

## BASICS REVIEW AND COMMON SUPPORT QUESTIONS

Provider User Meeting, December 9<sup>th</sup>,  
2020  
Steve Booth



1

- **Windows Based product that uses basic Windows logic, familiar Windows features and format**

- **Menu options**

File Edit View Forms Options Tools Window Help

- **Customizable Icons**



- **Email File icon**



- **Familiar Windows commands and Dialog Boxes**

- Cut and Paste data (Ctrl | C - copy, Ctrl | V - paste, Ctrl | X - cut)
- Windows based Print screen
- Many Right Mouse click commands

- **Many customizable options\features**

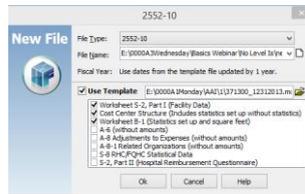
- **User Friendly and easy to download updates**

- **Accessible HFS User Manual and Updated CMS Instructions.**

2

2

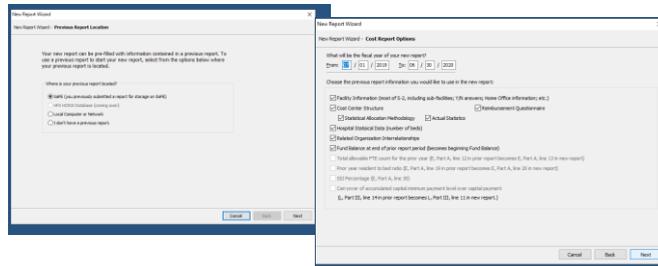
- **Creating a New File:**
  - File | New
  - Use a PY file as a Template to bring over pertinent data
  - (FY will be increased by one year):



3

3

- **Creating a New File:**
  - File | New Report Wizard
  - Currently three options (HCRIS coming soon)
  - Use a PY file as a Template to bring over pertinent data
  - (FY will be increased by one year):



4

4

- Save As
  - Saves FILE
  - Data\changes automatically saved when keyed
- SaFE Download
- Print Options
  - Single File Print
    - Print to File (PDF)
    - Print 800 and Special (SR) Reports
  - Batch Print – File | Batch | Batch Print
- Creating ECR File
  - No Level I edits
  - If Amended filing, STILL first submission, but change W\S , line 3 (# resubmitted) and line 5 to “5-Amended.”
  - Do NOT open ECR\Exported files created, as risk changing the encryption codes
  - Creates Backup Files (same folder as MCRX file)
    - Ecxxxxxx.16A1
    - Plxxxxxx.16A1.pdf
    - Ecxxxxxx.16Ai.Encrypted Settlement Signature Page.pdf



5

5

- Creating ECR File (Contd.)
  - File Naming Conventions
    - Pl\ECxxxxxx.18A1
      - xxxxxx in File name is the Provider Number
      - “18” in File Extension is the Fiscal Year End (i.e. 18 for 2018, 17 for 2017, etc.)
      - “A” in File Extension is the for number of Submissions (A for 1<sup>st</sup>, B for 2<sup>nd</sup>, etc.)
        - Change Submissions ONLY for circumstances like CHOW or Change of Fiscal Year)
      - “1” in File Extension is the number of Amendments (S, line 3)
      - Using SaFE will also house backup files for later retrieval.

6

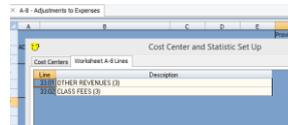
6

- Cut\Copy and Paste
  - Must have Header Options Checked under Options | Preferences
  - Can Copy\Cut and Paste from worksheet to worksheet and to and from Excel
  - Can use Ctrl | C , Ctrl | X , and Ctrl | V commands
- Add\Delete Lines
  - Only applicable to worksheets where CMS allows lines to be added\deleted.
  - Open worksheet you wish to add a line, click on second tab with worksheet title.

**Form Options**  
Customize your forms the way you want.

**Header Options**

- Display column headers.
- Display row headers.
- Columns are resizable.
- Rows are resizable.



