

Problems with HSIS

The most common problems that may occur with HSIS are represented by these symbols/messages:

- Lightning bolt and number 657
- X and Clock at bottom of screen
- Data Unit Fatal Errors
- Voucher/Food Instrument Number Record Errors

Lightning Bolt/657

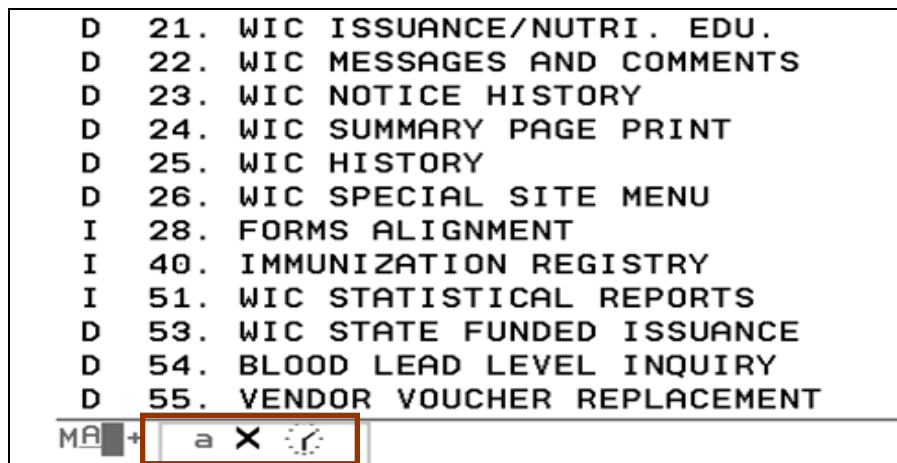
If there is a lightning bolt at the bottom of the screen accompanied by the numbers 657, and these symbols never go away, there may be a local network problem, or there may be a state mainframe problem. This problem usually occurs when trying to get into CICSNC25 or HSIS.

- Ask others in the office if they are having the same problem.
- If the problem doesn't clear, call the NSB Helpdesk
- Explain what is happening.
- Ask if there is a problem with CICSNC25.
- If the NSB Helpdesk says that the problem is not statewide, contact local IT support for assistance or be prepared to use preprinted food instruments until the problem resolves itself.

X and Clock

If there is an X and a Clock at the bottom of the screen, and the system is not responding, there may be a problem with the local network or there may be a problem with the mainframe. This problem usually occurs while the user is already working in HSIS.

- Ask others in the office if they are having the same problem.
- If the problem doesn't clear, call the NSB Helpdesk.
- If the problem is not a Statewide Issue, contact local IT support.

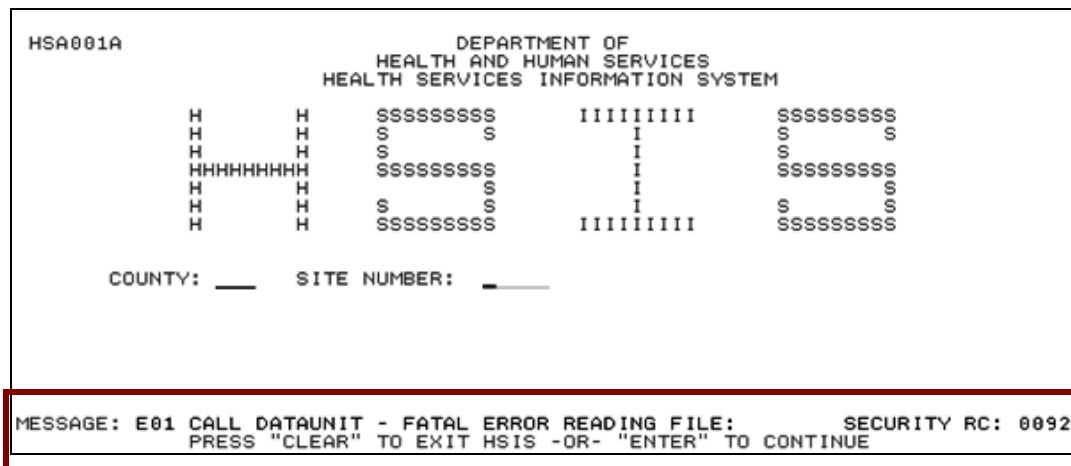


Call Data Unit Fatal Errors

“Call Data Unit” Fatal Errors in HSIS may mean that there is a problem on the mainframe. When the screen displays one of these errors:



