 <p><b>WRAPAROUND MILWAUKEE POLICY &amp; PROCEDURE</b></p>	<p>Date Issued: <b>8/1/03</b></p>	<p>Reviewed: <b>11/07/14</b> By: <b>HCS</b> Last Revision: <b>11/07/2014</b></p>	<p>Section: <b>All (Supervisory, Care Coordinator, Vendor, Provider Network)</b></p>	<p>Policy No: <b>046</b></p>	<p>Pages: <b>1 of 3</b> (2 Attachments)</p>
<p><input checked="" type="checkbox"/> Wraparound <input checked="" type="checkbox"/> Wraparound-REACH <input checked="" type="checkbox"/> FISS <input checked="" type="checkbox"/> Project O-Yeah</p>	<p>Effective Date: <b>1/1/15</b></p>	<p>Subject: <b>ACCESS TO PROTECTED HEALTH INFORMATION MAINTAINED IN SYNTHESIS</b></p>			

## I. POLICY

It is the policy of Wraparound Milwaukee that minimum necessary access be allowed to client specific Protected Health Information (PHI). PHI is defined in 45CFR Part 164.501 of the Standards for Privacy of Individually Identifiable Health Information as “individually identifiable health information” that is transmitted by electronic media; maintained in any medium as described in 162.103 of the subchapter or transmitted or maintained in any form or medium (except education records covered by the Family Education Rights and Privacy Act) will be maintained by Wraparound Milwaukee allowing “minimum necessary access” to the protected health information as outlined in the HIPAA Privacy Standards.

Wraparound Milwaukee Synthesis support staff (in conjunction with the Wraparound Privacy Officer) will establish and maintain protocols for allowing “Minimum Necessary Access” to PHI that is maintained in the Wraparound Milwaukee computer application known as “Synthesis”.

## II. PROCEDURE

### A. Access to Synthesis

Access to Synthesis is by Agency and job related duties. Access includes, but is not limited to, the following categories:

1. **Wraparound Milwaukee Central Office Staff:**
  - a. Administration
  - b. Finance
  - c. Enrollment
  - d. Quality Assurance
  - e. Court Liaisons
  - f. Mobile Urgent Treatment Team
  - g. Information Technology
  - h. Wraparound Milwaukee Provider Network
  - i. Other Milwaukee County Department Staff
2. **Business Associates / Care Coordination Agencies / FISS / Other Contract Agency Staff:**
  - a. Care Coordination / FISS Supervisors and Leads
  - b. Care Coordinators / FISS Managers
  - c. Clerical Support/Data Entry Staff
  - d. FISS Administrative Staff
  - e. Crisis Workers
  - f. Crisis Supervisors
3. **Wraparound Milwaukee Provider Network and Partner Agencies:**
  - a. Crisis Stabilization Providers/Supervisors
  - b. Group Home Providers/Supervisors
  - c. Transportation Vendors
  - d. Vendor Billing Staff
  - e. Vendor Program Staff

**B. Requests for Access to Synthesis**

1. Requests for a Login/User ID to access Synthesis are made in writing and forwarded to Synthesis Help Desk staff, using the appropriate REQUEST TO ACCESS SYNTHESIS LOGIN I.D. form (*see Attachment 1*).
2. UserID requests will be routed as follows:
  - a. Billing Staff / Internal Users – Janet Wegher
  - b. Crisis Providers – Theresa Randall
  - c. Care Coordinators and other Agency Staff – Aggie Hale

**C. Verifying Appropriateness of and Creating Synthesis Login/User I.D**

I.D. requests will be reviewed:

- All areas must be completed
- I.D. request must be signed
- An existing Agency Supervisor or the Agency Director must have signed the request.

If information is missing, the I.D. request form should be returned to the user for follow up.

If the I.D. request is complete:

- Use the name search option to see if the user previously had an I.D.
  - a. If so – verify that the previous I.D. is inactive. If not, contact the user’s agency regarding the status of the employee, and consult with Wraparound Provider Network staff before issuing an ID.
- Check the Vendor / Status List to see if there are any entries for the user. If so, consult with the Provider Network Coordinator or System Administrator before creating the I.D.

After reviewing these areas, Synthesis support staff create a unique Synthesis Login I.D. Generally the I.D. will be the user’s first initial and last name, followed by at least two random numeric characters. A unique temporary password is also created. This temporary password must be reset by the user after initial login. The user also will create two unique challenge questions and responses that can be used in the future to reset the password if needed.

The majority of users are set up with a “template” of security access based on their role (care coordinator, MUTT staff, agency billing staff, etc).. These templates are created by the System Administrator, and determine security access to all screens. For those individuals for whom there is not a set protocol (generally Milwaukee County Administrative or other oversight staff), the individual access level to Synthesis is determined by the Information Technology Supervisor with input from the HIPAA Privacy Officer. Access levels can be modified to accommodate changes in individual or group job responsibilities.

