



Illinois Department
of Human Services

e-RIN

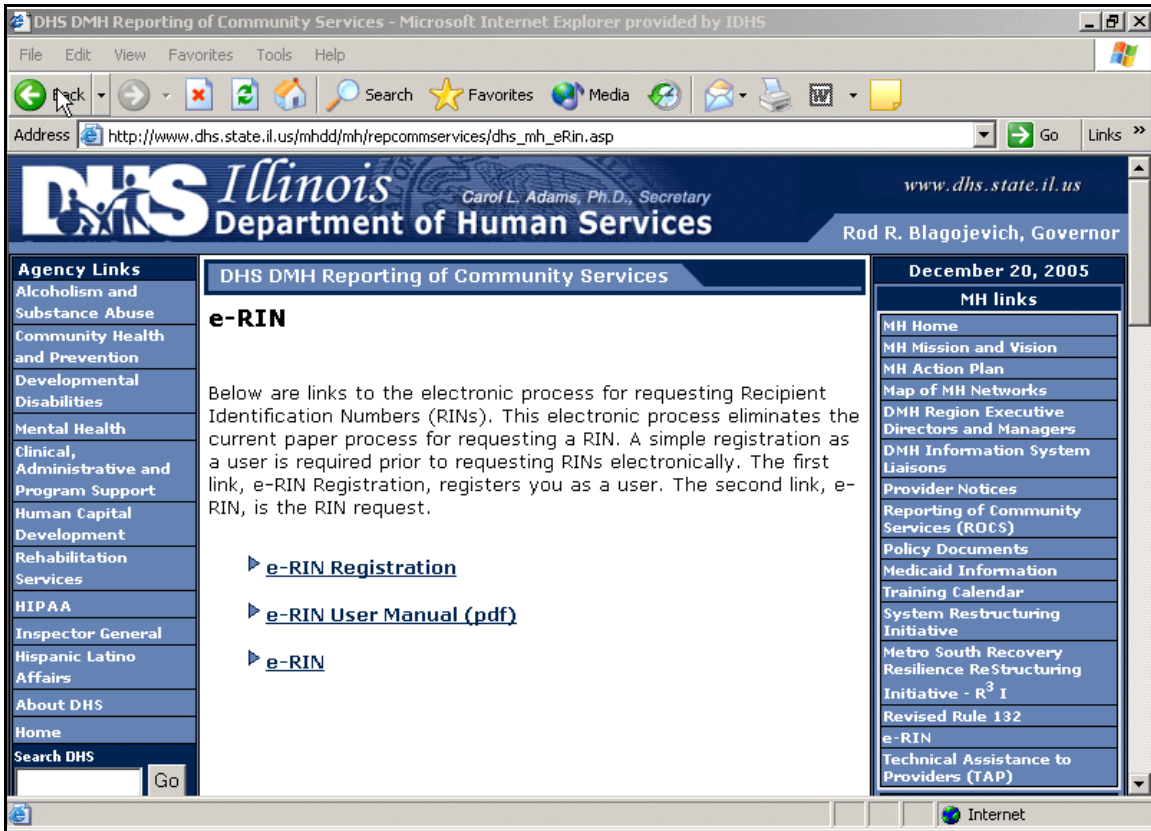
SYSTEM MANUAL

i

SECTION 1

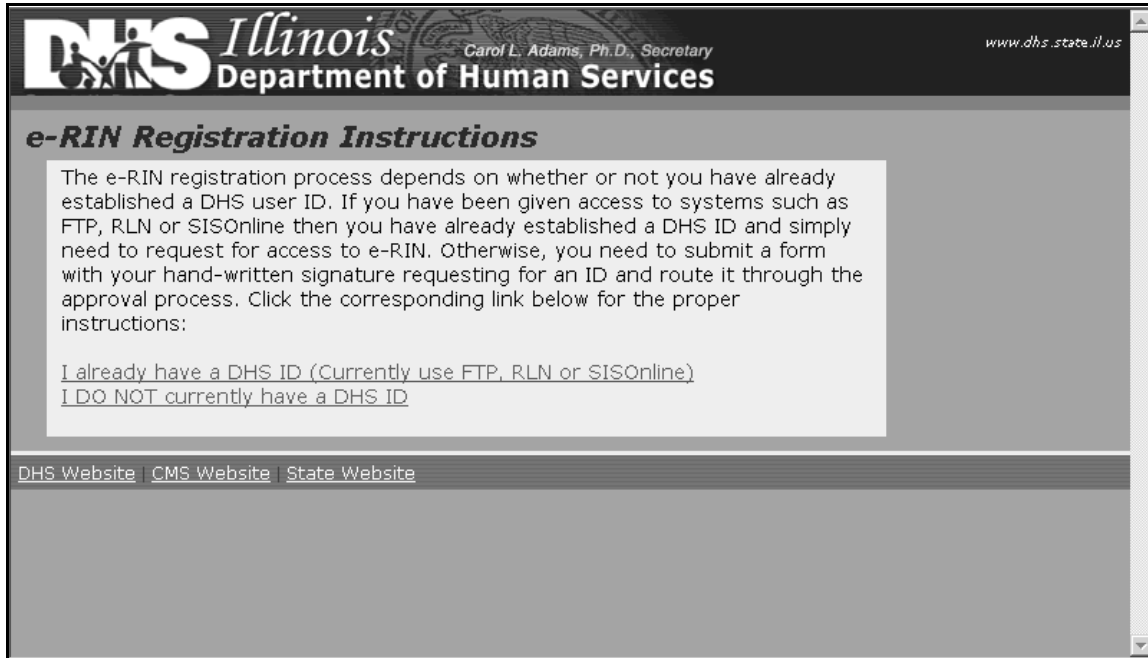
e-RIN REGISTRATION INSTRUCTIONS

e-RIN Registration



The above screen may be accessed by going to www.dhs.state.il.us/mhdd/mh/repcommservices and clicking on **e-RIN**. If a Department of Human Services User ID has been established for e-RIN, click on **e-RIN**, otherwise click on **e-RIN Registration** for instructions on establishing a DHS User ID.

1.1 e-RIN Registration Instructions



This screen will be displayed when **e-RIN Registration** has been selected on the previous screen. If a DHS User ID has previously been established, click the first line of text to display e-RIN registration instructions for established users.

If a DHS User ID has **NOT** been previously established, click on the second line of text to display e-RIN registration instructions for new users.

1.2 e-RIN Registration Instructions for Established Users

The screenshot shows a web browser window with the following content:

DHS Illinois Department of Human Services
Carol L. Adams, Ph.D., Secretary
www.dhs.state.il.us

e-RIN Registration Instructions for Established Users

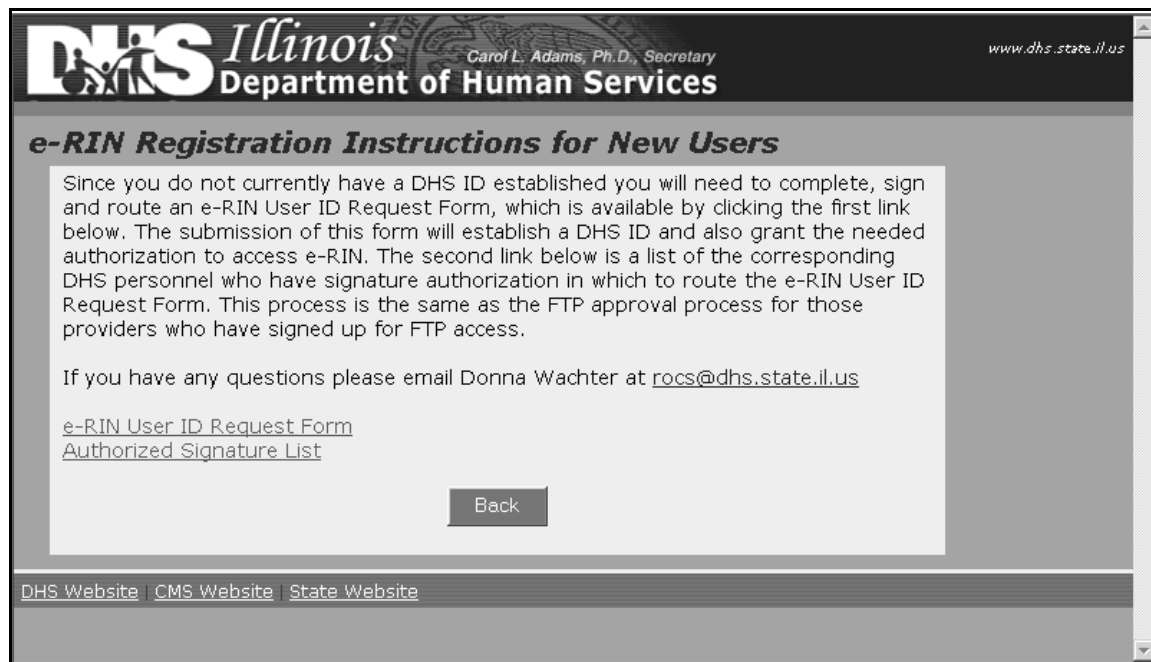
Since you have already established a DHS ID and have signed the necessary forms to obtain your DHS ID you simply need to send an email to rocs@dhs.state.il.us with the subject as "e-RIN Registration" and provide the information below. Once your request has been completed you will receive an email confirming your registration and providing you with instructions on accessing the system for the first time.

If you have any questions please email Donna Wachter at rocs@dhs.state.il.us

Provider FEIN
Provider Satellite
Provider Name
DHS User ID
User First Name
User Last Name
User Phone Number
User Email Address

When “**I already have a DHS ID**” was selected from the e-RIN Registration Instructions screen, the above screen will be displayed. Submit the above information to rocs@dhs.state.il.us to request access to e-RIN. When a DHS User ID has been assigned, an e-mail notification will be returned.