- Write down the number of the screen (Example: Screen 21 or the HSIS Sign in screen, etc.)
- Write down the exact error number & message
- Write down the HSA number from the upper left corner of the screen (Example: HSA001A, HSA211A, etc.)
- Write down the Security RC number from the bottom right corner of the screen
- Call the NSB Helpdesk before doing anything else.
- Explain exactly what steps were taken just before this happened.
- Please provide Program and Site number



- Fatal Errors such as E01 – Error Reading File, E02 – Error Writing to File, or E05 – File Not Open usually mean that something is happening on the mainframe. Call the NSB Helpdesk to find out if this is a statewide issue affecting every WIC agency.
- Fatal Errors such as E07 – Error Updating File and E12 – Error Change Error may mean that too many changes have been made to a Patient Master record on one day, and usually affect only the local agency working on the particular Patient Master.
 - ▶ Sometimes it can take a day before another change can be made to the record.
 - ▶ If unsure what to do, call the NSB Helpdesk

Food Instrument Number Record Issues

```

HSA211A  07501      NORTH CAROLINA HSIS - WIC SYSTEM
10/09/06      STANDARD VOUCHER ISSUANCE

NEXT RECORD: COUNTY: 085  SCREEN: 21  ID:          DATE:          ACTION: I
MESSAGE: 214 WIC VOUCHER NUMBER RECORD NOT FOUND, PF2 TO RETURN TO MENU

NAME: _____ PGM/SITE: _____ WIC ID: _____
  
```

- Error message 214: Voucher Number Record Not Found – this message means that the user has run out of virtual food instrument numbers in the voucher (food instrument) box assigned to the Remote Terminal ID (RTI) at the PC work station. If the FI station is not completely empty, this message may appear if the user is trying to print more food instruments and CVVs than there are numbers left in the FI station.
 - ▶ Open a new voucher (food instrument) box in Voucher Inventory on screen 26.
 - ▶ If there are only one or two food instrument numbers left in the old box, print out a Forms Alignment to clear the box first, and then open a new voucher (food instrument) box.

```

HSA211A  07501      NORTH CAROLINA HSIS - WIC SYSTEM
11/20/07      STANDARD VOUCHER ISSUANCE
SCCA
NEXT RECORD: COUNTY: 085  SCREEN: 21  ID:          DATE:          ACTION: I
MESSAGE: 249 END OF FI BOX

NAME: TEST, CLAIRE      PGM/SITE: 07501  WIC ID: 789789
  
```

- Error message 249: End of FI Box – this message also means the user has run out of virtual voucher (food instrument) numbers in the voucher (food instrument) box assigned to the Remote Terminal ID (RTI) at the PC work station.
 - ▶ Open a new voucher (food instrument) box in Voucher Inventory on screen 26.
 - ▶ If there are only one or two food instrument numbers left in the old box, print out a Forms Alignment to clear the box first, and then open a new voucher (food instrument) box.

```

HSA211A      NORTH CAROLINA HSIS - WIC SYSTEM
08/19/09      STANDARD VOUCHER ISSUANCE      SCCA

NEXT RECORD: COUNTY: 041  SCREEN: 21  ID:          DATE:          ACTION: I
MESSAGE: 215 VOUCHER NUMBER RECORD IS IN USE - TRY AGAIN LATER - PF2 FOR MENU

NAME: _____ PGM/SITE: _____ WIC ID: _____
CYCLE: _ DATE: _ LAST DATE ISSUED _____ THRU _____ ACTION DUE: _____
NUTRITIONAL EDUCATION: N  CODE: _ STAFF: _____ DATE: MMDDYY
  
```

- Error message 215: Voucher Number Record is in Use – this message means that the voucher (food instrument) box is locked.
 - ▶ **Stop.**
 - ▶ Properly exit out of HSIS and CICSNC25 and log back in. (refer to Chapter 1)
 - ▶ Pay close attention to the Remote Terminal ID used when logging back into HSIS.

- ▶ If after logging back into HSIS with the correct Remote Terminal ID the user is still locked out of the voucher/food instrument box, call the NSB Helpdesk for assistance. (The ITS Helpdesk is not authorized to assist with this problem.)

There are a number of reasons why the box may be locked. Refer to the information below, Steps to Help Prevent Locked Voucher (Food Instrument Issuance) Stations.

