myAvatar User Account Request Procedure

Effective Date	04/13/2021
Revised Date	12/15/2021
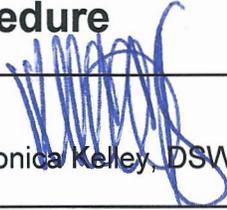
Veronica Kelley, DSW, LCSW, Director

Purpose

To describe the Department of Behavioral Health (DBH) Information Technology (IT) Helpdesk Ticket process and provide guidance to supervisors for completing the DBH IT HelpLine Request Form.

DBH IT Helpdesk Ticket Process

All requests for action(s) regarding MAUA must be submitted and tracked through the DBH IT Helpdesk Ticket process. The table below describes the steps/actions for helpdesk ticket status tracking, from submission/opening to approval/completion/closing:

Step	Action
1	Supervisor requests MAUA action by completing and submitting HelpLine Request Form.
2	Upon receipt of HelpLine Request Form, DBH IT opens a helpdesk ticket and assigns to next required recipient(s).
3	Recipient(s) update helpdesk ticket by clicking Add Note, entering their data, then reassigning ticket to DBH IT.
4	After obtaining all information and authorizations necessary to approve the requested action, DBH IT applies the approved action to MAUA.
5	IT then closes the helpdesk ticket and notifies: • User; • Supervisor; • DBH Privacy Officer, and • DBH Security Officer.

HelpLine Request Form Completion

Supervisor will inform user if a MAUA is required to fulfill the verified business needs of user's position (user-role), or supervisor may be prompted from some other source/mechanism/situation. All questions regarding eligibility for a MAUA will be directed to user's supervisor. Each user's supervisor shall submit requests for actions pertaining to MAUA, or if supervisor designates someone to submit on his/her behalf, an approval email of action by supervisor must accompany request submission.

HelpLine Request Form Completion, continued

The table below identifies the steps/actions necessary for supervisors to request action(s) to MAUA using the HelpLine Request form:

Step	Action
1	Prior to Helpline Request Form completion: • Verify user is eligible for a MAUA; ○ See myAvatar EHR Policy for MAUA eligibility requirements. • Verify the request is for the correct assigned program and designated user role
2	Complete the DBH IT HelpLine Request Form by: • Selecting myAvatar option from the Request Type drop down list; • Enter user's information, assigned program, and cost center information
3	Complete "Request Details" section by selecting the relevant requested action(s) as follows: • Request <*Creation, Modification, Reinstatement, or Deactivation*> of MAUA; • Enter behavioral health client population user serves (mental health or substance use disorder (SUD)); • Discipline; • Job function; and • Level of responsibility. ***Note:*** Supervisor may provide the identification of another user or position who has identical access permission needs for reference.
4	Submit HelpLine Request Form to DBH IT Helpdesk.

Referenced Forms, Policies, and Procedures

This information block will guide you to all forms, policies, and procedures referenced in this Procedure.
Internal DBH Forms & Manuals:
• Information Technology Forms:
   ○ HelpLine Request Form.
DBH Standard Practice Manual:
• myAvatar Electronic Health Record Policy (IT5012)

Related Policy or Procedure

DBH Standard Practice Manual:
• myAvatar Electronic Health Record Policy (IT5012)

myAvatar User Account Request Procedure, Continued

Reference(s)	• Code of Federal Regulations, Title 42, Part 2, Final Rule • Code of Federal Regulations, Title 45, Parts 160 and 164, Modifications to the Health Insurance Portability and Accountability Act (HIPAA) Privacy, Security, Enforcement, and Breach Notification Rules Under the Health Information Technology for Economic and Clinical Health Act (HITECH) and the Genetic Information Nondiscrimination Act; Other Modifications to the HIPAA Rules • Welfare and Institutions Code 5328