The Synthesis application requires that a “unique” I.D. be issued for all I.D.’s that are maintained (including inactive I.D.’s).

Synthesis support staff will verify that the appropriate access to Synthesis has been issued by logging in to Synthesis using the I.D. to be issued and reviewing the Menu choices available using the specific I.D.

After verification that the individual I.D. access to Synthesis is appropriate, the Synthesis support staff creating the I.D. will “disable” the I.D. and then “re-enable” the I.D. so that a date and time stamped entry identifying the Synthesis support staff member who verified the I.D. is made in the Synthesis UserData Table.

**D. Issuing Synthesis Login/User I.D.’s**

Staff who are issued a Login I.D. for Synthesis will be given (via fax or email) a copy of the “INSTRUCTIONS FOR ACCESSING SYNTHESIS” (*see Attachment 2*). The instruction sheet will include the following information:

- the Login I.D.

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**Access to Synthesis Policy**

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- instructions for accessing Synthesis.
- information about the “temporary” password and instructions for creating a new password.guidance on protecting passwords.
- information on how to access Synthesis support staff.

**E. Misuse of Synthesis Login/User I.D.**

Reports of abuse of or misuse of Synthesis Login I.D.’s are to be forwarded to the Wraparound Privacy Officer. Misuse/abuse may include:

- an individual with a valid Synthesis Login I.D. allowing other individuals to use the I.D. to access protected health information maintained in Synthesis.
- copying and reproduction of protected health information maintained in Synthesis without the appropriate authorization or permission.
- other misuse such as improper handling of protected health information obtained from Synthesis.

Reports of abuse or misuse of Synthesis Login I.D.’s will be reviewed and may result in one of the following actions:

- additional training on the HIPAA regulations.
- written/verbal reprimand or other disciplinary action (as appropriate).
- revocation of the individual Synthesis Login I.D.

All reports of abuse and misuse of Synthesis Login I.D.’s will be documented in the Administrative File area of Synthesis.

**Wraparound Milwaukee Privacy Officer:**

Heidi Ciske-Schmidt, Privacy Officer

(414) 257-6024

[heidi.ciske-schmidt@milwaukeecountywi.gov](mailto:heidi.ciske-schmidt@milwaukeecountywi.gov)

Reviewed & Approved By: Bruce Kamradt

**Bruce Kamradt, Director**

MILWAUKEE COUNTY

APPLICATION FOR SYNTHESIS LOGIN I.D.

To request a Login in I.D. for Synthesis, complete the following application. PLEASE PRINT LEGIBLY!

Agency Name: \_\_\_\_\_ Staff Name \_\_\_\_\_

Phone No. \_\_\_\_\_ Ext. \_\_\_\_\_ Email: \_\_\_\_\_

Fax (if no email listed above): \_\_\_\_\_

Type of User: (Check one or more that apply)

- Grid of checkboxes for user roles: Care Coord / Worker, Crisis Stabilizer, Vendor Billing Staff, Progress Report Entry, Worker, Lead, Supervisor, Supervisor (submit credentials), View Authorizations, Trip Logs/Invoices, Residential, Independent Living, Emp Plcmt/Prep, Data Entry, OR, Submit Invoices, Resource Guide Update, Group Home, Foster Care, Housing Assistance, View Reports Only, Bed Availability, Day Treatment, CCC Crisis Plan, Outpatient, Data entry and approval.

(Authorization Level is required for Progress Report entry requests)

Other (describe) \_\_\_\_\_

Programs: (Check one or more that apply)

- Checkboxes for programs: Wraparound Milwaukee, REACH, FISS, MUTT, Children's Court.

The above named agency requests that a Synthesis Login I.D. be issued to the above named staff at their agency.

The agency requesting a Synthesis Login I.D. for the above named individual agrees to notify the Synthesis Help Desk when this individual's I.D. is to be inactivated because the individual's job responsibilities no longer require access to Synthesis or the individual is no longer employed by the agency.

SYNTHESIS USER I.D. AGREEMENT

I agree to keep my Synthesis Login I.D. and password confidential and not to share it with any other individuals within or outside my agency. I understand that information provided through Synthesis is confidential and agree to protect this information, using it only as needed to perform my job duties.

I agree to report to Synthesis Help Desk staff (257-7547) any unusual activity or inappropriate access to information that occurs while using Synthesis.

NOTE: You are required to use Internet Explorer for Synthesis. If you log in with a different browser (Firefox, Chrome, etc), you will have READ-ONLY access to data.

