

County of San Diego, Health and Human Services Agency (HHSA) Policy and Procedures Guide

Eligibility Automation Systems Access

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Issue Date:

March 7, 2016

Background:

County staff, contractors and community partners use a variety of eligibility automation systems when serving families and individuals. Access to automated systems that support Eligibility requires strict security and monitoring.

Purpose:

To establish Policy and Procedures for granting, monitoring and terminating user access to automated systems used to deliver eligibility services.

Policy:

Each automated system listed in this policy below, has specific requirements for access. Users shall be given access to systems based upon the requirements to perform their job functions (see Attachment A for system details and procedures to create new, modify and delete access).

- CalWIN Production
- CalWIN Web
- MEDS (Medi-Cal Eligibility Data System)
- Covered CA (CalHEERS)
- EPPIC (Electronic Payment Processing and Information Control)
- CERMS (CalWIN Electronic Records Management System)
- FRTS (Fraud Referral Tracking System)
- SDLaw
- SFIS (Statewide Fingerprint Imaging System)
- AuthMED
- IDX Application
- QMATIC
- RESS
- Rushmore
- TWN (The Work Number)
- AFTT (Access FRC Tracking Tool)

All County employees with access to one or more of the automated systems shall adhere to the following Policy and Procedures and Bulletins:

- HHSA-M-1.2 Code of Conduct and Statement of Incompatible Activities
- Confidentiality in Self Sufficiency Programs
- Privacy & Security Information Notice: Use of Data
- Privacy & Security Information Notice: Privacy Training Policy HHSA-L-22
- Privacy & Security Information Notice: County Information Security Guidelines
- Privacy & Security Information Notice: Privacy/Security Breaches
- Privacy & Security Information Notice: Data Access
- Privacy & Security Information Notice: Verifying Client Information via Telephone
- HHSA Notice of Privacy Practices
- HHSA-M-3.6 Security of Client Data and Portable Devices
- HHSA-L-22 Privacy Training
- HHSA-M.3.1 Employee Compliance Training

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All County employees working in Eligibility shall complete the following documents and/or trainings at initial hire and annually thereafter:

- HHSA Code of Conduct and Statement of Incompatible Activities (Document)
- HHSA Information Security Awareness (LMS)
- Privacy Update (LMS)

Initial training for new Human Services Specialists shall include the following topics:

- Internal Investigations: Ethics in the Workplace
- Compliance
- Privacy/HIPAA

Procedure:

To create a new, modify or delete user access account per system, please follow the appropriate procedure detailed in Attachment A.

Monitoring Access to All User Accounts

Eligibility Operations will maintain a master list of all active user accounts by system and all related system access forms. Once a month, Eligibility Operations will cross check all users of all systems against employee lists from the following:

- Active County employee list
- Eligibility contractors active employee list

For contractors who have access to any eligibility system, it is the contractor's responsibility to provide any change in employment status to the County on a monthly basis.

For community partners that have access to any eligibility system under an executed Data Use Agreement, it is the responsibility of the organization to report any change in employment status to their respective point of contact with Eligibility Operations.

Any change in employment status or job responsibility will be reviewed and the profile will be updated accordingly.

Impacts:

All eligibility staff, contractors and community partners

References:

- HHSA-M-1.2 Code of Conduct and Statement of Incompatible Activities (<http://insite.sdcounty.ca.gov/hhsa/Misc%20Policies/Forms/all.aspx>)
- Confidentiality in Self Sufficiency Programs (<http://hhsa-pg.sdcounty.ca.gov/arg/default.asp?Guide=ARG>)
- Privacy & Security Information Notice: Use of Data (http://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/sd/documents/PS20070915_Use_of_Data.pdf)
- Privacy & Security Information Notice: Privacy Training Policy HHSA-L-22 (http://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/sd/documents/PS20080225_Privacy_Training_Policy.pdf)

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- Privacy & Security Information Notice: County Information Security Guidelines
(http://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/sd/documents/PS20080618_Security_Guidelines.pdf)
- Privacy & Security Information Notice: Privacy/Security Breaches
(http://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/sd/documents/PS10042010_Breach_Process.pdf)
- Privacy & Security Information Notice: Data Access
(http://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/sd/documents/PS11032010_Data_Access.pdf)
- Privacy & Security Information Notice: Verifying Client Information via Telephone
(<http://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/sd/documents/ComplianceBulletin28-ClientAuthentication.pdf>)
- HHSA Notice of Privacy Practices
(http://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/sd/documents/Notice_of_Privacy_Practices_English.pdf)
- HHSA-M-3.6 Security of Client Data and Portable Devices
(<http://insite.sdcounty.ca.gov/hhsa/Misc%20Policies/Forms/all.aspx>)
- HHSA-L-22 Privacy Training (<http://insite.sdcounty.ca.gov/hhsa/Misc%20Policies/Forms/all.aspx>)
- HHSA-M.3.1 Employee Compliance Training
(<http://insite.sdcounty.ca.gov/hhsa/Misc%20Policies/Forms/all.aspx>)

Sunset Date:

This policy will be reviewed for continuance by March 7, 2019

Approval for Release:



Rick Wanne, Director
Eligibility Operations

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Following is a summary of eligibility automation systems and the documents required to gain access to each system. Access is limited to employees responsible for determining eligibility or assisting in the eligibility process. Access level is determined based on job classification and function.