1.3 e-RIN Registration Instructions for New Users



When “**Do Not currently have a DHS ID**” was selected from the **e-RIN Registration Instructions** screen, the above screen will be displayed. If you do not currently have a DHS ID established the request forms may be found on the first link “**e-RIN User ID Request Form**”. Complete the request forms and submit to the appropriate person which can be found under “**Authorized Signature List**”.

SECTION 2

e-RIN LOGIN



The screenshot shows a web browser window with a dark header. On the left, the DHS Illinois logo is displayed, featuring a stylized figure with a cane and a person in a wheelchair. To the right of the logo, the text reads "Illinois Department of Human Services" and "Carol L. Adams, Ph.D., Secretary". The website URL "www.dhs.state.il.us" is visible in the top right corner. The main content area is light gray and contains the following text: "Login is required to view the selected page. Please enter your User ID and Password below:". Below this text are two input fields: "User ID:" followed by a white text box, and "Password:" followed by a white text box. A "Login" button is positioned below the password field.

The above screen will be displayed when **e-RIN** is selected on www.dhs.state.il.us/mhdd/mh/repcommservices and also selected on the actual **e-RIN** link.

Enter the assigned **User ID** and **Password** and click on **Login**. **NOTE:** This ID and Password is the same ID and Password that is used for FTP processing and SISOnline.

2.2 e-RIN Menu



Request New RIN - This option is used to submit a request for a new RIN.

View RIN Requests Assigned/Confirmed by DHS - This option is used to view pending RIN requests that have been assigned or confirmed by DHS and have not been marked as viewed by the provider, referred to as “Not Viewed”. This is where the RIN would be displayed that should be used for billing.

View all pending RIN Requests - This option is used to view all pending requests to ensure all have been submitted that were needed.

Search e-RIN Request System - This option is used to display all submitted RIN requests. e-RIN requests can be searched by a date frame and sorted several different ways for historical reporting.

Update My Contact Information - This option is used to view or update passwords, phone numbers or e-mail address/PIN #.

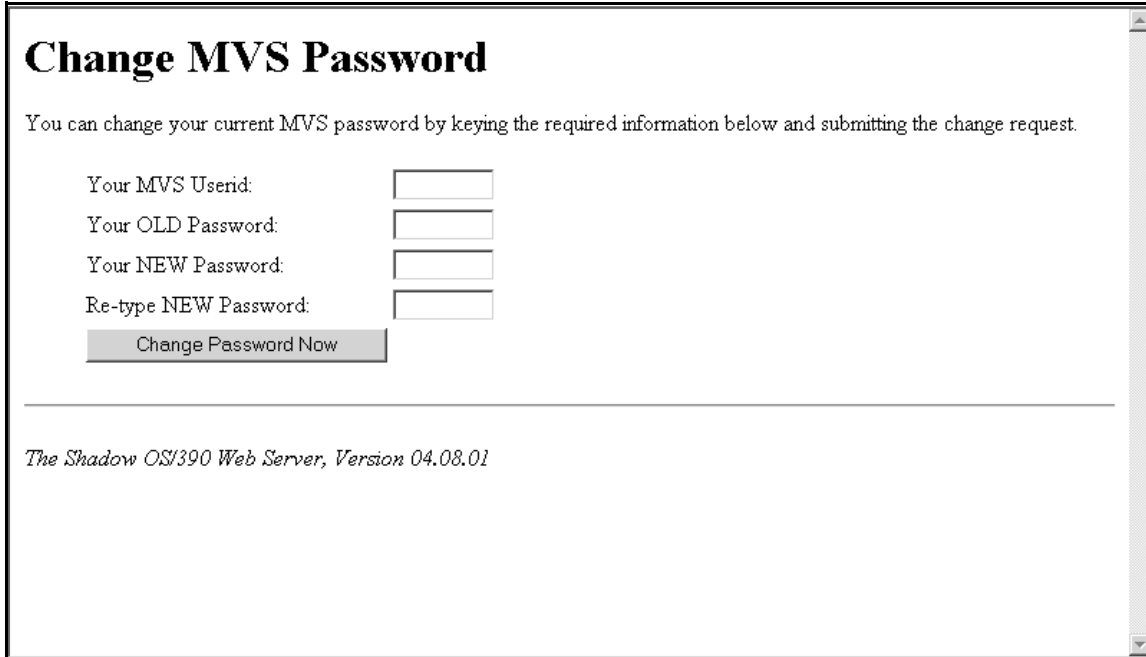
Change My Password - This option is used to change the password. Passwords MUST be changed at least once every 30 days.

Quick Start User Manual (pdf) - This option contains the online e-RIN System Manual for display or printing.

SECTION 3

CHANGE MY PASSWORD/UPDATE CONTACT INFO

3.1 Change My Password



The screenshot shows a web browser window with the title "Change MVS Password". Below the title is a paragraph: "You can change your current MVS password by keying the required information below and submitting the change request." There are four input fields: "Your MVS Userid:", "Your OLD Password:", "Your NEW Password:", and "Re-type NEW Password:". Below these fields is a button labeled "Change Password Now". At the bottom of the page, there is a footer: "The Shadow OSI390 Web Server, Version 04.08.01".

