



For Aging and Long-Term Services Department Databases
Business Operations Guide
July 2021



WellSky Databases

Business Operations Guide

As stewards of New Mexico Aging and Long-Term Services Department (NMALTS) resources, staff are responsible for conducting their work in the highest ethical fashion. The NMALTS expects each person to exercise sound judgment in serving the community. The NMALTS acknowledges the challenges inherent in the environment of a large, complex organization. This business operations guide provides a framework for appropriate stewardship of NMALTS resources with regard to the use of its consumer services databases. Adhering to the standards and practices in this business operations guide is important to achieving our tradition of excellence in serving older New Mexicans.

The Administration for Community Living (ACL), NMALTS's federal oversight agency, administers programs authorized through a variety of statutes. The NMALTS and its AAAs strive to maintain compliance to these statutes.

About Community Living

All people, regardless of age or disability, should be able to live independently and participate fully in their communities. Every person should have the right to make choices and to control the decisions in and about their lives. This right to self-determination includes decisions about their homes and work, as well as all the other daily choices most adults make without a second thought.

Older Americans Act

Congress passed the [Older Americans Act](#) (OAA) in 1965 (updated most recently in 2016) in response to concern by policymakers about a lack of community social services for older persons. The original legislation established authority for grants to states for community planning and social services, research and development projects, and personnel training in the field of aging. The legislation created the Administration on Aging (AoA) at ACL to manage grant programs and to serve as the federal focal point on matters concerning older adults.

Developmental Disabilities Act

The purpose of the [Developmental Disabilities Assistance and Bill of Rights Act of 2000](#) (DD Act), as described in the current law, is to "assure that individuals with developmental disabilities and their families participate in the design of and have access to needed community services, individualized supports, and other forms of assistance that promote self-determination, independence, productivity, and integration and inclusion in all facets of community life ..." This legislation created the Administration on Intellectual and Developmental Disabilities (AIDD) at ACL.¹

¹ACL. <https://acl.gov/about-acl/policy-and-regulations>
WellSky Business Operations Guide Version 6.25.21

Table of Contents

About Community Living	2
Older Americans Act	2
Developmental Disabilities Act	2
OVERVIEW	5
Purpose.....	5
Background	5
Authority.....	5
Applicability	5
Distribution	5
Accessibility.....	5
Revision History.....	6
State Unit on Aging (SUA) Update July 2021.....	7
Aging & Disability (A&D) [Formerly SAMS] Users	8
1. WellSky User Group	8
2. WellSky User Group Chair	10
3. System Administrators (NMAITSD).....	12
4. Agency Users	13
5. All Aging & Disability (A&D) Users.....	14
6. Provider Users.....	17
ENTERING CONSUMER DATA	18
7. Privacy and Confidentiality	18
8. Use of Data	18
9. Security.....	19
10. Registering Consumers.....	19
11. Consumer Groups	20
12. Registration Process.....	21
13. Linking Caregivers to Care Recipients.....	22
14. Registration for a Waiting List.....	22
15. Frequency of Data Collection	22
16. Data Reconciliation, Verification and Validation	22
17. Working in Aging & Disability.....	23
18. Reporting	25
19. Change Request Forms.....	26
Harmony Framework Database	27
20. APS Intake.....	27
21. Adult Protective Services (Harmony/WellSky) Users.....	27
Ombudsmanager.....	29
APPENDIX.....	30
ATTACHMENT 1—References.....	31

ATTACHMENT 2—Forms..... 32

- Confidentiality Agreement 33
- Add—Change Request Form 34
- NMALTSD WellSky Portal User Request..... 35
- NMALTSD Request to Access..... 36
- Social Assistance Management System (A&D) Through External License 36
- WellSky—A&D Training for NMALTSD, Agencies, and Providers 37

ATTACHMENT 3—Abbreviations, Acronyms, and Terms 38

- Abbreviations and Acronyms 38
- Terms..... 38

OVERVIEW

Purpose

This business operations guide provides standards and practices for creating, planning, programming, monitoring, budgeting, and executing WellSky databases. It applies to all individuals at all levels who prepare, enter, manage, collect, report, review, approve, disseminate and/or use the databases (Users). This document serves as overall guidance and may be supplemented; supplements are stand-alone documents that are created, updated, and rescinded by the author and held above the minimum standards. All records created as a result of practices in this guide must be maintained and disposed of in accordance with NMALTSO requirements. Detailed references are listed in Attachment 1.

Background

New Mexico aging programs and services have used “Harmony Information System, Inc.” (Harmony now **WellSky**) software since 1998 for meeting the reporting requirements of the US Administration for Community Living/Administration on Aging. This software is the basis of the New Mexico aging programs information system.

Authority

Includes Titles III and VII of the federal Older Americans Act of 1965 (OAA); the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA); the New Mexico Accountability in Government Act, NMSA 1978 6-3A-1 *et seq.*; agreements between NMALTSO and New Mexico Area Agencies on Aging (AAA), including the Indian Area Agency on Aging (IAAA) and other governmental entities as specifically referenced in this Guide.

Applicability

This guide applies to all users of WellSky software and the Aging & Disability, Human Services, Central Registry, Ombudsmanager databases.

Distribution

This guide is distributed to all licensed WellSky database users.

Accessibility

This guide is accessible online for printing by individual users and may not be distributed without the express permission of the NMALTSO or the AAAs.

Revision History

Document #	Formerly SAMS, SAMS Business Operations Guide 2018 Rebranded, WellSky Business Operations Guide December 2018 (WBOG)
Effective Date	Immediately upon release
Revision Date	6/25/2021
Revision #	010, 011, 012, 013
Page #	1–38
Approval	The ALTSD senior management

Date	Revision #	Change	Reference Section
6/26/18	001	Update SBOG Form 510	Attachment 2—Forms
11/29/2018	002	Annual Update SBOG	Entire Document
8/7/2019	003	ACL Statutes	Page 2
8/7/2019	004	1.3.4	Page 6 (<i>italics</i>)
8/7/2019	005	10.1.4	Page 17(<i>italics</i>)
8/7/2019	006	Annual Update WBOG	Entire Document
8/17/2020	007	ALTSD WellSky Databases	Entire Document
8/17/2020	008	APS + Ombudsman	Section to be developed
12/10/2020	009	APS Revision 20 + 21	Page 25
6/25/2021	010	Replaced SAMS with A&D	Pages 1–38
6/25/2021	011	Replaced Mediware with WellSky	Pages 1–38
6/25/2021	012	Replaced SAMScan with ServiceScan	Pages 1–38
6/25/2021	013	Created State Unit on Aging (SUA) Update	Page 7
6/28/2021	014	Revised testing process for new staff	Page 37
9/9/2021	015	Revised WellSky A&D Training List	Page 37

