

Role Assignment Communication for Phase 3 Providers  
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## What is my EIM role?

The purpose of this communication is to notify you of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Incident Read-Only**. Please review the information below and contact your BP Administrator if you believe you require a different permission structure/access.

### What is an Incident Read-Only user and what do they do?

A user with the Incident Read-Only role is typically an individual in an executive position who needs access to view incidents, but will not be required to enter any information in the system. As an incident read-only user, the following functionality is available to you in the EIM system:

- View the first and final sections, incident investigation documents and incident management review documents in read-only mode
- Access, view and use EIM reports

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Incident Management for Providers course

All training materials and recorded webinars are posted on the Long-Term Living Training Institute. Access the EIM Resource page on the Training Institute website here:

<http://www.ltltrainingpa.org/resources/index.cfm?collection=A185B572-CE7F-4EA9-B8D4-451A97E58860>

The materials are also available on the HCSIS Learning Management System (LMS) under the OLTL: Enterprise Incident Management (EIM) provider courses. Access the HCSIS LMS here:

<https://www.humanservices-t.state.pa.us/HCSISLMS/pgm/asp/login/login.asp?refpage=/HCSISLMS/default.asp>

### How do I obtain an LMS user ID and password?

The BP Admin created a user ID for the LMS for each individual who did not already have access via HCSIS. New LMS users will receive an email from [pwsrvsql001@state.pa.us](mailto:pwsrvsql001@state.pa.us) with

their user ID and password. Please check your junk mail or contact your BP Admin if you did not receive an email with this information.

It is mandatory to begin using EIM for incident reporting on **October 22, 2011**. If you have any additional questions, please contact the Implementation Planning Team at [RA-OLTL\\_EIMimplement@pa.gov](mailto:RA-OLTL_EIMimplement@pa.gov).

### **HCSIS Help Desk Contact Information**

E-mail [c-hcsishd@pa.gov](mailto:c-hcsishd@pa.gov) or call the HCSIS Help Desk at 1-866-444-1264 from Monday - Friday 8:00 AM to 5:00 PM.