This screen is displayed when **Change My Password** is selected from the Main Menu. It is used to change your current password. Passwords **MUST** be changed at least once every 30 days.

This is a generic "Change Password" screen for all DHS system users. It is not only used for e-RIN. The terminology and acronyms are very generic. MVS is the type of system that DHS uses and is a general term. As a provider, you could think of MVS as "DHS".

With that in mind enter your MVS (DHS) User ID, Old Password and your New Password (twice). Below are the requirements and rules for passwords:

1. Must be six to eight characters in length.
2. Cannot contain a three letter month abbreviation (JAN, FEB, etc).
3. Cannot have been used within the last ten password changes.

Once all of the information above has been entered , click on **Change Password Now**.

NOTE: Changing your password for e-RIN will also change the password for SISOnline and FTP.

3.2 Update My Contact Information

The screenshot shows a web browser window with the following content:

- Top left: Session ID and timestamp: DHST9034 19 APR 2005 08:59AM (HSRACFUP)
- Top center: DHS logo featuring stylized figures of a person in a wheelchair, a child, and an adult.
- Top right: Department of Human Services, Office of Management Information Systems, Bureau of Security, Planning and Quality Assurance.
- Section: User Information
- Text: I want to view/update my information for:
- Dropdown menu: Password Prompt/Reply
- Buttons: Submit, Close Window

Prior to using e-RIN it is suggested to verify/update your Contact information with DHS. This information is used should there be any problems with processing an e-RIN request.

The screen is displayed when **Update My Contact Information** is selected from the Main Menu. It is used to view/update Password Prompt/Reply, Phone Numbers or e-mail Address/PIN #. Select the appropriate choice using the drop down menu and click on Submit.

3.3 Update My Contact Information - Page 2

(RACFUSER)

DHS
Department of Human Services
Office of Management Information Systems
Bureau of Security, Planning and Quality Assurance

User information

Enter PROMPT and REPLY only if no one can see your entry

PROMPT will be the question you be asked when you need a password reset
E. G. *What is my mother's maiden name?*

REPLY is the response that you should give to the prompt
E. G. *Smith*

password PROMPT:

password REPLY:

[Update](#) [Choose Another Query](#) [Close Window](#)

The above screen is used to submit a question/answer that you may be prompted to supply should a password reset be needed.

SECTION 4

E-RIN REQUEST FORM

4.1 e-RIN Request Form

The screenshot shows a web browser window displaying the "e-RIN Request" form. The header includes the DHS Illinois Department of Human Services logo, the name "Carol L. Adams, Ph.D., Secretary", and the website "www.dhs.state.il.us". The form title is "e-RIN Request". Below the title, there is a legend: "* = Required Field". The form fields are: Last Name: [text box]*, First Name: [text box]*, Date of Birth: [mm/dd/yyyy]*, Gender: Male Female*, and SSN: [text box]-[text box]-[text box]*. At the bottom of the form are "OK" and "Cancel" buttons. The footer contains links for "DHS Website", "CMS Website", and "State Website".

This screen will be displayed after **Request New RIN** is selected from the Main Menu. It is used to submit a request for a RIN. Fields marked with an * are required fields and must be entered to process the request. The Social Security Number may be entered as all zeros if unknown. Click on **OK** to process the request.

4.1 e-RIN Request Form - Continued

DHS Illinois Call L. Adams, Ph.D., Secretary
Department of Human Services www.dhs.state.il.us

e-RIN Request

***** Client Found *****

This client already has a RIN and DHS Social Service eligibility. There is no need to continue with this request. Please use the RIN highlighted below and click OK. If you feel you have reached this screen in error or have questions, please contact the DHS Call Center. You may want to print this screen for your records.

RIN: **123456789**

	Request Information	Client Information on File
Last Name:	MOUSE	MOUSE
First Name:	MICKEY	MICKEY
Date of Birth:	08/24/1963	8/24/1963
Gender:	M	M
SSN:	444-55-1234	--

[DHS Website](#) | [CMS Website](#) | [State Website](#)

This screen will be displayed when a RIN has been assigned previously to this client. Please use the RIN provided and click on **OK**.

4.1 e-RIN Request Form - Continued

The screenshot shows a web browser window displaying the "e-RIN Request" form. The header includes the DHS Illinois logo, the name "Carol L. Adams, Ph.D., Secretary", and the website "www.dhs.state.il.us". The form title is "e-RIN Request". A legend indicates "* = Required Field". The form fields are as follows:

- Agency Client ID: [Empty field]
- Last Name: [Doe] *
- First Name: [John] *
- Date of Birth: [01 / 01 / 1988] * (mm/dd/yyyy)
- Gender: Male Female *
- Street Address: [Empty field]
- City: [Empty field] *
- State: [IL] *
- Zip: [Empty field] *- [Empty field]
- County: [Unknown] *
- Existing RIN: [Empty field]
- SSN: [125] - [15] - [2662] *
- Comments: (250 character Limit) [Empty text area]

At the bottom of the form are "OK" and "Cancel" buttons. The footer contains links for "DHS Website", "CMS Website", and "State Website".