State Unit on Aging (SUA) Update July 2021

- On **March 11, 2020, Gov. Lujan Grisham declared a statewide public health emergency in Executive Order 2020-004**. The governor is authorized to provide emergency funding out of the General Fund to assist agencies in delivering whatever resources and services are necessary to minimize economic and physical harm to New Mexicans during a declared state of emergency under NMSA 1978, Section 12-11-23 through 12-11-25. This funding addressed emergency response and disaster relief efforts to address the effects of the COVID-19 public health emergency.
- **Administration for Community Living (ACL) Guidance**— OLDER AMERICANS ACT COVID-19 GUIDANCE provides a Comprehensive Guidance Reference compiled as of 7/08/2020 (updates in red font) See the following link for the detailed guidance provided by ACL. <https://acl.gov/COVID-19>
- **SUA Crosswalk** published in June 2020 outlines the Units of Service and how the services apply to data entry (A&D database) allowing for new pandemic funding sources.
- An **SUA working team** consisting of the AAA Administrators of the A&D database, ALTSD representatives from the Aging Network Division and ALTSD IT division were assembled to determine the required COVID-19 service categories. These services were made available in the A&D database on 7/1/2020.
- During the **FFY20 and FY21, ACL guidance** required that all services tied to expenditures. This includes the identification of all COVID-19 funding sources. Since receiving this guidance, the SUA facilitated a demonstration by WellSky of the Fund Identifiers feature in the A&D database. It was determined that using Fund Identifiers will be the most efficient method for tracking services and expenditures.
- **Fund Identifiers**— Fund Identifiers specify the funds that will be used to pay for consumer services such as Medicaid, NAPIS, or State. Fund IDs can be associated with services either at the time of service, or after services have been delivered using the Aging & Disability Bulk Unit Distribution feature.
- **OAAPS**—Older Americans Act Performance System will replace the State Program Reporting Tool (SRT) that creates the State Program Report (SPR) for annual submission to ACL. The timeframe for implementation of the OAAPS is below:
 - ★ October 2021 (FY2022): Begin collecting Title III data using the New SPR form.
 - ★ January 2023: Submit FY2022 data into Title III OAAPS
- Both **ACL and WellSky** have held webinars for the State SUAs and team meetings throughout 2020–2021 to resolve issues and update the status of the OAAPS.
- **Units of Service Definitions**—The **OAAPS Unit of Service Definitions** were finalized **May 2021** with an Implementation Date of 10/1/2021.
- During **FY22 the SUA** will implement state-wide data collection system using **ServiceScan** for more timely and accurate data collection.

Aging & Disability (A&D) [Formerly SAMS] Users

1. WellSky User Group

1.1. **Persons affected:** All members of the WellSky User Group

1.2. Standards:

1.2.1. The WellSky User Group:

1.2.1.1. Is a voluntary group, established by the NMALTSO, comprised of NMALTSO, AAA, and Provider users of the WellSky databases

1.2.1.2. The group is to have NMALTSO representative(s), representative(s) from each AAA, and may have representative(s) from each Provider level user

1.2.2. Decisions in the WellSky User Group will:

1.2.2.1. Be based on consensus of the members in attendance

1.2.2.2. Become recommendations made to NMALTSO senior management team

1.3. Responsibilities:

1.3.1. NMALTSO division directors are responsible for ensuring compliance with these standards and practices

1.3.2. NMALTSO, AAA, and Provider users are expected to adhere to these standards and related practices when participating in WellSky user group meetings

1.3.3. NMALTSO designated users shall coordinate, facilitate, and/or participate in WellSky user group meetings

1.3.4. AAAs and other Providers may assign representatives to participate in the WellSky user group

1.4. **Practices:** This section covers the activities performed by the WellSky user group. All attendees at WellSky user group meetings are considered participating members.

1.4.1. WellSky user group members shall:

1.4.1.1. Commit to WellSky user group participation

1.4.1.2. Attend meetings

1.4.1.3. Review draft documents, as requested, and provide comments

1.4.1.4. Share expertise

1.4.1.5. Assist with WellSky strategic planning, as requested

1.4.2. NMALTSO designated staff shall:

- 1.4.2.1. Schedule, attend, and facilitate regular meetings (or designate an acting facilitator in the absence of designated NMALTSO staff)
- 1.4.2.2. Create an agenda with WellSky user group member input
- 1.4.2.3. Distribute the agenda and draft notes of previous meeting to all user group members no less than 7 calendar days prior to each scheduled meeting
- 1.4.2.4. Provide reports if needed
- 1.4.2.5. Report decision items, and make recommendations to NMALTSO senior management team
- 1.4.2.6. Take accurate notes (including attendance records) of each user group meeting
- 1.4.2.7. Ensure that user group members have the option to attend in person, by phone, or internet

2. WellSky User Group Chair

2.1. Persons affected: WellSky User Group Chairs

2.2. Standards:

- 2.2.1. The WellSky User Group chair(s) is a user of the WellSky databases and is appointed by the NMALTSO cabinet secretary
- 2.2.2. The WellSky user group chair(s) is expected to discharge his/her duties with care, skill, prudence and diligence while conducting business
- 2.2.3. Decisions of the WellSky user group are to be submitted by the chair(s) as recommendations to NMALTSO senior management team

2.3. Responsibilities:

- 2.3.1. NMALTSO division directors are responsible for ensuring compliance with these standards and practices
- 2.3.2. The WellSky user group chair(s) is expected to adhere to these standards and related practices when participating in WellSky user group meetings
- 2.3.3. NMALTSO designated staff shall coordinate, facilitate, and/or participate in the WellSky user group as chair(s)

2.4. Practices: This section covers the activities performed by the WellSky user group chair(s). All attendees at WellSky user group meetings are considered participating members. The WellSky user group chair(s) shall:

- 2.4.1. Commit to WellSky user group participation
- 2.4.2. Attend meetings
- 2.4.3. Review draft documents, as requested, and provide comments, feedback, and expertise
- 2.4.4. Assist with WellSky strategic planning, as requested by NMALTSO management which may include:
 - 2.4.4.1. Ensuring that each AAA has a program representative
 - 2.4.4.2. Identifying AAA and provider business practices being used with WellSky
 - 2.4.4.3. Identifying and implementing “best practices” of monitoring, evaluating and reporting WellSky data, and of training WellSky users
- 2.4.5. Assess risks associated with WellSky users and implement mitigation strategy(s)
- 2.4.6. Schedule, attend, and facilitate regular meetings of the user group (or designate an acting facilitator in the absence of designated NMALTSO chair(s))
- 2.4.7. Create an agenda for each meeting with WellSky user group member input
- 2.4.8. Distribute the agenda and draft notes of previous meeting to all user group members no less than 6 calendar days prior to each scheduled meeting
- 2.4.9. Provide reports if needed

- 2.4.10. Report user group decision items, and make recommendations to the NMALTSO senior management team
- 2.4.11. Appoint a participating member to take accurate meeting notes (including attendance records) of each user group meeting
- 2.4.12. Ensure that user group members have the option to attend meetings in person, by phone, or internet

3. System Administrators (NMALTSO)

3.1. **Persons affected:** NMALTSO IT WellSky System Administrators

3.2. **Standards:** The administrator of the WellSky database is to be an employee of the NMALTSO assigned by the NMALTSO Chief Information Officer (CIO)

3.3. **Responsibilities:**

3.3.1. Serve as liaison with WellSky to manage the database and the application, establish policies and operating practices, assign user logins, contract with WellSky to license use of the A&D database.

3.3.2. Coordinate individual efforts to facilitate communication and cooperation between all users

3.3.3. Cooperate with the NMALTSO DIU to facilitate data review and duplicate resolution

3.3.4. Maintain an up-to-date list of each user and his/her assigned user ID

3.3.5. Make changes if a new user is added; if a user no longer requires access to the A&D database; if a user terminates employment; or if security is compromised

3.4. **Practices:**

3.4.1. User ID changes or additions are to be submitted to the administrator by AAA users via email or fax. Each submission is to include the level of access required; a signed confidentiality agreement and assurance of training. Changes and additions are to be made by the administrator within 5 business days.

3.4.2. If data is compromised, a Provider is to notify its AAA immediately upon discovery; AAAs are to notify the administrator immediately upon discovery or notification from a Provider. Notification is to include the user's name and organization. The Harmony user ID and WellSky database user ID is to be disabled as soon as possible by the NMALTSO or AAA administrator.

