



myAvatar User Account Creation and Reinstatement Procedure

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Veronica Kelley, DSW, LCSW, Director

Purpose To provide instruction to DBH myAvatar user account (MAUA) applicants, supervisors, DBH Information Technology (IT), and DBH Workforce Education, and Training (WET), to initiate, track, and complete requests for creation of new user accounts and reinstatement of deactivated MAUAs.

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

Role	Responsibility
Supervisor	<p>Initiate MAUA Creation or Reinstatement Request by completing and submitting a User Request/HelpLine Request Form to Department of Behavioral Health (DBH) Information Technology (IT) Helpline.</p> <p>Note: For special circumstances such as access to both mental health and substance use disorder systems, ensure to include appropriate justification and documentation of Deputy Director approval.</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), and • Assign to DBH IT Security Team for completion.
DBH IT Security Team	<p>Upon receipt of helpdesk ticket for new user:</p> <ul style="list-style-type: none"> • Determine designated user access and permissions/privileges in accordance with the current <i>User-Role Guide</i>: • Update helpdesk ticket with determined user-role and assign to DBH IT Security Team or workforce member authorized to create MAUA and control access to TRAIN and LIVE environments. <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 Privacy Officer and DBH Security Officer.</p>

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MAUA Creation and Reinstatement, continued

Role	Responsibility
DBH IT Security Team	<p>Upon receipt of determined user-role for MAUA Creation or Reinstatement Requests: For new user account Creation Requests, <u>or if more than 90 days</u> since deactivation date:</p> <ul style="list-style-type: none"> • Create MAUA in TRAIN and LIVE environments; • Disable access to LIVE environment until notified by user of successful completion of myAvatar training, and • Update helpdesk ticket indicating MAUA is active in TRAIN environment and notify user and user's supervisor via email that user may now register for myAvatar training in the DBH learning management system. <p><u>If less than 90 days</u> since deactivation date:</p> <ul style="list-style-type: none"> • Reinstate MAUA as approved; • Close the helpdesk ticket, and copy: <ul style="list-style-type: none"> ○ User; ○ Supervisor; ○ DBH Privacy Officer, and ○ DBH Security Officer.
User	<p>Upon receipt of TRAIN environment account information:</p> <ul style="list-style-type: none"> • Complete annually required HIPAA, Privacy, and Security training if currently due, and • Review the following DBH policies: <ul style="list-style-type: none"> ○ Confidentiality of Protected Health Information (PHI) Policy COM0905 ○ Security of Protected Electronic Health Information Policy COM0923 ○ Workstation and System Security Policy COM0924 ○ Computer and Network Appropriate Use Policy IT5004 ○ myAvatar Electronic Health Record Policy IT5012 • Register for myAvatar training as directed by supervisor; • Complete myAvatar training; • Attest during myAvatar final exam to completing the prerequisite training and policy review;

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myAvatar User Account Creation and Reinstatement Procedure, Continued

MAUA Creation and Reinstatement, continued

Role	Responsibility
User	<ul style="list-style-type: none"> Print, upon successful completion of final exam and attestation, the course completion certificate, and Submit the certificate of completion to DBH IT as a reply to the helpdesk ticket email.
WET	<p>WET shall ensure the following:</p> <ul style="list-style-type: none"> myAvatar training is available in the online learning management system or comparable platform; MyAvatar training records are maintained within DBH online learning management system, and These records are accessible to authorized individuals.

Referenced Forms, Policies, and Procedures

This information block will guide you to all forms, policies, and procedures referenced in this Procedure.

DBH Standard Practice Manual:

- Confidentiality of Protected Health Information (PHI) Policy (COM0905)
- Security of Protected Electronic Health Information Policy (COM0923)
- Workstation and System Security Policy (COM0924)
- Computer and Network Appropriate Use Policy (IT5004)
- myAvatar Electronic Health Record Policy (IT5012)

Internal DBH Forms & Manuals:

- Information Technology Forms
 - User Request (HelpLine Request Form)

Related Policy or Procedure

DBH Standard Practice Manual:

- myAvatar Electronic Health Record Policy (IT5012)
- myAvatar User Account Request Procedure (IT5012-1)
- myAvatar User Account Modification Procedure (IT5012-3)
- myAvatar User Account Deactivation Procedure (IT5012-4)

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