



Illinois Department
of Human Services

e-RIN

SYSTEM MANUAL

SECTION 1

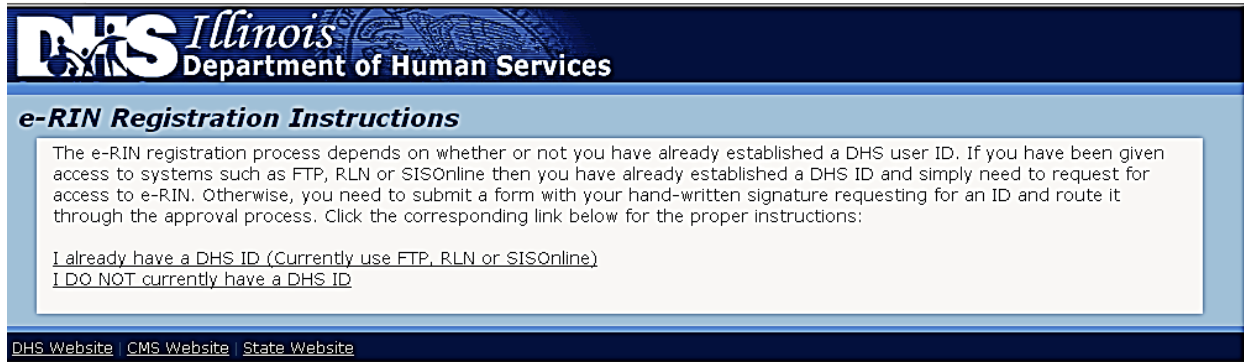
e-RIN REGISTRATION INSTRUCTIONS

e-RIN Registration

The screenshot shows a web browser window with the address <http://www.dhs.state.il.us/page.aspx?item=32574>. The page header includes the Illinois Department of Human Services logo and name, along with a search bar and social media icons. The main content area is titled "Electronic Request for Recipient Identification Numbers (e-RIN)" and contains several sections: "Registration Instructions" with three links, "Forms & Manuals" with three PDF links, "Request a Recipient Identification Numbers" with one link, "e-RIN Password Assistance Procedures" with a paragraph, and "e-RIN Help Desk" with a paragraph. A "Related Links" sidebar on the right lists various services like "Becoming a Provider", "Centralized Repository Vault (CRV)", "Contracts", "Forms", "Grants Alert System (GAS)", "Licensure & Certification", "Payments", "Procurement", "Provider Frequently Asked Questions (FAQ)", "Provider Information by Division", "Request for Information (RFIs)", "Requests for Proposals (RFPs)", "Requests for Applications (RFAs) & Requests for Information (RFIs)", "Rules", "Software", "Software Manuals", "Streamlined Auditing (HB 5124)", and "Training". A "News" section at the bottom right lists "New e-RIN Password Assistance Procedures (7/28/2011)".

The above screen may be accessed by going to <http://www.dhs.state.il.us/page.aspx?item=32575> and clicking on **eRIN**. If a Department of Human Services User ID has been established for e-RIN, click on **e-RIN Registration Instructions for Established Users**, otherwise click on **e-RIN Registration Instructions for New Users** for instructions on establishing a DHS User ID. Click on **e-RIN Registration Instructions** for both options.

1.1 e-RIN Registration Instructions



The screenshot shows the header for the DHS Illinois Department of Human Services. Below the header, the title "e-RIN Registration Instructions" is displayed. The main content area contains a paragraph explaining the registration process and two hyperlinks: "I already have a DHS ID (Currently use FTP, RLN or SISOnline)" and "I DO NOT currently have a DHS ID". At the bottom of the page, there are three links: "DHS Website", "CMS Website", and "State Website".

DHS Illinois
Department of Human Services

e-RIN Registration Instructions

The e-RIN registration process depends on whether or not you have already established a DHS user ID. If you have been given access to systems such as FTP, RLN or SISOnline then you have already established a DHS ID and simply need to request for access to e-RIN. Otherwise, you need to submit a form with your hand-written signature requesting for an ID and route it through the approval process. Click the corresponding link below for the proper instructions:

[I already have a DHS ID \(Currently use FTP, RLN or SISOnline\)](#)
[I DO NOT currently have a DHS ID](#)

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

This screen will be displayed when **e-RIN Registration Instructions** 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 page with a blue header. On the left, the DHS Illinois Department of Human Services logo is displayed. On the right, the page title "e-RIN Registration Instructions for Established Users" is shown, along with the URL "www.dhs.state.il.us". The main content area is white and contains the following text:

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 DoIT.ROCS@illinois.gov 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 JoLee Edwards at DoIT.ROCS@illinois.gov

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

At the bottom of the white box is a "Back" button. Below the white box, there is a blue footer bar with links for "DHS Website", "CMS Website", and "State Website".