3.4.3. Each NMALTSO division is to provide training and user support (help desk) for its users and to help insure data quality

3.4.4. Each NMALTSO division is to conduct assessments of users of the WellSky database with regard to data entry and collection efforts

3.4.5. The administrator(s) is to enforce NMALTSO standards and security/confidentiality agreements

3.4.6. The administrator(s) is to attend meetings of the WellSky User Group

4. Agency Users

4.1. **Persons affected:** AAA users and NMALTSO divisions

4.2. **Standards:** AAA users are to comply with NMALTSO policy and security/confidentiality agreements

4.3. **Responsibilities:**

4.3.1. Work with the NMALTSO on issues related to the database

4.3.2. Utilize the WellSky databases, and related administrative tables

4.3.3. Provide feedback to the NMALTSO on all WellSky database system related activities

4.3.4. Develop additional operational guidance for provider level users as approved by the NMALTSO

4.3.5. Monitor the users under its auspices with regard to security, data collection, and other issues

4.3.6. Provide ongoing training and technical assistance as needed

4.3.7. Ensure that data entered in the WellSky databases is accurate and entered no later than the 15th working day of the month following the month for which data is being reported

4.3.8. Validate data entered into the WellSky databases application by users under its auspices no later than the 15th working day of the month following the month for which data is being reported

4.3.9. Establish dates by which provider level users are to enter and validate data

4.3.10. Review provider and site information every state fiscal year and update as necessary

4.3.11. Report to the NMALTSO misuse of data or failure to comply with New Mexico WellSky databases policies and procedures

4.3.12. Notify the NMALTSO when the purchase of an external WellSky license is complete

5. All Aging & Disability (A&D) Users

5.1. **Persons affected:** All users of the Aging & Disability database

5.2. **Standards:**

- 5.2.1. Access to Aging & Disability data will be as broad as possible, consistent with the classification of the data, role(s) and responsibilities of a user, and level of training
- 5.2.2. Data will be classified according to its sensitivity as per the standards defined in this document
- 5.2.3. Internal information is intended for use by, and made available to, NMALTSO, AAA and Contract Provider (Provider) who have a business need to know
- 5.2.4. Legally/Contractually restricted information is required to be protected by applicable law or statute (Example: HIPAA), and includes information that, if disclosed to a non-user or a user without the appropriate classification to access the data, may expose the NMALTSO to criminal and civil penalties and the individual user to the same
 - 5.2.4.1. Only those authorized may enter consumer service data and service units, or create and run reports, in Aging & Disability database
 - 5.2.4.2. If users consistently enter erroneous data during a quarter, users may be subject to loss of Aging and privileges up to and including termination of users' authorizations by their supervisors
 - 5.2.4.3. If any ALTSO employee allows unauthorized access to the Aging & Disability database, he or she may be subject to discipline, up to and including dismissal. If ALTSO employees allow unauthorized access to the A&D database, they may be subject to loss of Aging & Disability privileges, up to and including termination of user authorization
- 5.2.5. Data regarding consumers receiving services or assessments through Providers is to be entered in the A&D database. NMALTSO divisions, AAAs, and Providers are to develop standards and practices ensuring compliance with NMALTSO— Aging & Disability database policies and procedures.

5.3. **Responsibilities:**

- 5.3.1. NMALTSO Division Directors are responsible for ensuring compliance with these standards and practices
- 5.3.2. NMALTSO, AAA, and Provider users shall adhere to these standards and related practices when entering data and creating and running reports in the Aging & Disability database
- 5.3.3. Designated NMALTSO users, AAAs and Provider users will review, monitor, and ensure accurate data entry
- 5.3.4. *If altering data after the 15th of the current month, entities at all levels who have the authority to lock or unlock the Aging & Disability database will notify the NMALTSO Information Technology Division (IT) and the NMALTSO Data Integrity Unit (DIU) when locking and unlocking the Aging & Disability database. If this process is not followed, access to locking and unlocking the Aging & Disability database may be revoked.*

- 5.4. Practices:** This section covers database activities performed by Aging & Disability users
- 5.4.1. Each Aging & Disability user
 - 5.4.1.1. Is designated as a member of the NMALTSO, one of the AAAs, or a Provider
 - 5.4.1.2. Must sign a Confidentiality Agreement—WellSky Business operations guide (WBOG) Form 500
 - 5.4.1.3. Will receive a secure login in from the NMALTSO IT unit
 - 5.4.2. Two weeks prior to requiring Aging & Disability access, a WellSky User Request Form—WBOG Form 510 must be submitted to NMALTSO IT. IT staff will:
 - 5.4.2.1. Add a user account and set the password
 - 5.4.2.2. Set the password to expire and change on initial login, to be changed by the user
 - 5.4.2.3. Set user access role(s)
 - 5.4.2.4. Provide the login link, user name, and password to the Aging & Disability user
 - 5.4.3. Aging & Disability training requirements
 - 5.4.3.1. Users must complete training per their designation prior to using the Aging & Disability database, and document training on WBOG Form 540
 - 5.4.3.2. NMALTSO IT will provide user access only after WBOG Form 540 is completed submitted to NMALTSO DIU, which shall keep all completed forms on file
 - 5.4.3.3. A NMALTSO or AAA user will send directions, including screenshots showing the location of the training modules in the WellSky portal, to newly designated users
 - 5.4.3.4. The user will complete all identified *WellSky Training* modules in the WellSky portal under *WellSky Quick Links* for his/her role as a NMALTSO, AAA, or Provider user prior to using the Aging & Disability database
 - 5.4.3.5. After completing the identified training modules, the user will be qualified to access the Aging & Disability database
 - 5.4.4. Each NMALTSO division, AAA, and Provider must develop its own standards and practices to align with the NMALTSO— Aging & Disability database policies and procedures. These standards and practices must:
 - 5.4.4.1. Document efforts to protect information and be complete and comprehensive so that a reasonable observer would agree that appropriate steps are being taken to safeguard information from accidental or unauthorized release
 - 5.4.4.2. Inform parties of the sensitivity and intended use of the information
 - 5.4.4.2.1.1. Clarify the business driver for the information
 - 5.4.4.2.1.2. Alert the parties to the protections required
 - 5.4.4.3. Clearly describe the shared responsibilities for information protection

- 5.4.4.4. Contain safeguards and best-practices as a condition for access
- 5.4.4.5. Provide a baseline for technical, security, and process qualifications required to use Aging & Disability database
- 5.4.4.6. Define under what circumstances, if any, the values of data items may be changed
- 5.4.4.7. Have clear requirements for training
- 5.4.4.8. Deliver a clear definition of shared responsibility and accountability
- 5.4.4.9. Include a component to certify employee adherence
- 5.4.5. After an Aging & Disability user has completed required Aging & Disability training, and been certified as to policy and procedure compliance, the NMALTSO, an AAA, or a Provider may allow the user to enter data in the Aging & Disability production database
- 5.4.6. If a user leaves the NMALTSO, an AAA, or a Provider, NMALTSO IT must be contacted immediately (within 24 hours) to disable the user account
- 5.4.7. If a user is inactive for three months, the user account and the portal account will be deactivated by an AAA or by NMALTSO IT
- 5.4.8. Locking and unlocking the Aging & Disability database
 - 5.4.8.1. Each entity that has the authority to lock or unlock the Aging & Disability database is to submit a Helpdesk ticket to NMALTSO IT with a copy to NMALTSO DIU when locking and unlocking the database. Each Helpdesk ticket will include, as a minimum, the start date for locking/unlocking the database and the end date for locking/unlocking the database
 - 5.4.8.1.1. AAAs are to submit a Helpdesk ticket to NMALTSO IT with a copy to NMALTSO DIU before locking or unlocking the Aging & Disability database. If this process is not followed, access to locking and unlocking the Aging & Disability database may be revoked
 - 5.4.8.1.2. The Aging & Disability Resource Center (ADRC) and Office of Alzheimer's and Dementia Care (OADC) are to submit Helpdesk tickets to NMALTSO IT with a copy to NMALTSO DIU for the Aging & Disability database to be locked or unlocked
 - 5.4.8.1.3. NMALTSO IT and NMALTSO DIU are to verify that the database is locked on the end date

