

Type: Update to Advisory

Description of Update to Advisory: Updates Coming to the Health Commerce System (HCS)

Source Organization: NYSDOH

Authorizing Person: NYSDOH HCS Team

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To improve the Health Commerce Systems (HCS) security and usability we are implementing the following enhancements on **Thursday, June 20, 2024**.

User Account Security

Security Email Address

All HCS user accounts will be required to have an email address that will be used for security purposes including self-password reset and the Multifactor Authentication (MFA) service later this year.

The email address can be the same as the users Business Contact or Emergency Contact Email Addresses used for communications, but it **cannot** be the same email address used by another HCS user for their HCS Security Email Address.

HCS users who have not set up their Security Email Address will be asked for it the next time they log into HCS, followed by a confirmation email with a link to verify the validity of the email address.

Users can continue to use their current business and emergency contact email addresses for communication purposes.

Editable Personal Identification Number (PIN)

All HCS user accounts will also be required to have a Personal Identification Number (PIN) between 8 to 12 digits long to be used to verify their identity with CAMU. HCS users without

PINs will have one suggested for them the next time they log into HCS which they can modify if desired.

Account Management

Paperless Director Accounts

Program Contact Coordinators (PCCs), organization Directors, and HCS Coordinators will have the ability to add new Director accounts using a new paperless process. This eliminates the need for paper forms and streamlines the process.

New Director Paperless Process

Organizations with a Current Director/HCS Coordinator

The existing Director/Coordinator has the responsibility and authority for verifying new Directors identity using one of the acceptable forms of identification (listed below) and provisioning the new Director account.

Organizations with No Current Director or HCS Coordinator

The new director must reach out to their NYSDOH Program Commerce Coordinators (PCCs) for provisioning. PCCs serve as central points of contact for collecting organization information and facilitating organizational account requests for the initial Director Account. PCCs supporting these facilities will conduct the initial identity proofing for new Directors using one of the acceptable forms of identification (listed below) and verify that the Director has the authority to bind the organization to the terms outlined in the Organizations Security and Use Policy

Acceptable User identification Docs

- NYS driver license or driver license issued by any state or territory of the United States (including the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands) or by a Canadian government authority.
- NYS Non-driver ID.
- U.S. Passport or U.S. Passport Card.

- Permanent Resident Card or Alien Registration Receipt Card (Form I-551).
- Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa
- Employment Authorization Document that contains a photograph (Form I-766).
- Foreign passport with Form I-94 or Form I-94A with Arrival-Departure Record.
- Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI.
- ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address.
- School ID card with a photograph.
- Voter's registration card.
- U.S. Military card or draft record.
- U.S. military family members and U.S. military retirees ID card.
- Native American tribal document.

Thank you for your continued support as we strive to enhance your experience with the HCS. If you have any questions, please contact the HCS Account Management Unit (CAMU) at camu@health.ny.gov.

For questions: Please send an e-mail to camu@health.ny.gov, as notify01 is a non-monitored mailbox.