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 DoIT.ROCS@illinois.gov 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

The screenshot shows a web page with a blue header. On the left, the DHS Illinois Department of Human Services logo is displayed. On the right, the page title "e-RIN Registration Instructions for New Users" is shown, along with the URL "www.dhs.state.il.us". The main content area has a light beige background and contains the following text:

Since you do not currently have a DHS ID established you will need to complete, sign and route an e-RIN User ID Request Form, which is available by clicking the first link below. The submission of this form will establish a DHS ID and also grant the needed authorization to access e-RIN. The second link below is a list of the corresponding DHS personnel who have signature authorization in which to route the e-RIN User ID Request Form. This process is the same as the FTP approval process for those providers who have signed up for FTP access.

If you have any questions please email JoLee Edwards at DoIT.ROCS@illinois.gov

[e-RIN User ID Request Form](#)
[Authorized Signature List](#)

At the bottom of the content area is a "Back" button. The footer of the page includes links for "DHS Website", "CMS Website", and "State Website".

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

Login - Microsoft Internet Explorer provided by IDHS

File Edit View Favorites Tools Help

Address https://www.clinicalnet.dhs.state.il.us/e_rin/auth/login.asp

DHS Illinois
Department of Human Services

To request that your password be reset or if you are having problems with your password, please send an email message to CMS.HelpDesk@illinois.gov. Your message will need to include the User Name, User ID, the name of the agency the User works for, and a phone number where the User can be reached. One of the CMS technicians will then contact the User and assist with the password problem.

Login is required to view the selected page.
Please enter your User ID and Password below:

User ID:

Password:

Login

The above screen will be displayed when **e-RIN Request** is selected on <http://www.dhs.state.il.us/page.aspx?item=32574>

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 #.

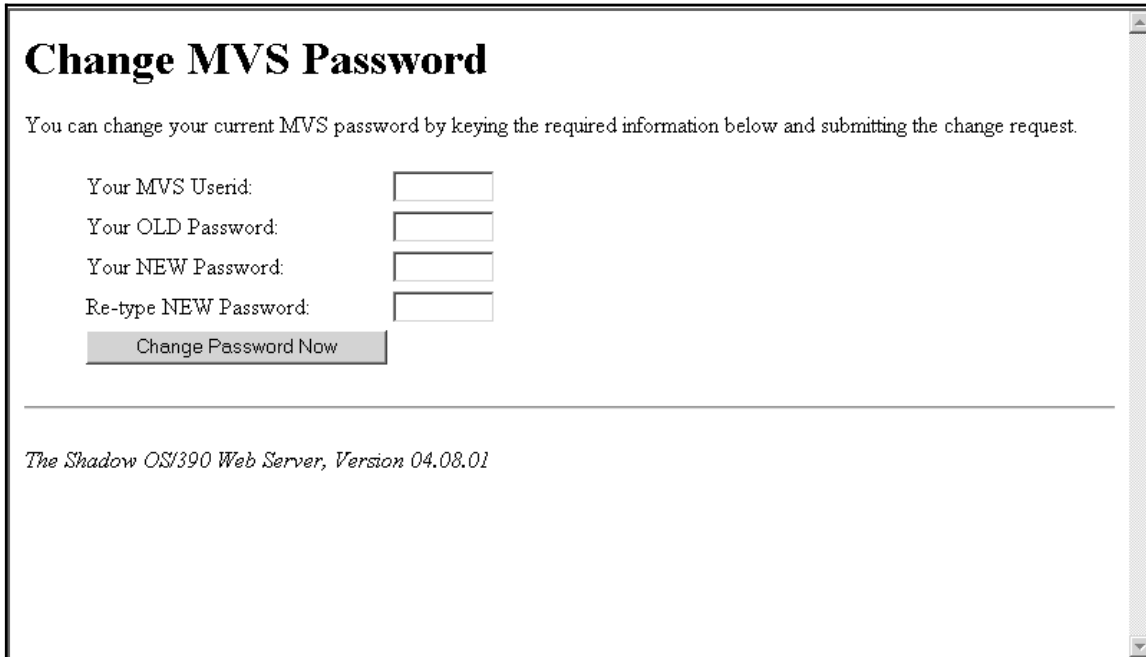
Change My Password - This option is used to change the password. Passwords MUST be changed at least once every 30 days.

