



**Crossroads User Access Request:** (Complete Confidentiality Agreement form-page 2-for Add or Modify requests)

1. **Request Type:** ☐ Add New User ☐ Modify/Reinstate Existing User ☐ Deactivate Existing User

2. **User Type:** ☐ Local Agency (LA) User ☐ State User

3. **NCID Information:**

User NCID

NCID Administrator Name

NCID Admin Phone #

4. **User Information:**

User Name (First, Middle, Last)

User Email Address

User Phone #

Title/Position

5. **Access Request:** Check **ALL** Roles that apply for this user (see page 4 for descriptions)

**WIC Staff User Roles:**

- ☐ Breastfeeding Coordinator
- ☐ Breastfeeding Peer Counselor
- ☐ BFPC Manager
- ☐ CPA (\*\*complete #6 below)
- ☐ LA Calendar Templates
- ☐ LA Vendor Coordinator
- ☐ LA WIC Director
- ☐ Lab Tech/Medical Office Assistant
- ☐ WIC Support Staff

**Non-WIC Staff User Roles:**

- ☐ IT Staff (LA-Security Admin r/o)
- ☐ LA Nutrition Student/Intern
- ☐ Local Agency View & Alert
- ☐ Scheduler (included in all WIC Staff roles)

**State Staff Level Only - User Roles:**

- ☐ CNS Customer Service
- ☐ CNS Food Maintenance
- ☐ CNS Monitoring
- ☐ CNS Operations/Maintenance
- ☐ CNS Reporting
- ☐ NTE Management
- ☐ Other:

6. **CPA Credentials:**

- ☐ Nutritionist
- ☐ Registered Dietitian (RD/RDN)
- ☐ Dietetic/Technician Registered (DTR)
- ☐ Registered Nurse (RN)
- ☐ Nurse Practitioner (NP)
- ☐ Physician Assistant (PA)
- ☐ Medical Doctor (MD)

**Minimum Education and Experience for CPA:**

Graduation from a Commission on Accreditation for Dietetics Education, approved Didactic Program in Dietetics; or Dietetic Technician, Registered with the Commission on Accreditation for Dietetics Education with a Bachelors degree in any subject area from an accredited four-year college or university; or a Bachelors of Science degree in Dietetics, Public Health Nutrition or Community Nutrition from an accredited four-year college or university.

**Authorization**

**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

**Fax completed, signed, and dated form(s) to the CNS Customer Service Desk at 984-236-8263 \*\*Send only the two signed pages\*\***

DHHS Staff  
Use Only:

Date Received:

Approved By:

Approved Date:

Notified Date:

Verified By:

Tracking #:



## 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 User ID or password 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.
- I understand that my user access will be deactivated for inactivity over 90 days.

Failure to comply with these policies will result in User privileges being revoked. That failure may be subject to disciplinary action under laws of the State of North Carolina.

User's Signature

Date Signed

(     )

User's Printed Name

User's Direct Phone Number

(     )

Agency Name

Agency Fax Number

DHHS Staff Only:

Date Received:

Agent First and Last Name:

Approved Date:

Tracking #:



## INSTRUCTIONS

Questions: [CNS.CustomerService@DHHS.nc.gov](mailto:CNS.CustomerService@DHHS.nc.gov)  
(919) 707 - 5795

### Instructions for Completing the Form Fields:

- 1. 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 Administrator
  - provide 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.

<b>Email:</b> CNS.CustomerService@DHHS.nc.gov	<b>Fax Number:</b> 984-236-8263
<b>U.S. Mail:</b> CNS Customer Service Desk, 1914 Mail Service Center, Raleigh, NC 27699	<b>Courier:</b> # 54 - 42 - 10



## Crossroads User Role Descriptions

Role	Description
<b>Breastfeeding Coordinator:</b>	- Provides breastfeeding promotion, clinical care related to breastfeeding, and staff training on breastfeeding, and maintains inventory of pumps and supplies.
<b>Breastfeeding Peer Counselor (BFPC):</b>	- Contacts pregnant and breastfeeding women, provides breastfeeding support and information, and issues breastfeeding supplies.
<b>BFPC Manager:</b>	- Provides BFPC supervision, clinical care for referrals from the BFPC, and quality assurance for the BFPC Program.
<b>Competent Professional Authority (CPA):</b>	- 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.
<b>LA Calendar Templates:</b>	- Creates, modifies and manages Master Calendar templates.
<b>LA Vendor Coordinator:</b>	- Provides authorizations, monitoring, training, and replacement of eWIC Benefits and Cash Value Benefits (CVBs) for WIC participants and vendors.
<b>LA WIC Director:</b>	- Coordinates WIC Program services and supervises staff. Plans and evaluates service delivery.
<b>Lab Tech/Medical Office Assistant:</b>	- Collects and records anthropometric and biochemical data.
<b>Local Agency View and Alert:</b>	- 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.
<b>Information Technology (IT) Staff (LA Security Admin):</b>	- Supports associated local users in resolving hardware, software, or other technical-related issues. (View-Only role.)
<b>Nutrition Student/Intern:</b>	- 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).
<b>Scheduler:</b>	- 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).
<b>WIC Support Staff:</b>	- 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.