

State Level Registry Troubleshooting Frequently Asked Questions

The State Level Registry for the Medi-Cal Electronic Health Record (EHR) Incentive Program will provide incentive payments to eligible Medi-Cal providers and hospitals to adopt, implement, and upgrade the use of certified EHR technology. In 2012, the program will also begin to provide incentive payments for the “meaningful use” of certified EHR technologies. Below are frequently asked questions pertaining to known issues with the initial release of the SLR application for Eligible Hospitals and a brief guide to reporting new issues:

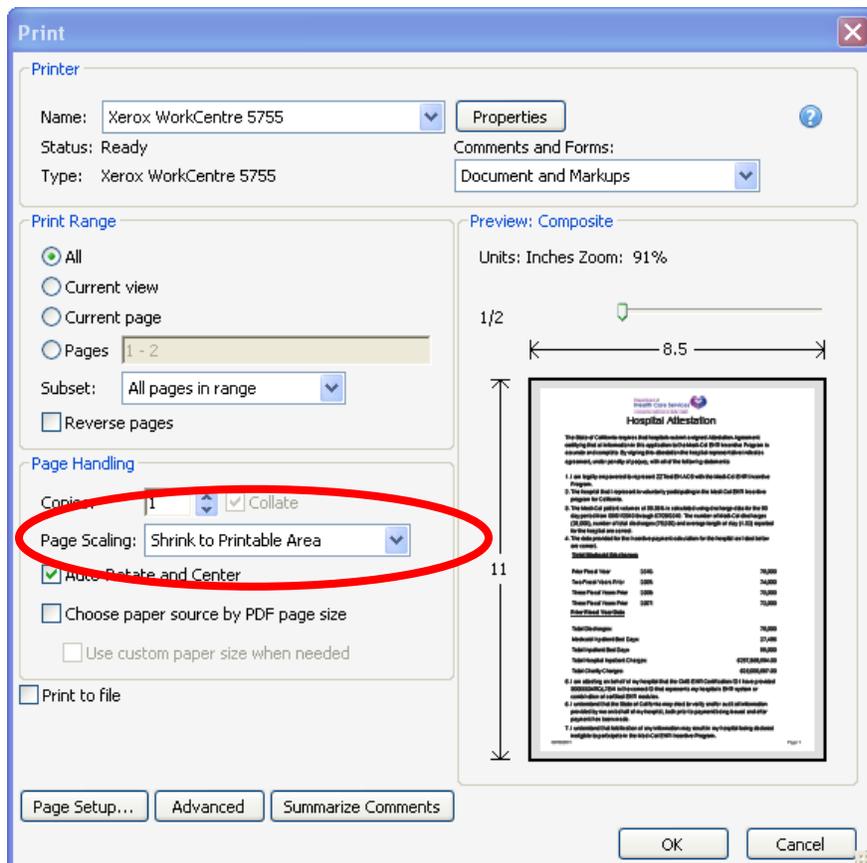
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What can I do to get my printer to print the attestation correctly?

Depending on printer configurations, the top and bottom of the pages may get cut off; or it may expect legal-size paper. Before printing the attestation set the ‘Page Scaling’ to ‘Shrink to Printable Area’. It is imperative that the entire document be printed, signed and uploaded in order for it to be accepted.



**Can I log into the SLR application with different accounts at the same time?
For example, I logged into SLR multiple times, with multiple accounts in multiple browser windows, and the SLR is presenting account information from my first account into my second account.**

In order to maintain data integrity the SLR cannot be opened in more than one browser at once. Please only log in to one browser window at a time.

**How can I quickly change the year in the calendar tool?
I must click through multiple months to change the year in the calendar tool for Eligibility Information.**

You may press the Control (Ctrl) and Page Up (PgUp) keys at the same time to scroll the calendar back one year.

You may press the Control (Ctrl) and Page Down (PgDn) keys at the same time to scroll the calendar forward one year.

You may also type the date in the date field, using the mm/dd/yyyy format.

Why does a timeout error occur when trying to access the CMS ONC website to get the CMS EHR Certification number?

A timeout error may occur due to high traffic on the CMS ONC website; please try again. If the problem persists, please contact the ONC via e-mail:

ONC.certification@hhs.gov.

Reporting New Issues

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Please contact the Help Desk at (866) 879-0109 for assistance with:

- System issues
- Directions for completing the Attestation Agreement
- Assistance with using the application
- Other application related questions

You may also email the Help Desk at: SLR.Helpdesk@acs-inc.com or the state of California DHCS at Medi-Cal.EHR@dhcs.ca.gov.

If any issues arise with the functionality of the SLR application that cannot be addressed by the Help Desk, please send the following information to CASLRSupport@acs-inc.com:

- Description of the issue
- Browser being used and version (e.g., Explorer 7, Chrome 14.0.835.186 m, Firefox 5.0.1, Safari 5.1)

- Page issue occurred on, steps taken, and data entered to reproduce or get to the issue
- Your name
- Your phone number
- Your e-mail address
- Help desk ticket number (if reported to, or coming from the help desk)
- Help desk agent name (if reported to, or coming from the help desk)