This screen will be displayed after a request for a RIN has been submitted. Fields marked with an * are required fields and must be entered to process the request. The Social Security Number may be entered as all zeros if unknown. Comments may be entered pertaining to the request such as “Not sure if the birth date is correct”, “The last name may have a different spelling”, etc. Click on **OK** to process the request.

The system will check for duplicates. Depending on the number of multiples, different screens will be displayed. A request may be considered a duplicate if a match is found on any of the following; Provider Client ID, Social Security Number or a combination of Client Name, Date of Birth and Gender.

If only one duplicate record is detected the “Duplicate Request Found” screen will be displayed listing the previous request on file and the current requested information.

If more than one duplicate record is detected, the “Duplicate Requests Found” screen will be displayed listing the multiples.

4.2 Duplicate Request Found

e-RIN

***** Duplicate Request Found *****

An e-RIN request already exists with the same Agency Client ID for your agency. Please determine whether or not this is a duplicate request by comparing the current request information and the previous request found on the e-RIN system below. If this is a duplicate request and the DHS Call Center has previously assigned a RIN to this client it will be shown below in the highlighted area, please use this RIN and click "Cancel". There is no need to resubmit your request. Otherwise, click "Back" to make changes to your request or click "Submit Request" to override this warning and submit your request.

Assigned RIN: 479829749

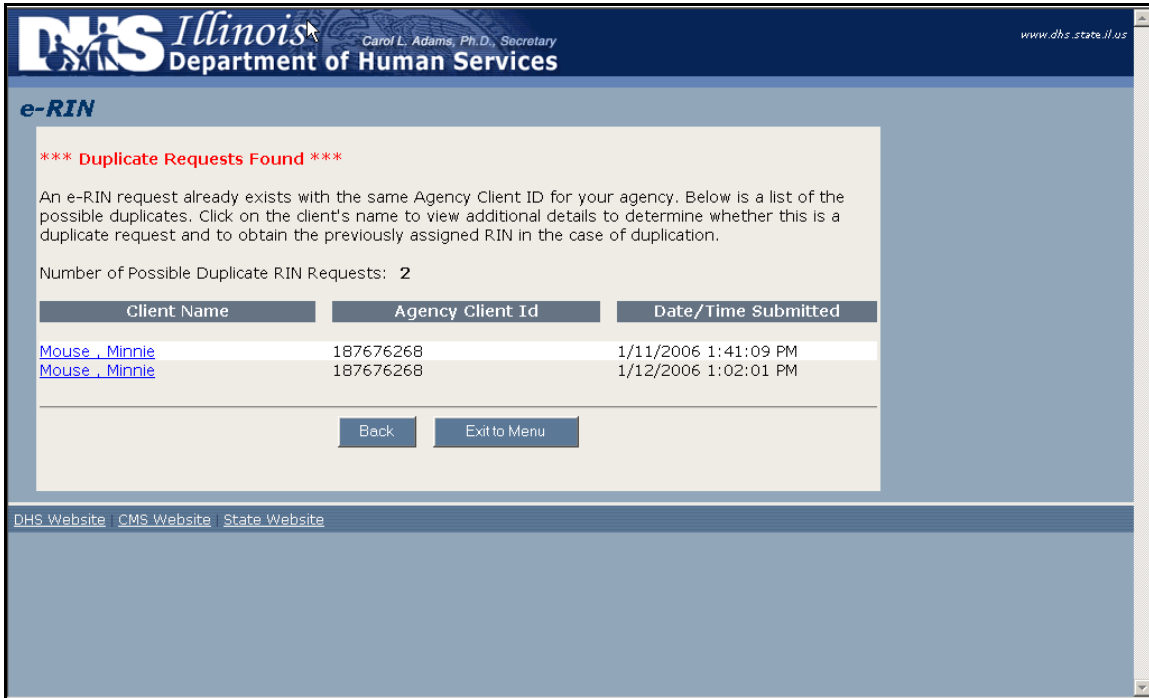
	Request Information	Previous Request on File
Agency Client ID:	187676268	187676268
Last Name:	Mouse	Mouse
First Name:	Minnie	Minnie
Date of Birth:	01/02/1950	1/2/1950
Gender:	F	F
Street Address:		
City:	Chicago	Springfield
State:	IL	IL
Zip:	62526	67733
County:	Unknown	
SSN:	000-00-0000	123-45-6789

DHS Comments:

[DHS Website](#) [CMS Website](#) [State Website](#)

This screen is displayed when only one duplicate is found. A Short description is given with the duplicated fields highlighted. Determine if the information is actually a duplicate request. If this is a duplicate request and the Call Center has previously assigned a RIN to this client, please use this RIN located in the “Assigned RIN” field and click **Cancel**. Otherwise, click **Back** to make changes to your request or click **Submit Request** to override this warning and submit your request.