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".

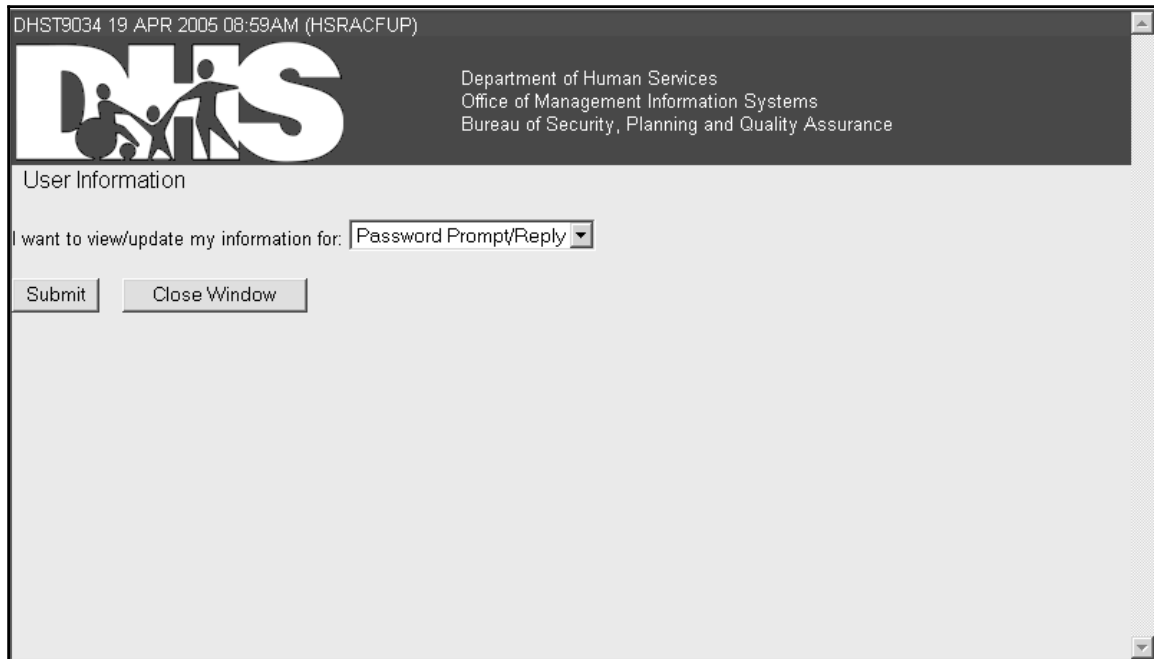
With that in mind enter your MVS (DHS) User ID, Old Password and your New Password (twice). Below are the requirements and rules for passwords:

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



DHST9034 19 APR 2005 08:59AM (HSRACFUP)

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

User Information

I want to view/update my information for: Password Prompt/Reply ▼

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

e-RIN Request

Please provide as much correct information as possible;
this will help us avoid multiple RIN creation.

* = Required Field

Last Name: *

First Name: *

Date of Birth: / / * (mm/dd/yyyy)

Gender: Male Female*

SSN: --*

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

e-RIN Request

***** Client Found *****
This client already has a RIN and DHS Social services formerly known as Package B.
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: 965402258

	Request Information	Client Information on File
Last Name:	Doe	DOE
First Name:	John	JOHN
Date of Birth:	01/01/2001	1/1/2001
Gender:	M	M
SSN:	000-00-0000	--

[DHS Website](#) | [DHS WebMail](#) | [CMS Intranet](#) | [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

e-RIN Request

Please provide as much correct information as possible;
this will help us avoid multiple RIN creation.

If the person is under 18 years old,
Please name the Responsible Adult in Comments.

* = Required Field

Agency Client ID: []

Last Name: [testing]

First Name: [testing]

Date of Birth: [01 / 01 / 2009] * (mm/dd/yyyy)

Gender: Male Female *

Street Address: [] If Homeless, please note in Comments.

