

AHCCCS Direct Care Worker Online Testing Records Database  
Frequently Asked Questions  
May 1, 2014

**NOTICE:** Information and updates on the AHCCCS Direct Care Worker (DCW) Online DCW Testing Records Database will be provided through email dissemination. In order to make sure you receive all forthcoming notices about the online database, please visit the AHCCCS DCW Training and Testing Program webpage ([www.azahcccs.gov/dcw](http://www.azahcccs.gov/dcw)) and follow the instructions to subscribe to the listserve.

General		
Topic	Question	Response
Purpose of the Database	<i>What is the purpose for the online database?</i>	The primary purpose of the online database is to serve as a tool to support the portability or transferability of DCW or DCW Trainer testing records from one employer to another employer. A secondary purpose of the database is to support DCW Agencies in monitoring compliance with the AHCCCS DCW training and testing initiative.
	<i>In general, how does the online database work?</i>	The online database is an electronic version of what is being done in practice to share testing records of DCWs or DCW Trainers. Furthermore, the online database is role based, users are designated as either an “Employer,” “Trainer” or both and have responsibilities and access to data appropriate for their user role. <ul style="list-style-type: none"> <li>▪ Employer Role Users from DCW Agencies or Approved Training and Testing Programs will use the online database to manage a list of employees and search for testing records of prospective/new/current employees.</li> <li>▪ Trainer Role Users of Approved Training and Testing Programs will use the online database to input DCW or DCW Trainer testing records.</li> </ul>
	<i>Who is supposed to use the online database?</i>	<u>DCW agencies</u> with employees who provide attendant care, personal care or homemaker services, are required to incorporate the online database into everyday business practices. Additionally, all <u>Approved Training and Testing Programs</u> are required to incorporate the use of the online database into everyday business practices.
	<i>What are some future purposes for the online database?</i>	AHCCCS is engaged in internal planning discussions to incorporate AHCCCS Provider Registration requirements into the online database. The online database shares an audience and data collection that is consistent with AHCCCS Provider Registration requirements for DCW Agencies. AHCCCS would like to streamline processes and eliminate duplication of effort. The online database can serve as an electronic tool for DCW Agencies to submit data on employees that have recently been hired, resigned or terminated from the agency. Currently, DCW Agencies (categorized as a Provider Type 40), are required to notify and submit employee data to AHCCCS Provider Registration within 30 days of an employee’s status change. AHCCCS Provider Registration runs a systematic check on

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Purpose of the Database <i>[continued]</i>	<i>What are some future purposes for the online database? [continued]</i>	the employees against federal databases to identify whether or not the employee has been excluded and, thereby, unable to provide services to AHCCCS Members.
Access to the Database	<i>Who can create a User account?</i>	At least one representative from a DCW Agency and Approved Training and Testing Program are required to create a user account. DCW Agencies and Approved Training and Testing Programs are required to institute the use of the online database into everyday business practices.
	<i>What must I do before I create a User account?</i>	Before you create a user account: 1) Discuss with your organization’s administrators about whether or not you should have access to the online database and what user role (employer, trainer or both) should be designated for your account. Prospective users can review the first page of the User Guide to assist in the discussion with their organization’s administrators. The User Guide can be found in the “help” section on the homepage of the online database. 2) Take the Computer Based Training (CBT) courses and follow the instructions to notify AHCCCS of course completion. 3) Read and review the User Guide in its entirety. The User Guide can be found in the “help” section on the homepage of the online database.
	<i>Where can I find the online database?</i>	The online database is located online at <a href="https://dcwrecords.azahcccs.gov">https://dcwrecords.azahcccs.gov</a>
	<i>How long will it take for my account to be activated?</i>	Once you have completed the entire account creation process, it may take 3-5 business days for AHCCCS to activate your account. Once your account is activated, you will receive email notification and you can start entering or accessing data in accordance with your assigned user role(s).
Data Entry	<i>When can I start entering data and what data do I enter?</i>	Once your account is activated, you can start entering data effective 10/01/12. Account users with a designated “Employer” role will enter employee listing data. Account users with a designated “Trainer” role will enter testing records data.
	<i>When are the deadlines for entering data?</i>	All users must update data within 30 days. <ul style="list-style-type: none"> <li>▪ Employer Role Users – Update the employee listing within 30 days of an employee status change (hired, resigned, terminated)</li> <li>▪ Trainer Role Users – Update testing record within 30 days of a testing event</li> </ul> That said, AHCCCS has not yet imposed deadlines for all data to be entered, updated and current in the database. AHCCCS will monitor utilization to determine an appropriate timeframe for when all data must be current in the database and updated within 30 days as noted above.