Steps to Help Prevent Locked Voucher (Food Instrument Issuance) Stations

If two local agency WIC users are using *the same Remote Terminal ID (ex. Ashe05) and virtual Voucher (Food Instrument) Station (01, 50, etc.) at the same time*, the first user who enters an issuance screen in HSIS will be the WIC user ID (ex. H2cixxx) that locks the issuance station.

The second user to enter an issuance screen in HSIS will get an error message: 215 Voucher (Food Instrument) Number Record is in Use – Try Again Later – PF2 for Menu.

Example scenario

User 1 logged into HSIS with RTI Test01 assigned to virtual voucher (Food Instrument Issuance) station 01 (Session A).

```
HSA001A                                DEPARTMENT OF                                CICSNC28
                                     HEALTH AND HUMAN SERVICES
                                     HEALTH SERVICES INFORMATION SYSTEM

      H      H      SSSSSSSSS      IIIIIIIII      SSSSSSSSS
      H      H      S      S      I      S      S
      H      H      S      S      I      S      S
      HHHHHHHH      SSSSSSSSS      I      SSSSSSSSS
      H      H      S      S      I      S      S
      H      H      S      S      I      S      S
      H      H      SSSSSSSSS      IIIIIIIII      SSSSSSSSS

┌────────────────────────────────────────────────────────────────────────────────┐
│          COUNTY: 085   SITE NUMBER: W7501                                     │
│          ENTER REMOTE TERMINAL ID:  test01_--                               │
└────────────────────────────────────────────────────────────────────────────────┘

ATTENTION LHD'S: PLEASE SEE THE OCTOBER 2004 MEDICAID
BULLETIN, SECTION-- "ATTENTION: INDEPENDENT LABORATORIES",
PAGE 15-19. A LIST OF LAB CPT CODES THAT MAY BE BILLED WITH
THE FP MODIFIER WHEN A FAMILY PLANNING SERVICE IS PROVIDED
WITH THE APPROPRIATE DIAGNOSIS IS LISTED THERE.

MESSAGE:          PRESS "CLEAR" TO EXIT HSIS -OR- "ENTER" TO CONTINUE
```

User 2 is supposed to log into HSIS with test02 assigned to issuance station 02 but accidentally logged into HSIS with test01 assigned to issuance station 01 (Session B).

Chapter 5: TROUBLESHOOTING
 Section 7: PROBLEMS WITH HSIS

```

HSA001A                                DEPARTMENT OF                                CICSNC28
                                         HEALTH AND HUMAN SERVICES
                                         HEALTH SERVICES INFORMATION SYSTEM

      H      H      SSSSSSSSS      IIIIIIIII      SSSSSSSSS
      H      H      S      S      I      S      S
      H      H      S      S      I      S      S
      HHHHHHHHH      SSSSSSSSS      I      S      SSSSSSSSS
      H      H      S      S      I      S      S
      H      H      S      S      I      S      S
      H      H      SSSSSSSSS      IIIIIIIII      SSSSSSSSS

  ┌───────────────────────────────────────────────────────────────────────────────────┐
  │ COUNTY: 085   SITE NUMBER: W7501   ENTER REMOTE TERMINAL ID: test01__           │
  └───────────────────────────────────────────────────────────────────────────────────┘

  ATTENTION LHD'S: PLEASE SEE THE OCTOBER 2004 MEDICAID
  BULLETIN, SECTION-- "ATTENTION: INDEPENDENT LABORATORIES",
  PAGE 15-19. A LIST OF LAB CPT CODES THAT MAY BE BILLED WITH
  THE FP MODIFIER WHEN A FAMILY PLANNING SERVICE IS PROVIDED
  WITH THE APPROPRIATE DIAGNOSIS IS LISTED THERE.

  MESSAGE:                                PRESS "CLEAR" TO EXIT HSIS -OR- "ENTER" TO CONTINUE
  MA+ b                                     16/048
  
