



myAvatar User Account Reinstatement Procedure

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

MAUA Reinstatement Users whose MAUA is inactive more than 90 days are required to complete myAvatar training prior to account reinstatement. The table below describes the roles and responsibilities for reinstatement of MAUA :

Role	Responsibility
Supervisor	Initiates MAUA Creation Request by completing and submitting to Department of Behavioral Health (DBH) Information Technology (IT) Helpline a HelpLine Request Form .
DBH IT Helpdesk	Upon receipt of Helpline Request Form : <ul style="list-style-type: none"> • Create helpdesk ticket, and • Assign to DBH IT Security Team.
DBH IT Security Team	Upon receipt of helpdesk ticket: <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><i>Note: The User-Role Guide 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.</i></p>

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myAvatar User Account Reinstatement Procedure, Continued

**MAUA
Reinstatement,
continued**

Role	Responsibility
DBH IT	<p>Upon receipt of determination of reinstatement user-role, determine previous MAUA deactivation date:</p> <ul style="list-style-type: none"> • If less than 90 days since deactivation date: <ul style="list-style-type: none"> ○ Reinststate MAUA as approved; ○ Close the helpdesk ticket, and cc: <ul style="list-style-type: none"> ■ User; ■ Supervisor; ■ DBH Privacy Officer; ■ DBH Security Officer, and ■ WET. • If more than 90 days since deactivation date: <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; ○ Forward helpdesk ticket to ○ DBH - Workforce Education & Training, with Subject Line: Notice of MAUA Reinstatement. <p>Note: WET must be notified of requests for creation of MAUA, and reinstatement of MAUA after more than 90 days of inactivity.</p>
WET	<p>Upon receipt of notification of successful user account reinstatement, WET may schedule user for myAvatar training. Prior to training, WET must:</p> <ul style="list-style-type: none"> • Ensure user completes DBH's annually required Privacy and Security training via online learning management system; • Provide user with copies of the policies and 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 completion of training, update ticket, notating user's successful training completion and assign to DBH IT.

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myAvatar User Account Reinstatement Procedure, Continued

MAUA Reinstatement, continued

Role	Responsibility
DBH IT	Upon receipt of notification of training completion: <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.

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](#))
 - myAvatar User Account Deactivation Procedure ([IT5012-4](#))
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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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