

DDP Provider Security Role Descriptions

Security Roles	Security Role Description	Access Overview	Staff Role
Case Manager	Case Manager for 0208 provides case management services for eligible members; monitors and develops Plan of Care, complete referrals and individual cost plans	Performs tasks such as creating and submitting new member CSRs for services. Develops the Plan of Care, initiates the PSP, collects signatures, develops the Cost Plan, monitors the delivery of care. Review quarterly reports submitted by providers. Case Manager is the final approver on the plan of care and the PSP. Send and receive secure messages to care team members and guardians.	Case Manager (for DDP)
CM Supervisor	Case Management Supervisor for 0208 covers Case Loads for Case Managers when needed, may act as CM for members, monitors CM activities and approves case notes	Monitors the completion of work by their case managers to ensure that key tasks and timelines are met. Able to fill in for any case manager on their team and perform required tasks.	CM Supervisor (for DDP)
##### - DSP	Works directly with clients, providing direct care and support, in settings where services are delivered.	Read-only access to demographic information, read-only access to Health Summary, ability to enter health metric information (vitals/labs), ability to enter provider case notes, access/edits to PSP and other assessments. Read only access to Care Plan, Ability to send secure messaging.	Provider - DSP
##### - Medical	Works directly with clients to access or provide medical assistance and may take vitals etc. and report on medical issues	Read-only access to demographic information, read/write access to health summary info, ability to enter provider case notes, access/edits to PSP and other assessments, ability to send secure messaging, ability to see provider service authorizations.	Provider - Medical
##### - GH-SL-W D Manager	Manages a setting where services are provided, generally is responsible for providing backup for staff and ensuring coverage for their site, providing information to meet provider Plan of Care requirements.	Read-only access to demographic information, read/write access to health summary info, ability to enter provider case notes, access/edits to PSP and other assessments. Read only access to Care Plan, ability to send secure messaging, ability to see provider service authorizations, access to reports.	GH Manager/S L Manager/W/D Manager
##### - Ops Dir- Prog Mgr	Generally, works under Executive Director oversees GH managers and Provider DSP's, will complete PSP documents	Read-only access to demographic information, read/write access to health summary info, ability to enter provider case notes, access/edits to PSP and other assessments. Read only access to Care Plan, ability to send secure messaging, ability to	Operations Director or Program Manager

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	and assists with scheduling staff, incident management etc.	see provider service authorizations, access to reports, ability to view referral tasks.	
##### - HR	Oversees provider agency HR issues	Ability to enter provider case notes, ability to send secure messaging, ability to see provider service authorizations, access to reports.	Provider-HR
##### - Fiscal	Completes or provides oversight of billing in MMIS for services provided by provider agency. Monitors service utilization.	Read-only access to demographic information, ability to enter provider case notes, ability to send secure messaging, ability to see provider service authorizations, access to reports.	Provider-Fiscal
##### - Executive Director	Oversees provider agency, reports to agency board, and is usually the contact liaison for RM/Central Office for contract or performance issues.	Read-only access to demographic information, read/write access to health summary info, ability to enter provider case notes, ability to start assessments, read/write access to PSP, assessments and Care Plan, ability to send secure messaging, ability to see provider service authorizations, access to reports, ability to view referral tasks.	Provider-Executive Director
##### - Other Limited	Provides limited waiver services, doesn't include information on assessments or PSPs typically but would need to view service auths. And billing information	Read-only access to demographic information, read/write access to health summary info, ability to enter provider case notes, read only access to PSP, assessments and Care Plan, ability to send secure messaging, ability to see provider service authorizations, access to reports, ability to view referral tasks.	Other (limited provider)