Policy memo- supplement

Delinking An SSP Account

03-16-18

This provides additional information regarding the process to delink a user's SSP account from a case.

This is needed because some SSP account holders will now have the capability to view notices on line (see KDHE Policy Memo 2018-03-01). If an account holder is not authorized for that case, the account must be delinked from the case. A KEES Help Desk ticket is required.   Below are guidelines for requesting the specific scenario through the Help Desk ticket, including a prioritization process. Any staff person recognizing a user has been incorrectly linked is responsible for initiating a Help Desk ticket through normal business processes. Staff designated to create tickets must send these without delay.

- The staff person writing the ticket is to include the phrase 'SSP Account Unlink Needed' in the Short Description field of the ServiceNow ticket.
- The staff person making the request must journal the request: *A ticket was submitted to KEES HelpDesk for the de-linking of (Insert SSP account holder's initials)*
- Case processing does not have to stop because of a delink ticket. However, staff must ensure that neither notices nor forms are generated until delinking is completed.
- Delinking actions will process weekly.

High Priority Delinking Requests

Cases exist where immediate delinking is needed. These are normally situations with a high risk of a confidentiality violation or cases where immediate action is necessary.   These are eligible to be expedited through the delinking process. Situations deemed high priority include:

- An SSP account holder has been linked to a case for a different person, including new requests for coverage
- An SSP account holder has left the home or no longer has an allowable administrative role to hold an account and the applicant/recipient has expressed concern regarding the individuals access
- There is an expedited/urgent need request for coverage and an account holder must be removed before a notice can be sent.
- Any situation where staff have knowledge that a user is attempting to access an account inappropriately.
- Other situations not identified that warrant quick delinking.

For high priority cases, add the phrase 'URGENT: SSP Account Unlink Needed' in the Short Description field of the Service Now ticket.

- The staff person making the request must journal the request: *An urgent ticket was submitted to KEES HelpDesk for the de-linking of (Insert SSP account holder's initials)*