e S H A R E Informer

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Welcome

Welcome to the November 2017 eSHARE Informer. In this informer, you will learn about NYCMED and its relation to eSHARE, the difference between an eSHARE User Profile and an eSHARE Worker Profile and the difference between Save Draft and Submit button on eSHARE forms. You will also find a FAQ (Frequently Asked Questions) section on the PCSM Upload, and the updated eSHARE training schedule in this November 2017 eSHARE informer.

- **NYCMED and its Relations to eSHARE**
- **User Profile vs. Worker Profile**
- **What is the difference between the Save Draft and Submit button on the forms?**
- **PCSM Upload FAQ**
- **Updated eSHARE Training Schedule**

NYCMED and its Relation to eSHARE

NYCMED is the point of entry for providers to access many NYC DOHMH online applications for health information and public health services.

Electronic System for HIV/AIDS Reporting & Evaluation (eSHARE) is one of the many applications in NYCMED.

In order to access eSHARE, all external agencies must first go through the NYCMED portal.

Keep in mind that the NYCMED credentials and eSHARE credentials are linked together and must match in order to sign into eSHARE properly.

You may access the NYCMED User Manual under eSHARE Technical Assistance Documents in the 'Resources' section in eSHARE.

What is the difference between the Save Draft and Submit button on the forms?

Save Draft saves incomplete forms that can be reopened at a later date for completion. Drafts are not submitted to the database. **Submit** verifies that all required data fields were completed and then saves the form to the database. In Form Details view, each form will be listed with a status of 'Final' (for submitted forms) or 'Draft' (for forms that have been saved but not submitted).

eSHARE User vs. eSHARE Worker

A eSHARE User is an agency staffer who will log in and work directly in the eSHARE system and who has been assigned security roles and permissions. A eSHARE Worker may not need to log in to eSHARE directly, but is an agency staffer who provides direct services to clients and who should appear for selection in eSHARE services "Worker" pick lists. An individual can be both a Worker and a User.

eSHARE Reminder

Please be advised that some eSHARE users have reported issues with searching for clients, groups, anonymous events or anonymous line-level events in eSHARE while using Google Chrome as a browser. Our eSHARE Development team is currently diagnosing this issue.

***** We advise all eSHARE users to use Internet Explorer to access in eSHARE until further notice

For additional questions, please contact our eSHARE team at eshareinfo@health.nyc.gov or 347-396-7401.

PCSM Upload FAQ

This **PCSM Upload FAQ** captures the most 'frequently asked questions' (FAQs), from providers seeking to batch-upload Primary Care Status Measures (PCSM) in eSHARE.

This is a dynamic document. Keep checking for updates to this document. For your information, a revision date and version of this document is posted on the lower right hand corner.

Frequently Asked Questions

Q: What is a Primary Care Status Measures (PCSM) form update?

A: All Ryan White Part A programs are required to report Primary Care Status Measures (PCSM) updates for the clients they serve. This PCSM form captures critical information used to monitor a client's progress within a program. This serves as a way to ensure access to and continuity in HIV primary care.

All required information, including whenever new information is received, must be documented in the client record and/or the electronic medical record and reported via the Electronic System for HIV/AIDS Reporting and Evaluation (eSHARE).

Q: What metrics does PCSM Form capture?

A: A PCSM form contains critical information allowing you to monitor your client's progress within your program. Information is recorded on the form includes the date of the last Primary Care Physician provider (PCP) visit, the latest CD4 test dates and values, the latest viral load test dates and values, updates to ART regimens (e.g., if the client goes on or off ART), the most recent HIV status, and for a couple of programs (MCM & OMC) medication and dosing details the client's ART regimen.

Q: How often do we need to report PCSM data?

A: Providers are required to report PCSM data at least every 120 days (quarterly, with a grace period of up to 30 days maximum). eSHARE makes it easy to determine when a PCSM form is due or about to be due.

NOTE: there is no penalty for completing PCSM updates more often than every 90-120 days, and doing so may be worthwhile to avoid data entry backlog on clients with more frequent PCP visits or laboratory monitoring.