```

User 1 went into Screen 21 to issue food instruments, stayed on the issuance screen, but didn't issue right away.

```

HSA211H                                NORTH CAROLINA HSIS - WIC SYSTEM
                                         STANDARD VOUCHER ISSUANCE
  MESSAGE: 231 VERIFY - CHG IF NEEDED - ANSWER QUESTIONS - "ENTER" OR PF2 TO EXIT

  NAME: TEST, MOTHER                    PGM/SITE: 07501                    WIC ID: 023123
  FORM OF FORMULA                        OCTOBER 10  NOVEMBE 10  DECEMBE 10  CVV
  FOOD OR FORMULA                        DEL    1  2  3  4  5  6  7  8  9  10 11 12 13 14 15
  MILK - GALLON                          -    02 02 02      02 02 02      02 02 02
  CEREAL - OUNCES                        -    36          36          36
  48 OUNCE JUICE                         -    01 01 01      01 01 01      01 01 01
  CHEESE                                  -    01          01          01
  EGGS - DOZEN                           -    01 01      01 01      01 01
  FISH                                    -    30          30          30
  BEANS/PEAS                             -    01          01          01
  PEANUT BUTTER                          -    01          01          01
  WHOLE GRAINS                           -    01          01          01
  FRUITS & VEGETABLES                   -          10 10 10

  CHEESE UHT      _  TOFU
  _  EVAP MILK   _  WHL MILK   _  INCRSD TOFU _

  FI STATION: 99  1ST FI: 90035545  PRINTER: NDFP0040  PRINT:OVERRIDE? N OK? N
  
```

(Notice the FI Station Number - This number is actually the *Virtual Voucher/Food Instrument Station* number.)

User 2, not knowing she was logged in with the wrong RTI (Remote Terminal ID)/Voucher/FI Station, also went to screen 21 to issue food instruments, but got the error message that her box was locked:

Chapter 5: TROUBLESHOOTING
Section 7: PROBLEMS WITH HSIS

```
HSA211A          NORTH CAROLINA HSIS - WIC SYSTEM
08/19/09          STANDARD VOUCHER ISSUANCE          SCCA

NEXT RECORD: COUNTY: 085  SCREEN: 21  ID:          DATE:          ACTION: I
MESSAGE: 215 VOUCHER NUMBER RECORD IS IN USE - TRY AGAIN LATER - PF2 FOR MENU

NAME: _____ PGM/SITE: _____ WIC ID: _____
CYCLE: _ DATE: _ LAST DATE ISSUED _____ THRU _____ ACTION DUE: _____
NUTRITIONAL EDUCATION: N  CODE: _  STAFF: _  DATE: MMDDYY

RECERT APPT: _____ LATEST APPT: _____
COMMENT: _____
```

If two people are unknowingly working from the same voucher (food instrument) box, and one gets into an issuance screen first, the second person can no longer go into screen 26 to unlock the voucher (food instrument) box. If that second person tried to access screen 26, she/he would get an error message: 473 BOX IS LOCKED – NO UPDATES ALLOWED.

```
HSA262A  07501  NORTH CAROLINA HSIS - WIC SYSTEM
08/19/09  VOUCHER INVENTORY - PROGRAM/SITE
SCCA

NEXT RECORD: COUNTY: 085  SCREEN: 26  ID:          DATE:          ACTION: C
MESSAGE: 473          BOX IS LOCKED - NO UPDATES ALLOWED

MAILED:  11/06/01  STATUS: OPEN          RECEIVED: 11 / 06 / 01

STATION: 01  ASSIGNED: 11 / 06 / 01  BOX #: 01

BEGINNING NUMBER: 52868001          PRINTER NODE ASSIGNED: NAAP845E
ENDING NUMBER   : 52872000

LAST NUMBER USED: 52871046          LAST USER: H2CI800

NUMBER OF FORMS REMAINING: 00000954
NUMBER OF FORMS USED   : 00003046

LOCKOUT CODE: Y  LOCKED OUT BY: H2CI800
```

Only the person whose WIC user ID last used and locked the issuance station can go back into any issuance screen and continue issuing. When that person is finished issuing and backs out of the issuance screen, by pressing the F2 key on the keyboard, the voucher (food instrument issuance) station will no longer be locked.

If the last person to use and lock the issuance station is not the *correct user* of that station, but accidentally logged into HSIS with an incorrect RTI, then that "incorrect user" who locked the food instrument issuance station needs to go back into an issuance screen and then press F2 to properly back out of the issuance screen and then properly back out of HSIS. This will unlock the voucher (food instrument issuance) station so that the correct user can issue.

If the last person to lock the box is not available (on vacation or otherwise not working in WIC that day and not available to assist), the local WIC User can call the NSB Helpdesk and request that the box be unlocked.

