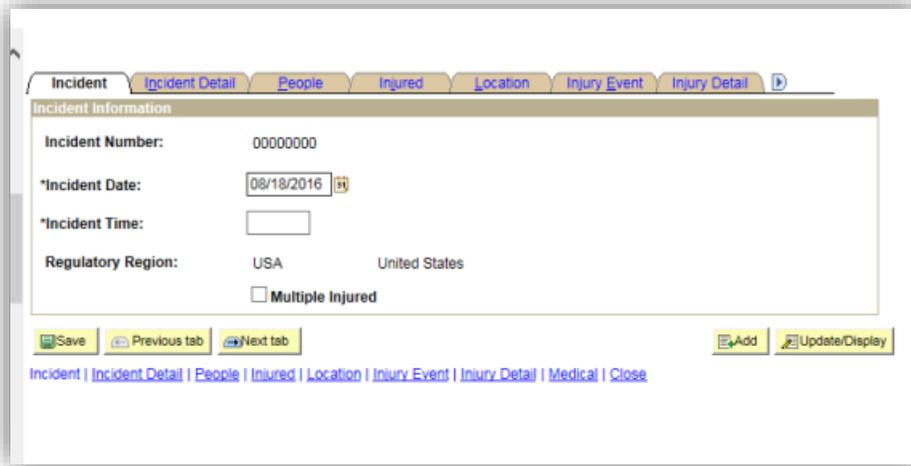


ARS Requested Call Center Enhancements

Incident (page)

Requested change:

Allow the **Multiple Injured** check box to be unchecked on the Incident page.



The screenshot shows the 'Incident' page with the following details:

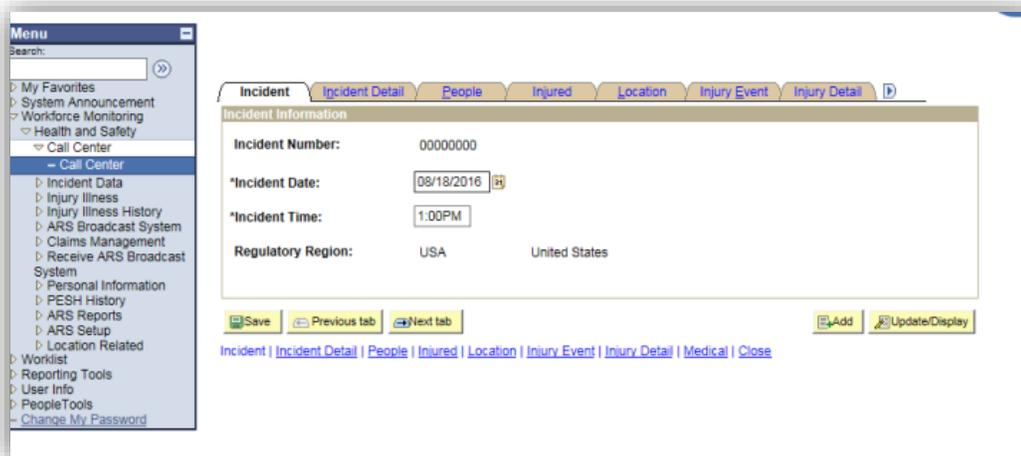
- Incident Number: 00000000
- *Incident Date: 08/18/2016
- *Incident Time: (empty field)
- Regulatory Region: USA United States
- Multiple Injured

Buttons: Save, Previous tab, Next tab, Add, Update/Display

Navigation: Incident | Incident Detail | People | Injured | Location | Injury Event | Injury Detail | Medical | Close

Resolution:

We have simplified the multiple injured process by removing the **Multiple Injured** (check box) altogether from the **Incident** (page).



