HOW TO REQUEST ACCESS

HIV CARE STATUS REPORT (CSR)
Overview

- This presentation reviews information specific to requesting access to the HIV Care Status Reports (CSR) system.

- Additional information can be found at: http://www1.nyc.gov/site/doh/health/health-topics/aids-hiv-care-status-reports-system.page
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Pre-Registration

A. Pre-registration
   1) Eligibility criteria
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B. Registration
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To be eligible to access the HIV CSR system, the following 2 criteria must be fulfilled by your site:

1. Conduct diagnostic testing or provide care for persons living with HIV (PLWH)
2. Located in NYC
Eligibility Criteria-2

1. Conduct diagnostic testing or provide care for PLWH
   - Your site **must** have a physician or other person(s) authorized to either:
     - Perform diagnostic HIV tests to make a confirmed diagnosis of HIV and/or
       - (Note: Your site is ineligible if only rapid testing is performed)
     - Prescribe antiretroviral therapy as a part of ongoing HIV medical care for PLWH

2. Located in NYC
Eligibility Criteria-3

1. Conduct diagnostic testing or care for PLWH

2. Located in NYC
   ○ Your site must be located within one of the five boroughs of New York City.
# Eligibility Criteria-4

<table>
<thead>
<tr>
<th>Diagnostic HIV testing/ provides ongoing HIV care</th>
<th>Located in NYC</th>
<th>Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>YES</td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Yes</td>
<td>No</td>
<td>NO</td>
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<tr>
<td>No</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Diagnostic HIV testing provides ongoing HIV care located in NYC is Eligible.
Pre-Registration

A. Pre-registration
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CSR DESIGNEE: Roles and Responsibilities

1. Request Access (one-time)
2. Submit eligible patients
3. Obtain Care Status outcomes for submitted patients
4. Communicate with HIV Care Status Unit staff
5. Inform HIV Care Status Unit if you will no longer be serving as your site’s CSR designee
CSR DESIGNEE: Roles and Responsibilities

1. Request Access (one-time)
   - Two part Registration Process — (as described in this slide set)
     - NYCMED HIV CSR Registration form
     - Email Exchange

2. Submit eligible patients

3. Obtain Care Status outcomes for submitted patients

4. Communicate with HIV Care Status Unit staff

5. Inform HIV Care Status Unit if you will no longer be serving as your site’s CSR designee

How to Request Access v 2.1  Date Updated: 05/30/2017
CSR DESIGNEE: Roles and Responsibilities

1. Request Access (one-time)
2. Submit eligible patients
   ◦ Patients must be out of care from your site for at least the past 6 months.
   ◦ For detailed information, review the presentation: “How to Submit Patients and Obtain Outcomes”
3. Obtain Care Status outcomes for submitted patients
4. Communicate with HIV Care Status Unit staff
5. Inform HIV Care Status Unit if you will no longer be serving as your site’s CSR designee
CSR DESIGNEE: Roles and Responsibilities

1. Request Access (one-time)
2. Submit eligible patients
3. Obtain Care Status outcomes for submitted patients
   - Available on the NYCMED HIV CSR “Result” tab
   - The care status match is run nightly
4. Communicate with HIV Care Status Unit staff
5. Inform HIV Care Status Unit if you will no longer be serving as your site’s CSR designee
CSR DESIGNEE: Roles and Responsibilities

1. Request Access (one-time)
2. Submit eligible patients
3. Obtain Care Status outcomes for submitted patients
4. Communicate with HIV Care Status Unit staff
   - For submitted patients that require manual review, HIV Care Status Unit staff are only authorized to discuss these patients with the CSR Designee or Medical Director.
5. Inform HIV Care Status Unit if you will no longer be serving as your site’s CSR designee
CSR DESIGNEE: Roles and Responsibilities

1. Request Access (one-time)
2. Submit eligible patients
3. Obtain Care Status outcomes for submitted patients
4. Communicate with HIV Care Status Unit staff
5. Inform the HIV Care Status Unit immediately if you will no longer be serving as your site’s CSR designee by emailing csr@health.nyc.gov
Medical Director: Roles and Responsibilities

- Your site’s medical director is required to identify the CSR Designee.
  - The HIV Care Status Unit does not have any requirements for the selection of the CSR Designee.

