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 copies of any forms (e.g. VPN), please contact ALTSA.
  - Applications in the DSHS Active Directory 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.
  - Applications in the AAA section (Barcode, ADSA Reporting, CARE, QA Monitor) are created at the AAA office. A signed copy of the 17-226 form must be submitted to hcsaaarequest@dshs.wa.gov 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.
  - IPOne Other 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.

AAA User Information

- Enter the user information as indicated. Form will be rejected by HCA and PPL if the birthdate field is left blank.
- The AAA Authorizer will assign an ID number from the list provided by the ALTSA SUA Coordinator.
  - If the account was auto-enrolled prior to the use of this form, enter DSHS for the Employee ID Number.
  - 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, e.g. Case Management and Coordination, Nursing Coordination, Oversight and Supervision, Determination of Eligibility, Billing.

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 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 hcsaaarequest@dshs.wa.gov. Do not email forms directly to ALTSA Helpdesk or ALTSA Helpdesk staff.

Enter PRISM and Client Registry information for all user requests on the AAA Access Request Excel sheet provided by ALTSA SUA Coordinator and send to hcsaaarequest@dshs.wa.gov along with the 17-226.
AAA Systems Access Request
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

- 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 Employee have signed in the appropriate fields

- Spreadsheet or VPN request form is missing from the request.
  - If you are requesting Client Registry or PRISM, please include the appropriate spreadsheet from the ALTSA SUA Coordinator to the request
  - If you are requesting VPN service, please include the VPN-Citrix request form to the request