6. Provider Users

6.1. **Persons affected:** Provider users

6.2. **Standards:** All Provider level users are to function under the direction of an applicable AAA with regard to the use of Aging & Disability database

6.3. **Responsibilities:**

6.3.1. Participate in Aging & Disability database training

6.3.2. Develop and provide end user training as required and approved by an applicable AAA

6.3.3. Register consumers and enter data and assessments into the Aging & Disability database or send data to an AAA to enter data and assessments into the Aging & Disability database

6.3.4. Collect service data and enter it into the Aging & Disability database on a monthly basis or send data to an applicable AAA to enter into the Aging & Disability database

6.3.5. Ensure that data entered in the Aging & Disability database is accurate, and is entered and validated by the date established by an applicable AAA

6.3.6. Comply with NMALTS policy, security/confidentiality agreements and additional operational guidance as developed by an applicable AAA

6.3.7. Purchase external Aging & Disability license(s) as needed

ENTERING CONSUMER DATA

7. Privacy and Confidentiality

- 7.1. Through the course of serving consumers, coordinating care and working with WellSky, users will collect highly personal and confidential information about consumers. Examples of confidential information include Social Security numbers, medical conditions, income, assets, living arrangements and relationships with family members. Such information must be treated as completely confidential. Any breach of confidentiality concerning consumers may result in severe penalties up to dismissal, as well as possible prosecution to the fullest extent of the law, where applicable.
- 7.2. The NMALTSO Confidentiality Agreement as attached in form WBOG 500 is incorporated by reference into this guidance and must be followed by all WellSky users
- 7.3. AAAs must provide training and guidance to staff regarding: WellSky Database Policy, Privacy Policies, and form WBOG 500 (Confidentiality Agreement)
- 7.4. Confidential information and documents must:
 - 7.4.1. Be stored in locked cabinets when not in use
 - 7.4.2. Not be used in any area where they can easily be observed
 - 7.4.3. Not be removed from a work site without specific authorization to do so
 - 7.4.4. Follow state and federal records retention policies
- 7.5. Users must:
 - 7.5.1. Immediately notify their supervisors of any possible violation of consumer confidentiality
 - 7.5.2. Shut down and log out when a workstation is unattended
- 7.6. Individual consumer files are not to be downloaded to any hard drive, CD, thumb drive or other media

8. Use of Data

- 8.1. Data collected is used by the NMALTSO, the AAAs and service providers to:
 - 8.1.1. Develop care plans and/or coordinate care for consumers
 - 8.1.2. Meet federal Administration on Aging (AoA) reporting requirements for Title III and VII of the OAA, AOA, Reporting Requirements for Title III and VII of the Older Americans Act, dated March 23, 2014. (NAPIS requirements OMB Approval Number 0985-0008 Expired 07/31/2016)
 - 8.1.3. Meet reporting requirements of the New Mexico Accountability in Government Act, NMSA 1978 6-3A-1 *et seq.*
 - 8.1.4. Administer a coordinated, efficient and effective service delivery system by measuring service units and costs
 - 8.1.5. Provide additional reports and projections for planning, reporting and forecasting

9. Security

9.1. Crucial to protecting consumer information and to protecting the system from intrusion, security is every user's responsibility and must be maintained at all times. User access to WellSky is defined by user role. All WellSky users must adhere to the following:

- 9.1.1. Complete training and read, sign and follow form WBOG 500 (Confidentiality Agreement)
- 9.1.2. Never share user IDs or passwords with anyone; all user IDs and passwords must remain confidential and secure
- 9.1.3. Log out when the system is unattended or access to the WellSky database is no longer needed
- 9.1.4. Protect computers used to access WellSky with anti-virus software with the most recent anti-virus profiles and anti-virus protection enabled
- 9.1.5. Maintain the operating system and the web browser software used to access Harmony with the most recent security patches and software upgrades

9.2. If security is compromised:

- 9.2.1. Provider level users shall notify the appropriate AAA immediately upon discovery
- 9.2.2. AAAs and Agency level users are to notify the NMALTS administrator immediately upon discovery or notification from a Provider
- 9.2.3. Notification must include the user's name and organization; the Harmony user ID will be disabled as soon as possible
- 9.2.4. As soon as the administrator becomes aware that data security has been compromised, he/she must immediately notify the CIO so that it may take all necessary steps to investigate the incident and limit further data loss or intrusion. In addition, within ten calendar days of discovery or notification of a likely security breach, the administrator must notify the consumer or consumers in writing that their individual data has likely been compromised

10. Registering Consumers

10.1. Certain types of consumers must be individually registered in the WellSky database system so that services received can be tracked to individual consumers. At a minimum, the following types of consumers must be registered (AAAs may add more requirements):

- 10.1.1. Consumers receiving social supportive services, home-delivered meals, adult day care, congregate meals, and health promotion/disease prevention
- 10.1.2. Caregivers and care recipients receiving respite care, supplemental services, counseling, support group services, and/or caregiver training
- 10.1.3. Grandparents and other older adult caregivers serving children receiving respite care, supplemental services, counseling, support group services, and/or caregiver training
- 10.1.4. Consumers contacting the ADRC—*users cannot change or update social security numbers or dates of birth on consumers who are enrolled for services with the AAAs without consultation with the affected AAAs.*

11. Consumer Groups

- 11.1. Data entry regarding service use by non-registered consumers is to be entered in the *consumer group* category. In accordance with each respective AAA policy, non-eligible individuals (those who do not have a consumer record) may purchase services that must be tracked and accounted for in the A&D database
- 11.2. Providers that offer the Family Caregiver Program (Title III E) must set-up and utilize at least one additional *consumer group*: Caregiver Program

Type of Funding Source	Entities	EXAMPLE
Title III and state general funds and local funds	Federally recognized— PSA 1, PSA 2, PSA 3, PSA 4 Federally designated— ABQ/BernCo AAA, Non-Metro AAA	All reports, rosters and routes are to be identified with the name of the PSA administered by an AAA—the Provider—the consumer group type <i>(Example: PSA2—City of Santa Fe—eligible consumers Title III)</i>

- 11.3. *Consumer groups* shall be created in Aging & Disability using the following parameters:

11.3.1. Eligible Consumers—Title III

- 11.3.1.1. Consumer age is 60 or older or a spouse of someone age 60 or older
- 11.3.1.2. Provider name

11.3.2. Guest Meals (Paying Guests)

- 11.3.2.1. Consumer age is less than 60 (not eligible)
- 11.3.2.2. Provider name

11.3.3. Staff Meals (Staff age 59 or younger)

- 11.3.3.1. Consumer age is less than 60 (not eligible)
- 11.3.3.2. Provider name

11.3.4. Services for IAAA Non-Registered Consumers (guests, staff, and volunteers)

- 11.3.4.1. Consumer age is 50 or older (or as determined by Tribal Administration)
- 11.3.4.2. Agency name

12. Registration Process

12.1. Registration

12.1.1. Paper or automated registration forms are to be completed with the following minimum data:

12.1.1.1. Consumer legal name, gender, residential address, last 4 digits of SSN, DOB, phone number, ethnicity, Provider and AAA