The screenshot shows the 'Incident' page with the following details:

- Incident Number: 00000000
- *Incident Date: 08/18/2016
- *Incident Time: 1:00PM
- Regulatory Region: USA United States

Buttons: Save, Previous tab, Next tab, Add, Update/Display

Navigation: Incident | Incident Detail | People | Injured | Location | Injury Event | Injury Detail | Medical | Close

Menu (left sidebar):

- My Favorites
- System Announcement
- Workforce Monitoring
- Health and Safety
- Call Center
 - Incident Data
 - Injury Illness
 - Injury Illness History
 - ARS Broadcast System
 - Claims Management
 - Receive ARS Broadcast System
 - Personal Information
 - PESH History
 - ARS Reports
 - ARS Setup
 - Location Related
- Worklist
- Reporting Tools
- User Info
- People Tools
- Change My Password

Multiple injured will be entered on the **People** (page) by clicking on the plus sign (+) and adding the additional injured persons.

The screenshot shows the NYBEAS HBEAS web application interface. The top navigation bar includes 'Home', 'Worklist', and 'Add to Favorites'. The left sidebar contains a 'Menu' with various options like 'My Favorites', 'System Announcement', 'Workforce Monitoring', 'Health and Safety', 'Call Center', 'Injury Illness', 'Injury Illness History', 'Receive ARS Broadcast System', 'Personal Information', 'ARS Reports', 'ARS Setup', 'Worklist', 'User Info', and 'Change My Password'. The main content area has tabs for 'Incident', 'Incident Detail', 'People', 'Injured', 'Location', 'Injury Event', 'Injury Detail', 'Medical', and 'Close'. The 'People' tab is active, showing 'Incident Information' with 'Incident Number: 00000000' and 'Date: 08/19/2016'. Below this, 'People Connected to this Incident' shows a list with one entry: 'Non-EmpID: 00000000002 Barnes, Cassandra' with a role of 'Reporting'. A plus sign (+) button is visible next to the entry, with an arrow pointing to it. At the bottom, there are 'Save', 'Previous tab', and 'Next tab' buttons, and 'Add' and 'Update/Display' buttons.

The screenshot shows the NYBEAS HBEAS web application interface with three people added to the incident. The 'People' tab is active, showing 'Incident Information' with 'Incident Number: 00000000' and 'Date: 08/19/2016'. Below this, 'People Connected to this Incident' shows a list with three entries: 'Non-EmpID: 00000000002 Barnes, Cassandra' with a role of 'Reporting', 'EmpID: 999999997 SUPERVISOR, SALLY S' with a role of 'Injured', and 'EmpID: 999999996 JORGE, HALIMAH' with a role of 'Injured'. Arrows point to the 'Injured' role dropdowns for the second and third entries. At the bottom, there are 'Save', 'Previous tab', and 'Next tab' buttons, and 'Add' and 'Update/Display' buttons.

Incident Details (Page)

Requested changes:

- Allow the **Reported by EmplID** and **Reported by Non-EmplID** in **Incident Detail** to be changed after an ID was already entered.
- Allow the check boxes to be changed after an initial selection: **Is Person Reporting also the Injured Person?** and **Person Reporting also a Witness?**

Menu

Search: []

- My Favorites
- System Announcement
- Workforce Monitoring
- Health and Safety
 - Call Center
 - Call Center
 - Incident Data
 - Injury Illness
 - Injury Illness History
 - Claims Management
 - Receive ARS Broadcast System
 - Personal Information
 - PESH History
 - ARS Reports
 - ARS Setup
 - Location Related
 - Worklist
 - Reporting Tools
 - User Info
 - PeopleTools
 - Change My Password

Incident | Incident Detail | People | Injured | Location | Injury Event | []

Incident Number: 00000000 Date: 08/18/2016

Incident Notification

Date Reported:

Time Reported:

Reported To EmplID: OPARSUSERS

Reported By EmplID: 999999998 SAMPLE, SALLY

Reported By Non-EmplID: []

Is Person Reporting also the Injured Person?

Is Person Reporting also a Witness?

Save Previous tab Next tab Add Update/Display

[Incident](#) | [Incident Detail](#) | [People](#) | [Injured](#) | [Location](#) | [Injury Event](#) | [Injury Detail](#) | [Medical](#) | [Close](#)

Resolution:

We removed the check boxes from the **Incident Detail** (page) and the values; **Reported by EmplID** and **Reported by Non-EmplID** can be edited before and after the incident is saved. It is no longer grayed out.

