



The HCSIS Help Desk Will Transition to a New Vendor

April 13, 2022

HCSIS Help Desk Transition

As of May 2, 2022, the HCSIS Help Desk responsibilities will transition from Public Consulting Group (PCG), to the new vendor, InspiriTec.

Over the last few weeks, and into the coming weeks, PCG will provide demonstrations to the new vendor on the Home and Community Services Information System (HCSIS), the Enterprise Incident Management (EIM), and the Public Welfare Incident Management (PWIM) systems. This will prepare the new vendor in responding to technical questions they may receive from callers.

In addition, PCG will provide an overview of the Business Partner (BP) Administration Form, Power Data Entry, Adoption, and escalation processes. InspiriTec will shadow PCG's current help desk staff on live calls and e-mail processing, throughout this transition period, and will have an opportunity to take live calls, while being trained by PCG help desk staff.

What you need to know:

Nothing will change from a caller perspective. If you have a technical question(s), you will continue to contact the HCSIS Help Desk as you do today.

HCSIS HelpDesk Contact Information		
Hours of Operation: Monday through Friday: 7:45AM-5:00PM		
Phone	Fax	Support Via Email
1(866)444-1264	(717)540-0960	c- hhcsishd@pa.gov
HCSIS Learning Management System		

Who is InspiriTec?

InspiriTec has over 20 years of experience operating multi-channel, high-volume contact centers and help desk solutions for Federal and State agencies. Their headquarters is located in Philadelphia (Center City) with offices in Wyomissing, PA, Newark, NJ, and Fort Knox, KY, which have grown to employ close to 1,000 people. InspiriTec has expertise serving clients in the areas of IT Help Desk, Beneficiary Support, Military Human Resources, Medical Assistance Enrollment, Public Safety Services, Professional Licensee Support, Utility Consumer Services, and Information and Referral. The team supporting the HCSIS Help Desk project has been recognized by Philly.com as a "Top Workplace" for each of the past five years (ranked #5 among large companies 2021, based on employee feedback). InspiriTec currently also serves Pennsylvania agencies, such as Human Services; Labor and Industry; Revenue and Banking; State Police; Probations and Corrections; and the Department of Health. InspiriTec operates as a social enterprise with a mission to employ professionals with disabilities, veterans, and other disadvantaged individuals within a competitive integrated employment workplace.

Example of Technical Questions:

Contact the HCSIS Help Desk when:
The BP Admin does not know or did not receive their new User ID
An adoption occurs
Reporting system outages or slowness
A requested report did not generate as expected