- County employees involved with eligibility may gain access to one or more of the systems below.
- Contracted employees involved with eligibility may gain access to CalWIN, CERMS and Rushmore.
- Other County Departments may gain access to CalWIN Web.
- Community partners with an executed Data Use Agreement may gain access to CalWIN Web or AuthMED.

To create a new, modify or delete user access account, please complete and submit the required forms as noted below. CSRF (Computer Services Registration Form) are submitted to IT Services email:

CSRF.HHSA@sdcounty.ca.gov. 05-7 (System Access User Request Form) and all other requests are submitted to the Eligibility Operations Help Desk (EOHD) email: 05-7Form.HHSA@sdcounty.ca.gov.

All of the forms referenced below can be found in the CalWIN Resources, System Access Forms library on the EO InSite page (<http://insite.sdcounty.ca.gov/hhsa/eligibility/System%20Access%20Forms/Forms/User.aspx>). For initial access, one form shall be used to request access for multiple systems. One Eligibility Automation Systems Access Acknowledgement and Agreement Form and Employment Development Department (EDD) Confidentiality Agreement Form shall be on file per user.

For questions about the process to open, modify and delete user access accounts, please contact the EOHD via phone 619-515-6700 or email calwinhd.hhsa@sdcounty.ca.gov.

Eligibility Automation Systems:

CalWIN Production is a client-based, online, real-time, automated eligibility determination, benefit calculation and management system. There are multiple profiles. Access level is determined by job classification and function.

Note: Access is a two-step process for new employees. A CSRF and signed Summary of Policies are required to establish access to the County network before you can request CalWIN Production access.

Documents required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form
- Employment Development Department (EDD) Confidentiality Agreement Form
 - For County employees, EDD forms will be kept in file with Human Resources
 - For contractors, EDD forms will be submitted to System Access

CalWIN Web provides County and community based partners with read only access to limited CalWIN screens or information.

Documents required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form
- Employment Development Department (EDD) Confidentiality Agreement Form
- For community partners, an executed data use agreement must be on file before individual access can be granted

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MEDS (Medi-Cal Eligibility Data System) is the data system maintained by the California State Department of Health Care Services (DHCS) that contains information on Medi-Cal eligibility.

Documents required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

Covered CA (CalHEERS) is an automated system that serves as the consolidated system support for eligibility, enrollment, and retention for the California Health Benefit Exchange (also known as Covered California) and Medi-Cal.

Document required for access:

- DHCS County User Provisioning Request Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

EPPIC (Electronic Payment Processing and Information Control) is a web-based application which is part of the Statewide Electronic Benefit Transfer (EBT) System. Access level is determined by job classification and function. A user cannot have both the PIN select and EBT embosser access level.

Documents required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

CERMS (CalWIN Electronic Records Management System) is the system for capturing and viewing CalWIN client documents.

Documents required for access:

- CSRF
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

FRTS (Fraud Referral Tracking System) is a web-based application that allows the County of San Diego, Health and Human Services Agency and the District Attorney to track and manage cases of suspected public assistance fraud.

Documents required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

SDLaw is used to access criminal and justice information online.

Documents required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

SFIS (Statewide Fingerprint Imaging System) applies fingerprint imaging technology to eliminate duplicate aid in the State's public assistance programs. Access level is determined by job classification and function.

Documents required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

AuthMED is a web-based application to determine eligibility for the County Medical Services (CMS) program.

Documents required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

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IDX Application is the point of sale system for issuance of CMS benefits to beneficiaries.

Documents required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

QMATIC is designed to manage the customer flow in HHSa's FRCs.

Document required for access:

- CSRF
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

RESS is the County of San Diego's Assessors/Recorder/County Clerk (ARCC) system for verifying Birth, Death and Marriage records.

Documents required for access:

- Birth, Death, Marriage Requester Agreement Authorized Users
- Birth, Death, Marriage Indices Requester Agreement

Rushmore is a web based database system from tracking Quality Control (QC) case reviews and Appeals cases.

Document required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

TWN (The Work Number) is an employment and income verification system from EQUIFAX.

Document required for access:

- TWN User Name Creation Template
- Eligibility Automation Systems Access Acknowledgement and Agreement Form

AFTT (Access FRC Tracking Tool) is a SharePoint site used to track eligibility tasks such as Access Call Center support requests and CERMS imaging tasks.

Document required for access:

- 05-7 Form
- Eligibility Automation Systems Access Acknowledgement and Agreement Form