7

7

### • Cost CENTER AND Statistic Setup

Line	Code	Cost Center Description	Stat Code	Stat Label
1.00	00100	CAP REL COSTS BLDG & FST	1	SQUARE FEET
2.00	00200	CAP REL COSTS HVLE & EQUIP	2	DOLLAR VALUE
3.00	00300	OTHER CAP RELATED COST		
4.00	00400	EMPLOYEE BENEFITS DEPARTMENT	4	GROSS SALARIES
5.01	00540	NONPATIENT TELEPHONES	-5	ACCUM. COST
5.02	00550	DATA PRICE USING	-5	ACCUM. COST
7.00	00700	OPERATION OF PLANT	1	SQUARE FEET
8.00	00800	LAUNDRY & LINEN SERVICE	8	POUNDS OF LAUNDRY
9.00	00900	HOUSEKEEPING	9	HOURS OF SERVICE
10.00	01000	DIETARY	10	MEALS SERVED
11.00	01100	CATERING	11	MEALS SERVED
12.00	01200	MAINTENANCE OF PERSONNEL	12	NUMBER HOUSED
13.00	01300	NURSING ADMINISTRATION	13	PUREST NURS. HRS

- Choose appropriate HCRIS Code when adding CC line
- Significance of Duplicate or Unique Stat Codes
- "Automated" Stat Codes to Auto Populate Certain Stats.

