MyCare Ohio Plan HENS Administrator User Guide

HENS is the **H**ospital **E**xemption **N**otification **S**ystem. It is a web-based tool that (currently) allows hospitals to complete and submit a hospital exemption notification form to the Area Agency on Aging (AAA) and the hospital to which the individual is being released.

For the purposes of MyCare Ohio, the HENS system is expanding to accommodate communication between the Managed Care Plans and the AAA. These functions in HENS will only be available to the five managed care plans and the seven AAAs involved in the MyCare Ohio demonstration project.

The Ohio Department of Aging (ODA) is responsible for the administration of the HENS system. Working with the Department of Medicaid, each MyCare Ohio managed care plan identified a HENS administrator at the plan. The HENS administrator at the MyCare Ohio managed care plan sets up users for their plan.

Role of the HENS administrator

- The HENS administrator is responsible for creating user accounts for the identified users at their organization. The HENS administrator can add, change or delete any user they've created.

Each staff member who will use HENS at a location will need a user name and password for the system. The HENS system automatically creates a user name and password when a new user is added to the system. When ODA sets up the account for the plan administrator, that administrator will receive their user name and password via e-mail. HENS sends two e-mails to the new user, using the e-mail address recorded in the system when the new user is added. The first e-mail contains the user's user name for the system. Generally the user name will be the first initial of the first name, then the last name (e.g. Sam Smith would be ssmith in HENS). If more than one user would have the same user name, the system adds a number after the user name (e.g. Sara Smith would be ssmith2 in HENS). User names are not case sensitive.

The second e-mail from HENS contains the user's password for the system. This is randomly generated by HENS and sent only to the user to which it is assigned. When you first log in to HENS, use the password automatically generated by the system, then change the password to something you'll remember. For directions on how to change your password, see "Change Password" below. **Passwords are case sensitive**, so if you are having problems logging in to the system, be sure you are using the appropriate case.

Both the e-mail containing the user name and the e-mail containing the password are sent from an e-mail address that your e-mail system may think is spam (noreply.hens@age.state.oh.us). If you do not
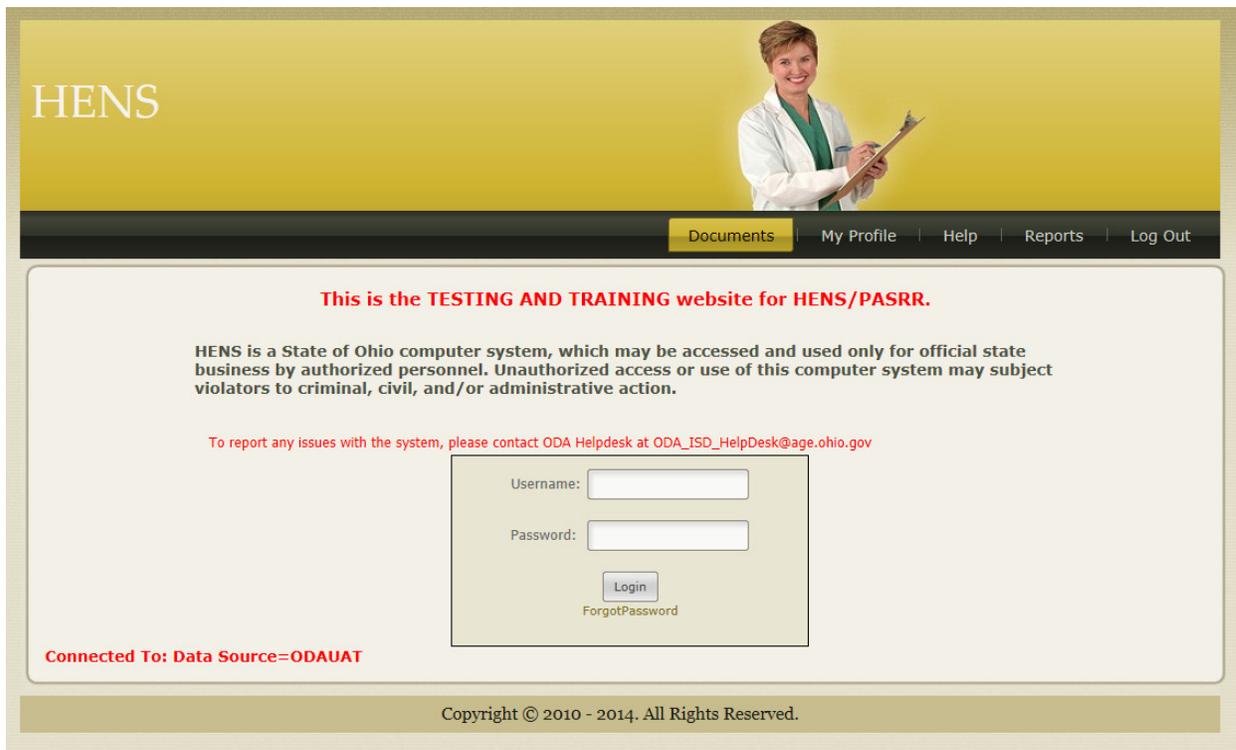
receive these e-mails in your inbox, check your spam folder or work with your IT department to retrieve these e-mails from spam.

