STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY

DEPARTMENT OF SOCIAL SERVICES
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CDSS

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June 14, 2012

ALL-COUNTY LETTER (ACL) NO. 12-28

REASON FOR THIS TRANSMITTAL
[ ] State Law Change
[ ] Federal Law or Regulation Change
[ ] Court Order
[ ] Clarification Requested by One or More Counties
[X] Initiated by CDSS

TO: ALL COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERS

SUBJECT: CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM (CMIPS) PROCESS FOR REQUESTING SYSTEM ACCESS

The purpose of this All County Letter (ACL) is to provide counties with instructions for obtaining user access to the CMIPS and to transmit a copy of the new California Department of Social Services (CDSS) CMIPS Legacy System Access application form.

BACKGROUND:

The In-Home Supportive Services (IHSS) program is a Medi-Cal benefit, with the exception of residual cases. As such, all state and county staff must adhere to the Health Insurance Portability and Accountability Act (HIPAA) requirements with regard to maintaining the privacy and security of each recipient's medical records and any other personal health information. HIPAA requires safeguards for storing medical information electronically as well as setting limits and conditions on the uses and disclosures that may be made without authorization from the individual. HIPAA requirements restrict the right to review or copy any of the individual's health records in whatever format they may be stored. These rules include the personal information stored in CMIPS and viewed by state and county staff.

GENERAL INFORMATION:

The CDSS, Department of Health Care Services, the CMIPS vendor, Hewlett Packard Enterprise (HP) and county staff currently have access to information in the CMIPS Legacy system. The primary system functions are processing payroll for IHSS providers, maintaining case information for IHSS recipients, and producing IHSS program reports. Currently, there are approximately 3,800 CMIPS users throughout the state. In preparation for the CMIPS II rollout, CDSS is undertaking a process to update the User ID database.

CMIPS USERS:

CMIPS usage is restricted to staff who have a business need to review information contained in CMIPS strictly for the purpose of administering IHSS benefits. For example, this includes county staff that process IHSS intakes, assessments, payroll, and provider enrollment; IHSS social workers and their supervisors; and Quality Assurance staff. Public Authority (PA) users are allowed access but are required to obtain county approval.

Auditors, district attorney investigators, Medi-Cal eligibility workers, income verification staff or CalFresh staff, and all other users who are not directly affiliated with the IHSS program are not allowed access to CMIPS. If information is needed regarding a particular case, the information should be requested from the IHSS office in the county. If the request is lengthy, the county should continue to send their request to CDSS to be completed by HP. Other uses or release of the information contained in CMIPS are prohibited and any exceptions must be approved, in advance, by CDSS.

PUBLIC AUTHORITIES:

The PA staff access to CMIPS is based on an agreement between the counties and their PA. Counties may continue to choose the level of access for their PAs. Counties must have an authorized county approval signature from the local county welfare department and identify PA user name(s) and user level(s).

PREPARATION FOR THE CMIPS II ROLLOUT:

In order to prepare for the rollout of the new CMIPS II, **CDSS is now requiring a new CDSS CMIPS Legacy System Access Application form to be submitted for each existing and new CMIPS user, including PA users.** Multiple user requests will no longer be allowed on one form. Signatures of the user and the supervisor requesting CMIPS access are required. These signatures certify that the person has a business need to access CMIPS and view confidential IHSS information. The following information must be included in order to process the user ID request:

- Staff Name/PA
- User Role
- County
- Phone Number
- Email Address
- Job Title
- State the Business Need
- Type of Action: New, Change or Deactivate

The process of submitting the new application for current users will be done in phases, by county, according to the schedule below. Each county will receive a program manager letter with an attached list of current county users and PA users in that county. Once the program manager letter is received, counties will have 30 days to complete the CMIPS Legacy System Access Application form.

The completed new application form for each current user can be emailed to CDSS at CMIPSID@dss.ca.gov or faxed to the Adult Programs Systems Unit (APSU) at (916) 651-1003.

All requests must have an authorized county approval signature from the local county welfare department and include a user name and user level. Failure to complete and return the form timely will result in deactivation of the user's access.

Once the initial re-registration period is over, counties will need to use the new CDSS CMIPS Legacy System Access Application for new users. Requests are usually processed by CDSS within five (5) business days. **The county is also required to notify APSU if a user is terminated or no longer has a business need to view the data in CMIPS.**

IMPLEMENTATION SCHEDULE:

To complete the re-registration of existing CMIPS users, CDSS has divided this User ID Request into four phases. Counties are expected to complete and return the form for each applicable staff member by the due date. The User ID forms completion dates will be as follows:

DATE OF PHASES	COUNTY	DUE DATE
JUNE 15, 2012	ALPINE, BUTTE, COLUSA, DEL NORTE, EL DORADO, GLENN, HUMBOLDT, INYO, LAKE, LASSEN, MARIN, MENDOCINO, MERCED, MODOC, NAPA, NEVADA, ORANGE, PLACER, PLUMAS, SAN DIEGO, SAN FRANCISCO, SHASTA, SIERRA, SISKIYOU, SONOMA, SUTTER, TEHAMA, TRINITY, YOLO, YUBA AND STATE STAFF	JULY 15, 2012
JULY 15, 2012	ALAMEDA, AMADOR, CALAVERAS, CONTRA COSTA, MADERA, MARIPOSA, MONO, MONTEREY, SACRAMENTO, SAN BENITO, SAN JOAQUIN, SAN MATEO, SANTA CLARA, SANTA CRUZ, STANISLAUS, TUOLUMNE	AUGUST 15, 2012
AUGUST 15, 2012	FRESNO, IMPERIAL, INYO, KERN, KINGS, RIVERSIDE, SAN BERNARDINO, SAN LUIS OBISPO, SANTA BARBARA, SOLANO, TULARE, VENTURA	SEPTEMBER 15, 2012
SEPTEMBER 15, 2012	LOS ANGELES	OCTOBER 15, 2012

Should you have questions regarding information in this ACL, please contact the CDSS APSU, County Assistance staff at 916) 551-1003 for assistance.

Sincerely,

Original Document Signed By:

EILEEN CARROLL
Deputy Director
Adult Programs Division

Attachment

> CDSS CMIPS Legacy System Application Form (replaced with County CMIPS II User ID Confirmation CDSS Copy-SOC 882, County CMIPS II User Request Form Deactivate/Reactivate User-SOC 883, County CMIPS II User Request Form Add/Modify User- SOC 884)

c: CWDA
      Department of Health Care Services