Cost Centers | Stat Codes

Code	Label
1	SQUARE FEET
2	SQUARE FEET
4	GROSS SALARIES
-5	ACCUM. COST
3	SQUARE FEET
6	SQUARE FEET

Line: 5.01

Code: 00500

Code: 00900

Code: 00100

Code: 00200

Code: 00300

Code: 00400

Code: 00500

Code: 00600

Code: 00700

Code: 00800

Code: 00900

Code: 01000

Code: 01100

Code: 01200

Code: 01300

Code: 01400

Code: 01500

Code: 01600

Code: 01700

Code: 01800

Code: 01900

Code: 02000

Code: 02100

Code: 02200

Code: 02300

Code: 02400

Code: 02500

Code: 02600

Code: 02700

Code: 02800

Code: 02900

Code: 03000

Code: 03100

Code: 03200

Code: 03300

Code: 03400

Code: 03500

Code: 03600

Code: 03700

Code: 03800

Code: 03900

Code: 04000

Code: 04100

Code: 04200

Code: 04300

Code: 04400

Code: 04500

Code: 04600

Code: 04700

Code: 04800

Code: 04900

Code: 05000

Code: 05100

Code: 05200

Code: 05300

Code: 05400

Code: 05500

Code: 05600

Code: 05700

Code: 05800

Code: 05900

Code: 06000

Code: 06100

Code: 06200

Code: 06300

Code: 06400

Code: 06500

Code: 06600

Code: 06700

Code: 06800

Code: 06900

Code: 07000

Code: 07100

Code: 07200

Code: 07300

Code: 07400

Code: 07500

Code: 07600

Code: 07700

Code: 07800

Code: 07900

Code: 08000

Code: 08100

Code: 08200

Code: 08300

Code: 08400

Code: 08500

Code: 08600

Code: 08700

Code: 08800

Code: 08900

Code: 09000

Code: 09100

Code: 09200

Code: 09300

Code: 09400

Code: 09500

Code: 09600

Code: 09700

Code: 09800

Code: 09900

Code: 10000

Code: 10100

Code: 10200

Code: 10300

Code: 10400

Code: 10500

Code: 10600

Code: 10700

Code: 10800

Code: 10900

Code: 11000

Code: 11100

Code: 11200

Code: 11300

Code: 11400

Code: 11500

Code: 11600

Code: 11700

Code: 11800

Code: 11900

Code: 12000

Code: 12100

Code: 12200

Code: 12300

Code: 12400

Code: 12500

Code: 12600

Code: 12700

Code: 12800

Code: 12900

Code: 13000

Code: 13100

Code: 13200

Code: 13300

Code: 13400

Code: 13500

Code: 13600

Code: 13700

Code: 13800

Code: 13900

Code: 14000

Code: 14100

Code: 14200

Code: 14300

Code: 14400

Code: 14500

Code: 14600

Code: 14700

Code: 14800

Code: 14900

Code: 15000

Code: 15100

Code: 15200

Code: 15300

Code: 15400

Code: 15500

Code: 15600

Code: 15700

Code: 15800

Code: 15900

Code: 16000

Code: 16100

Code: 16200

Code: 16300

Code: 16400

Code: 16500

Code: 16600

Code: 16700

Code: 16800

Code: 16900

Code: 17000

Code: 17100

Code: 17200

Code: 17300

Code: 17400

Code: 17500

Code: 17600

Code: 17700

Code: 17800

Code: 17900

Code: 18000

Code: 18100

Code: 18200

Code: 18300

Code: 18400

Code: 18500

Code: 18600

Code: 18700

Code: 18800

Code: 18900

Code: 19000

Code: 19100

Code: 19200

Code: 19300

Code: 19400

Code: 19500

Code: 19600

Code: 19700

Code: 19800

Code: 19900

Code: 20000

Code: 20100

Code: 20200

Code: 20300

Code: 20400

Code: 20500

Code: 20600

Code: 20700

Code: 20800

Code: 20900

Code: 21000

Code: 21100

Code: 21200

Code: 21300

Code: 21400

Code: 21500

Code: 21600

Code: 21700

Code: 21800

Code: 21900

Code: 22000

Code: 22100

Code: 22200

Code: 22300

Code: 22400

Code: 22500

Code: 22600

Code: 22700

Code: 22800

Code: 22900

Code: 23000

Code: 23100

Code: 23200

Code: 23300

Code: 23400

Code: 23500

Code: 23600

Code: 23700

Code: 23800

Code: 23900

Code: 24000

Code: 24100

Code: 24200

Code: 24300

Code: 24400

Code: 24500

Code: 24600

Code: 24700

Code: 24800

Code: 24900

Code: 25000

Code: 25100

Code: 25200

Code: 25300

Code: 25400

Code: 25500

Code: 25600

Code: 25700

