

# Louisiana CAREWare Access Network



## Request to Add/Remove User Access

**INSTRUCTIONS:** This form is to be completed by the user's supervisor and emailed/faxed to the agency's designated LaCAN Partner for review and approval. Keep a copy of this form on file at your agency.

New Account

Remove Account

**CAREWare access will not be granted without a completed request and a copy of the confidentiality policy signed by the user. Please allow 5 business days for creation of new accounts.**

Agency Name	
Agency Address	
User's Name	
User's Phone	
User's Email Address	
User's Job Title	
User Group Requested (see page 2 for descriptions)	<input type="checkbox"/> Data Entry User <input type="checkbox"/> General User <input type="checkbox"/> Management User
CAREWare Fields	<input type="checkbox"/> Add to CAREWare Case Manager field list <input type="checkbox"/> Add to CAREWare staff name list for services <input type="checkbox"/> Add to another custom field list:
Supervisor's Name & Signature	
Training and Confidentiality Assurances	<input type="checkbox"/> User will be trained on CW by a member of their agency <input type="checkbox"/> User has signed the LaCAN confidentiality agreement/policy <input type="checkbox"/> User has completed a LaCAN-approved HIPAA training course

**AGENCY SUPERVISOR: FAX OR SCAN & EMAIL THIS DOCUMENT AND THE SIGNED USER AGREEMENT TO YOUR DESIGNATED LACAN PARTNER**

### For LaCAN Partner Use Only

Date Received by LaCAN Partner _____	Date Received by SHP _____
LaCAN Partner Initials _____	Date Account Established by SHP _____
Approved by LaCAN Partner            YES        NO	User Name _____
Allow User access to shared folder        YES        NO	
Allow user to save CW data to computer    YES        NO	
Additional Citrix access requested for user, beyond (7:00AM to 7:00PM M-F)    if so how much, _____	

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## User Group Descriptions

These user groups have been established by LaCAN as *minimum-level permissions* for each user. Permissions to view and manipulate information in CAREWare are granted based on HIPAA's Minimum Necessary Requirement, which states that "protected health information should not be used or disclosed when it is not necessary to satisfy a particular purpose or carry out a function" (45 CFR 164.502(b), 164.514(d)). For example, a user responsible for entering services only should not be granted access to client clinical data or referrals.

Refer to these user group descriptions when requesting initial user access. LaCAN will grant additional permissions on a case-by-case basis when requested by the user's supervisor.

### **Management User:**

Utilize CAREWare primarily for running reports and viewing client information pertinent to program management and oversight. These users can also add and edit services and clients, but mostly use CAREWare for reviewing what has been entered in the system.

Broad permissions:

- Add and edit client information
- Add and edit services
- Delete services is dependent upon funder
- Run all reports
- Create and edit all reports
- Export all reports
- Set client sharing status

### **General User:**

Utilize CAREWare as a daily function of their job serving clients. These users are typically case managers, primary care providers, and those providing direct client services that they enter in CAREWare.

Broad permissions:

- Add and edit client information
- Add and edit services
- Run all reports
- Create and edit custom and client reports
- Create and edit clinical encounters (for primary care providers)
- Create and follow-up on referrals
- Set client sharing status

### **Data Entry User:**

Responsible for conducting data entry for providers, but do not directly serve clients. These users are restricted primarily to entering information and running reports for the purpose of data quality management. More specific permissions are based on what data the user is responsible for entering.

Broad permissions:

- View client information
- Add and edit services
- Add and edit clinical information if necessary
- Run custom reports and other reports if necessary