Q: What is a PCSM service lockout?

A: If no program at your agency completes a PCSM update or Intake Assessment on a client for over 120 days since the client's last PCSM update or Intake Assessment form date, then all PCSM-requiring programs at the your agency are locked out of entering services for that client.

NOTE: A PCSM SERVICE LOCKOUT does not mean the client should not receive services; it means your agency appears not to have performed due diligence by gathering data required on the PCSM, therefore you are forfeiting payment on any services provided during the PCSM-noncompliant period.

Frequently Asked Questions

Q: How do we prevent a PCSM service lockout?

A: Report on-time: To prevent a PCSM service lockout, complete the PCSM form in the prescribed period, or confirm that the client is having an Intake Assessment or PCSM update completed for them during the period by another Part A program at your agency.

Q: How does eSHARE assist in assuring PCSM update compliance?

A: There are a couple of ways that eSHARE can assist in with PCSM update compliance:

- Client specific report: Upon searching for an existing client and as the date for a PCSM review approaches, eSHARE shows an online alert on the bottom of the screen stating the specific deadline for that client to remain in compliance.

- Contract specific report: Providers can run the Services/Forms Scheduling Report, which alerts the program about time-sensitive forms per contract(s). We suggest that you run the Services/Forms Scheduling Report weekly to see which clients are pending, due, or overdue for PCSM updates, and/or other expected forms or services.

Q: What is a PCSM batch-data upload?

A: A PCSM data upload offers large agencies the opportunity to conduct a 'batch upload' of all PCSM data. Providers can contact the eSHARE Technical Assistance via email eshareinfo@health.nyc.gov to inquire about how to set up your agency for a batch upload of PCSM data.

NOTE: Currently, the PCSM data upload only captures data points for the below eSHARE service categories, stratified by region served:

- NYC: FNS, HPAI, HRM, MCM, MHS, MHV, NMG, NMI, OHY, REN, SCF, SCG, STH, TCC

- TRI-COUNTY: CMN, FNS, HOA, MCM, MHN, OHC, PSS, TRN.

Q: what does a PCSM batch-data upload entail?

A: After an agency representative contacts eSHARE Technical Assistance via email eshareinfo@health.nyc.gov

- A DOHMH eSHARE Technical Assistance representative will contact you to setup a conference call to answer any questions or concerns.

- A DOHMH eSHARE Technical Assistance representative will send you a set of files that explain the upload setup and process, an Excel workbook with PCSM data specifications, and a sample file in the preferred format:

⇒ eSHARE Data Upload PPT slide deck with instructions

⇒ PCSM_eSHARE_Upload_Data_Specs_06142017.xlsx

⇒ PCSM_Upload_SAMPLEFILE.csv

- The DOHMH eSHARE Technical Assistance administrator will provide a System IDs to the agency contact responsible for generating an 'eSHARE PCSM test file'

- The agency contact will produce an 'eSHARE PCSM test file' and send to DOHMH

- Once the 'eSHARE PCSM test file' is approved, DOHMH provides agency contacts access in production

eSHARE Training Schedule

eSHARE Ryan White	November 29, 2017
eSHARE Canned Reports	December 1, 2017
eSHARE HIV Testing	December 4, 2017
eSHARE Agency Administrator	December 12, 2017
eSHARE Ryan White	December 19, 2017
eSHARE Canned Report	January 3, 2018
eSHARE Prevention	January 8, 2018
eSHARE Ryan White	January 17, 2018
eSHARE HIV Testing	January 29. 2018
eSHARE Canned Reports	February 2, 2018
eSHARE Agency Administrator	February 7, 2018
eSHARE Ryan White	February 22, 2018

The eSHARE training schedule listed above consist of trainings during the month of August. For further training dates and details, please click on the appropriate eSHARE training link the eSHARE training website on the dashboard.

Please note that this schedule is subject to change at any time. Please contact eSHARE training for confirmation.

eSHARE Technical Assistance and Training contact information:

- Email: esharetraining@health.nyc.gov

- Phone: (347) 396-7401