

## **POLICY**

The DADS Adult Managed Care System Research Institute(RI) Division and the SCVHSS Systems Office (SO) are jointly responsible for the maintenance of the UNI/Care provider database. “Provider” in UNI/Care means “user” of the system (also referred to as requestor). Before a provider can have access to UNI/Care, they must first go through the process described below.

## **PROCEDURE**

Providers who want access to UNI/Care must first be authorized and attend approved training. The provider completes the UNI/Care Username Request Form, the DADS User Information Form and the Oath of Confidentiality for Users Form (See Appendix D2) and submits the forms to the RI Division.

The RI Division will fax a copy of the UNI/Care Username Request Form and the Oath of Confidentiality Form to Information Systems (IS) at (408) 885-4133. IS enters the UNI/Care provider code on the UNI/Care User Request Form.

IS will enter NT, SQL and UNI/Care information and will verify that the provider has network access (NT and SQL are IS terms, not used by providers).

The Information Systems Office Trainer contacts the provider regarding the training schedule and assigns the provider identification number, user login name and temporary password. The information is then faxed to RI.

RI will fax the UNI/Care Username Request Form (with the UNI/Care Provider Code Number, the username/login name and temporary password on it) back to the administrative staff at the site where the provider is located.

The RI Division inputs the provider’s demographics data, company, company team, credentials, and rate class information from the DADS User Information Form into UNI/Care.

Access to UNI/Care for DADS employees and contractors will be for the DADS system only. For access to both the Mental Health and DADS system, the provider must get special approval from the designated Department Director. The Information Systems Office UNI/Care Administrator informs the QI Division and the requestor when the username account has been established.

The Information Systems Office Network Analyst contacts the requestor regarding their options for network connectivity and requirements. The Network Analyst provides all the necessary network and security forms to the requestor and files the completed forms. Also, the Network Analyst is responsible for explaining Information Systems Office and provider responsibilities, network security related to HIPAA guidelines and County policies.

The requestor notifies the Information Systems Office in writing when they terminate from the UNI/Care functions. The Information Systems Office will then disable the user account.