



PROVIDER BULLETIN



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Network Providers

A Publication of the Local Mental Health Plan of the County of Los Angeles Department of Mental Health

IN THIS ISSUE

CONFIDENTIALITY AND SECURITY ACCESS CONTROLS

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This is a reminder to ensure that all County of Los Angeles Department of Mental Health (LACDMH) providers, billers and authorized users are aware of their responsibilities and accountabilities for protecting and safeguarding the confidentiality of clients' sensitive information when viewed, maintained and/or accessed by any LACDMH online systems.

The California Welfare and Institutions (W&I) Code, Section 14100.2, cites the information to be regarded confidential. This information includes applicant/beneficiary names, addresses, services provided, social and economic conditions or circumstances, agency evaluation of personal information, and medical data. (See also 22 California Code of Regulations (C.C.R.), Sections 50111 and 51009)

All LACDMH providers, billers and authorized users are prohibited from sharing computer identification codes (Logon I.D., computer access codes, account codes, ID's, etc.) or passwords with co-workers or any other persons. Allowing a staff to sign on and gain access to any of the County provided resources, including the Integrated System (IS) and soon LACDMH Integrated Behavioral Health Information System (IBHIS) using another active or terminated user's logon ID and password is a violation of LACDMH security and privacy policy. Any violation of the confidentiality of records or policies which are made for the protection of a clients' privacy may result in a disciplinary action up to, and including, a civil action.

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At such time there are staff changes that no longer require system access, whether duty changes or termination of employment, the provider is required to notify LACDMH Chief Information Office Bureau (CIOB) of staff access termination by submitting both the Downey Data Center Registration and the Applications Access Forms. Please note that upon termination, the user's assigned RSA SecurID token must be returned to **DMH / CIOB / Systems Access Unit, 8th Floor, 695 S. Vermont Ave., Los Angeles, CA 90005**. The danger in not terminating a staff's admittance to the County systems is that the user will maintain access to your respected reporting unit's sensitive information, which may instigate a potential risk for sabotage or misuse of clients' sensitive data and County resources.

Confidentiality Oath, Agreement for Acceptable Use, Downey Data Center Registration and the Applications Access Forms are available on the IS website at:

http://dmh.lacounty.gov/hipaa/ffs_ISForms.htm

If you have any questions regarding this Provider Bulletin, please contact the FFS Hotline at (213) 738-3311 or send an email to FFS2@dmh.lacounty.gov

Provider Bulletins are posted on the DMH website at: http://lacdmh.lacounty.gov/hipaa/ffs_UIS_Special.htm