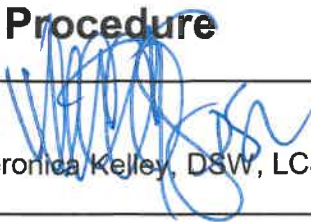




## myAvatar User Account Deactivation Procedure

**Effective Date** 04/13/2021  
**Revised Date** 04/13/2021

  
Veronica Kelley, DSW, LCSW, Director

**Purpose** To provide instructions for initiating and tracking requests for deactivation of myAvatar User Account(s) MAUA(s), and provide guidance for completing each section of a MAUA Deactivation Request.

**MAUA Deactivation** When deactivation of a myAvatar user account is required due to privacy and/or security risks, ***immediately*** call the Department of Behavioral Health (DBH) Information Technology (IT) HelpLine at (909) 386-9730.

Changes in user's employment conditions that will result in deactivation of MAUA include, but are not limited to:

- Termination of employment with DBH;
- Interdepartmental transfer or relocation of user to a different program, unit, or division;
- Expiration or termination of contract with DBH;
- Access to myAvatar is no longer required to complete job functions;
- In response to audit, monitoring, compliance investigation, privacy or security breach, or
- Extended Leave of Absence 90 days or longer.

MAUA may be modified, suspended, or deactivated in response to audit, monitoring, Compliance investigation, and follow up action.

The table below describes the roles and responsibilities for planned deactivation of MAUA:

Role	Responsibility
Supervisor	Submit to DBH IT Helpdesk a <a href="#">HelpLine Request Form</a> . Complete form by: <ul style="list-style-type: none"> <li>• Selecting <u>myAvatar</u> option from the Request Type drop down list;</li> <li>• Enter requested user's information;</li> </ul> Complete Request Details section as follows: <ul style="list-style-type: none"> <li>• Request Deactivation of myAvatar User Account;</li> <li>• Enter <u>myAvatar</u> access termination date, and</li> <li>• Reason for deactivation (select reason from bulleted list above, or enter other reason).</li> </ul>

*Continued on next page*

## myAvatar User Account Deactivation Procedure, Continued

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### MAUA Deactivation, continued

Role	Responsibility
DBH IT	Upon receipt of deactivation request DBH IT shall: <ul style="list-style-type: none"><li>• Immediately deactivate MAUA, and<ul style="list-style-type: none"><li>○ Notify the following individuals by email of date of MAUA deactivation date and time:<ul style="list-style-type: none"><li>• User;</li><li>• Supervisor;</li><li>• DBH Privacy Officer, and</li><li>• DBH Security Officer.</li></ul></li></ul></li></ul>

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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](#))
- myAvatar User Account Creation Procedure ([IT5012-2](#))
- myAvatar User Account Modification Procedure ([IT5012-3](#))

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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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