

California HealthCare

Indemnity Service Center

Subject: System Access	
Policy No.: SS-02-00001.00	Supersedes:
Original Issue Date: April 8, 2002	Revision Date:
Originator's Name: Harry Morgan	Title: Manager, Claims
Approved By:	Approval Date: 07/26/02
Print Name: Diana Duncan	Print Title: Director, National Service Center

1.0 Purpose

This is the standard policy and procedure for requesting logon access to a system.

2.0 Policy

Only authorized personnel may have access to **California HealthCare's** databases and system networks pursuant to Information Security Policy 3-100 located at <http://intranet-corp/bsite/reference/standards/spis/is3-100.asp>

***Note:** No corporate Intranet links are active on this CD.

3.0 Definitions

3.1 PAWS PAWS (Personnel Administrative Workflow Systems) provides electronic automation of Facilities Service Requests, Telecom Service Requests, and Logon Requests. Type the word PAWS in the address box of your browser. The system opens at your *To Do* box.

3.2 ALRS ALRS (Automated Logon Request System) is a *child* of PAWS. It is that segment of the logon request workflow that automates the process from the designated contact person through the approval process to Account Administration and back again.

Logon access is requested and granted using ALRS.

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4.0 Responsible Party/Person

A specifically designated Program Manager acting as the contact person between Account Administration and the individual(s) requiring logon access.

5.0 To Obtain System Access

5.1 To open the request form, the requestor logs on to

**\\ntprod2\ppo_pmo\system_security\forms\system_access_request_form.doc.

****Note:** No corporate Intranet links are active on this CD. Form is now page 7 of this doc.

5.1.1 Click the link above. The first time you open the form on your computer, the following dialog box appears:



5.1.2 On the dialog box check *Do not show this message again*, and click **Open** to view the following dialog box.

5.1.3 Click **Read Only** to open the three page form. Page one is the instructions.



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Note: To access the files linked in this document, the user must have logon access to ntprod2\ppo_pmo shared drive and its subfolders.

5.1.4 Use the TAB key to navigate the form.

5.1.5 Use the blue left and right arrows on your Web toolbar to navigate between the form and the softcopy of the policy.

Note: Closing the form using the **X** in the upper right corner of MS Word, also closes the policy from which you accessed the form.

Microsoft Word - system_access_request_form (Read-Only)

File Edit View Insert Format Tools Table Window Help Acrobat

Headings Arial 12 B U I [Icons] 50%

Favorites Go [Icons] \WTPROD2\PP0_PMO\system_security\forms\system_access_request

1 2 3 4 5 6 7

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USE THE TAB KEY TO NAVIGATE THIS FORM - DO NOT PRESS ENTER.

FIRST NAME [] - MIDDLE INITIAL [] - LAST NAME []

PHONE NUMBER () [] - [] - [] SBUPLAN/DEPT. [] - [] - []

EMP ID - [] → → SSN (optional) [] - [] - []

EMP - [] - TEMP - [] → → POSITION - []

SYSTEMS-AVAILABLE

CSS [Click for Options] →

FILE SHARE []

HCPS LEVEL [Click for Options] Explain, if Other selected: []

IMAGING []

NICE LEVEL [Click for Options] Explain, if Other selected: []

RIMS - Dollar Limit \$ [] → Audit Limit []

Select one or more directory(ies) by clicking the corresponding checkbox(es). For each directory, select a profile from one of the profile categories (e.g., CLAIMS, MAS, OTHER). Each profile category is a dropdown menu. Click on the profile category to view the profile options. Select only one profile option per directory.

Directories	Profile Categories
<input type="checkbox"/> Colorado	CLAIMS- MAS- OTHER
<input type="checkbox"/> Colorado Broker	CLAIMS- MAS- OTHER
<input type="checkbox"/> Ohio/Kentucky	CLAIMS- MAS- OTHER

Page 2 Sec 1 2/3 At 1.9" Ln 2 Col 12 [Icons]

5.1.6 To save the form, select **File/Save As** and browse to a location on your hard drive.

5.1.7 Click **Save**. (**Do not save the form on the shared drive.**)

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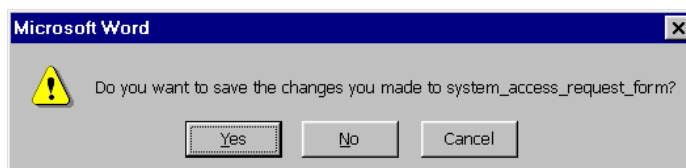
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5.1.8 When closing the linked form the following prompt displays:



5.1.9 Click **No**.

5.2 After completing the form and saving it to his or her hard drive, the requestor:

- Attaches the completed form to an e-mail
- Sends that e-mail to the designated contact person for security access

5.3 Contact person:

- Accesses ALRS through PAWS
- Clicks the Logon Request hot link
- Completes the Logon Request form
- Clicks Submit and records the 9-digit Logon Request number displayed by the system

Note: Western Region logon requests are processed manually, rather than through ALRS.