Code: 25800

Code: 25900

Code: 26000

Code: 26100

Code: 26200

Code: 26300

Code: 26400

Code: 26500

Code: 26600

Code: 26700

Code: 26800

Code: 26900

Code: 27000

Code: 27100

Code: 27200

Code: 27300

Code: 27400

Code: 27500

Code: 27600

Code: 27700

Code: 27800

Code: 27900

Code: 28000

Code: 28100

Code: 28200

Code: 28300

Code: 28400

Code: 28500

Code: 28600

Code: 28700

Code: 28800

Code: 28900

Code: 29000

Code: 29100

Code: 29200

Code: 29300

Code: 29400

Code: 29500

Code: 29600

Code: 29700

Code: 29800

Code: 29900

Code: 30000

Code: 30100

Code: 30200

Code: 30300

Code: 30400

Code: 30500

Code: 30600

Code: 30700

Code: 30800

Code: 30900

Code: 31000

Code: 31100

Code: 31200

Code: 31300

Code: 31400

Code: 31500

Code: 31600

Code: 31700

Code: 31800

Code: 31900

Code: 32000

Code: 32100

Code: 32200

Code: 32300

Code: 32400

Code: 32500

Code: 32600

Code: 32700

Code: 32800

Code: 32900

Code: 33000

Code: 33100

Code: 33200

Code: 33300

Code: 33400

Code: 33500

Code: 33600

Code: 33700

Code: 33800

Code: 33900

Code: 34000

Code: 34100

Code: 34200

Code: 34300

Code: 34400

Code: 34500

Code: 34600

Code: 34700

Code: 34800

Code: 34900

Code: 35000

Code: 35100

Code: 35200

Code: 35300

Code: 35400

Code: 35500

Code: 35600

Code: 35700

Code: 35800

Code: 35900

Code: 36000

Code: 36100

Code: 36200

Code: 36300

Code: 36400

Code: 36500

Code: 36600

Code: 36700

Code: 36800

Code: 36900

Code: 37000

Code: 37100

Code: 37200

Code: 37300

Code: 37400

Code: 37500

Code: 37600

Code: 37700

Code: 37800

Code: 37900

Code: 38000

Code: 38100

Code: 38200

Code: 38300

Code: 38400

Code: 38500

Code: 38600

Code: 38700

Code: 38800

Code: 38900

Code: 39000

Code: 39100

Code: 39200

Code: 39300

Code: 39400

Code: 39500

Code: 39600

Code: 39700

Code: 39800

Code: 39900

Code: 40000

Code: 40100

Code: 40200

Code: 40300

Code: 40400

Code: 40500

Code: 40600

Code: 40700

Code: 40800

Code: 40900

Code: 41000

Code: 41100

Code: 41200

Code: 41300

Code: 41400

Code: 41500

Code: 41600

Code: 41700

Code: 41800

Code: 41900

Code: 42000

Code: 42100

Code: 42200

Code: 42300

Code: 42400

Code: 42500

Code: 42600

Code: 42700

Code: 42800

Code: 42900

Code: 43000

Code: 43100

Code: 43200

Code: 43300

Code: 43400

Code: 43500

Code: 43600

Code: 43700

Code: 43800

Code: 43900

Code: 44000

Code: 44100

Code: 44200

Code: 44300

Code: 44400

Code: 44500

Code: 44600

Code: 44700

Code: 44800

Code: 44900

Code: 45000

Code: 45100

Code: 45200

Code: 45300

Code: 45400

Code: 45500

Code: 45600

Code: 45700

Code: 45800

Code: 45900

Code: 46000

Code: 46100

Code: 46200

Code: 46300

Code: 46400

Code: 46500

Code: 46600

Code: 46700

Code: 46800

Code: 46900

Code: 47000

Code: 47100

Code: 47200

Code: 47300

Code: 47400

Code: 47500

Code: 47600

Code: 47700

Code: 47800

Code: 47900

Code: 48000

Code: 48100

Code: 48200

Code: 48300

Code: 48400

Code: 48500

Code: 48600

Code: 48700

Code: 48800

Code: 48900

Code: 49000

Code: 49100

Code: 49200

Code: 49300

Code: 49400

Code: 49500

Code: 49600

Code: 49700

Code: 49800

Code: 49900

Code: 50000

Code: 50100

Code: 50200

Code: 50300

Code: 50400

Code: 50500

Code: 50600

Code: 50700

Code: 50800

Code: 50900

Code: 51000

Code: 51100

Code: 51200

Code: 51300

Code: 51400

Code: 51500

Code: 51600

Code: 51700

Code: 51800

Code: 51900

Code: 52000

Code: 52100

Code: 52200

Code: 52300

Code: 52400

Code: 52500

Code: 52600

Code: 52700