Proper Use of Remote Terminal ID's (RTI)

Local WIC users should only use the RTI that is marked for the computer workstation where they are sitting.

- No WIC user should use any RTI other than the one displayed on the computer where they are sitting.
- RTIs are not assigned to individuals in the local WIC agencies, but are associated with a specific computer workstation only.
- RTIs should not be carried from one computer to another.

 User Note

It is possible to *accidentally mistype* an RTI and inadvertently log in to HSIS with someone else's RTI, using someone else's virtual food instrument issuance station.

- Before calling the NSB Helpdesk, the local WIC user must verify that they are actually in the correct virtual issuance station (sometimes referred to as virtual voucher/food instrument box).
- Press the <F2> key to back out of the locked issuance screen.
- At the main Application Selection Menu, press the <F1> key to log out of HSIS.
- Log back into HSIS and pay careful attention to the Remote Terminal ID used.
- Go back to the issuance screen.
- If the virtual voucher (food instrument issuance) station is no longer locked, verify that the range of food instrument numbers is correct before continuing to issue.
- To verify the range of food instrument numbers, go into Screen 26, select Voucher (Food Instrument) Inventory, locate your virtual station number and look at the range of numbers. Make sure the last voucher/food instrument number used is the last voucher/food instrument number in the range that you printed.
- If the voucher (food instrument issuance) station is still locked out, it is possible that another local WIC user has accidentally logged in to HSIS with the wrong Remote Terminal ID.
- The local WIC user who logged into HSIS with the wrong RTI needs to properly log out of HSIS and carefully log back in with their correct RTI (review Proper Exit Procedures for HSIS, CICS and Host-On-Demand).

Determine who has the voucher/food instrument box locked

- ▶ Go into Screen 26 and select Voucher Inventory (Food Instrument Inventory).
- ▶ Locate the affected Voucher (Food Instrument Issuance) Station in the list.
- ▶ Leave the Action code blank for Inquiry access only.
- ▶ Place the cursor on the correct line under the Last Number Used column.
- ▶ Press the **ENTER** key.
- ▶ The User ID listed in the Locked Out By field will be the User ID that was the first to enter into the voucher (food instrument issuance) station.
- ▶ To find out whom the User ID belongs to, ask your WIC Director.

Unlocking a Voucher (Food Instrument) Box (NSB Helpdesk)

The NSB Helpdesk will not unlock a voucher/food instrument box if the user ID that has locked the voucher/food instrument box is not the caller's user ID, unless the person who locked the voucher (food instrument issuance) station is not available. The NSB Helpdesk will remind the caller to only log in with the Remote Terminal ID assigned to the PC where they are sitting.

The WIC agencies must understand that if the NSB Helpdesk unlocks a voucher (food instrument issuance) station and another local WIC user is accidentally using the same RTI/voucher (food instrument issuance) station at the same time, both users could end up printing duplicate food instrument numbers, which will cause problems with the WIC banking vendor, unmatched redemption reports, and state auditors. The local WIC user must verify that no other local WIC Users are accidentally logged into HSIS with the wrong RTI/voucher (food instrument issuance) station.

Other Reasons Why a Voucher (Food Instrument Issuance) Station Might Become Locked

A food instrument issuance station can be locked if the local WIC User purposely or accidentally exited (quit) improperly out of HSIS **WHILE IN AN ISSUANCE SCREEN**. (Issuance screens: 21, 26, 53, or 55)

HSIS will abnormally close under the following circumstances:

- If there is a network disconnect, timeout, or power outage (however brief) while in an issuance screen
- If the PC (personal computer) shuts down unexpectedly while in an issuance screen
- If the user clicked the **X** in the upper right corner of the HSIS screen while in an issuance screen
- If the user pressed the Save and Exit button or selected Save and Exit from the menu while in an issuance screen
- If the user clicked the **X** in the upper right corner of the Internet Explorer window while in an issuance screen
- If the user logged into CICSNC25 on another work station before logging out of HSIS on a previous work station, **and** they used F12 to log off of the previous work station, while they were still in an issuance screen in HSIS on that previous work station.



Do Not Linger in an Issuance Screen

If the user is not ready to issue right away

-OR-

If the user is finished issuing food instruments
and CVVs

Always press F2 immediately to exit out of the issuance
screen.

Remember to Properly Exit Out of HSIS and CICSNC25 BEFORE Quitting Host On-Demand

