



# Georgia HRST Migration: Frequently Asked Questions (FAQ's) [revised 12/30/13]

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## **Why is Georgia upgrading the HRST online application?**

The current HRST application that Georgia uses is the oldest online version of the HRST. Many updates have occurred since this application was originally released and our other state clients across the country enjoy the benefits of an updated system. Georgia, along with Health Risk Screening, Inc wants GA users to enjoy the same experience as our other users.

## **What are the benefits of GA migrating to the new HRST online application?**

Better user experience. Easier to navigate. User friendly. Advanced Reporting capabilities. Faster. Increased reliability and stability. New features. Better integration.

## **When will GA migrate from the existing HRST application to the newer online version of the HRST?**

**March 1, 2014** is the planned date in which the new HRST online version will go Live. Although there are always possible delays that can occur, any delay would be minimal and a notice of delay would be emailed to all users on file.

## **How will I access the new online version of the HRST?**

You will use the same web address you currently use ([gadd.hrstonline.com](http://gadd.hrstonline.com)). As of 3/1/2014 when you visit this web address it will take you to the new version of the online application.

## **Will I still have access to the old online HRST content? [This answer has been updated with new/revised information as of 12/30/13]**

Yes. The current online version and the data it contains will be archived. Users will continue to click the "View HRST" button on the demographic page of the individual in CIS to obtain the most current HRST results. If the HRST has not been updated yet in the new system clicking the "View HRST" button will produce the PDF of the HRST completed in the old system. If the HRST has been updated in the new system clicking the "View HRST" button will produce the PDF of the HRST results from the new system. The "View HRST" button in CIS will *know* whether to pull the HRST results from the old system (if the HRST has not been updated in the new system) or to pull the HRST results from then new system (if the HRST has been updated in the new system). In any case, clicking the "View HRST" button in CIS will always produce the most recent HRST results for that person.



### **What if I have not completed the Online Rater Training?**

If you are a Rater and have not completed the online rater training by **2/1/2014**, you will likely be locked out of HRST online. You will still have access to CIS but you will likely not be able to access the HRST site until you have completed the online rater training. You can request an online rater training account by emailing [support@hrstonline.com](mailto:support@hrstonline.com)

### **If I have already completed the Online Rater Training or I complete it prior to February 1, 2014 will my access to HRST online be interrupted?**

No. We will identify as closely as possible all users who have completed the online training. Should you encounter any issues however, please email [support@hrstonline.com](mailto:support@hrstonline.com)

### **What can I expect the first time I access the new HRST application? [This answer has been updated with new/revised information as of 12/30/13]**

You will notice the application will look differently, though the basic functionality will be the same. We will be widely distributing a short video noting the basic differences in the current application and the new application. You can always request this video link and any other migration documentation be sent to you by emailing [support@hrstonline.com](mailto:support@hrstonline.com)

If a medication in the old application was input incorrectly with a purpose of OTHER, upon visiting the Medications section, the new application will alert you via a pop up message to re-select the med purpose for those particular medications in the consumer record. You will need to select the correct med purpose for these medications in order to proceed to other sections of the HRST. Again, the new application will only prompt you to do this if the medication had an incorrect med purpose of OTHER in the previous application. The reason for this is that the new application has quality enhancements that ensure these particular meds get entered correctly.

The **FIRST TIME** (only) you access any part of the consumer record in the new HRST application you will be required to re-rate all 22 rating items in order to get a refreshed LAST UPDATE date and Health Care Level. This is a quality measure. In the new application, the 22 rating items have updated questions that increase scoring accuracy. This requirement is **ONLY** enforced the first time you access any part of the record after the migration date and is not enforced thereafter.

### **Why am I being forced to re-rate all 22 rating items the first time I access a consumer record on or after the migration date?**

The new application has enhanced questions in each of the 22 rating items that the old version did not have. These questions help ensure more accurate HCL determinations. NOTE: re-rating all 22 items is



only enforced the first time you access any part of the consumer record on or after the migration date and will NOT be required in the future when the HRST needs updating.

**What recommendations do you have for Providers who complete the HRST in preparation for the 3/1/2014 migration date?**

It is recommended that you print off the most updated copy of the HRST Scoring Summary and Considerations prior to the migration date for each consumer. Ensure that ALL your HRST Raters have completed the online training prior to February 1, 2014 so that access is not interrupted.

**What can I expect if I am a Support Coordinator? [This answer has been updated with new information as of 12/30/13]**

Support Coordinators will still have access to the PDF copy of the HRST via the demographic page of CIS by clicking the "View HRST" button. The PDF generated will be the most current HRST results for the person, pulled from either the old system or the new system (*see question #5*).

**Will the HRST results still be pulled into the ISP?**

Yes. The Support Coordinator will continue to use the "Load HRST" button within the ISP document to pull in the appropriate data from the current HRST.

**Will there be announcements about the migration?**

Yes. Announcements will be sent both from HRS, Inc. and the State office. Announcements will be sent in various forms and in various methods. Please feel free to share information you receive about the migration with others.

**Will there be training regarding the new HRST application?**

Yes. Training will be provided in various formats: webinars, Live training, and video tutorials.