Code: 52800

Code: 52900

Code: 53000

Code: 53100

Code: 53200

Code: 53300

Code: 53400

Code: 53500

Code: 53600

Code: 53700

Code: 53800

Code: 53900

Code: 54000

Code: 54100

Code: 54200

Code: 54300

Code: 54400

Code: 54500

Code: 54600

Code: 54700

Code: 54800

Code: 54900

Code: 55000

Code: 55100

Code: 55200

Code: 55300

Code: 55400

Code: 55500

Code: 55600

Code: 55700

Code: 55800

Code: 55900

Code: 56000

Code: 56100

Code: 56200

Code: 56300

Code: 56400

Code: 56500

Code: 56600

Code: 56700

Code: 56800

Code: 56900

Code: 57000

Code: 57100

Code: 57200

Code: 57300

Code: 57400

Code: 57500

Code: 57600

Code: 57700

Code: 57800

Code: 57900

Code: 58000

Code: 58100

Code: 58200

Code: 58300

Code: 58400

Code: 58500

Code: 58600

Code: 58700

Code: 58800

Code: 58900

Code: 59000

Code: 59100

Code: 59200

Code: 59300

Code: 59400

Code: 59500

Code: 59600

Code: 59700

Code: 59800

Code: 59900

Code: 60000

Code: 60100

Code: 60200

Code: 60300

Code: 60400

Code: 60500

Code: 60600

Code: 60700

Code: 60800

Code: 60900

Code: 61000

Code: 61100

Code: 61200

Code: 61300

Code: 61400

Code: 61500

Code: 61600

Code: 61700

Code: 61800

Code: 61900

Code: 62000

Code: 62100

Code: 62200

Code: 62300

Code: 62400

Code: 62500

Code: 62600

Code: 62700

Code: 62800

Code: 62900

Code: 63000

Code: 63100

Code: 63200

Code: 63300

Code: 63400

Code: 63500

Code: 63600

Code: 63700

Code: 63800

Code: 63900

Code: 64000

Code: 64100

Code: 64200

Code: 64300

Code: 64400

Code: 64500

Code: 64600

Code: 64700

Code: 64800

Code: 64900

Code: 65000

Code: 65100

Code: 65200

Code: 65300

Code: 65400

Code: 65500

Code: 65600

Code: 65700

Code: 65800

Code: 65900

Code: 66000

Code: 66100

Code: 66200

Code: 66300

Code: 66400

Code: 66500

Code: 66600

Code: 66700

Code: 66800

Code: 66900

Code: 67000

Code: 67100

Code: 67200

Code: 67300

Code: 67400

Code: 67500

Code: 67600

Code: 67700

Code: 67800

Code: 67900

Code: 68000

Code: 68100

Code: 68200

Code: 68300

Code: 68400

Code: 68500

Code: 68600

Code: 68700

Code: 68800

Code: 68900

Code: 69000

Code: 69100

Code: 69200

Code: 69300

Code: 69400

Code: 69500

Code: 69600

Code: 69700

Code: 69800

Code: 69900

Code: 70000

Code: 70100

Code: 70200

Code: 70300

Code: 70400

Code: 70500

Code: 70600

Code: 70700

Code: 70800

Code: 70900

Code: 71000

Code: 71100

Code: 71200

Code: 71300

Code: 71400

Code: 71500

Code: 71600

Code: 71700

Code: 71800

Code: 71900

Code: 72000

Code: 72100

Code: 72200

Code: 72300

Code: 72400

Code: 72500

Code: 72600

Code: 72700

Code: 72800

Code: 72900

Code: 73000

Code: 73100

Code: 73200

Code: 73300

Code: 73400

Code: 73500

Code: 73600

Code: 73700

Code: 73800

Code: 73900

Code: 74000

Code: 74100

Code: 74200

Code: 74300

Code: 74400

Code: 74500

Code: 74600

Code: 74700

Code: 74800

Code: 74900

Code: 75000

Code: 75100

Code: 75200

Code: 75300

Code: 75400

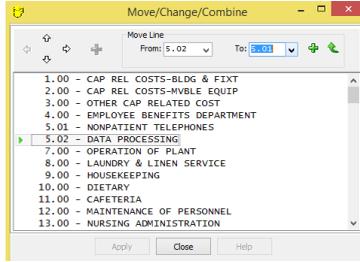
Code: 75500

Code: 75600

Code: 7

- Move/Change/Combine
  - Add values from one CC line to another 

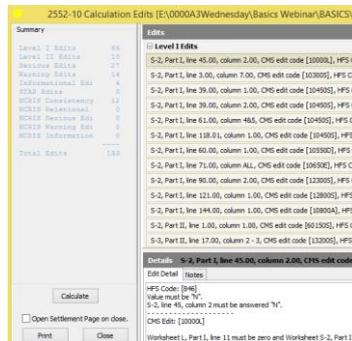
- Overlay and Replace values from one CC line to another 



9

9

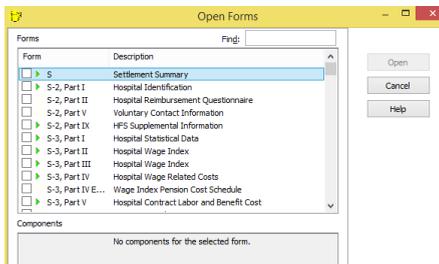
- Edits
  - View from LAST Calculate (will not include subsequent changes)



10

10

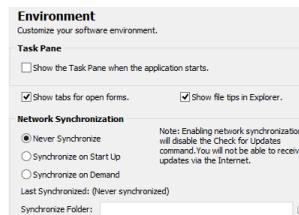
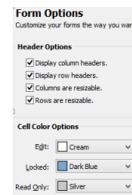
- Open\Delete Forms
  - When Deleting a Form, Data is truly deleted and NOT retrievable.



