

Action Required in Preparation for Enterprise Case Management (ECM)

ODP Announcement 24-035

AUDIENCE:

Providers of Office of Developmental Programs Waiver and Base-Funded Services

PURPOSE:

To request providers' assistance in updating their contact information and service information to ensure accuracy in the Home and Community-Based Services System (HCSIS) and in PROMISE™ prior to the Enterprise Case Management (ECM) transition.

DISCUSSION:

ECM is a technology platform that will help plan and deliver services for multiple Department of Human Services programs. This will allow for easier sharing of information, reduced effort and cost to maintain systems, and enhanced data security and compliance to governing laws and regulations. Providers, Supports Coordinators, Administrative Entities, and the Office of Developmental Programs are all required to use ECM when it is implemented.

It is very important for providers to update their contact and service delivery information in HCSIS and in PROMISE™ to ensure successful ECM implementation. Accurate contact and service information enables individuals to access appropriate services efficiently and effectively, allows providers to receive important communications in a timely fashion, and ensures adherence to regulations and guidelines. "Updating service information" includes, at a minimum:

- Closing unused service locations.
- Removing counties where services are not provided.
- End-dating services that are no longer offered by the provider.

ACTION REQUIRED:

Providers must update their contact and service delivery information in HCSIS and in PROMISE™ before **July 1, 2024**, to prevent the transfer of inaccurate information into ECM. Providers must also ensure that their information in HCSIS matches what is in PROMISE™. Once the information is updated, providers remain responsible for keeping the information up to date moving forward.

Information about how to update provider information in HCSIS can be found on the attached “HCSIS Provider Updates Tip Sheet” or by contacting the Office of Developmental Programs Customer Service Center at RA-customerservice@pa.gov.

PROMISE™ changes can be made in the [PROMISE Portal](#) or by using the attached PROMISE™ Provider Service Location Change Request Form.

Providers who render Adult Autism Waiver services should contact the BSASP Provider Enrollment lead at ra-pwbasprouvenroll@pa.gov for assistance. Please add “HCSIS / PROMISE Data Cleanup” to the subject line of the email.

QUESTIONS:

For additional information about ECM, please visit www.dhs.pa.gov/ECM.

ATTACHMENTS:

- Service Location Change Request
- HCSis Provider Updates Tip Sheet