



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 I enter into Crossroads.

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

()

Printed Name

Direct Phone Number

()

Agency Name

Fax Number

DHHS Representative:

	Date Rec'd	Initials	Approved Date	Tracking #
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Purpose: Complete this form relating to User Access of the Crossroads Application.

Form Fields:	<ol style="list-style-type: none"> 1. Request Type - select Add New User OR Modify Existing User OR Delete Existing User 2. NCID Information - provide User NCID - provide NAME of NCID Administrator - provide TELEPHONE # of NCID Administrator - please note that the user must log into NCID and answer their NCID Challenge Question and Answers before their NCID can be set up in Crossroads - generic NCIDs violate security policy and are not authorized 3. User Type - select User employing agency type 4. User Information - provide User NAME, EMAIL, TELEPHONE #, TITLE/POSITION 5. Access Request - select all requested Roles that will apply to User - <u>see Crossroads User Roles</u> (page 4) for details 6. CPA Credentials - specify credential for CPA User - Nutritionists must meet the Minimum Education and Experience shown 7. Certification - complete the WIC Director authorization - authorization for WIC Directors must be completed by the agency Health Director
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Submit

This form contains confidential information regarding your staff. Do not email this form unless your electronic document is password protected to prevent viewing and opening. If sending electronically, send the password in separate correspondence.

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

Return only the signed pages.

Email: NSB.CustomerService@DHHS.nc.gov
 U. S. Mail: NSB Customer Service Desk
 1914 Mail Service Center

Fax: (919) 870 - 4863
 Courier: NSB Customer Service Desk
 Raleigh



Crossroads User Roles

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.
Calendar Templates	- Creates, modifies and manages Master Calendar templates.
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.
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).
Local Agency View and Alert:	- Coordinates appointments and other Health Department services for WIC participants, but is not a member of the WIC Program Staff. Able to search for families, view appointments and manage Alerts only.
Information Technology (IT) Staff:	- Supports associated local users in resolving hardware, software, or other technical-related issues. (View-Only role.)
Lab Tech/Medical Office Assistant:	- Collects and records anthropometric and biochemical data.
Scheduler:	- Schedules appointments and provides customer services such as updating demographics. This role is included in all other roles (except View & Alert and IT Staff).
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.
Vendor Coordinator:	- Provides authorizations, monitoring, training, and replacement of Food Instruments (FIs) and Cash Value Vouchers (CVVs) for vendors.
WIC Director:	- Coordinates WIC Program services and supervises staff. Plans and evaluates service delivery.