Menu

Search: []

- My Favorites
- System Announcement
- Workforce Monitoring
- Health and Safety
 - Call Center
 - Call Center
 - Incident Data
 - Injury Illness
 - Injury Illness History
 - ARS Broadcast System
 - Claims Management
 - Receive ARS Broadcast System
 - Personal Information
 - PESH History
 - ARS Reports
 - ARS Setup
 - Location Related
 - Worklist
 - Reporting Tools
 - User Info
 - PeopleTools
 - Change My Password

Incident | Incident Detail | People | Injured | Location | Injury Event | []

Incident Number: 00000000 Date: 08/18/2016

Incident Notification

Date Reported: 08/18/2016

Time Reported: 2:25PM

Reported To: OPARSUSERS

Reported By EmplID: 999999998 SAMPLE, SALLY

Reported By Non-EmplID: []

[To add a new Non Employee, click here](#)

Save Previous tab Next tab Add Update/Display

[Incident](#) | [Incident Detail](#) | [People](#) | [Injured](#) | [Location](#) | [Injury Event](#) | [Injury Detail](#) | [Medical](#) | [Close](#)

People (page)

The purpose of this page is to manage the People Connected to this Incident.

The ***Role** field will default to “Injured and Reporting” when **Reported by EmplID** is populated on the **People** (page) and likewise, ***Role** will default to “Reporting” when **Reported By Non-EmplID** is populated.

Note: The values (Witness) and (Injured) can be added by clicking on the plus sign (+) under **People Connect to this Incident**.

The screenshot shows the NYBEAS HBEAS web application interface. The top navigation bar includes 'Home', 'Worklist', 'Add to Favorites', and 'Sign out'. The left sidebar contains a 'Menu' with various options like 'My Favorites', 'System Announcement', 'Workforce Monitoring', 'Health and Safety', 'Call Center', 'Injury Illness', 'Injury Illness History', 'Receive ARS Broadcast System', 'Personal Information', 'ARS Reports', 'ARS Setup', 'Worklist', 'User Info', and 'Change My Password'. The main content area has a breadcrumb trail: 'Incident | Incident Detail | People | Injured | Location | Injury Event | Injury Detail | Medical | Close'. Below this is the 'Incident Information' section with 'Incident Number: 00000000' and 'Date: 08/19/2016'. The 'People Connected to this Incident' section shows a table with one entry: 'EmplID: 999999998 SAMPLE, SALLY'. The '*Role' dropdown menu is set to 'Injured and Reporting'. There are 'Edit Address' and 'Edit Phone' links below the role field. At the bottom, there are 'Save', 'Previous tab', 'Next tab', 'Add', and 'Update/Display' buttons.

The screenshot shows the NYBEAS HBEAS web application interface. The top navigation bar includes 'Home', 'Worklist', and 'Add to Favorites'. The left sidebar contains a 'Menu' with various options like 'My Favorites', 'System Announcement', 'Workforce Monitoring', 'Health and Safety', 'Call Center', 'Injury Illness', 'Injury Illness History', 'Receive ARS Broadcast System', 'Personal Information', 'ARS Reports', 'ARS Setup', 'Worklist', 'User Info', and 'Change My Password'. The main content area has a breadcrumb trail: 'Incident | Incident Detail | People | Injured | Location | Injury Event | Injury Detail | Medical | Close'. Below this is the 'Incident Information' section with 'Incident Number: 00000000' and 'Date: 08/19/2016'. The 'People Connected to this Incident' section shows a table with one entry: 'Non-EmplID: 00000000002 Barnes, Cassandra'. The '*Role' dropdown menu is set to 'Reporting'. There are 'Edit Address' and 'Edit Phone' links below the role field. At the bottom, there are 'Save', 'Previous tab', 'Next tab', 'Add', and 'Update/Display' buttons.

Incident Detail (page)

Requested change:

The OCFS HS CC requested that the **EmplID** be listed before **Non-EmplID** on the **People** page to make it similar to how they are listed on **Incident Detail** page.

The screenshot shows the 'Incident Detail' page with the 'People' tab selected. The 'Incident Information' section displays 'Incident Number: 00000000' and 'Date: 12/23/2014'. Below this, the 'People Connected to this Incident' section contains three input fields: 'Non-EmplID', 'EmplID', and '*Role'. Each field has a search icon to its right. Below the fields are two links: 'Edit Address' and 'Edit Phone'.