12.1.1.2. Activities of Daily Living (ADL) or Instrumental Activities of Daily Living (IADL) assessments/reassessments

12.1.1.3. Nutrition assessments/reassessments

12.1.2. Consumer data must be entered into the A&D database within 10 working days:

12.1.2.1. Prior to registering a consumer, users are to search the statewide database to determine if a consumer is already registered

12.1.2.2. If assessment reveals a need for service(s) not available from the initial provider then the initial provider is to make a referral; the consumer record is to be shared

12.1.3. With regard to the Non-Metro and Albuquerque/Bernalillo County AAAs, the following services may require creation of a care plan/service plan in order to allow for data entry: chore services, home-delivered meals, homemaker services, home repair/renovation/maintenance, personal care, evidence-based services, and respite

12.2. Data to Be Collected

12.2.1. Data collected includes the minimum data needed to develop care plans, coordinate care, develop service invoices and meet reporting requirements

12.2.2. Data is collected on consumers (persons served) and services provided (units)

12.2.3. Data collected on consumers who require consumer registration may include first name, last name, gender, residential address, date of birth, last four digits of social security number, ethnicity, race, phone number, health information and assessments, limitations in performing ADLs, limitations in performing IADLs, nutrition assessments and caregiving responsibilities

12.2.4. Additional data may be requested to develop care plans, coordinate services and provide benefits counseling

12.2.5. Data collected on services includes service provider, service site (if applicable), date of service, service program, service, subservice (if applicable) and units of service provided

12.2.6. An AAA may require the collection of additional data and its providers may collect additional data if approved by the AAA

12.2.7. All forms used to collect data must comply with guidance from the NMALTS and the AAA

13. Linking Caregivers to Care Recipients

- 13.1. Caregivers and care recipients must be registered and their consumer records must be linked in the A&D database under *details* in the A&D database record
- 13.2. Sometimes consumers directly request services from multiple providers; therefore, prior to registering a consumer, users are to search the statewide database to determine if a consumer is already registered

14. Registration for a Waiting List

- 14.1. Consumers must be registered even if they cannot be provided with service immediately
- 14.2. It is important to document unmet needs

15. Frequency of Data Collection

- 15.1. Service data is to be collected at the time of service and entered into the A&D database weekly

16. Data Reconciliation, Verification and Validation

- 16.1. Accuracy of data is critical. Users are the key to accurate data. Each month, the data entered in the system is to be reviewed or approved at the AAA Level or Agency user level
- 16.2. Each AAA is to have policies and procedures in effect to validate data entered into the A&D database at the Provider level and the AAA level
- 16.3. Validation is to be accomplished by the 15th calendar day of each month
- 16.4. NMALTSIT is to lock the database at close of business on the 15th calendar day of the month. If the 15th day falls on a weekend or a holiday, the database is to be locked the following working day
- 16.5. If a Provider or an AAA has ample reason, the database may be unlocked by the AAA administrator or NMALTSIT, upon submission of a helpdesk ticket, to allow for data entry or adjustment

17. Working in Aging & Disability

17.1. Reports, rosters and routes

17.1.1. All reports, rosters and routes are to be identified as follows:

Reports, Rosters, and Routes—Naming Convention		
Report, Roster, Route	Entities	EXAMPLE
<input checked="" type="checkbox"/> Report <input checked="" type="checkbox"/> Roster <input checked="" type="checkbox"/> Route	AAAs— ABQ/BernCo AAA, Non-Metro AAA, Indian AAA, Navajo AAA PSAs Administered— PSA 1, PSA 2, PSA 3, PSA 4, PSA 5, PSA 6	All reports, rosters and routes are to be identified with the name of the PSA administered by an AAA—the Provider—the data type <i>(Example: PSA2—City of Santa Fe—Meals)</i>
<input checked="" type="checkbox"/> Report	Provider Organization that receives funding directly from the ALTSD— *Example— Alzheimer’s Association	All reports are to be identified with ALTSD—the Provider Organization—the data type <i>(Example: ALTSD—Alzheimer’s Association—Education)</i>
<input checked="" type="checkbox"/> Report	Provider Organization that receives funding directly from an AAA— *Example— Alzheimer’s Association	All reports are to be identified with the name of the PSA administered by the AAA—the Provider Organization—the data type <i>(Example: PSA1— Alzheimer’s Association—Homemaker Respite)</i>
<input checked="" type="checkbox"/> Report	Divisions, Bureaus, and sub-entities in the ALTSD	All reports are to be identified with the name of the ALTSD Division—the sub-entity—the data type <i>(Example: AND—OADC—performance measure 7)</i>

17.1.2. Users have access to all rosters and routes. Users are not to make changes to roster(s) or route(s) of users other than those for which they have responsibility

17.1.3. Users who track service delivery may have access to consumer data. Users may update existing data when necessary to ensure accuracy, as well as for care planning and care coordination

17.2. Activity and Referral

- 17.2.1. AAA or ADRC users are to submit complaints from consumers through an “*Activity and Referral*” in which “*consultation*” is to be selected in the action field; the organization being complained about is to be selected in the agency field; “*referred*” is to be selected in the status field; and “*consumer complaint*” is to be recorded in the subject field
- 17.2.2. In order to coordinate care, the ADRC, the AAAs and some providers can send “*Activity and Referral*” requests through the A&D database to one another following the A&D database training protocol. Notes must be added to the “*Activity and Referral*” that explain the status of the referral. Entries in the “*Activity and Referral*” field must be reviewed within **three business days** of their creation, and their status changed to “*Received*”. Activities and referrals must be reviewed by applicable AAA or ADRC Agency Level Users before a status change is made

17.3. Default Agency

- 17.3.1. Consumers may be served by multiple AAAs or Providers. Each AAA or Provider serving a consumer may update the consumer record, including the “Default Agency”. However, the “Default Agency” is to be determined by the permanent residence of the consumer, and the “Default Agency” is not to be changed unless a consumer’s permanent address changes
- 17.3.2. Consumer records are not to be deleted from the A&D database by users. If an error occurs and a consumer record needs to be deleted, the user is to email a *Change Request Form* to the “Default Agency” with consumer identifying information and the reason deletion is necessary
- 17.3.3. Any duplicate consumer records are to be merged by the “Default Agency”. If there is more than one “Default Agency” as a result of duplication, the staff of the Agencies are to initiate verbal communication prior to merging duplicate records. Users within and between “Default Agencies” are to be alerted that potential duplicate records need to be merged and reach concurrence on who should merge the records. The NMALTS/DIU will perform regular duplicate reviews and notify the agencies involved. A search is to be conducted prior to creating a consumer record to avoid adding a duplicate record

17.4. Default Provider

- 17.4.1. Consumers may be served by multiple service providers. Each service provider serving a consumer may update the consumer record, including the “Default Provider”
- 17.4.2. The “Default Provider” is determined by the permanent residence of a consumer or the level of care being provided. Any temporary residence of a consumer is to be identified under the “*Locations*” field in consumer “*Details*”

17.5. Care Enrollment

- 17.5.1. Consumer records may include multiple care enrollments for various categories of services
- 17.5.2. The start date of care enrollment is to be the date when a consumer is enrolled for services. An end date is to be entered when a service is completed
- 17.5.3. Consumers are to have only one care plan per care program with a start date of when a consumer is to start receiving services and an end date of 12/31/2060. Consumers may have more than one care plan if they move out of the state or are admitted into an institutional facility for a period of time and then return to community living. Providers can create multiple service plans with different services and providers under one care plan

