



**CYNTHIA A. HARDING, MPH**  
Interim Director

**JEFFREY D. GUNZENHAUSER, MD, MPH**  
Interim Health Officer

Division of HIV and STD Programs  
**Mario J. Pérez, Director**  
600 South Commonwealth Avenue, 10th floor  
Los Angeles, California 90005  
TEL (213) 351-8000 • FAX (213) 387-0912

[www.publichealth.lacounty.gov](http://www.publichealth.lacounty.gov)

**BOARD OF SUPERVISORS**

**Hilda L. Solis**  
First District

**Mark Ridley-Thomas**  
Second District

**Sheila Kuehl**  
Third District

**Don Knabe**  
Fourth District

**Michael D. Antonovich**  
Fifth District

November 6, 2015

**REVISED**

Dear Provider of HIV Care and Treatment Services:

**PROGRAM GUIDANCE 2015.02: USE AND ACCESS TO CASEWATCH**

Purpose

The Division of HIV and STD Programs (DHSP) uses Casewatch Millennium®, developed by Automated Case Management Systems, Inc. (ACMS), as the multi-user database system to track and report on the delivery of HIV care and treatment programs and services funded under the local Ryan White Program (RWP). This program guidance is to clarify DHSP's expectations on the use of Casewatch, as well as the process that contracted providers shall follow for requesting approval for staff (end-user(s)) to the data system.

Uses of Casewatch

As previously noted, Casewatch is used to track and report on various aspects of HIV care and treatment service delivery including but not limited to:

1. collecting and documenting consumer-level protected personal health information (PHI) such as consumer eligibility for RWP-supported services, health status, assessments and acuity, and treatment plans;
2. coordinating service delivery;
3. tracking and reporting on services accessed by and delivered to eligible consumers;
4. tracking and reporting on various performance measures; and
5. generating invoices for various programs and services.

Safeguarding PHI in Casewatch

As a repository of PHI, the use of Casewatch is governed by a variety of federal, state, and County laws, codes, rules and regulations. These include but are not limited to the federal Health Insurance Accountability Portability Act (HIPAA); California Penal Code 502(c)-Comprehensive Computer Data Access and Fraud Act; the Los Angeles County Information Technology Assets, Computers, Networks, Systems and Data policy; as well as other state health and safety regulations specific to PHI related to HIV, other STDs, substance abuse and mental health.

### Casewatch Data Security

While Casewatch is HIPAA-compliant, ensuring the protection of PHI is an ongoing and shared responsibility. DHSP expects that all contracted providers train all staff on all applicable rules and regulations regarding PHI and the use of Casewatch. The Los Angeles County Department of Public Health (DPH), DHSP, and ACMS work collaborative to closely monitor proper access to and use of Casewatch and the information it contains, and will take corrective actions when potential threats to the data system and the PHI within are reported or detected.

It is the contracted providers' responsibility to ensure that its end-users are fully trained on all laws, policies, rules, and regulations applicable the handling of PHI and the use of Casewatch. It is also the contractors' responsibility to ensure that their end-users use sound judgment in accessing, safeguarding information and computer equipment from accidental or deliberate unauthorized access, tampering, distribution or destruction. Misuse, abuse or negligence on the part of end-users is unacceptable and will be cause for modification or termination of access and/or discipline for non-compliance with DHSP's policies and other applicable laws, rules, and regulations.

DHSP will take corrective and disciplinary actions when Casewatch end-users fail to comply with applicable policies and procedures as outlined by the HIPAA privacy rule and security rule (<http://www.hhs.gov/ocr/privacy/hipaa/understanding/srsummary.html>), or engage in any unauthorized or inappropriate behavior that undermines the privacy or security of PHI. Depending on the circumstances, disciplinary measures may include verbal and written warnings, requests for re-training, a ninety-day (90) suspension of or termination of Casewatch access rights.

Contractors must inform DHSP in writing of any improprieties in the handling of PHI or Casewatch access. If contractors identify an issue or situation that warrants attention, the respective DHSP program manager shall be contacted.