Forgotten Password

If you forget your password, you can re-set it. From the login screen, click on "forgot password?" and enter your user name on the next screen. A new password will be sent to the e-mail address that is on record with the system for the user. You can then use this new password with your user name to log in to the system. The re-set password is randomly generated, so your first act when you've logged into the system successfully should be to change your password to something that will be easier to remember. Any user with a valid user name can re-set their own password using these instructions.

How to Login

- Type the URL: http://HENS2.age.ohio.gov into the browser. The system will take you to the login screen.
- Enter your assigned user name and password and click "login."
- Please note that user names are NOT case sensitive, but passwords are. If you have trouble logging in with your password, make sure you are using the appropriate case letters.

Set Up Users- MyCare Ohio Plan Administrators

Once you've logged in with an administrator account created for you by ODA, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar.

When you click on Manage Users, you'll see this screen.
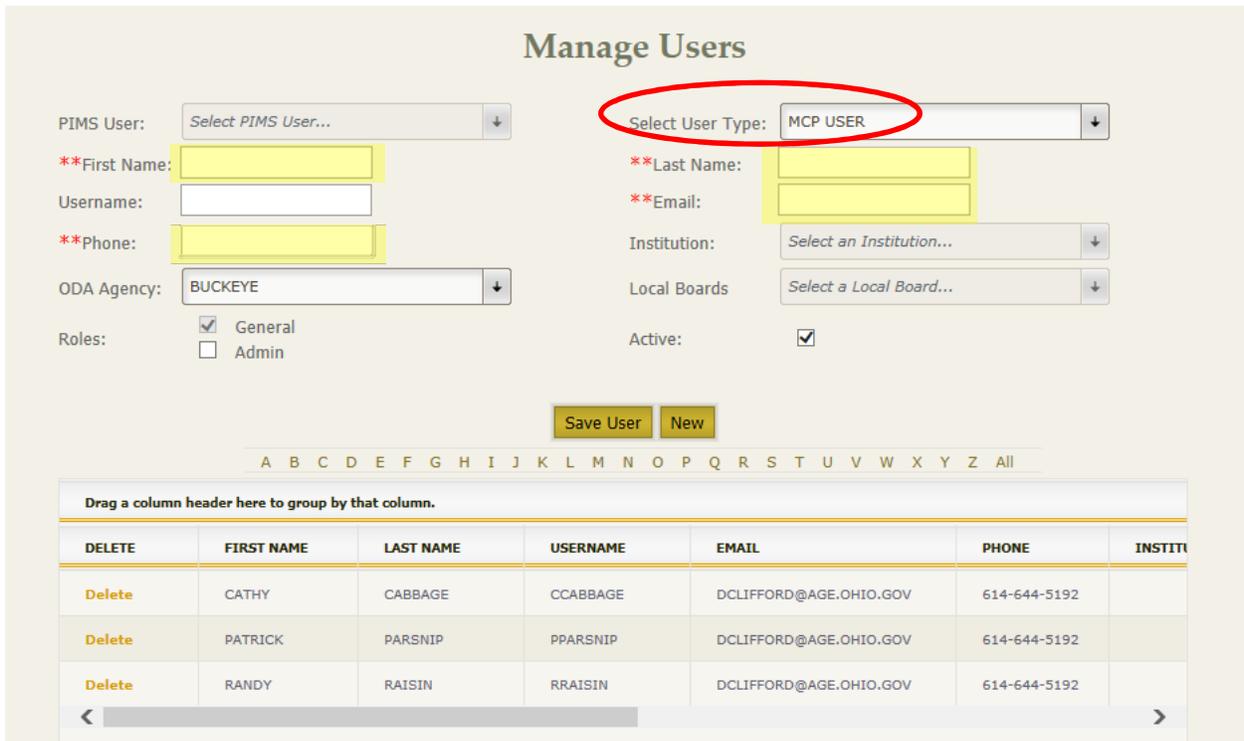
First "Select User Type" from the drop down box. Only one choice will appear- MCP User. Once a user type has been selected, the list shown on the screen will show users of that user type.

To add a user, enter the first name, last name, e-mail address and phone number in the boxes provided. These four fields are required for ALL new users. Required fields are shown by the **.