4.3 Duplicate Requests Found



This screen will be displayed when more than one duplicate request has previously been submitted. Due to the fact we're allowing a duplicate warning to be overridden, it's possible to have multiple duplicate requests on the system. A short description is given describing the specific fields found to be duplicates and the number of possible duplicate RIN requests. Click on the Client's Name to view additional details to determine whether this is a duplicate request and to obtain the previously assigned RIN in the case of duplication. If there is no need to see the duplicate details, click on **Back** to return to the e-RIN Request screen or **Exit to Menu**.

4.4 Duplicate Request Details

e-RIN

***** Duplicate Request Found *****

An e-RIN request already exists with the same Agency Client ID for your agency. Please determine whether or not this is a duplicate request by comparing the current request information and the previous request found on the e-RIN system below. If this is a duplicate request and the DHS Call Center has previously assigned a RIN to this client it will be shown below in the highlighted area, please use this RIN and click "Cancel". There is no need to resubmit your request. Otherwise, click "Back" to make changes to your request or click "Submit Request" to override this warning and submit your request.

Assigned RIN: 479829749

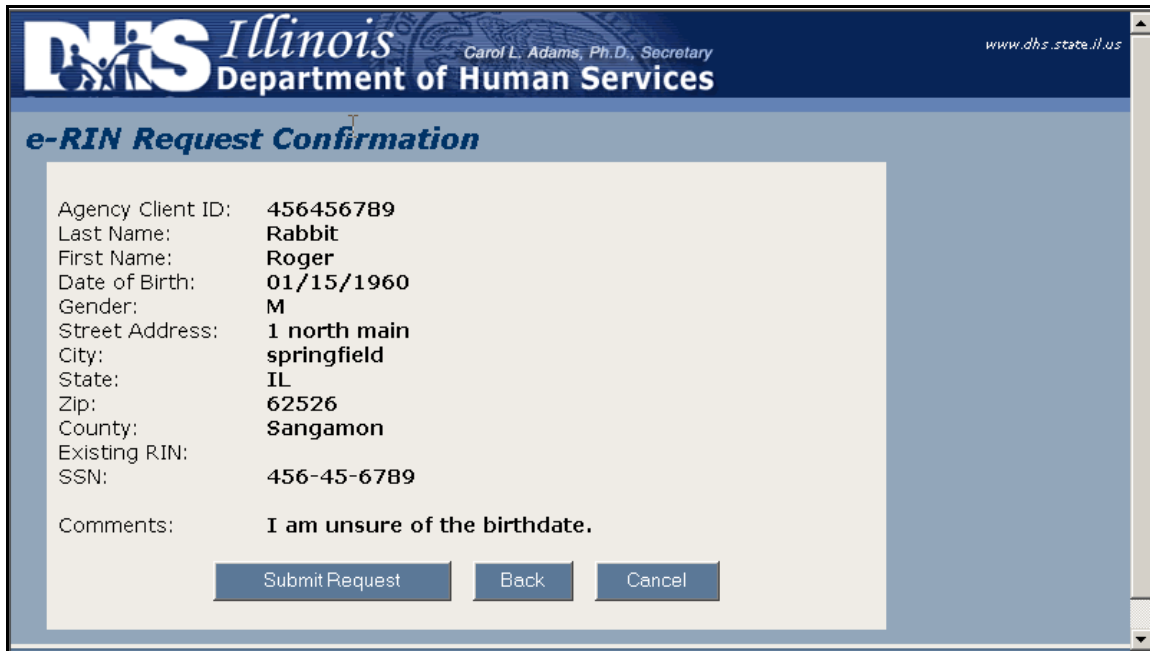
	Request Information	Previous Request on File
Agency Client ID:	187676268	187676268
Last Name:	Mouse	Mouse
First Name:	Minnie	Minnie
Date of Birth:	01/02/1950	1/2/1950
Gender:	F	F
Street Address:		
City:	Chicago	Springfield
State:	IL	IL
Zip:	62526	67733
County:	Unknown	
SSN:	000-00-0000	123-45-6789

DHS Comments:

[DHS Website](#) | [CMS Website](#) | [State Website](#)

This screen will be displayed if the Client's Name was selected on the **Duplicate Requests Found** screen. If the request has previously been submitted and is an actual duplicate there is no need to resubmit this request. Use the RIN located in the "Assigned RIN" field and click **Cancel** to return to the Main Menu or click **Back** to check for additional duplicates. If this is not a duplicate click **Submit Request** to override this duplicate warning and submit your request.

4.5 e-RIN Request Confirmation



The screenshot shows a web browser window with the following content:

DHS Illinois Department of Human Services
Carol L. Adams, Ph.D., Secretary
www.dhs.state.il.us

e-RIN Request Confirmation

Agency Client ID:	456456789
Last Name:	Rabbit
First Name:	Roger
Date of Birth:	01/15/1960
Gender:	M
Street Address:	1 north main
City:	springfield
State:	IL
Zip:	62526
County:	Sangamon
Existing RIN:	
SSN:	456-45-6789
Comments:	I am unsure of the birthdate.