- If your organization has more than one affiliated site, the Medical Director can either assign one CSR Designee to each site or select the same CSR Designee to oversee all sites.
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THE FOLLOWING SLIDES ARE SPECIFIC TO THE CSR DESIGNEE.
A. Registration

1) NYC MED
2) HIV CSR Registration form
3) Email exchange
Do You Have an NYCMED Account?

Yes:
Ensure you can access the registration tab
If UNABLE to access the registration tab, email csr@health.nyc.gov the following info: first/last name, NYC MED user name, site name and address

No:
Register at https://a816-healthpsi.nyc.gov
If you have problems accessing NYC MED, email nycmed@health.nyc.gov or Call 1-888-692-6339 (NYCMED-9)
Registration

A. Registration

1) NYC MED
2) HIV CSR Registration form
3) Email exchange
NYCMED HIV CSR Registration

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td><strong>NYCMed User Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Clinical Site (must be located in NYC)</strong></td>
<td></td>
</tr>
<tr>
<td>Name of clinic/site</td>
<td></td>
</tr>
<tr>
<td>Type of clinic</td>
<td>Diagnosing only / Diagnosing/care provider</td>
</tr>
<tr>
<td>Street Address /Street Name /Suite</td>
<td></td>
</tr>
<tr>
<td>Borough /City / Zip</td>
<td>BRONX</td>
</tr>
<tr>
<td><strong>Medical Director / Program Manager</strong></td>
<td></td>
</tr>
<tr>
<td>First/Last name</td>
<td></td>
</tr>
<tr>
<td>Provider type</td>
<td>Physician / Physician assistant / Nurse practitioner</td>
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<tr>
<td>NYS License number</td>
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<tr>
<td>Work Email</td>
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<td>Work Phone</td>
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<tr>
<td><strong>CSR Designee</strong></td>
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<tr>
<td>First/Last name (Person requesting access)</td>
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<tr>
<td>Work Email</td>
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<td>Work Phone</td>
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<td>Degree</td>
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Screen Shot of actual registration page.
You will use your NYCMED user name to access the HIV CSR system.
NYCMED HIV CSR Registration

Clinical site:
- Name of clinical site → name used on site letterhead
- Type of clinic:
  - Diagnosing only → perform diagnostic tests to make a confirmed diagnosis of HIV but DO NOT provide onsite HIV care.
  - Diagnosing/care → your site provides HIV care
- Borough/Zip/City – must be located within one of the 5 boroughs in NYC otherwise your request will not be processed
NYCMED HIV CSR Registration

Medical Director:
- NYS license number – the submitted license number must be valid for the registration process to proceed
- Work email – required in order for the registration process to proceed
NYCMED HIV CSR registration

CSR Designee:
- Reminder -- The person completing this form must be the CSR Designee. Once this form is submitted, the registration process will be completed via email exchange.
Registration

A. Registration

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How is the email exchange structured?

- **Email #1: Approval Process Email**
  1. Review the CSR Security Use Policy form which describes security terms, conditions and responsibilities to which participating facilities must agree in order to use the HIV CSR system.
  2. Complete and submit the CSR Agreement and Affiliates form (attached to the email) – REQUIRED

- **Email #2: Confirmation**
  You (CSR designee) may begin submitting eligible patients
For more information on submitting and retrieving information from the CSR system, please review the slides on “How to Submit Patients and Obtain Outcomes”.
Please Contact
csr@health.nyc.gov
For More Information

HIV Care Status Unit
Bureau of HIV/AIDS Prevention and Control
New York City Department of Health and Mental Hygiene