11

11

- Form Options
  - Header Options MUST be checked to use Cut\Copy\Paste feature
  - Change Color and Key Actions
- Setup | Environment
  - Show Task Pane on Startup
  - Network Synchronization
    - Administrator responsible for Updates
    - Users target updated software version on Network
    - User's Version automatically updates on startup

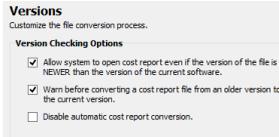


12

12

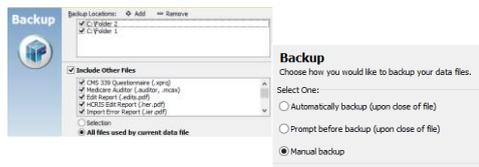
• Setup | Versions

- Allows User to open a File Created in a Newer Version while giving a Warning



• Setup | Backup

- Where you choose how you want file backed up
- See Also, FILE | BACKUP

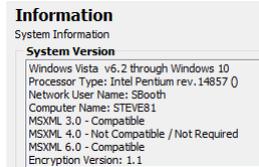


13

13

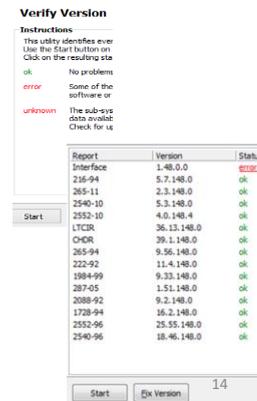
• Preferences | System | Information

- MSXML 3 and 6 Compatible
- Encryption Version 1.1



• Preferences | System | Verify Version

- Click Start Button
- Check for Errors under Status Column.
- If Error, Click Fix Version Button



14

14

- Calculate
  - CMS Level I and II Edits
    - Level Is **MUST** be resolved.
      - **YELLOW** highlighted “Calculate” (top right-hand corner) if Level Is present: Calculated
      - **GREEN** if no Level I edits: Calculated
    - You can file with a Level II, but review.
  - Info., Serious, and Warning Edits
    - HFS Generated
  - HCRIS Consistency and Relational Edits
    - MACs Version of CMS Level I and II edits
  - STAR Edits
    - Compares Provider and sub-Providers to STAR Database
    - Contact HFS if cannot resolve

15

15

- CMS 339 Questionnaire
- Lookup CBSA Code

Effective Date	CBSA	Urban/Rural	CBSA Name
10/01/2005	27180	URBAN	Jackson, TN

- Lookup Wage Index Factors

Wage Index Adjustment Factors

Before: 0.7720  
After: 0.7747

Use with 09/04/04 and 09/03/04 values.  
For Rural Puerto Rico enter 9940 MSA Code.

- Restore\Reorganize Data File
  - **ONLY** restores MCR file

16

16

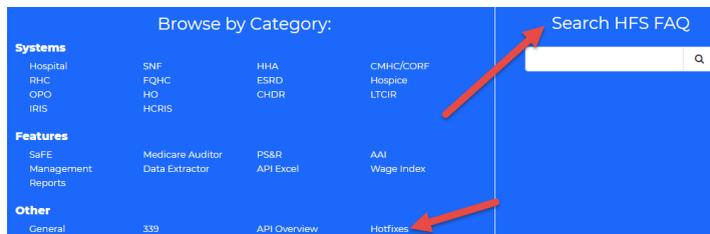


- Common Issues can be found at [www.hfssoft.com](http://www.hfssoft.com)

- Support
- FAQ



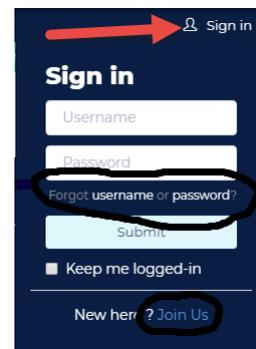
- Then, click on respective System, and type in FAQ, or;
- "Hotfixes" link:



