.

2. Recently, there have been a few tickets/calls regarding level TR cases for which the TR level date falls after the TC DOB, but the TC ID form has not been entered. Entering the TCID form in this circumstance will result in an error message. To avoid this, please remove the level TR. Enter the TC ID form. Then, re-enter the TR level.
3. *CHROME is the best browser to use for the MIS*. If you are using an IPad to complete forms, please download CHROME.
4. Most changes to a case can be changed on the *Basic Information Tab* by clicking the Edit Information link on the right side of the screen. These changes include:
   a. PC1, OBP, Emergency Contact, PC2 and TC name, address, phone number, DOB (TC DOB can be changed after the TC is born and if it does not change the case status from pre to post-natal or vice versa)
   b. OBP can be added to an active case at any time. (PC2 can only be added at enrollment, on the ID and Content form)
   c. Intake Date
   d. Reassigning a worker
   e. Most levels can be changed or edited.
   f. If you receive *an error or validation message*, please submit a ticket or call the Help Desk.
5. Recently we have received a few calls regarding *transferring cases electronically*. Here is the procedure:
   a. Only enrolled cases that are being transferred to another HFNY program can be transferred electronically.
   b. Go to Forms and click on the Discharge link
   c. Enter the date the case will be discharged/transferred.
   d. When transferring a case to another Home Visiting program (either a non-HF program or out of NY), use reason code #25.
   e. When *transferring the case to another HFNY program*, use discharge reason #37.

f.   A list of all the HFNY programs will appear in a dropdown list.

g.   Select the desired program. Click submit.

h.   This will discharge the case from your program and send the case to the new program with a pending status.

6.   This missive will be posted on the HFNY website and the MIS, under Paper Forms.

Please forward this missive to anyone who should be receiving it. Send us their email address so we can include them on the next one.
FYI, opting out of this email will remove you from the listserv.

Thank you!
Stay safe and be well.
Your MIS Team