5.4 Contact person sends an e-mail notification to the requestor's manager with:

- Notification that the ALRS form for the requestor has been submitted
- 9-digit Logon Request number
- A request for the manager to go to his or her *To Do* box in PAWS and approve or reject the request

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- 5.5 Manager approves or rejects the request:
- If approved, the process goes to the:
 - Data owner if there is one
 - Account Administration's *To Do* box if there is no data owner (Approval may include optional comments from the manager)
 - If rejected, the process goes to the requestor. Comments are required when there is a denial.
- 5.6 If there is a data owner, the same message proceeds to the data owner (after manager's approval) to approve or reject the request.
- If approved, the process goes to Account Administration *To Do* box. The approval may include optional comments from the data owner.
 - If rejected, the process goes to requestor. Comments are required when there is a denial.
- 5.7 Account Administration sets up the actual logon.
- 5.8 ALRS sends final notification e-mail to contact person. Normal turn-around-time is 48 hours from the time it arrives in Account Administration.
- 5.9 If request is for Imaging, the contact person goes into the Claims User's Table and sets up the individual(s).
- 5.10 If new access or a transfer of access, add the user to the National Service Center Outlook distribution list.
- 5.11 Contact person sends an e-mail notification to the requestor's manager that the requestor can now log on. This e-mail contains all pertinent logon information including the password, operating codes, security codes, etc.
- For problems with the initial log on, it is appropriate to contact the contact person.

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- Prints a hard copy of the ALRS notification and files it in the Computer Security file drawer in PPO.

6.0 Attachments***

		Total Pages
6.1	Attachment A, System Access Request Form \\ntprod2\ppo_pmo\system_security\forms\system_access_request_form.doc	3
6.2	Attachment B, System Access Flowchart \\ntprod2\ppo_pmo\system_security\flowcharts\system_access_flowchart.pdf	1
6.3	Attachment C, ALRS Flowchart \\ntprod2\ppo_pmo\system_security\flowcharts\alrs_flowchart.pdf	1

*****Note:** The above corporate Intranet links are not active on this CD. The form is page 7 of this doc and the 2 flowcharts are pages 8 and 9, respectively.

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System Request Form

WHEN TO USE THIS FORM:

For RIMS Requests

- Request new access for RIMS user
- Request change in access for existing RIMS user
- Establish and change dollar and audit limits for new and/or existing RIMS user
- Request confidential access for RIMS user
- Terminate RIMS access

For Other System Requests

- Request access to CSS, HCPS, NICE, and Imaging
- Request access to any of the shared drives
- Request confidential access to CSS, HCPS, NICE, and Imaging
- Terminate systems access for user

To Make Changes to a Profile

- Request addition/deletion of program in a profile
- Create a new profile for a function
- To make sure all business owners involved in the department are aware of change
- To make sure all business owners agree on addition of program to a profile
- To promote consistency between base profiles and user's access based on base profiles

HOW TO USE THIS FORM:

- Use your TAB or ARROW keys to navigate the form.
- When finished, use **Save As** to save the form with a new name on your hard drive, making sure to note the location where you saved it.
- E-mail the form as an attachment to Coca, Pamela.

Located at \\ntprod2\ppo_pmo\system_security\forms\system_access_request_form.doc

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USE THE TAB KEY TO NAVIGATE THIS FORM. DO NOT PRESS ENTER.

FIRST NAME MIDDLE INITIAL LAST NAME

PHONE NUMBER () - SBU/PLAN/DEPT - -

EMP ID SSN (optional) - -

EMP TEMP POSITION

SYSTEMS AVAILABLE

CSS Click for Options

FILE SHARE

HCPS LEVEL Click for Options Explain, if Other selected:

IMAGING

NICE LEVEL Click for Options Explain, if Other selected:

RIMS Dollar Limit \$ Audit Limit %

Select one or more directory(ies) by clicking the corresponding checkbox(es). For each directory, select a profile from one of the profile categories (e.g., CLAIMS, MAS, OTHER). Each profile category is a dropdown menu. Click on the profile category to view the profile options. **Select only one profile option per directory.**

Directories	Profile Categories		
<input type="checkbox"/> Colorado	CLAIMS	MAS	OTHER
<input type="checkbox"/> Colorado Broker	CLAIMS	MAS	OTHER
<input type="checkbox"/> Ohio/Kentucky	CLAIMS	MAS	OTHER
<input type="checkbox"/> Ohio/Kentucky Broker	CLAIMS	MAS	OTHER
<input type="checkbox"/> Arizona	CLAIMS	MAS	OTHER