Submit Request Back Cancel

This screen will display a confirmation of the request. If an error is found in the requested information click on **Back** to return to the previous screen or **Cancel**. When all information has been confirmed, click on **Submit Request** to submit for processing.

4.6 e-RIN Request Successfully Submitted

The screenshot shows a web browser window displaying the e-RIN confirmation page. The header includes the DHS Illinois logo and the text 'Carol L. Adams, Ph.D., Secretary' and 'www.dhs.state.il.us'. The main content area is titled 'e-RIN' and displays a confirmation message: '*** Request successfully submitted - 12/21/2005 2:52:20 PM ***'. Below this message is a list of personal and identification details for the user. At the bottom of the main content area are two buttons: 'Request Another RIN' and 'Exit to Menu'. A footer bar contains links for 'DHS Website', 'CMS Website', and 'State Website'.

Agency Client ID:	445561234
Last Name:	magoo
First Name:	mr
Date of Birth:	01/01/1955
Gender:	M
Street Address:	1455 S. Grandview
City:	springfield
State:	IL
Zip:	62526
County:	Unknown
Existing RIN:	
SSN:	000-00-0000
Comments:	

[Request Another RIN](#) [Exit to Menu](#)


[DHS Website](#) [CMS Website](#) [State Website](#)

This screen will be displayed confirming the request has been successfully submitted and the date and time of the submittal. You may print this screen for your records. Click on **Request Another RIN** to return to the e-RIN request form to enter another request. Otherwise click **Exit to Menu**.

SECTION 5

VIEW RIN REQUESTS

5.1 View RIN Requests Assigned/Confirmed by DHS



The screenshot displays the DHS Illinois Department of Human Services e-RIN interface. The header includes the DHS logo, the text "Illinois Department of Human Services", the name "Carol L. Adams, Ph.D., Secretary", and the website "www.dhs.state.il.us". The main content area is titled "e-RIN" and shows a notification: "Completed RIN Requests that have not been viewed: 5". Below this is a table with three columns: "Client Name", "Agency Client Id", and "Date/Time Completed". The table lists five entries, each with a blue hyperlink for the client name. A "Cancel" button is located at the bottom of the table area.

Client Name	Agency Client Id	Date/Time Completed
Mouse , Minnie	187676268	1/11/2006 1:41:09 PM
Bunny , Bugs	387518727	1/12/2006 11:28:18 AM
Mouse , Mickey	387287489	1/12/2006 11:28:50 AM
Woodpecker , Woody	901273284	1/12/2006 11:30:26 AM
Frog , Kermit	350501234	1/12/2006 11:31:36 AM

This screen will display all pending or “Not Viewed” RIN requests and the date and time of completion. Click on the Client’s name to display the assigned RIN along with the requested information and any discrepancies with Department of Human Services data.

5.2 e-RIN Confirmation

The screenshot shows the e-RIN Confirmation interface. At the top, it identifies the user as Carol L. Adams, Ph.D., Secretary of the Illinois Department of Human Services. The main content area displays the assigned RIN as 298798798 and a red warning: "Medicaid Screening Suggested". Below this is a checkbox for "Mark as Viewed". The interface is divided into two columns: "Request Information" and "Discrepancies with DHS Data". The "Request Information" column lists client details: Agency Client ID (901273284), Last Name (Woodpecker), First Name (Woody), Date of Birth (8/12/1968), Gender (M), Street Address, City (Springfield), State (IL), Zip (62787-4888), County (Unknown), and SSN (000000000). The "Discrepancies with DHS Data" column shows a date discrepancy of 2/1/1969. At the bottom of the form are "OK" and "Back" buttons. A footer contains links for "DHS Website", "CMS Website", and "State Website".

The “Assigned RIN” is the RIN to use for billing DHS.

When “**Medicaid Screening Suggested**” is displayed in the top right hand corner of the screen, this is an indication that the client is not Medicaid Eligible and a Medicaid Screening is suggested to verify whether this client could receive Medicaid benefits.

Once your system has been updated with the correct RIN, check the box labeled “**Mark as Viewed**”. Checking this box does two things:

1. Removes the client from your “Not Viewed” list, which is accessed by clicking “View RIN Requests Assigned/Confirmed by DHS” from the main menu.
2. Freezes the request so no other changes can be made by the DHS Call Center. The Call Center can make changes to any requests until it is marked as viewed by the provider.

