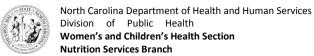
FORM



Instructions & Descriptions:

See Pages 3 - 4

Questions: NSB.CustomerService@DHHS.nc.gov

(919) 707 - 5795

Cro	ossroa	ds User Ac	cess Requ	est: (Complete Confidentiality Agreement for	orm-page 2-for Add or Modify requests)		
1.	Reques	st Type:	☐ Add New U	ser Modify/Reinstate Existing Us	ser		
2.	User Ty	ype:	☐ Local Agend	cy (LA) User 🗆 State User			
3.	NCID Ir	nformation:					
		-	User NCID	NCID Administrator Name	NCID Admin Phone #		
4.	User In	formation:					
		=	User Name (Fi	rst, Middle, Last)			
		-	User Email Add	dress	User Phone #		
			3 00. 2a				
		-	Title/Position				
5.	Access	Request: C	•	that apply for this user (see page 4 for descri	intions)		
		ser Roles:	THE ROLLS	that apply for this user (see page 4 for descri	priorisy		
		eding Coordina	ator	Non-WIC Staff User Roles:	State Staff Level Only - User Roles:		
		eding Peer Cou		☐ IT Staff (LA-Security Admin r/o)	□ NSB Customer Service		
	BFPC Ma	nager		☐ LA Nutrition Student/Intern	□ NSB Food Maintenance		
	CPA (**c	omplete #6 belo	ow)	☐ Local Agency View & Alert	☐ NSB Monitoring		
	A Calen	dar Templates		☐ Scheduler (included in all WIC Staff roles)	☐ NSB Operations/Maintenance		
	_A Vendo	or Coordinator			☐ NSB Reporting		
	LA WIC D				□ NTE Management		
		/Medical Offic	e Assistant		☐ Other:		
	WIC Sup	port Staff					
6.	CPA Cr	edentials:		Minimum Education and Experience fo	or CPA:		
	Nutrition	nist		Graduation from a Commission on Accred			
	Registere	ed Dietitian (RI	O/RDN)	approved Didactic Program in Dietetics; c	_		
	Dietetic/	Technician Reg	gistered (DTR)	with the Commission on Accreditation for			
	□ Registered Nurse (RN) degree in any subject area from an accredited four-year college or university;						
	Nurse Practitioner (NP) Community Nutrition from an accredited four-year college or university.						
	Physician Assistant (PA)						
	Medical	Doctor (MD)					
WIC	Director	· Lam the WIC	Director for this	Authorization agency, and Lapprove the requested User Acces	s in Crossroads		
****	WIC Director: I am the WIC Director for this agency, and I approve the requested User Access in Crossroads. Note: Authorization for WIC Directors must be completed by the agency Health Director.						
		Print Name		Signature	Date		
		Title		Email Address			
		WIC Director	Phone #	Agency Name			
ı	Fax all completed, signed, and dated form(s) to the NSB Customer Service Desk at 919-870-4863 **Send only the signed pages**						
		Date Received:		Approved By:	Approved Date:		
	Onlin	Notified Date:		/erified By:	Tracking #:		



DHHS Staff Only:

Instructions & Descriptions:
Questions:

See Pages 3 - 4

NSB.CustomerService@DHHS.nc.gov (919) 707 - 5795

CROSSROADS CONFIDENTIALITY AGREEMENT FOR ADD NEW USER, MODIFY EXISTING USER REQUESTS

NC Identity Management Service (NCID) standards require that User IDs are created for individual use, must be protected, and that passwords must not be shared with anyone. "Generic" NCIDs violate security policy and are not acceptable for Crossroads access. NCIDs must be assigned to individuals only.

The State Center for Health Statistics (SCHS) recognizes the need to maintain the confidentiality of information received from any individual. In case of medical records, the right to confidentiality is guaranteed under North Carolina law (General Statutes 130A-143, 130A-93, 130A-12, and 130S-374) and these data can only be released with approval of the Director of SCHS. Additionally, in accordance with G.S. 130A-93 (e), medical information obtained from birth certificates can only be released upon approval of the State Registrar.

As part of the SCHS, Crossroads is a collection point for data from many public health agencies. Because this data contains personal identifiers that must remain secure and confidential:

- I agree to access information in Crossroads only on a "need to know" basis.
- I will not divulge, copy, or release any information from Crossroads to any unauthorized person or persons.
- I understand that prior written permission for release of any data collected in Crossroads must be obtained from the source of that data.
- I will not release my <u>User ID</u> or <u>password</u> to anyone else, nor do I approve of anyone else accessing or altering information in Crossroads using my ID.
- I understand that I am responsible for the quality of the data that I enter into Crossroads.