Located at [\\ntprod2\ppo_pmo\system_security\forms\system_access_request_form.doc](#)

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Directories

Nevada

Life

California – Senior Supp

Insurance Products

POS

Profile Categories

CLAIMS

MAS

OTHER

CLAIMS

MAS

OTHER

CLAIMS

MAS

OTHER

CLAIMS

MAS

OTHER

CLAIMS

MAS

OTHER

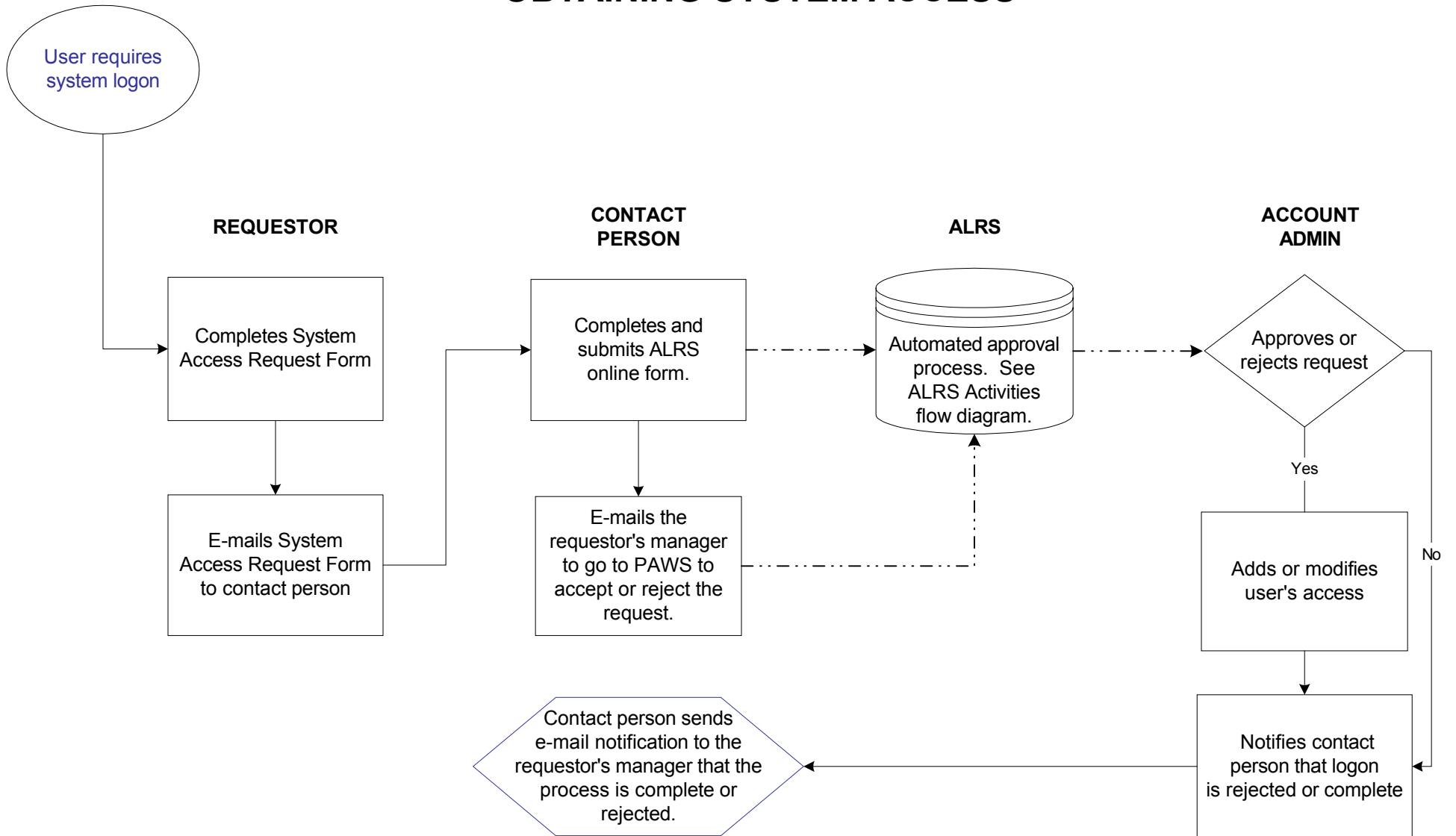
CONFIDENTIAL Yes No

NEW ACCESS Yes No

SAVE COMPLETED FORM ON YOUR HARD DRIVE.

Email to Coca, Pamela

OBTAINING SYSTEM ACCESS



ALRS ACTIVITIES