### Requesting Approval to Access Casewatch

DHSP will consider requests from contracted providers to grant access to Casewatch to new and current employees, as well as certain interns and temporary/contract staff directly or indirectly involved in the delivery of HIV care and treatment services funded as part of the local RWP. Direct involvement means that the employee, intern or temporary/contract staff person is listed on a DHSP-approved budget to provide a service component or carry a function related to the contract such as eligibility determination, service delivery and care coordination, program supervision, data entry, and generation of service reports and invoices. Indirect involvement means that the employee, intern or temporary/contract staff person is not listed on a DHSP-approved budget but he or she carries a function related to the contract such as quality management, program supervision/coordination, data entry, or generation of service reports and invoices.

DHSP will not consider requests for individuals that do not meet the criteria above. In addition, DHSP will not approve grant access to Casewatch to volunteers, temporary/contract staff scheduled to serve less than three months at the agency, or interns not previously approved by DHSP to deliver services under any of its contracts with the requesting community or County partner.

In order to request access to Casewatch, providers must submit an application packet consisting of:

1. a letter listing the name(s), job title(s)/duties of the employee(s), intern(s) or temporary/contract staff for whom access is being requested;
2. the resume(s) and relevant credentials (e.g. medical/clinical licenses, certifications, etc.) for each person listed on the application letter; and

3. completed and signed copies of the forms below (see attachments) for each person listed on the letter:
  - a. Casewatch Millennium® User Request Form;
  - b. Casewatch Millennium® Security and Confidentiality Attestation; and
  - c. County of Los Angeles, Downey Data Center Registration for Contractors/Vendors.

Application packets must be submitted to the attention of: Carlos A. Vega-Matos, Chief, Contracted Community Services, Division of HIV and STD Programs, 600 South Commonwealth Avenue, Los Angeles California 90005. Providers are encouraged to submit the completed packets electronically to the following e-mail address: [DHSP-ChiefofCCS@ph.lacounty.gov](mailto:DHSP-ChiefofCCS@ph.lacounty.gov).

Contractors are responsible for notifying DHSP of new end-users promptly and submit the required documents within seven (7) business days from the start or separation of contract-related duties. DHSP staff will review the application packets and approve or deny the request within seven (7) business days from receipt at DHSP, assuming the application packets are completed and signed as required. Contractors will be provided written communication of DHSP's final determination. Approved requests for Casewatch access will be referred to the DHSP Program Evaluation and Data Management team to coordinate the issuance of Casewatch end-user accounts, and VPN tokens (when required). Both the provider and ACMS will be provided with the Casewatch end-user account information. This part of the process may take up to fourteen (14) business days. The entire approval process may take up to twenty (21) days from the date of receipt of the application. Upon receipt of the end-user account information, providers should contact ACMS to schedule the relevant Casewatch trainings by calling 323-460-7700 x19.

#### Reinstatement of Casewatch User Access

Contractors may request the reinstatement of access to Casewatch for end-users whose access rights were suspended for violations to applicable of applicable policies, laws, rules and regulations, account inactivity of six (6) months or more, changes in job duties, or other mitigating circumstances. To this end, contractors shall follow the process outlined under Requesting Approval to Access Casewatch. DHSP will review the application and provide a written confirmation of its decision within twenty-one (21) business days. Please note that DHSP will not reinstate access rights for end-users who incur on a second violation of applicable policies, laws, rules and regulations.

A copy of this Program Guidance and required forms can be found in the 'For Contractors' section of the DHSP's website: <http://www.publichealth.lacounty.gov/dhsp/>.

If you have any questions or need additional information, please contact your designated DHSP program manager.

Very truly yours,



Carlos Vega-Matos, Chief  
Care Services

CVM:rb

c: Mario J. Perez (DHSP)  
Mike Janson (DHSP)  
Lisa Klein (DHSP)  
ACMS  
Chron