Staff Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_

Authorized by (signature) \_\_\_\_\_ Print Name: \_\_\_\_\_

Email completed requests to aggie.hale@milwaukeecountywi.gov or FAX to Synthesis Help Desk Staff at: (414) 257-7575

OFFICE USE ONLY

Reviewed/Created by: \_\_\_\_\_ Date: \_\_\_\_\_



# INSTRUCTIONS FOR ACCESSING SYNTHESIS



The website address for Synthesis is: <https://www.synthesiswi.wrapmilw.org> (Synthesis is a secure web site so be sure you're using "https" in the address)

**NOTE:** You're required to use Internet Explorer 7.0 or higher when using Synthesis. If you log in with a different browser (Firefox, Chrome, etc). you will have READ-ONLY access to Synthesis data. **Use of any other browser is not supported and may result the user not getting proper on-screen cues to prevent errors.**

Also - if you're using Internet Explorer 10, you will need to update some settings to run it in compatibility mode: This can be done by doing the following:

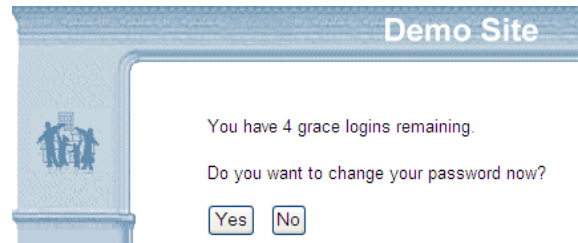
- Log into Synthesis as you normally would do
- Upon a successful login, press and hold the "ALT key" while then pressing the "T key".
- Upon doing this, you should see your "TOOLS" menu pulldown expand from the top of your screen.
- Find the menu item called "Compatibility View" and click it.
- There should be a check-mark indicating that you have turned this feature on in IE10.

## SYNTHESIS LOGIN PROCEDURES

The temporary password given to you is only valid for 4 logins. You need to set up your own unique password after your initial log in.

### CHANGING YOUR PASSWORD / SETTING UP CHALLENGE QUESTIONS

When you are using a temporary password, you'll be prompted to set up a new password:



Say "Yes" to set up a unique password. Follow the instructions on this screen regarding requirements for passwords.

To change your password, you must enter it the same way in both fields. It must be at least 6 characters long, and must include 3 of the following 4 items:

- 1) An UPPER CASE letter
- 2) A lower case letter
- 3) A number
- 4) A special character, such as: !,\$,%,\*

New Password:

Re-Enter New Password:

#### CHALLENGE CREDENTIALS

Both questions and answers are required. Answers must be at least 5 characters long, are **NOT** case sensitive and **cannot be the same as the questions**.

Question 1:

Answer 1:

Question 2:

Answer 2:

You will also set up two challenge questions, which will allow you to reset your password yourself in the future.

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## PROTECTING YOUR PASSWORD

***Be certain to change your password to something that is unique FOR YOUR USE ONLY.***

Likewise – make your challenge questions something unique TO YOU, which you will easily remember **WITHOUT HAVING TO WRITE THEM DOWN ANYWHERE.** It is best to keep challenge answers to a one- or two-word phrase or name as in the example above.

Do NOT write your password down or display it in writing on or near your computer.

If you must write your password down – store it in a secure place (not under the keyboard, telephone or other objects on your desk).

DO NOT share your password with co-workers or friends and if it is written down – where you keep it.

DO NOT use the “auto complete” feature on your Browser. (Remembers and automatically fills in your password for you.)

You will be required to change your password every 90 days. You will see a prompt to change your password at login when this occurs.

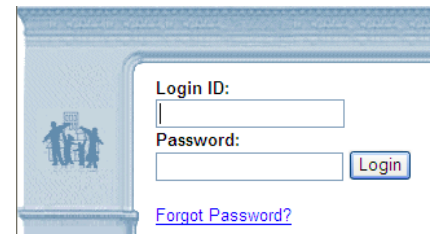
REMEMBER THAT THE INFORMATION THAT YOU VIEW WHEN USING SYNTHESIS IS CONFIDENTIAL. PROTECT THIS INFORMATION BY CHANGING AND PROTECTING YOUR PASSWORD.

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## FORGET YOUR PASSWORD?

If you forget your password or get warning messages that indicate you are entering the incorrect password, you can use your challenge questions to access Synthesis. **Do not wait until you only have 1 log in attempt remaining. If you try to log in again unsuccessfully, you will have locked yourself out and will need to call the Help Desk for a password reset!**



To reset your own password, simply click on the [Forgot Password?](#) link on the main log in screen. You'll be taken to your challenge questions. Both must be answered correctly. After doing so, you'll be taken to a screen to assign yourself a new password.

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## NEED HELP?

**Call the Synthesis Help Desk at (414) 257-7547.** The Help Desk is staffed from 7:00 AM to 4:30 PM on weekdays.