Deactivation of Inactive Anasazi Accounts
Frequently Asked Questions

For Users:

1. How will I know if my account has been identified for deactivation?

Users will be notified via email. MIS will use the email address users provided for their Anasazi account. In addition, program managers will also receive a list of users for their Unit for whom their accounts have been identified for deactivation.

2. How is access reestablished?

Users will need to submit a complete and accurate Anasazi Request Form (ARF), Summary of Policies (SOP), and an Electronic Signature Agreement (ESA) to MHMIS and attend classroom training or a shadow skills assessment (if appropriate) within 60 days from the date the notification was emailed. Note: SOPs are not required for County employees.

3. What will happen to my billing and clinical documentation?

Clinical users will need to complete documentation on paper until their account is reactivated. Services can be entered by admin data entry staff at their program until their account has been reactivated. If the user does not complete the reactivation process within 60 days from the date of notification, the account will be deactivated. Once the account has been deactivated, services cannot be entered for the user.

4. I'm going on FMLA leave. Will my account be deactivated?

For users who will be unable to access Anasazi due to approved extended period of leave from work, the Program Manager must immediately submit an ARF with the start and expected return dates. The user's ID will then be removed from the list of inactive accounts identified for deactivation. To re-establish access, users will need to follow instructions described earlier in the FAQ.

For Program Managers:

1. What can be done about on-call staff who do not use Anasazi routinely?

Unfortunately, the user's account must be deactivated if it is not used every 90 days. There may be some instances where programs should contact MIS to discuss possible solutions, as necessary.

2. **What do I do about Non-Final Approved Progress Notes and Assessments for users who have had their accounts suspended or inactivated?**

   If the progress note was entered by a staff no longer with your program, your review of the progress note will need to determine whether the existing narrative contains valuable clinical information.
   a. If there is relevant clinical information, print out the progress note and place in the client's paper chart. Accordingly include documentation in the paper chart that the progress note was not final approved by the server. In Anasazi, complete an Informational Service note explaining that there is additional clinical information available on paper.   You will still need to delete/void the service and void the progress note because you have no signed documentation to support the service. Make sure your informational note matches the date of service. Do not reenter the service as non-billable.
      i. If the service has been paid by the state, submit void paperwork to Mental Health Billing Unit (MHBU).
      ii. If the service has been denied by the state, submit deletion paperwork to MHBU
      iii. If the service has been claimed but is still open to the state, you will need to monitor the service, and when the service is paid, then submit void paperwork to MHBU.
   b. If there is not relevant clinical information, delete/void the service, void the progress note, and enter an Informational Note explaining the deleted/voided service and making sure the date of the Info Note is equivalent to the date of service. Do not reenter the service as non-billable.
      i. If the service has been paid by the state, submit void paperwork to Mental Health Billing Unit (MHBU).
      ii. If the service has been denied by the state, submit deletion paperwork to MHBU
      iii. If the service has been claimed but is still open to the state, you will need to monitor the service, and when the service is paid, then submit void paperwork to MHBU.

3. **Are there any impacts to my contract? Will any of my claims get suspended or disallowed?**

   Contact your COR for issues regarding your contract. Note: If an account is deactivated and the staff had a progress note that was not final approved within the 14 day timeframe, the corresponding service will be disallowed.

4. **Can I ask the County to approve my own internal policy for inactive user accounts instead of following the County Policy?**

   System security policies used by MIS are mandated by HHSA Internal Security and the County Technology Office. They are not open to modification. However, Providers as independent contractors are free to add to the minimum MIS security requirements.

5. **Why haven't we been doing this all along? How is this better?**

   MIS has been identifying inactive accounts and suspending or deactivating them as they have been discovered. This enhanced process makes the monitoring and identification more uniform and ensures that all accounts are reviewed on a regular basis. Liability for HIPAA breaches is mitigated by preventing unauthorized use of inactive accounts. Individuals who should not be accessing your client records will not be able to do so. Additionally, programs will receive timely information of their users who are not using Anasazi.