



myAvatar User Account Creation Procedure

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Purpose To provide instructions for initiating, tracking, and completing requests for creation of a myAvatar User Account MAUA and provide guidance for MAUA Creation Request completion.

MAUA Creation The table below describes the roles and responsibilities for MAUA creation :

| Role | Responsibility |
|----------------------|---|
| Supervisor | <p>Initiate MAUA Creation Request by completing and submitting to Department of Behavioral Health (DBH) Information Technology (IT) Helpline a HelpLine Request Form.</p> <p>Note: For special circumstances, such as access to both mental health and substance use disorder systems, ensure to include appropriate justification and Deputy Director approval email.</p> |
| DBH IT Helpdesk | <p>Upon receipt of Helpline Request Form:</p> <ul style="list-style-type: none"> • Create helpdesk ticket tracking (log and assign number) • Assign to DBH IT Security Team for completion |
| DBH IT Security Team | <p>Upon receipt of helpdesk ticket:</p> <ul style="list-style-type: none"> • Determine designated user access and permissions/privileges, in accordance with the current <i>User-Role Guide</i> (which lists designated user-roles based upon the job classifications of users grouped into categories, establishing identical access and privileges/permissions, as approved by the DBH Privacy Officer and DBH Security Officer). • Update helpdesk ticket with determined user-role and assigns to DBH IT. <p>Note: The <i>User-Role Guide</i> serves as the “standard” for determining user access and privileges/permissions in myAvatar. Deviation from standard user-role designation requires prior review/approval by DBH Security Officer and Privacy Officer.</p> |

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MAUA Creation, continued

| Role | Responsibility |
|--------|--|
| DBH IT | <p>Upon receipt of determination of user-role:</p> <ul style="list-style-type: none"> • Create MAUA in TRAIN and LIVE environments; • Disable access to LIVE environment until notified by WET of user's successful completion of myAvatar training; and • Update ticket indicating user's MAUA is active in TRAIN environment and assign to WET for myAvatar training coordination. <p>Note: WET must be notified of requests for creation of MAUA, and reinstatement of formerly active MAUA after more than ninety (90) days of inactivity.</p> |
| WET | <p>Upon receipt of notification of successful user account creation, WET may schedule user for myAvatar training. Prior to training, WET must:</p> <ul style="list-style-type: none"> • Ensure user completes DBH annually required Privacy and Security training via online learning management system; • Provide user with copies of the policies and procedures referenced in the myAvatar Policy and Procedure Acknowledgement Form; • Obtain signed acknowledgement from user, and route copies per form instructions; • Conduct myAvatar training in TRAIN environment, , • Upon training completion, update ticket, notating user successful training completion and assign to DBH IT. |
| DBH IT | <p>Upon receipt of notification of training completion:</p> <ul style="list-style-type: none"> • Enable MAUA in myAvatar Live environment, and • Close helpdesk ticket with cc/copy to: <ul style="list-style-type: none"> ○ User; ○ Supervisor; ○ DBH Privacy Officer; ○ DBH Security Officer, and ○ WET. |

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Related Policy or Procedure

DBH Standard Practice Manual:

- myAvatar Electronic Health Record Policy ([IT5012](#))
 - myAvatar User Account Request Procedure ([IT5012-1](#))
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Reference(s)

- Code of Federal Regulations, Title 42, Part 2, Final Rule
 - Health Insurance Portability and Accountability Act of 1996 (HIPAA)
 - Health Information Technology for Economic and Clinical Health Act (HITECH)
 - Welfare and Institutions Code 5328
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