AAA Systems Access Request Instructions

Please submit requests individually.

The AAA DSHS / HCA Systems Access Request form is for use by AAA entities from outside and within the DSHS domain (DSHS firewall). AAA entities have different procedures to request the majority of their needed system access but will use the form for those systems requiring a set up or approval by HCS, DDA, or MSD. AAA entities will also use this form when staff transfer between agencies or to terminate access when employees leave employment.

Request Type
- Check one of the options (New, Update, Remove, or Name change). **Removal must be submitted within five (5) days of exit.**
  - New user – The user has been approved for access to one of the programs listed and has no previous requests submitted.
  - Update user – User has access to one or more of the systems listed but an additional access is needed. Only mark the box next to the additional item.
  - Remove user – Mark each of the boxes for which access is to be removed.
  - Change user name – Use to update the user name due to a change. For ProviderOne this will result in the termination of the prior account and a new account created.

Requesting Organization and Mailing Address
- Enter the user’s office name and address (subcontractors enter their organization name and address).

System Access Requested Sections
- Check the box next to each system requested and attach any additional documentation required for the program. If you need a copy of the VPN form, please contact ALTSA.
- Applications in the DSHS Active Directory (AD) section require a DSHS domain account (e.g. an email address that ends in @dshs.wa.gov). In order to use these applications, staff must log in to their computer with their DSHS AD account.
- AL TSA Data Mart. Access is specific to each data source. If both data sources are needed, both boxes must be selected.
- Applications in the AAA section (Barcode, DDA / HCS Reporting, CARE, QA Monitor) are created at the AAA office. A signed copy of the 17-226 form must be submitted to hcsaaaarequest@dshs.wa.gov via secured email before the account(s) can be created.
  - **Note:** The PRISM and Client Registry boxes should be checked if the new staff member will be eligible for access. An extra step of user and ethics training will be required for all PRISM and Client Registry users and must be completed prior to system access.
  - Barcode field can be one of the following options: AAA-IT, RC-SPEC, CLER-SUP, CLERICAL, CM-JRP, CM-MTD, CM-SUP or INTERN. These relate to the new access profiles in Barcode.
  - IPOne field can be one or more of the following options: CM role, HQ role, HCRR role, Finance L1, Finance L2.
  - Finance L1 and Finance L2 roles require additional approval from the W2 Financial Reports team.
  - Form will be rejected if the box is checked but the field is blank.

AAA User Information
- Enter the user information as indicated. DATE OF BIRTH (DOB) is only required when selecting ProviderOne or IPOne – for all other applications it should be blank. Forms with DoB submitted by Colville, King, Kitsap, Pierce, Snohomish, and Yakama should be submitted using secure email or secure file transfer.
- The AAA Authorizer will assign an ID number from the list provided by the ALTSA SUA Coordinator.
  - Form will be rejected if this field is left blank.
- Under AAA Office enter the AAA Authorizer’s regional office.

Access Justification
- Enter reason access is needed such as Case Management and Coordination, Nursing Coordination, Oversight and Supervision, Determination of Eligibility.

Authorizing Signature
- AAA Authorizer – the authorizer will be verified by the ALTSA SUA Coordinator.
  - **Note:** AAA Authorizer signature guarantees that the staff member who is asking for access is eligible for the systems access requested.

Non-Disclosure of Confidential Information
- Ensure that the AAA staff member has read the AAA User Agreement on System Usage and Non-disclosure of Confidential Information on the second page of the AAA Systems Access Request form.
- Enter the requesting user’s name and have them sign and date the agreement.

Once completed, scan both sides of the form and email to hcsaaaarequest@dshs.wa.gov using secure email. Do not email forms directly to ALTSA Helpdesk or ALTSA Helpdesk staff.
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Frequently Asked Questions (FAQ)

Why was my form rejected?

- Missing information:
  - The Employee ID field is left blank
  - HCA and PPL will reject forms missing a birthdate
  - IPOne is checked but role is missing

- Incorrect information:
  - Email address is invalid (e.g. emailing credentials results in a bounce-back)
  - Employee ID is already in use – check your spreadsheet and ensure the EID hasn’t been used before

- Form is not signed.
  - Ensure both the AAA Authorizer and AAA User have signed in the appropriate fields

- VPN request form is missing from the request.