- Be sure to complete an e-mail address for the user. The system generates a user ID (usually the first initial of the first name and the last name) and a password and will send an e-mail to the user with each. This is the user name and password the user will need to access the system.

- The "roles" box automatically selects "general" as the user type; most users will have "general" access. Select "admin" if the individual will also act as a HENS administrator for your organization.
- The ODA Agency column will be auto-populated with your plan name.
- You do not need to complete the PIMS User, Username, Institution, or Local Board fields.
- The status for the user auto selects to "active." Click the "save user" box to set the user to an active status. There are instructions below on how to edit, delete or deactivate user accounts.
- If the user was successfully created, you will see a message "New user added successfully!".
- You will see the name of the user you added in your list of users.
- You can set up as many users as you need to using these steps. Be sure to "save user" after each entry and look for the success message.
- Advise your users to look for the e-mails from HENS with their user name and password (see below for information about the e-mails the system sends).

User Names and Passwords

The HENS system automatically creates a user name and password when an administrator adds a new user to the system. HENS sends two e-mails to the new user, using the e-mail address recorded in the system when the new user is added. The first e-mail contains the user's user name for the system. Generally the user name will be the first initial of the first name, then the last name (e.g. Sam Smith would be ssmith in HENS). If more than one user would have the same user name, the system adds a number after the user name (e.g. Sara Smith would be ssmith2 in HENS). User names are not case sensitive.

The second e-mail from HENS contains the user's password for the system. This is randomly generated by HENS and sent only to the user to which it is assigned. When you first log in to HENS, use the password automatically generated by the system, then change the password to something you'll remember. For directions on how to change your password, see "Change Password" below. **Passwords are case sensitive**, so if you are having problems logging in to the system, be sure you are using the appropriate case.

Both the e-mail containing the user name and the e-mail containing the password are sent from an e-mail address that your e-mail system may think is spam (noreply.hens@age.state.oh.us). If you do not receive these e-mails in your inbox, check your spam folder or work with your IT department to retrieve these e-mails from spam.

Re-Sending the Initial E-mails

If a user you've registered in the system does not receive their initial e-mails from HENS with their user name and password, you can re-send the e-mail. Log into HENS using your user name and password. Click on the *Manage Users* tab. Find the user's name in the list that appears. Scroll all the way to the right to the final column and click "Resend Mail". The system will re-send both the e-mail containing the user name and the e-mail containing the password to the e-mail address you have recorded in the system for that user.

Both the e-mail containing the user name and the e-mail containing the password are sent from an e-mail address that your e-mail system may think is spam (noreply.hens@age.state.oh.us). If your user does not receive these e-mails in their inbox, have them check their spam folder or work with their IT department to retrieve these e-mails from spam.

Edit Users

Once you've logged in with an administrator account, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. To edit a user, click on the user's name in the chart. The fields will populate with that user's information. You can edit the user's first name, last name, e-mail address or phone number. You CANNOT edit the user's user name.

Administrators only have access to the user type appropriate to their setting. Once you select a user type, the list will populate with users that have been created in that type.

Once the information has been changed, click on the "save user" box.

Note: Users can edit their own name, e-mail address and phone number using the *My Profile* function- these activities do not require the intervention of a HENS Administrator.

Delete Users

Once you've logged in with an administrator account, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. To delete a user, click on "delete" in the *Delete* column (the first column on the left) in the list of users that appears. You will be prompted to confirm your delete. Click "yes" to delete or "cancel" to not delete.

Make a User Account Inactive

Another option rather than deleting a user is to make their account inactive. If you have a user who will not be using the system for a period of time (e.g. leave of absence), set their account as inactive and then re-activate when they return. To make a user account inactive, click on *Manage Users* in the black bar. To de-activate a user, click on the user's name in the list that appears. The user's information will appear in the required fields. Uncheck the *Active* box to make the account inactive. When you are ready to re-activate the account, simply click on the user's name to populate the required field boxes then click the *Active* box to reactivate the account.

My Profile

Each user in the system has a profile. A user can change their e-mail address, phone number and actual name from the "My Profile" tab. All other fields on this tab are controlled by the system or the HENS administrator at the site and cannot be changed by the user.

Change Password

Users change their password from the *My Profile* page. To do this, first log in to the system using your user name and password. Next, click on *My Profile* from the home page. At the bottom of the profile information, next to "To change password," click on "click here". At the next screen, enter your old

password, then enter a new password and verify the new password by entering it a second time. Passwords are case sensitive and CANNOT contain characters, only letters and numbers. Finally, click "change password." Once you have changed your password, an e-mail confirming that your password has been changed will be sent to the e-mail address recorded in your profile. That e-mail will NOT include your new password, so be sure to remember the new password you've created.

Log Out

When you are done working in the system, click *Log Out* to leave the system.

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