

Agency for Health Care Administration

Emergency Status System (ESS)

Provider User Instructions

Enrollment

Unique Provider User Codes: Each Provider is assigned two unique User Codes, allowing two people to become ESS Provider Users. **These codes should be protected** – do not share these codes with others.

Enrollment Instructions

- Visit the ESS website at <http://ahcaxnet.fdhc.state.fl.us/essweb> and select “**First Time User**”.
- Select the **Provider User Agreement** link.
 - Provider User Agreement – for a person who owns or is employed by the provider.
 - Affiliate User Agreement – for a person affiliated with the provider such as a corporate representative.
 - Partner User Agreement – for an employee of a state or federal governmental agency, health care association, or other persons who might work with the AHCA during emergencies
- Complete the application online:
 - Use one of the Assigned User Codes (above) – two accounts per provider.
 - Complete all other information requested.
 - Read conditions of agreement and select **I Agree/Print Page.**
- Print the agreement, include signature of user and facility administrator, attach copy of provider license and mail to the AHCA licensure unit per the agreement.

Provider Users will receive a temporary account for up to 30 days pending the approval of your written agreement. Please view the complete ESS Help Manual at <http://ahcaxnet/essweb/pagehelp.aspx> for additional explanations and instructions.

For assistance with ESS, please contact:

Assisted Living Unit (850-487-2515)

Providers: assisted living facilities and adult family care homes

Partners: Florida Assisted Living Affiliation (FALA)

Hospital and Outpatient Services Unit (850-487-2717)

Providers: hospitals, crisis stabilization units, and residential treatment facilities

Partners: Florida Hospital Association (FHA)

Laboratory Unit (850-487-3109)

Providers: End Stage Renal Disease (ESRD) providers

Partners: ESRD Network 7

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Long Term Care Unit (850-488-5861)

Providers: skilled nursing facilities, homes for special services, intermediate care facilities for the developmentally disabled, and transitional living facilities

Partners: Florida Health Care Association (FHCA), Florida Association of Rehab Facilities (FARF), Florida Association of Homes for the Aging (FAHA), Florida Attorney General (AG), Florida Long-Term Care Ombudsman (OMB), and other governmental agencies

Licensed Home Health Programs Unit (850-414-6010)

Providers: hospices

Partners: Florida Hospice Association (HOSPE)

ESS Provider Entry

Emergency Information

Please enter basic emergency information about the provider. You may return to update this information at anytime. Several areas of ESS are not available unless an emergency event is being tracked. This includes tabs for Evacuation Status and Census, Available Beds, and others which cannot be viewed unless an emergency event is active.

- Once enrolled, please check your **Affiliates** for pending requests. Only approve Affiliates if the person is a valid representative of your provider. Once approved by you, an Affiliate will be able to change your provider information.
- Proceed to **Enter Provider Information**.
- Select the tab titled **Emergency Contact**, view any existing Emergency Contact information, update existing and add any new.
- Select the tab titled **Power/Utility Information**, view or add the name and account number for the facility's utility and water companies' account number, and check if the facility has a "quick connect" to attach a large generator if needed.
- **Continue** to generator details.
- If the facility has no generator, indicate "no" and **Submit**.
- If the facility has a generator, indicate "yes", answer all questions, and **Continue**. Select **Add** to enter information about each generator for the facility. Once all generators are added, select **Back**.
- Your ESS entry is complete. You may log out or review other areas of ESS from the **ESS Home** screen.

Pre- and Post-Impact (Storm/Event) Information

When the State Emergency Operation Center is activated in response to an emergency an "Event" will be opened in ESS. Once an Event is open an email will be sent to notify users and ESS will allow entries of additional information.

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- Log into ESS and verify accurate user and provider information.
- Update the tab for **Emergency Contact**.
- Select the tab for **Power/Utility Information** and several new items are requested including power-outage status, indicate number of residents on life support, and generator function. Please also update any other relevant information.
- Select the tab titled **Impact** and add any impact to the facility from the storm or event, including structural or roof damage, flooding, roads blocked and others. Select the **Out of Service** link if the facility is closed temporarily or is completely out of service due to the event.

Reports

When an event is open in ESS, you may retrieve reports of Bed Availability by provider type and county. Reports may be emailed or exported. Please see the ESS Help file for report information.