

Rio Grande/Mineral County

Department of Social Services

Policy

Policy Title PSSP Security Access Policy	Reference State PSSP Security Policy
Policy No. CCCAP-19	Effective Date May 1, 2015
	Adopted by BOCC April 22, 2015

Purpose-The purpose of this policy is to establish a procedure for maintaining access to user accounts of the Provider Self Service Portal (PSSP). This applies to both Provider and County accounts.

Policy-When a PSSP user requests access or an account reset from the PSSP County Security Administrator:

- I. Applicable to Providers Users
 - a. For new provider security administrator accounts:
 1. Confirm identity of the provider and document in CHATS Provider Notes. Confirm identity by responding correctly to two of the following:
 - i. Name and case number of child on CCCAP in their care.
 - ii. Provider Correspondence ID on a correspondence received within the past 30 days.
 - iii. Dollar amount for a rate type and age range on their fiscal agreement.
 - iv. Fiscal agreement start & end dates.
 2. Send a PSSP Registration Information Letter to the provider's address listed in CHATS, if needed.
 3. Have the security administrator self-register in PSSP.
 4. Approve and grant administrator access.
 5. Email a temporary password to the email listed on the account.
 - b. For maintenance of existing provider users.
 1. Refer user to the provider's security administrator for account maintenance. Proceed to the next step if the provider does not have a security administrator or if it is for the security administrator.

1. Refer user to the provider's security administrator for account maintenance. Proceed to the next step if the provider does not have a security administrator or if it is for the security administrator.
2. Confirm identity of the user & document in CHATS Provider Notes. Confirm identity-by responding correctly to two of the following:
 - i. User name on the account
 - ii. Phone number currently on the account
 - iii. Name and case number of child on CCCAP in their care.
 - iv. Provider Correspondence ID on a correspondence received within the past 30 days.
 - v. Dollar amount for a rate type and age range on their fiscal agreement.
 - vi. Fiscal agreement start & end dates.
3. If the PSSP user's identity cannot be verified, the provider must bring identifying information to the county office.

II. Applicable to County Users

- a. For new county user accounts and ongoing account maintenance.
 - i. Request access from the county PSSP security administrator.
 - ii. In the event there is not a county PSSP security administrator, follow the State's PSSP Security Policy process to obtain access.

Signed by:



Chair, Rio Grande County Board of Commissioners

4-22-15
Date