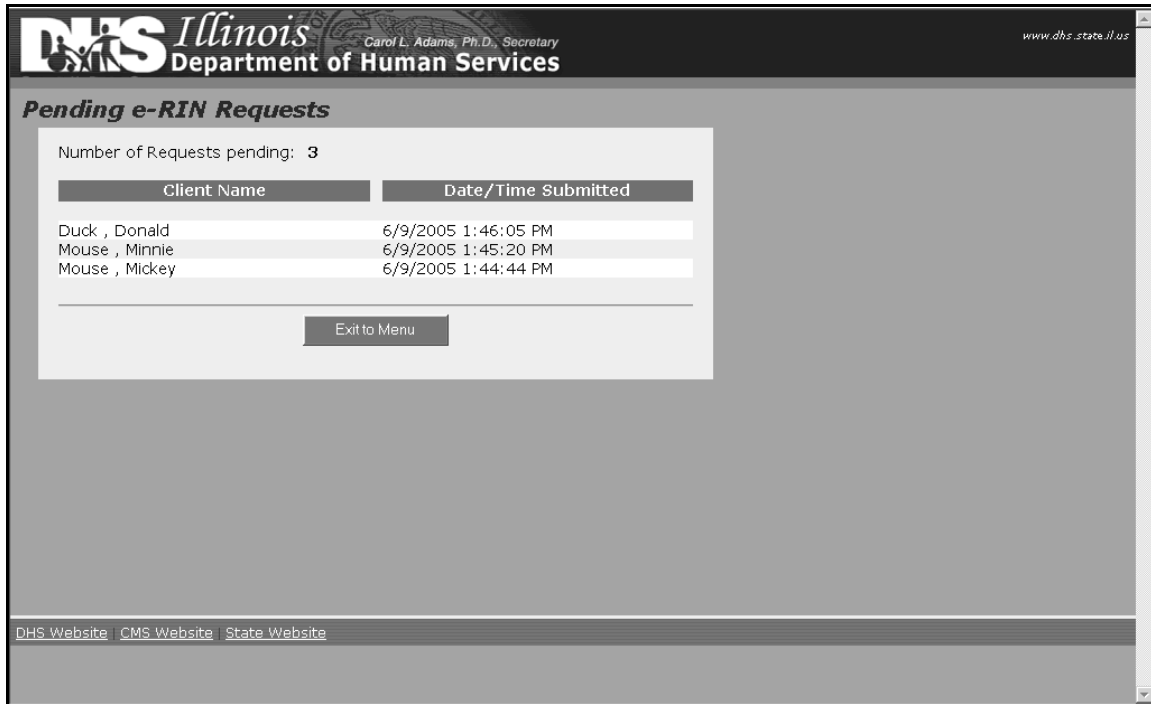
On the left hand side of the screen is the request information supplied by the provider. On the right hand side of the screen are any noted discrepancies with DHS billing data.

NOTE: Last name, first name, gender and date of birth discrepancies could impact billing. Please make all noted changes or follow up with the DHS Call Center to resolve all discrepancies.

SECTION 6

VIEW/SEARCH RIN REQUESTS

6.1 View all Pending RIN Requests



The screenshot displays the DHS Illinois Department of Human Services website. The header includes the DHS logo, the text "Illinois Department of Human Services", and the name "Carol L. Adams, Ph.D., Secretary" along with the URL "www.dhs.state.il.us". The main content area is titled "Pending e-RIN Requests" and shows "Number of Requests pending: 3". Below this is a table with two columns: "Client Name" and "Date/Time Submitted". The table lists three requests: Donald Duck, Minnie Mouse, and Mickey Mouse, all submitted on 6/9/2005. An "Exit to Menu" button is located below the table. At the bottom of the page, there are links for "DHS Website", "CMS Website", and "State Website".

Client Name	Date/Time Submitted
Duck , Donald	6/9/2005 1:46:05 PM
Mouse , Minnie	6/9/2005 1:45:20 PM
Mouse , Mickey	6/9/2005 1:44:44 PM

This screen will be displayed when **View all Pending RIN Requests** is selected from the Main Menu. This will list all pending requests to ensure all have been submitted that were needed.

6.2 Search e-RIN Request System

The screenshot shows the 'e-RIN Request Search' interface. At the top, there is a header for 'DHS Illinois Department of Human Services' with the Secretary's name 'Carol L. Adams, Ph.D.' and the website 'www.dhs.state.il.us'. The main section is titled 'e-RIN Request Search' and contains a search form. The form includes a date range selector set to 'From 06/01/2005 To 06/09/2005' with 'Refresh' and 'Print' buttons. Below this are search criteria options: 'All Request' (selected) and 'Viewed Request Only'. There are also sort options: 'Last Name' (selected) and 'Date/Time Submitted'. A summary line states 'Number of Requests between 06/01/2005 and 06/09/2005: 3'. A table displays the results with columns for 'Client Name', 'Assigned RIN', and 'Date/Time Submitted'. The table lists three entries: 'Duck, Donald', 'Mouse, Minnie', and 'Mouse, Mickey'. At the bottom of the form are 'Submit' and 'Exit to Menu' buttons.

Client Name	Assigned RIN	Date/Time Submitted
Duck, Donald		6/9/2005 1:46:05 PM
Mouse, Minnie		6/9/2005 1:45:20 PM
Mouse, Mickey		6/9/2005 1:44:44 PM

This screen will be displayed when **Search e-RIN Request System** is selected from the Main Menu. Enter a date range of no more than a 30 day period. The selection may be for all requests submitted or just for requests which have previously been marked as viewed. The records may be sorted by Last Name or Date/Time Submitted.