17.6. Consumer IDs created by the A&D database will be permanent and will not change unless a correction is made to a consumer's DOB or SSN; in which case, A&D will automatically update the ID

17.7. Re-Assessments must be completed as specified by state and federal policies

18. Reporting

18.1. Each AAA and the NMALTSO have access to the statewide database and can run reports to validate data; accuracy and timing of data entry is critical

18.2. The following reports can be retrieved directly from the A&D database:

18.2.1. Monthly meal count report

18.2.2. Quarterly performance-based budgeting report and annual NAPIS report (State Program Report)

18.3. When saving report definitions in Aging & Disability, users are to identify reports with the following:

Reports, Rosters, and Routes—Naming Convention		
Report, Roster, Route	Entities	EXAMPLE
<input checked="" type="checkbox"/> Report	AAAs— ABQ/BernCo AAA, Non-Metro AAA, Indian AAA, Navajo AAA PSAs Administered— PSA 1, PSA 2, PSA 3, PSA 4, PSA 5, PSA 6	All reports, rosters and routes are to be identified with the name of the PSA administered by an AAA—the Provider—the data type <i>(Example: PSA2—City of Santa Fe—Meals)</i>
<input checked="" type="checkbox"/> Report	Provider Organization that receives funding directly from the ALTSO— *Example— Alzheimer's Association	All reports are to be identified with ALTSO—the Provider Organization—the data type <i>(Example: ALTSO—Alzheimer's Association—Education)</i>
<input checked="" type="checkbox"/> Report	Provider Organization that receives funding directly from an AAA— *Example— Alzheimer's Association	All reports are to be identified with the name of the PSA administered by the AAA—the Provider Organization—the data type <i>(Example: PSA1— Alzheimer's Association—Homemaker Respite)</i>
<input checked="" type="checkbox"/> Report	Divisions, Bureaus, and sub-entities in the ALTSO	All reports are to be identified with the name of the ALTSO Division—the sub-entity—the data type <i>(Example: AND—OADC—performance measure 7)</i>

19. Change Request Forms

- 19.1. NMALTSO Provider Addition or Change Request forms (Provider Add-Change Request WBOG Form 520 and WellSky User Request WBOG Form 510) are to be used by AAAs and submitted to the NMALTSO to request changes in the administrative structure of the Aging & Disability database
- 19.2. Completed Change Request forms are to be reviewed and approved by a designated administrative authority prior to submission to the NMALTSO
- 19.3. Change Request forms are to be completed for the following:
 - 19.3.1. Issuance of or changes in Aging & Disability database portal IDs
 - 19.3.2. Issuance of or changes in Aging & Disability permission levels
 - 19.3.3. Additions to and/or changes of towns, cities or zip codes
 - 19.3.4. Additions to and/or changes to and/or deactivation of providers or sites
 - 19.3.5. Additions to and/or changes to and/or removal of services
 - 19.3.6. Other changes to the administrative structure as may be needed

Harmony Framework Database

This section has been completed by Adult Protective Services (APS)

20. APS Intake

- 20.1 Persons affected: APS Intake staff
- 20.2 Standards: Access WellSky/APSS data base to input confidential identifying participant data and generate reports for review by APS Investigative Supervisors
- 20.3. Use of Data
 - 20.3.1. Create APSS Intake regarding issues of Abuse Neglect and/or Exploitation (ANE) of the Alleged Victim (AV)
 - 20.3.2. Gather participant information for all parties named by the Reporting party such as names, demographic information, date of birth and diagnosis of AV
 - 20.3.3. Identify and record allegations of ANE
 - 20.3.4. Search and verify prior history regarding the AV by conducting a search by name of the AV
 - 20.3.5. Attach documentation if necessary, to intake report for review
 - 20.3.6. Ensure all data fields are completed and submit intake for review

21. Adult Protective Services (Harmony/WellSky) Users

- 21.1. Persons affected: All Adult Protective Services (APS) Investigative Caseworkers, Supervisors and supportive staff
- 21.2. Standards:
 - 21.2.1. Access users to Harmony/Well Sky data are to comply with the policies and procedures set by APS.
 - 21.2.2. Users will ensure data is protected in accordance to its sensitivity and per the standards of the APS.
- 21.3. Responsibilities:
 - 21.3.1. APS investigative staff and supporting staff will use Harmony/Well Sky information and data to investigate on issues of Abuse, Neglect and Exploitation (ANE) for any vulnerable adult in the State of New Mexico. 21.3.2. Users will gather and input information obtained in an investigation into Harmony/Well Sky in accordance to APS Policy and Procedures.
 - 21.3.3. Users will ensure accurate data entry
 - 21.3.4. Investigative staff will use Harmony/Well Sky to input and secure investigative information into the system to reflect

efforts and outcomes of each investigation.

21.3.5. Users are responsible to using Harmony/Well Sky tools to conduct a thorough intake, screening and investigation.

21.4. Practices:

21.4.1. Each Adult Protective Services Personnel

21.4.1.1. Is a designated member of Adult Protective Services.

21.4.1.2. Will received a secure login in from NMALTSO IT Unit.

21.4.1.3. Each designated member will receive training on Harmony/Well Sky.

21.4.1.4. Member will follow confidentiality and proper data entry per APS policies and procedures.

21.4.1.5. Each member will use the data to conduct investigations of A.N.E.

Ombudsmanager

This section will be completed by the Ombudsman.

APPENDIX

This page is left intentionally blank.

ATTACHMENT 1—References

1. Older Americans Act of 1965
2. AoA, Reporting Requirements for Title III and VII of the Older Americans Act, dated May 25, 2010. (The NAPIS requirements Office of Management and Budget (OMB) Approval Number 0985-0008 Expires 05/31/2013)
3. Harmony Information Systems, Inc. Harmony for Aging User's Guide
4. Department of Health and Human Services, Memorandum: Guidance on the Administrative Simplification Provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
5. New Mexico Aging and Long-Term Services Department, Confidentiality Agreement
6. New Mexico Aging and Long-Term Services Department, Training Form
7. New Mexico Aging and Long-Term Services Department, Area Plan Guidelines
8. State Agency on Aging, State Action Memorandum, SAM 98-8, dated August 21, 1998
9. State Agency on Aging Memorandum dated October 14, 1998 Subject: Meal Count Signatures

ATTACHMENT 2—Forms

1. Confidentiality Agreement, *WBOG Form 500*
2. Add/Change Request Form, *WBOG Form 520*
3. NMALTS WellSky Portal User Request, *WBOG Form 510*
4. Request to Access WellSky with External License, *WBOG Form 530*
5. Aging & Disability WellSky Training for NMALTS, Agencies, Providers, *WBOG Form 540*



NEW MEXICO AGING AND LONG-TERM SERVICES DEPARTMENT

Confidentiality Agreement

This CONFIDENTIALITY AGREEMENT is intended to maintain the privacy of confidential, personal information that may be provided by clients/consumers in the course of accessing services. Confidential, personal information may be provided and maintained in several forms—verbal, written or electronic (such as in a computer database). This CONFIDENTIALITY AGREEMENT must be signed by all persons who will access the A&D database, OmbudsManager, APSS—Harmony or APS History databases (containing confidential, personal information) before they are provided with passwords to access the A&D database, OmbudsManager, APSS—Harmony or APS—History.

I understand that in the course of my work with the A&D database, OmbudsManager, APSS—Harmony or APS—History databases and NM Aging and Long-Term Services Information Systems, I may learn certain facts about individuals being served that are of a highly personal and confidential nature. Examples of confidential information are Social Security numbers, names of clients/consumers, medical conditions and treatments, income, assets, living arrangements and relationships with family members. Such information must be treated as completely confidential and is not to be shared with any unauthorized person without exception, including family members. Any breach of confidentiality concerning clients/consumers may result in severe penalties up to dismissal, as well as possible prosecution to the fullest extent of the law, where applicable.