Failure to comply with these policies will result in User privileges being revoked. That failure may be subject to

• I understand that my user access will be deactivated for inactivity over 90 days.

User's Signature

Date Signed

()

User's Printed Name

User's Direct Phone Number

()

Agency Name

Date Received: Agent First and Last Name: | Approved Date: | Tracking #:

ISU Updated 06/05/2019

Questions:

NSB. Customer Service @DHHS.nc. gov

(919) 707 - 5795

Instructions for Completing the Form Fields:

Request Type - check Add New User -OR- Modify/Reinstate Existing User
 -OR- Deactivate Existing User

2. User Type - check the employing agency type for the user

3. NCID Information - provide User's NCID

provide Name of NCID Administratorprovide Phone # of NCID Administrator

- **NOTE**: the user must log into NCID (NCID.nc.gov) and answer their NCID Security/Challenge questions and answers **before** their NCID can be set up in Crossroads

- generic NCIDs violate security policy and are not authorized

4. User Information - provide User's Name, Email, Phone #, Title/Position

5. Access Request - check ALL requested Roles that apply to the User

- see Crossroads User Roles (page 4) for role descriptions

6. CPA Credentials - specify credentials for CPA Users

- Nutritionists must meet the Minimum Education

and Experience shown

7. Authorization - complete the WIC Director authorization

- authorization for WIC Directors must be completed by

the agency Health Director

This form contains confidential information regarding your staff.

All communications to NC DHHS will be handled in a secure manner.

Email:	NSB.CustomerService@DHHS.nc.gov	Fax Number: 919-870-4863
U.S. Mail:	NSB Customer Service Desk, 1914 Mail Service Center, Raleigh, NC 27699	Courier: # 54 - 42 - 10

ISU Updated 06/05/2019

Questions:

NSB.CustomerService@DHHS.nc.gov (919) 707 - 5795

Crossroads User Role Descriptions

Role	Description
Breastfeeding Coordinator:	- Provides breastfeeding promotion, clinical care related to breastfeeding, and staff training on breastfeeding, and maintains inventory of pumps and supplies.
Breastfeeding Peer Counselor (BFPC):	- Contacts pregnant and breastfeeding women, provides breastfeeding support and information, and issues breastfeeding supplies.
BFPC Manager:	- Provides BFPC supervision, clinical care for referrals from the BFPC, and quality assurance for the BFPC Program.
Competent Professional Authority (CPA):	- Determines nutrition risk eligibility, certifies participants, assigns approved food packages, and provides nutrition education.
	A CPA may be a nutritionist, registered dietitian, dietetic technician registered (DTR), registered nurse, nurse practitioner, physician assistant, or physician.
LA Calendar Templates:	- Creates, modifies and manages Master Calendar templates.
LA Vendor Coordinator:	 Provides authorizations, monitoring, training, and replacement of Food Instruments (FIs) and Cash Value Vouchers (CVVs) for vendors.
LA WIC Director:	 Coordinates WIC Program services and supervises staff. Plans and evaluates service delivery.
Lab Tech/Medical Office Assistant:	- Collects and records anthropometric and biochemical data.
Local Agency View and Alert:	- Coordinates appointments and other Health Department services for WIC participants, but is <u>not a member of the WIC Program Staff</u> . Able to search for families, view appointments and manage Alerts only.
Information Technology (IT) Staff (LA Security Admin):	- Supports associated local users in resolving hardware, software, or other technical-related issues. (View-Only role.)
Nutrition Student/Intern:	 Determines nutrition risk eligibility, completes assessment and care plan, and provides nutrition education. At a certification, a CPA must review and "co-sign" the Intern's work by certifying the participant, assigning an approved food package, and adding an entry to the participant's Care Plan. At non-certification visits, a CPA must review and add an entry to the participant's Care Plan and assign an approved food package (if required).
Scheduler:	- Schedules appointments and provides customer services such as updating demographics. The scheduler function is <u>included in all other roles</u> (except LA View & Alert and IT Staff).
WIC Support Staff:	 Determines income eligibility, issues food instruments, issues notifications and transfer documentation, captures participant rights/responsibilities signatures, updates demographics, schedules appointments, and provides low risk nutrition education.