City: []

State: [IL]

Zip: [] - []

County: [Unknown]

Existing RIN: []

SSN: [000 - 00 - 0000] *

What type of service is being provided to this customer at this time? []

Comments: [(250 character Limit)]

OK Cancel

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; Agency 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 e-RIN Duplicate Request

e-RIN

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

An e-RIN request already exists with the same Last Name, First Name, DOB and Gender for your agency. Listed below is the duplicate request found. This process can no longer be overridden. Please click "Cancel" to cancel this request. If you have questions please contact the DHS Call Center.

Request Information	
Agency Client ID:	
Last Name:	Testing
First Name:	Testing
Date of Birth:	01/01/2000
Gender:	F
Street Address:	
City:	Springfield
State:	IL
Zip:	62701
County:	Unknown
SSN:	000-00-0000

What type of service is being provided to this customer at this time?
Developmental Disabilities

[Back](#) [Cancel](#)

[DHS Website](#) [DHS WebMail](#) [CMS Intranet](#) [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 and click **Cancel**. Otherwise, click **Back** to make changes to your request.

4.3 e-RIN Request Confirmation

e-RIN Request Confirmation

Agency Client ID:
Last Name: **Doe**
First Name: **Jane**
Date of Birth: **02/13/1999**
Gender: **F**
Street Address:
City: **Springfield**
State: **IL**
Zip: **62701**
County: **Unknown**
Existing RIN:
SSN: **000-00-0000**
What type of service is being provided to this customer at this time? **Developmental Disabilities**
Comments:

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

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 displays a confirmation message: "Request successfully submitted - 4/7/2015 8:36:31 AM". Below this, a list of client information is shown, including Agency Client ID, Last Name (Doe), First Name (Jane), Date of Birth (02/13/1999), Gender (F), Street Address, City (Springfield), State (IL), Zip (62701), County (Unknown), Existing RIN, and SSN (000-00-0000). A question about the type of service is also present. At the bottom, there are two buttons: "Request Another RIN" and "Exit to Menu". A footer bar contains links to "DHS Website", "DHS WebMail", "CMS Intranet", "CMS Website", and "State Website".

e-RIN

*** Request successfully submitted - 4/7/2015 8:36:31 AM ***

Agency Client ID:
Last Name: Doe
First Name: Jane
Date of Birth: 02/13/1999
Gender: F
Street Address:
City: Springfield
State: IL
Zip: 62701
County: Unknown
Existing RIN:
SSN: 000-00-0000
What type of service is being provided to this customer at this Developmental Disabilities time?
Comments:

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

[DHS Website](#) [DHS WebMail](#) [CMS Intranet](#) [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

e-RIN

Completed RIN Requests that have not been viewed: 2

Client Name	Agency Client Id	Date/Time Completed
Doe, Jane		4/7/2015 8:58:35 AM
Bob, Billy		4/7/2015 9:02:05 AM

[Cancel](#)

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

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

e-RIN

ASSIGNED RIN ---> **123456789** **Medicaid Screening Suggested**

DHS Social Services established

Mark as Viewed

	Request Information	Discrepancies with DHS Data
Agency Client ID:		
Last Name:	Doe	
First Name:	Jane	
Date of Birth:	2/13/1999	
Gender:	F	
Street Address:		
City:	Springfield	
State:	IL	
Zip:	62701	
County:	Unknown	
SSN:	000000000	
Agency Comments:		
DHS Comments:		

OK Back

DHS Website | DHS WebMail | CMS Intranet | CMS Website | 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

Pending e-RIN Requests

Number of Requests pending: 4

Client Name	Date/Time Submitted
Duck , Donald	4/7/2015 10:45:57 AM
Mouse , Minnie	4/7/2015 10:46:38 AM
Mouse , Mickey	4/7/2015 10:46:34 AM
Testing , Testing	4/7/2015 8:58:14 AM

[Exit to Menu](#)

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

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

e-RIN Request Search

Enter Search Date Range: (limited to 31 days)

From / / To / /

Select Search Criteria:
 All Request Viewed Request Only

Sort By:
 Last Name Date/Time Submitted

Number of Requests between 04/08/2015 and 04/08/2015: 2

Client Name	Assigned RIN	Date/Time Submitted
Duck , Daffy		4/8/2015 7:28:07 AM
Poppins , Mary		4/8/2015 7:27:02 AM

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.