Guidelines to follow to maintain confidential information are:

1. Secure confidential information and documents in locked cabinets when not in use;
2. Do not leave confidential information or data where it can easily be observed;
3. Do not remove any confidential information from an organization’s office without specific authorization to do so;
4. Properly dispose of (shred) all confidential information when no longer needed;
5. Properly mark and secure confidential information before transmittal;
6. Immediately notify a supervisor or an authorized person of any possible violation of confidentiality;
7. Talk to a supervisor or an authorized person regarding any questions about confidentiality and/or any possible violation of such confidentiality.
8. When using the A&D database, OmbudsManager, APSS—Harmony or APS—History;
 - o Keep all user logins and passwords confidential and secure;
 - o Shut down the A&D database, OmbudsManager, APSS—Harmony or APS—History application and log out when the workstation is unattended;
 - o Never delete or remove data from the A&D database, OmbudsManager, APSS—Harmony or APS—History databases.

Only authorized users who have signed this confidentiality agreement may use or view A&D, Ombudsmanager, APSS—Harmony or APS—History.

I agree not to disclose client/consumer information of a personal and confidential nature to anyone except to those individuals with a valid need to know that my employer has identified after assuring that a client/consumer has signed a release of information form. My signature below warrants that I have read, understand and will follow this NM Aging and Long-Term Services Department CONFIDENTIALITY AGREEMENT.

For NMALTSO employees, any breach of confidentiality concerning clients/consumers may result in severe penalties up to dismissal, as well as possible prosecution to the fullest extent of the law, where applicable.

For AAAs, any breach of confidentiality concerning clients/consumers may result in severe penalties and loss of A&D privileges up to and including termination of user authorization. Additional penalties may be determined by the AAA.

For Providers, any breach of confidentiality concerning clients/consumers may result in severe penalties and loss of A&D privileges up to and including termination of user authorization. Additional penalties may be determined by the Provider.

Mark those that apply:

A&D User Ombudsmanager User APSS—Harmony User APS—History User

Signature			
Print name		Date	Click here to enter a date.
Name of Employer Organization			
Email Address		Phone	
Program Director			
Signature			
Print name		Date	Click here to enter a date.

A&D Business Operations Guide Form 500—Version 7.2021



Add—Change Request Form

PURPOSE: This form is to be submitted with a Helpdesk ticket to request an addition or change to the A&D database. By submitting this form, you are officially notifying NMALTSO of the requested addition or change to the A&D database.

Person requesting change		
First Name	Last Name	Agency/Provider/Site
Work Phone	E-Mail	Request Date

Provider, Site, Service, Sub-Service—Request			
<input type="checkbox"/> Add Provider	<input type="checkbox"/> Deactivate Provider	<input type="checkbox"/> Add Site	<input type="checkbox"/> Deactivate Site
<input type="checkbox"/> Add Service	<input type="checkbox"/> Deactivate Service	<input type="checkbox"/> Add Sub-Service	<input type="checkbox"/> Deactivate Sub-Service
<input type="checkbox"/> Add State Reporting Tool (OAAPS) Mapping	<input type="checkbox"/> Deactivate OAAPS Mapping	<input type="checkbox"/> Describe Type, Service or Sub-Service or Permission Level	
<input type="checkbox"/> Update Provider Information			
<input type="checkbox"/> Other			

Name of Provider/Site to add, update or deactivate:		Phone:	Hours of Operation:	Website:
Street Address:		City:	State: NM	Zip:
Provider/Area Agency on Aging				
Location:	Accessibilities:	Eligibilities:		
Service Area(s):	Additional Phone Number(s):	Languages:		
Cell:		Other:		
Services Provided:		Other Information:		

This request has been approved by the A&D User Group (SUG). (If approved by SUG, the justification sections below are not required.)

Justification Section—New Service(s) or Sub-Service(s) Requested:
Description of request:
Why is the request necessary?
What would be the impact of implementing this request? (Who will be effected?)

Justification Section—Projected Outcome	
Pros	Cons

Process Checklist			
Completed and Dated	Step Number	Action	Responsibility
<input type="checkbox"/>	1. Fill out form	Complete the Add—Change Request Form	Requestor
<input type="checkbox"/>	2. Submit form to NMALTSO Helpdesk	IT with SUG, when appropriate, determines viability of the request	IT and/or SUG
<input type="checkbox"/>	3. Implement request	IT notifies the requestor of the decision	IT
<input type="checkbox"/>	4. Reject request	IT notifies the requestor of the decision	IT



NMALTSD WellSky Portal User Request

Request Date: [Click here to enter a date.](#)

New User Information		
User Request Choose an item.	Agency Choose an item.	Provider Click here to enter text.
First Name Click here to enter text.	Middle Initial (not required) Click here to enter text.	Last Name Click here to enter text.
Work Phone Click here to enter text.	Email Address Click here to enter text.	
Previous User Information (if applicable)		
Name Click here to enter text.	Portal ID Click here to enter text.	Email Address Click here to enter text.
A&D Access		
<input type="checkbox"/> A&D	<input type="checkbox"/> A&D I&R	<input type="checkbox"/> A&D I&R—Central Registry
Other Applications		
<input type="checkbox"/> ServiceScan	<input type="checkbox"/> Import/Export Utility	<input type="checkbox"/> Microsoft Access
<input type="checkbox"/> Mobile Assessments (ABQ Only)	<input type="checkbox"/> NAPIS SRT	<input type="checkbox"/> Other
<input type="checkbox"/> Omnia Analyzer (Assessment Analyzer)	<input type="checkbox"/> Omnia Designer (Assessment Designer)	
Notes		
Please enter any additional comments, questions, etc. Click here to enter text.		

WellSky Business Operations Guide Form 510—Version 7.2021

NMALTSO Request to Access Social Assistance Management System (A&D) Through External License

PURPOSE: This form is to be used by area agency contractors that purchase A&D licenses directly from WellSky. It is to be submitted to all area agencies with which the purchaser has a contract *after* the purchase of the A&D license from WellSky. The area agency(s) will sign off and submit the form to the NMALTSO. The submission of this form officially notifies the NMALTSO of the purchase and requests access and permission to utilize the A&D database.

AAA Contractor / New License Holder Information

Contractor:	Date:
-------------	-------

Contact Name:

Work Phone:	Email:
-------------	--------

Submit the following attachments with this form: NMALTSO IT Request Form NMALTSO Confidentiality Agreement

Statement of Acknowledgement for A&D Annual License Renewal
 I, _____, a new A&D license holder, acknowledge the WellSky requirement for annual license renewal. I understand that it is my responsibility to renew the license, to comply with WellSky requirements, and to ask questions if I am unclear as to the renewal process. I certify that I understand the requirement for the annual license renewal and will contact WellSky regarding its policy and procedures. I also understand that I will immediately notify the AAA(s) with which I contract when user information changes.

Print Name	Signature	Date
------------	-----------	------

AAA

Name:	Signature and Date:
-------	---------------------

NMALTSO

Compliance Statement: The direct purchase of an external license from WellSky has been noted and coordinated through NMALTSO in accordance with the WellSky Business Operations Guide. Access Granted: Yes No (if denied, state reason)

Name:	Signature and Date:
-------	---------------------

External License Process Checklist

Please contact WellSky directly to purchase your license. After you have purchased and received your license, please contact NMALTSO to request access and receive permission to utilize A&D database.