Resolution:

We have changed the orders of the fields as requested. The People Connected to this Incident on the **People** (page) will be defaulted to Emplid or Non-Emplid pending the **Reported By** field is populated on the **Incident Detail** (page).

The screenshot shows the 'Incident Detail' page with the 'People' tab selected. The 'Incident Information' section displays 'Incident Number: 00000000' and 'Date: 08/18/2016'. Below this, the 'People Connected to this Incident' section contains two input fields: 'Reported By EmplID' and 'Reported By Non-EmplID', each with a search icon. A link 'To add a new Non Employee, click here' is located below the fields. At the bottom of the form are buttons for 'Save', 'Previous tab', 'Next tab', 'Add', and 'Update/Display'.

The screenshot shows the 'NYBEAS/HEAS' system with the 'People' tab selected. The 'Incident Information' section displays 'Incident Number: 00000000' and 'Date: 09/01/2016'. Below this, the 'People Connected to this Incident' section contains two input fields: 'EmplID' and 'Non-EmplID', each with a search icon. A dropdown menu for '*Role' is located below the fields. At the bottom of the form are buttons for 'Save', 'Previous tab', 'Next tab', 'Add', and 'Update/Display'.

Injury Detail (page)

Requested Change:

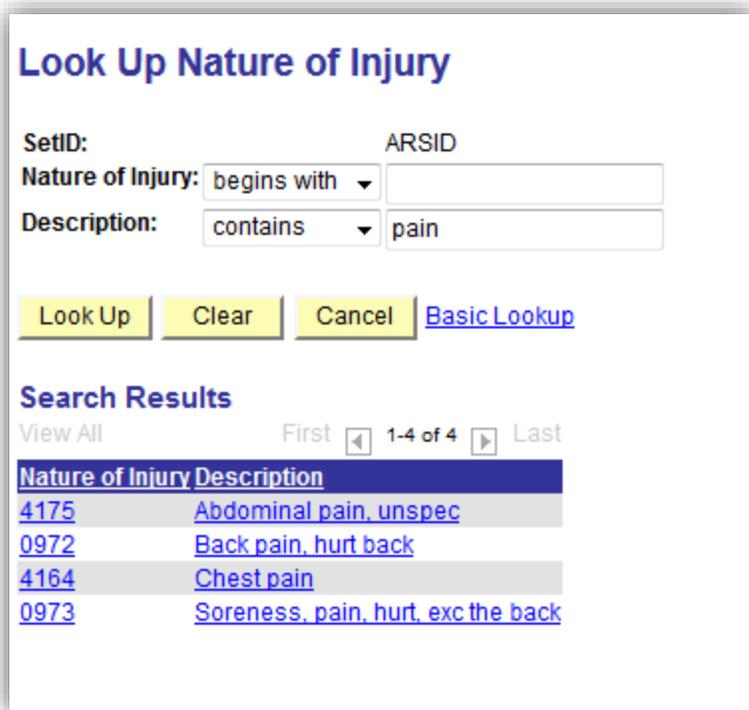
Under the **Nature of Injury** lookup, allow to see more than 300 results.

Resolution:

Unfortunately, this is a delivered PeopleSoft functionality and cannot be modified.

Leveraging the search operators can be a helpful way to limit the overall result set returned on a **Nature of Injury** Look Up page:

Ex. Changing the search operator on the Description field to “contains” allows you to do partial work lookups:



The screenshot shows a web interface for looking up injury details. The title is "Look Up Nature of Injury". There are two search criteria: "Nature of Injury" with a dropdown set to "begins with" and an empty text box; and "Description" with a dropdown set to "contains" and a text box containing "pain". Below the search fields are buttons for "Look Up", "Clear", and "Cancel", along with a link for "Basic Lookup". The "Search Results" section shows a table with 4 results, each with a "Nature of Injury" ID and a "Description".

