

Fact Sheet – Deactivation of Inactive Accounts in Anasazi

Policy Inactive accounts pose a security risk by allowing an opportunity for unauthorized access. Therefore, in order to safeguard protected health information, inactive accounts will be closely monitored. Users who have not used Anasazi in 90 days will have their account deactivated. Notification of deactivation will be sent to the user's email address and to their Program Manager.

Phased Rollout Effective Dates Routine monitoring, notification, and deactivation of accounts will begin in two phases.

- Phase 1 - October 1, 2014 – Inactive accounts for County Users
- Phase 2 - January 1, 2015 – Inactive accounts for Contractor Users

Notification Users who have not used Anasazi for 90 days will have their menu changed to "Pending Termination" and be sent notification via email that their account is pending termination. The "Pending Termination" menu is a placeholder menu and will have no views. Users will be unable to enter or view any information in Anasazi with this menu. This menu allows users up to 60 days to complete actions to reinstate their access before their account is completely deactivated.

Reinstatement If a user requires reinstatement, they will need to complete the following steps:

1. Complete an Anasazi Request Form (ARF), a new Summary of Policies (not necessary for County users), and an Electronic Signature Agreement and submit to MHMIS.
2. If the account has not been used in less than 6 months, users may contact QI Matters at QIMatters.HHSA@sdcounty.ca.gov to request a shadow skills assessment. Approval depends on past usage and will be determined on a case by case basis.
3. If the account has not been used in over 6 months, the user must register for appropriate training by contacting Optum at (800-834-3792, Option 3) – for reservation information, or go online at: <https://www.optumhealthsandiego.com/countystaffandproviders>

Billing and Clinical Documentation Following notification of "Pending Termination" status, clinical users may still complete clinical documentation (assessments, progress notes, etc) on paper and administrative staff may enter their services for billing.

Leaves of Absence 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.

Contact Information For questions regarding internal security policies for Anasazi, you may contact Patricia Madison, Anasazi Application Administrator, at 619-563-2728 or at patricia.madison@sdcounty.ca.gov.