Completed and Dated	Step Number	Action	Responsibility
<input type="checkbox"/>	1. Purchase license	Contact WellSky and follow procedures Andrew Berg Inside Account Executive Andrew.Berg@WellSky.com Office: (913) 307.1169 Mobile: (816) 799-3724	Purchaser
<input type="checkbox"/>	2. Issue license	Issue license to purchaser Inform NMALTSO IT when license is in place	WellSky
<input type="checkbox"/>	3. Request portal access	Contact NMALTSO IT and follow procedures	New license holder
<input type="checkbox"/>	4. Fill out forms	Complete NMALTSO paperwork: IT Request Form Confidentiality Agreement NMALTSO Request to Access A&D Through External License	New license holder
<input type="checkbox"/>	5. Portal access	Grant access to portal Track licenses, users, transfers, portal Notify AAA(s) & NMALTSO Data Integrity Unit (DIU) of portal access	ALTSO IT
<input type="checkbox"/>	6. Sandbox permissions	Activate user names and passwords	AAA(s)
<input type="checkbox"/>	7. Database training	Complete training modules Send completed training document to AAA(s) Additional training through AAA(s)	AAA(s) and new license holder
<input type="checkbox"/>	8. A&D database production access	Grant access and permission for A&D database	AAA(s)

WellSky—A&D Training for NMALTS, Agencies, and Providers

1. A&D Training Modules

Below is a list of each A&D application training modules and the length of time it is likely to take to complete. The time does not consider how long it will take each user to complete the quiz and perform the hands-on exercises.

Users must score at least a 70% or better to move on to the next training section.

Training Modules:

Check Modules to Complete	#	Video Topic	Time	Score	Date Complete	Survey Link
<input type="checkbox"/>	1	NEW Aging and Disability Next Generation Intro	12:09			
<input type="checkbox"/>	2	SAMS Activities and Referrals	10:58			https://www.surveymonkey.com/r/Z8P9882
<input type="checkbox"/>	3	SAMS Consumer List	8:41			https://www.surveymonkey.com/r/2STK8NV
<input type="checkbox"/>	4	SAMS Consumer Records	21:28			https://www.surveymonkey.com/r/DLQZY3M
<input type="checkbox"/>	5	SAMS My Settings	12:40			
<input type="checkbox"/>	6	NEW Aging and Disability Assessments	20:37			https://www.surveymonkey.com/r/BSD8GHM
<input type="checkbox"/>	7	SAMS Care Plan Basics	24:37			https://www.surveymonkey.com/r/2SBCB79
<input type="checkbox"/>	8	SAMS Service Deliveries	13:40			https://www.surveymonkey.com/r/DLXFYZF
<input type="checkbox"/>	9	SAMS Navigation and Grid Usage	9:41			
<input type="checkbox"/>	10	SAMS Journals	6:36			https://www.surveymonkey.com/r/9PXKJHP
<input type="checkbox"/>	11	SAMS Service Orders	12:40			https://www.surveymonkey.com/r/2BWRKYG
<input type="checkbox"/>	12	SAMS Dashboards	11:32			
<input type="checkbox"/>	13	SAMS IR Calls	28:21			
<input type="checkbox"/>	14	SAMS Word Document Templates	19:38			
<input type="checkbox"/>	15	SAMS Automated Workflows	20:19			
<input type="checkbox"/>	16	SAMS Saved Searches	17:18			https://www.surveymonkey.com/r/2QQM2F5
<input type="checkbox"/>	17	SAMS Consumer Merge	11:59			
<input type="checkbox"/>	18	SAMS Reports	13:59			https://www.surveymonkey.com/r/2WZJ66Y
<input type="checkbox"/>	19	SAMS Roster Definitions	17:23			https://www.surveymonkey.com/r/2WQD89Z
<input type="checkbox"/>	20	SAMS ESD Rosters	14:08			https://www.surveymonkey.com/r/2SJ8QTZ
<input type="checkbox"/>	21	SAMS Claims	21:22			
<input type="checkbox"/>	22	SAMS Service Delivery Confirmation Wizard	11:30			https://www.surveymonkey.com/r/23CQ9BQ
<input type="checkbox"/>	23	SAMS Caregiver_Care Recipient.mpg	18:55			https://www.surveymonkey.com/r/2S5W6WG
<input type="checkbox"/>	24	SAMS File Attachments.mpg	12:36			https://www.surveymonkey.com/r/2S9LGGG
<input type="checkbox"/>	25	SHIP Reports.mpg	13:32			
<input type="checkbox"/>	26	NEW Next Gen Customer Portal for Users	5:21			
<input type="checkbox"/>	27	NEW Consumer Records Part 1	13:42			
<input type="checkbox"/>	28	NEW Next Gen Customer Portal for Admins	16:57			
<input type="checkbox"/>	29	NEW Mobile Assessments Video				https://www.surveymonkey.com/r/2JVKVWK

2. **A&D Sandbox** (practice)—after completion of the above Training Modules and prior to being granted access to the live A&D database, training components as assigned by the users' supervisor, are to be completed.

I have completed the A&D database training modules checked above.

Name		Date
Signature		
Supervisor's Signature		

ATTACHMENT 3—Abbreviations, Acronyms, and Terms

Abbreviations and Acronyms

AAA	Area Agency on Aging
A&D	Social Assistance Management System (Aging & Disability)—or A&D®—a relational database that allows New Mexico Aging Network providers to manage consumers and the services offered to them. The software application is provided under a license agreement with WellSky, Inc. The agreement contains restrictions on the use of the software and is protected by copyright law. Reverse engineering of the software is prohibited. All users are covered by this license agreement.
ADRC	Aging & Disability Resource Center
DIU	Data Integrity Unit
HIPAA	Health Insurance Portability and Accountability Act of 1996
IAAA	Indian Area Agency on Aging
NMALTSD	New Mexico Aging and Long-Term Services Department—the state agency that requires its aging network contractors to enter consumer data in the A&D database
PSA	Planning and Service Area
OAA	Older Americans Act
OMB	Office of Management and Budget
WBOG	WellSky Business Operations Guide

Terms

Agency	AAA and its employees, other NMALTSD contract organizations utilizing A&D, distinct units within the NMALTSD utilizing A&D
Business Driver	People, knowledge, and conditions that initiate and support activities for which the business was designed
Consumer	Any person receiving services or assessments, or who may receive services or assessments for whom data is entered into A&D
Data Integrity	The overall completeness, accuracy and consistency of data; it can be maintained through the use of various error checking methods and validation procedures
Harmony Information Systems, Inc. Customer Portal	The portal provided by WellSky for the A&D database used by the NMALTSD and its aging network. The customer portal provides the NMALTSD and its contractors with web-based access to the A&D database. The service is available 24 hours a day, 7 days a week, except for periodic scheduled maintenance. Access to the customer portal is limited by user ID
Manager	The person who has control or direction of an division, bureau, agency, or entity
Provider	Contracted Aging Network service provider and its employees, including NMALTSD and AAA contracted Aging Network service providers
Regulation Reference Authority	Includes the Older Americans Act of 1965, as amended in 2016; Reporting Requirements for Title III and VII of the Older Americans Act; the New Mexico Accountability in Government Act, NMSA 1978; contracts between the NMALTSD, AAAs, other Agency-Level contractors, and service providers
Service Delivery	The act of providing services (chore work, case management, personal care, home delivered meals, homemaking, adult day care, congregate meals, and transportation are examples of services)
State Unit	The NMALTSD and its employees
WellSky	A supplier of software for health care and human service providers and payers that provides the NMALTSD WellSky Customer Portal and A&D database