Nature of Injury	Description
4175	Abdominal pain, unspec
0972	Back pain, hurt back
4164	Chest pain
0973	Soreness, pain, hurt, exc the back

Also, another way to assist the agents in looking up the **Nature of Injury** codes is by referencing the Smart Codes section in the ARS Online Manual under "Nature of Injury (Code-Description)". Any "Code-Descriptions" suffixed by a plus sign (+) allow you to further expand to sub-categories to further refine your selection options.

ARS Online Manual [Home >](#) [« go back](#)

Smart Codes

ARS utilizes a standard classification system issued by the US Department of Labor in order to capture details on the types of injuries, accident causes, and body parts injured. The coding of each occupational injury/illness within ARS is dependent upon the description provided by the individual reporting the accident, as well as, the codes selected by the individual entering the information.

In order to review a table of all codes and descriptions within each classification category, click the corresponding **show** button.

Nature of Injury (Code - Description) [show](#)

Nature of Injury codes "identify the physical characteristic(s) of the work related injury or illness".

Body Parts (Code - Description) [show](#)

Body Part codes "identify the part of the body directly affected by the nature of injury or illness".

Source of Injury (Code - Description) [show](#)

Source of Injury codes "identify the objects, substances, equipment, and other factors that were responsible for the injury or illness".

Accident Type (Code - Description) [show](#)

Accident Type codes "describes the manner in which the injury or illness was produced or inflicted by the source of the injury or illness".

ARS Online Manual [Home >](#) [« go back](#)

Smart Codes

ARS utilizes a standard classification system issued by the US Department of Labor in order to capture details on the types of injuries, accident causes, and body parts injured. The coding of each occupational injury/illness within ARS is dependent upon the description provided by the individual reporting the accident, as well as, the codes selected by the individual entering the information.

In order to review a table of all codes and descriptions within each classification category, click the corresponding **show** button.

Nature of Injury (Code - Description) [hide](#)

Clicking on one of the following will expand a more detailed list of additional codes that fall under that category (if additional codes exist).

- 0 - Trauma injrs & disorders (+)
- 01 - Trauma injrs to bones, nerves, spinal cord (+)
- 02 - Trauma injrs to musc, tendons, ligs, joints (+)
- 03 - Open wounds (+)
- 04 - Surface wounds & bruises (+)
- 05 - Burns (+)
- 06 - Intracranial injrs (+)
- 07 - Effects of environmental conds (+)
- 08 - Multi trauma injrs & disorders (+)
- 2 - Infectious & parasitic diseases (+)
- 3 - neopims, tmrs, & Cancer (+)

Nature of Injury codes "identify the physical characteristic(s) of the work related injury or illness".

Nature of Injury (Code - Description) [hide](#)

Clicking on one of the following will expand a more detailed list of additional codes that fall under that category (if additional codes exist).

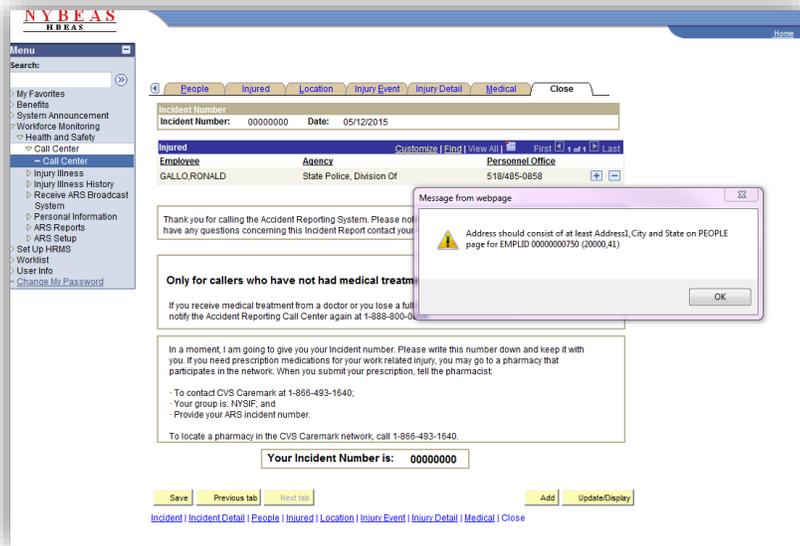
- 0 - Trauma injrs & disorders (+)
 - 01 - Trauma injrs to bones, nerves, spinal cord (+)
 - 011 - Dislocations
 - 012 - Fractures
 - 013 - Trauma injrs to spinal cord
 - 014 - Trauma injrs to nerves, exc the spinal cord
 - 018 - Multi trauma injrs to bones, nerves, spinal cord
 - 019 - Trauma injrs to bones, nerves, spinal cord, NEC
 - 02 - Trauma injrs to musc, tendons, ligs, joints (+)
 - 03 - Open wounds (+)
 - 04 - Surface wounds & bruises (+)
 - 05 - Burns (+)
 - 06 - Intracranial injrs (+)
 - 07 - Effects of environmental conds (+)
 - 08 - Multi trauma injrs & disorders (+)
- 2 - Infectious & parasitic diseases (+)
- 3 - neopims, tmrs, & Cancer (+)