19

19

- Forgot username\password
  - Go to the Home page ([www.hfssoft.com](http://www.hfssoft.com)) and then click on "Sign In" at the top right hand portion of the home page.
  - Then, click on the "Forgot Password" or "Forgot Username" link under the respective box.
  - You will then be taken to a page where you can reset either.
- New User
  - Click on "Join Us"
  - Complete all required steps/fields
  - Follow Password criteria/requirements



20

- If certain software features are not readily accessible\working, do below two diagnostics checks:
  - **Verify Version**
    - Options | Preferences | System | Verify Version
      - Run Diagnostic by clicking Start button and Fix Version Button if necessary.
  - **MSXML**
    - Options | Preferences | System | Information
      - MSXML 3 and 6 must Read Compatible
      - <https://www.hfssoft.com>
      - Support | Hotfixes
  - **Also, make sure you have latest software updates.**
    - Check by doing a Help | Check for Updates

21

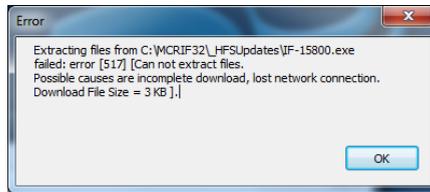
21

- **STAR Edits**
  - These occur when a Provider number is not found in the STAR database.
  - First, double check that you have entered the correct Provider number.
  - Then, contact HFS and we can look at the most current STAR Database and see if the Provider number is present.
  - If it is, you may need to contact the MAC to see why the Provider number is missing (common for Change of Ownership).

22

22

- **Error Message relaying “Lost Network Connection”**
  - Contact HFS Support for “Trusted Sites and Proxy Settings Exceptions” instructions for your IT folks
  - Contact HFS for “hfs.hosts” file



23

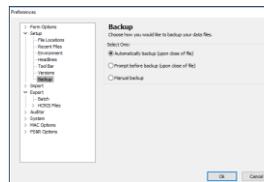
23

- As all are working remotely, we recommend all house the mcrx files on your computer’s local drive and use the BACKUP feature, if you wish to store a copy on your company’s network:

- File | Backup



- Options | Preferences | Setup | Backup



24

24

- Clients have reported that now working remotely, their IT department have changed (re-set) security policy settings, like firewalls and read/write privileges, to network drives. If this is the case, get with your IT folks to allow you access to Network Drives and add HFS as a Trusted Site.
- If using Net Sync for updates, your IT may have changed the net synch file location. If this is the case, get with your IT department, as your network location can have a different drive designation when working remotely.
- If you are finding your Username and Password are not working when doing updates or when on the HFS webpage, try disconnecting your VPN and the re-connecting. Additionally, try deleting your computer's cookies and doing a screen refresh.

- **888-216-6041**
- [support@hfssoft.com](mailto:support@hfssoft.com)
- **Email File icon**



Email File to HFS Support

Select a file from the list below, or browse to select your file, then send your file to HFS Support through your email application.

Recently Opened Files:

- E:\000A\CHDR\HFS\TC\Forms\Biosub\Biosub\_Session\Y0\_Level\_4\YFS\_2552-10 TC\_D3.mcrx
- E:\000A\CHDR\STCH-1216.cpf
- E:\000A\CHDR\U018\_CHDR.cpf
- E:\000A\Hospital\Hospital\_255210\_W\_O\_series.mcrx
- E:\000A\Hospital\AO\_310113\_12311996.MCR
- E:\000A\Hospital\X\_310113\_12311996.MCR
- E:\000A\Hospital\DPH v\hat\_F\_FY16 Black River Medical Center MCR.mcrx
- E:\000A\Hospital\AO\_310101\_12312008.MCR
- E:\000A\Hospital\Yew255296.mcr
- E:\000A\Wednesday\1\New Folder\Yew255210.mcrx
- E:\000A\Wednesday\1\New Folder\Y31379\_12\_31\_2016.mcrx
- X:\Library\California Specifications and Submissions\Q-EDR\Year 42\Submissions\QSPD-YR42.CDR
- E:\000A\0\New Research\1\New Folder\Yew255210.mcrx

To...

Cc...

Subject

Attached

HFS Support,  
Please assist with the attached file: HFS 2552-10 TC\_D3.mcrx