

Frequently Asked Questions Enhanced Security Trainings



- Q. Would we have the Provider Agency role for Enhanced Security by default or would at least someone have it in the agency?**
- A. *The Provider Agency role for Enhanced Security must be assigned by the Provider local administrator.*
- Q. Do all local administrators have access to Enhanced Security right now?**
- A. *They will not, unless they have already been assigned the “Enhanced Security Administrator” role manually.*
- Q. What do we need to do when an individual is moving sites?**
- A. *The local administrator will have to reassign the individual to a new site and remove them from their existing site.*
- Q. Will there be any data extracts specific to Enhanced Security?**
- A. *There are currently no data extracts specific to Enhanced Security.*
- Q. Can Enhanced Security be implemented on an office-to-office basis?**
- A. *Yes, security groups can be used by the local admin to define the limitations of users on an office-by-office basis.*
- Q. Will we be required to use Enhanced Security to complete ISP assessments?**
- A. *No, you will not be required to utilize Enhanced Security in order to complete ISP Assessments. Enhanced Security is simply an option that exists to help Agencies limit access and delegate workloads.*
- Q. If staff members already have access to HCSIS, will we need to grant them a different type of access so that they may use Enhanced Security?**
- A. *Existing users will not need their roles changed in HCSIS. However, users will need to be associated to sites or security groups in order to utilize Enhanced Security. If a current user is not associated to a site or a security group and Enhanced Security is enabled, they will not be able to access any individuals’ information.*
- Q. If a user in my Agency requires a change in role within HCSIS, can we use the user request form to change their login credentials?**
- A. *The user request form is simply for adding new users. Your Agency’s admin role can assign the correct role to a current user, if they require a different role.*
- Q. Where can I get a refresher of how to use the Administration module to assign HCSIS access?**
- A. *This guide is available on the DDS website on mass.gov through the HCSIS link. It is located under the Administration link.*
- Q. If I use enhanced security for ISP Assessments, will this affect other modules? Do I have to use it for Incident management also?**
- A. *Enhanced security does affect all modules in HCSIS. However, if you wish to simply retain staff access for Incident management as it is configured now, be sure to assign access to “All*

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individuals” to any staff person who still needs to work with incident reports for all individuals. Simply do not assign the incident management role to staff who should not use that module. Through this set-up you will be able to use Enhanced Security for the ISP Assessments module, but your staff that uses Incident Management will not be affected.

Q. Where can I get a user request form to add new users?

A. You can contact the DDS Service Desk to send you the form, or access it online at the DDS website at mass.gov through the HCSIS link. It is located under the Administration link.

Q. What if I want to add a new user but have not decided what roles they should have?

A. You can request a VG login with the “default user” role. The staff person will be able to access the home page in HCSIS, but no modules until you assign other roles. You can also assign this role to anyone who is leaving the Agency so his access will be restricted until his VG log in is deactivated.

Q. I am a day program provider. How could I benefit from Enhanced Security?

A. You could develop security groups based on case managers or sites. If you provide more than one day service you could develop security groups based on those services or even a contract roster.

Q. I am a residential program provider. How could I benefit from Enhanced Security?

A. You could assign house managers access based on their site location. You could assign program managers access based on multiple site locations that they oversee.

Q. I am a family supports provider. There are no set locations for service delivery. How could I benefit from Enhanced Security?

A. You could develop security groups based on case managers or divisions of oversight within your agency.

Q. Can any IM user enter a site-level incident with Enhanced Security enabled?

A. Yes. Site level incident data entry is not impacted by Enhanced Security.

Q. Enhanced security means I will have more staff people using HCSIS. How can I get them training?

A. DDS provides HCSIS training to providers as requested. For this initiative, we are offering basic HCSIS training for new users. You will receive information about those sessions soon. They will be held in November, December and January. In addition, there is a resource for new HCSIS users called Navigation Introduction Guide, as well as many other user guides for each module. These guides can be found on the DDS website through the HCSIS link.