Nature of Injury codes "identify the physical characteristic(s) of the work related injury or illness".

Close (page)

Requested change:

When generating a Non-Employee ID's from the link (To add a new Non-Employee click here) on the Incident Detail (page) for the purpose of reporting an injury/illness, the Address information was not being required by the agent and would generate a Non-Employee ID without; Address1, City, State, and Postal being populated but would trigger a Message (20000, 14) when saving the incident. The agency would be forced to cancel the incident until the Address1 information was entered in the Non-Employee Data (component) of ARS.

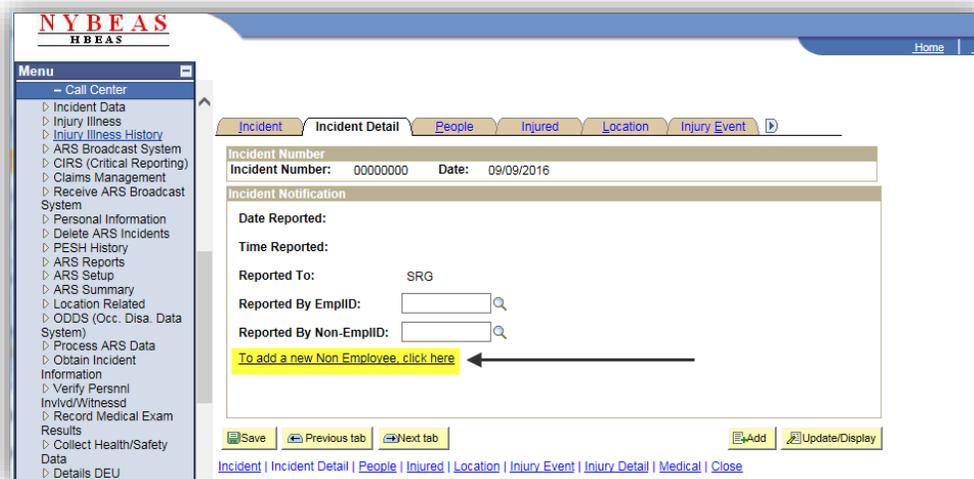


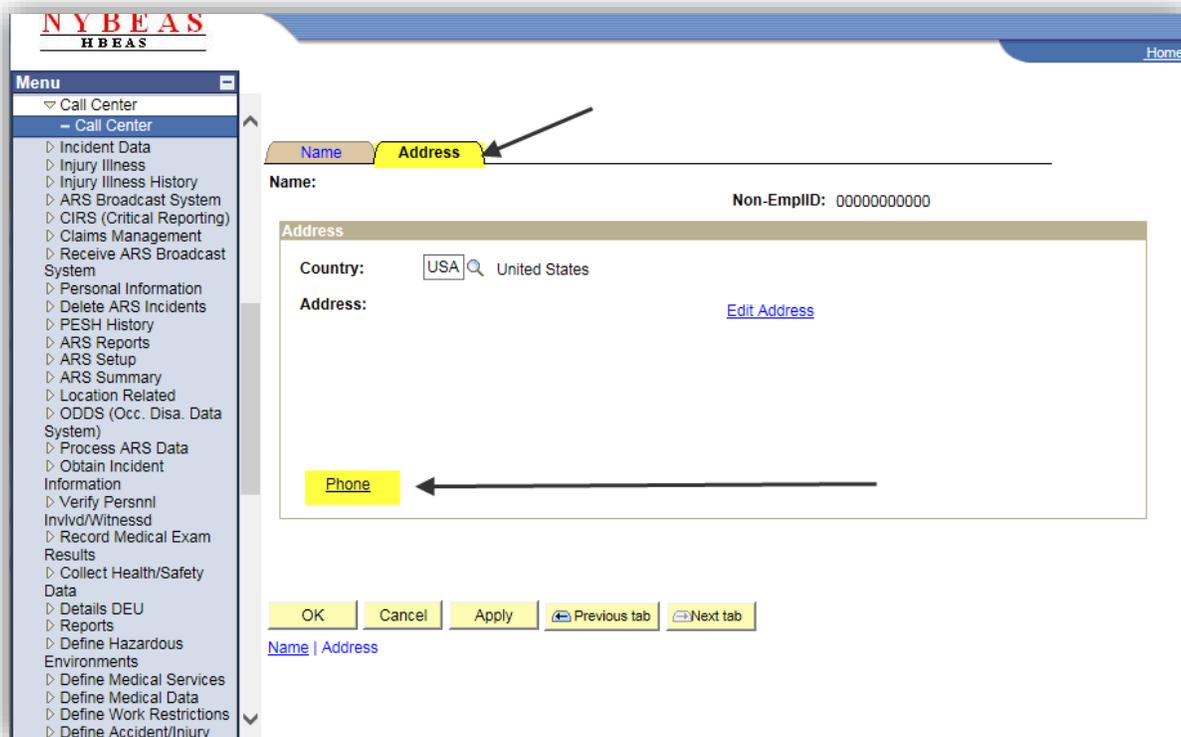
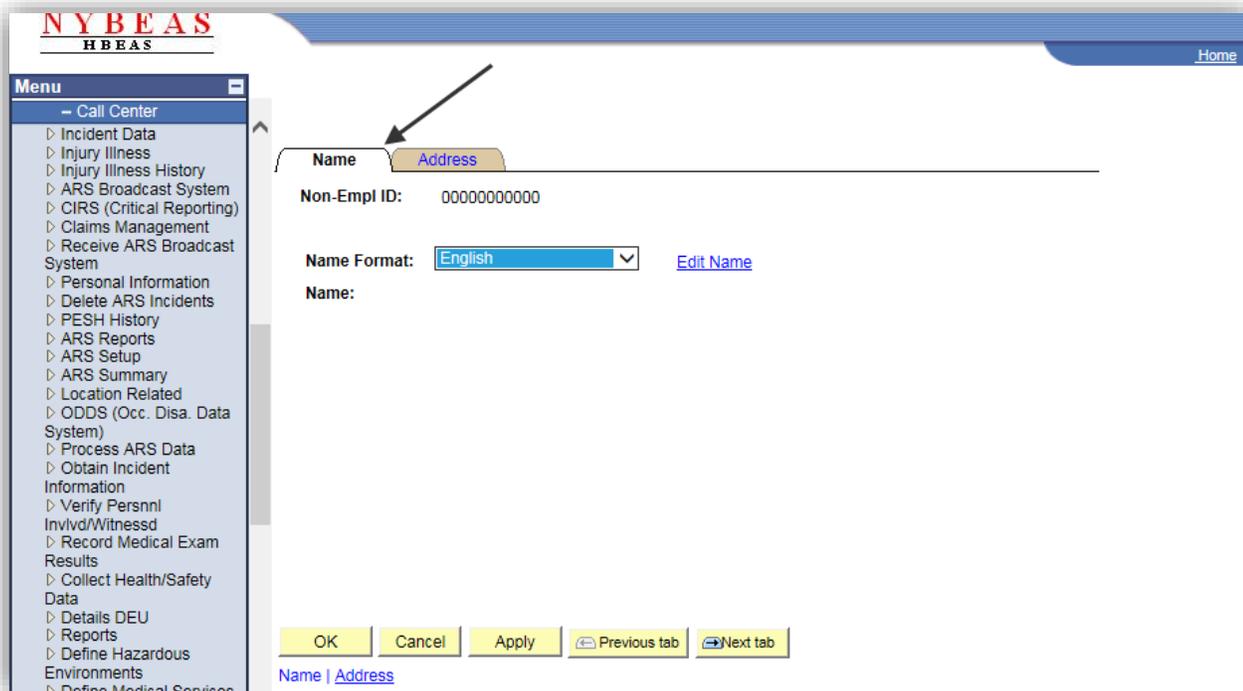
Resolution:

It's no longer necessary to cancel the out the Call Center transaction if you receive a message about missing Non-Employee Data you can simply navigate to the **Incident Detail** Page and click **To add a new Non Employee, click here** (link)

We have modified the Non-Employee Data page by removing the requirements for Address information to be entered by the agent. Now in the case of a Non EmplID "Reporter" or "Witness" the only required information the agent must enter is "Name" and "Phone".

Agent Note: Phone is found on the Address (page).





Additional change:

Agent Note: the **Personal Details** (page) has been removed from the Non Employee (link), this information is not needed.

Menu

- Call Center
- Call Center

Name Address **Personal Details**



Non-Emp1 ID: 0000000000

Name Format: English [Edit Name](#)

Name:

OK Apply Previous tab Next tab

[Name](#) | [Address](#) | [Personal Details](#)

ARS Change Management Items

We have a few items on our change management list for ARS that I believe could be pretty straightforward to answer. What do you think about wither of these?

02/17/2016 09:30 AM	Create New Incident Report	No Value	Expanded answer is needed	When entering medical information in an ARS incident, the script advises not enter partial information. Should we ask the caller to call back with all information or can we enter what they have and save the incident	We need clarity in the guide under the medical information tab that explains entering partial medical information. Can we add the information they have and ask them to call back to enter the other information or do they have to call back with all the information at once? Also, can we still submit the incident if they do not have all the information?
02/22/2016 09:20 AM	Cannot Save Incident Report	No Value	No answer/content found	There is no information for callers whose prescriptions are denied at the pharmacy. Can we get information to give to callers for when they call with this situation?	

Medical (page)

Resolution:

We have made two enhancements on the Medical (page) under Treatment Required?

The field **Initial Treatment** is now visible for the Call Center agent to make a selection (Ex. Minor On-Site Remedies by Employer Medical Staff).

The screenshot displays the NYBEAS system interface. On the left is a navigation menu with options like 'My Favorites', 'System Announcement', 'Workforce Monitoring', 'Health and Safety', and 'Call Center'. The main area shows the 'Medical' tab selected, displaying 'Medical Details' for an incident. Key fields include 'Employee - Incident Information' (EmpID: 999999998, SAMPLE,SALLY, Empl Rcd: 0), 'Date of Birth: 03/15/1948', 'Date of Death', 'Gender: F', 'Incident Number: 00000000', 'Incident Date: 09/01/2016', and 'Incident Type: Incident'. Under 'Treatment Required?', the 'Medical' radio button is selected. The 'Initial Treatment' dropdown menu is set to 'Minor on-site remedies by employer me'. The 'First Medical Treatment' section includes a 'Medical Treatment' dropdown, a 'Date of Treatment' field, and 'Employee Treated By' fields for 'Name' and 'Location'.

The **Call Center agent** can now enter partial medical information and save the incident without warning or error. The Personnel Administrator or Health Benefits Administrator for the agency will be responsible for obtaining and updating any missing requirements (medical information) when completing and sending the FROI (Formerly C-2).

Close (page)

Resolution:

The Call Center agent is only responsible to give the information found on the Close (page) scripting in the ARS Call Center, and any inquiries pertaining to prescriptions should be directed to the agency Personnel Office.

Agent Note: Personnel Office (phone number) is on the Close (page) of the Call Center.

In a moment, I am going to give you your Incident number. Please write this number down and keep it with you. If you need prescription medications for your work related injury, you may go to a pharmacy that participates in the network. When you submit your prescription, tell the pharmacist:

- **To contact CVS Caremark at 1-866-493-1640;**
- **Your group is: NYSIF; and**
- **Provide your ARS incident number.**

To locate a pharmacy in the CVS Caremark network, call 1-866-493-1640.