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Data Entry <i>[Continued]</i>	<i>Is there an option that allows a User to import data into the database versus manually entering the data?</i>	Yes. AHCCCS has created an import function which will allow selected users to import data into the online database versus manually entering data. Currently, the import function is only available for Employer Role Users to add new employees or update employee information. In the future, AHCCCS will create an import function for Trainer Role Users to enter testing records. AHCCCS will only allow selected users to utilize the import function. Users who are interested in accessing and using the import function must send an email to AHCCCS ( <a href="mailto:DCW@azahcccs.gov">DCW@azahcccs.gov</a> ) justifying the need to import data versus manually entering data. For example, a user may be entering large volumes of employee data due to the size of the organization. AHCCCS may choose to grant the user permissions within the system to import data one time or import data on an ongoing basis.
Testing Records for Individuals Not Employed by an Agency	<i>We train/test individuals who may not yet be employed by a DCW agency, how do we enter their testing records?</i>	AHCCCS has created a "Trainee" employee type selection option within the online database for individuals who are prospective employees of DCW Agencies. This employee type is reserved for DCW Agencies that send prospective employees for testing and training and only hire individuals once they successfully pass the competency tests. Similarly, the "Trainee" employee type selection option may be used by Approved Training and Testing Programs that are training and testing individuals not yet employed by a DCW Agency (i.e. high schools and community colleges). These types of DCW Agencies and Approved Training and Testing Programs will be required to have online database users designated as Employer Role Users, Trainer Role Users and/or both.
Data Security	<i>What is AHCCCS' responsibility to maintain the security of data and logins for the online database?</i>	AHCCCS follows the same security protocol for the online database consistent with other data infrastructure that houses AHCCCS Member data. The online database is protected with a Secure Socket Layer (SSL) Certificate. SSL Certificates allows a secure connection from a web server to a browser and are typically used to secure and encrypt data as well as User credentials. Additionally, the user account information is managed by implementation of the Microsoft Membership provider service. It functions to manage the site's registered users, and to provide methods for creating users, deleting users, verifying login credentials and changing passwords.
	<i>What is my personal responsibility to maintain the security of the online database?</i>	DCW Agencies and Approved Training and Testing Programs must keep a record of the account users associated to their organization, and email AHCCCS ( <a href="mailto:dcw@azahcccs.gov">dcw@azahcccs.gov</a> ) to inform them of accounts that should be terminated or suspended. Additionally, organizations can support data security by minimizing the number of account users. Organizations are encouraged to identify the minimum number of account users necessary to integrate the use of the online database in their day-to-day business practices.

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Data Security <i>[Continued]</i>	<i>Can a member of the general public request the data through a public records request?</i>	AHCCCS' response to public records requests are made on a case-by-case basis after review of the particular public records which are the subject of the request. There may be instances when AHCCCS determines that specific data may not be released due to the privacy interests of Direct Care Workers. It is important to note that the database does include some portions of a worker's personal information, however, it is unlikely that this limited information would be sufficient to identify or find a particular worker's contact information because it is not complete. For example, only the month and day of birth and the last four digits of the Social Security Number are collected for testing records matching purposes. Additionally personal contact information for Direct Care Workers is not collected; rather DCWs are identified by their association to the agency in which they are employed. Nevertheless, AHCCCS will evaluate all public records requests to determine whether disclosure of the requested information is permitted under the public records law.
Technical Support	<i>What do I do if I have a technical question about my use of the online database or I am having issues entering or accessing data within the online database?</i>	Please consult the User Guide for any technical support prior to contacting AHCCCS. If your question is not answered within the User Guide, please contact the Help Line at 602-417-4401. It is preferable for you to call the Help Line, but you may also send an email to <a href="mailto:dcw@azahcccs.gov">dcw@azahcccs.gov</a> with your request for assistance.

*Information specific to Employer Role and Trainer Role Users is provided on subsequent pages.*

Employer Role: DCW Agency or Training and Testing Program		
Topic	Question	Response
Responsibilities	<i>What are my User responsibilities in the database?</i>	<p>Employer Role Users have three main functions/responsibilities within the online database.</p> <ul style="list-style-type: none"> <li>▪ Search for testing records of prospective employees</li> <li>▪ Enter new employees and search for testing records of new employees</li> <li>▪ Manage an employee listing <ul style="list-style-type: none"> <li>• Update employee information</li> <li>• Check to see if an employee testing record has been entered</li> <li>• Monitor agency compliance with the AHCCCS training and testing standards including monitoring whether or not new employees have passed the tests within 90 days of hire</li> </ul> </li> </ul> <p>Employer Role Users must attest to the following when searching for a testing record:  <i>I have notified and received permission from the current/perspective employee to access and retrieve their testing record from the online database. A hard copy of the consent is on record. My sole purpose for accessing the record is to ensure that employees meet the testing standards required by AHCCCS. Failure to maintain the security of and/or access testing records for any other purposes for which it is intended, will result in the termination of my access to the online testing records database.</i></p>
Employee Listing	<i>What employees do I put into my employee listing?</i>	<p>Employer Role Users include individuals in their employee listing <u>who will be or have been sent by the employer for training/testing</u> (including employees who are no longer working for the organization) and meet the following criteria:</p> <ul style="list-style-type: none"> <li>▪ Employees who are required to comply with the AHCCCS requirement because they provide attendant care, personal care or homemaker services <i>[This would include prospective employees who are not yet employed by a DCW Agency]</i></li> <li>▪ Employees who are DCW Trainers</li> <li>▪ Employees who are exempt from the AHCCCS requirement, but nevertheless have been trained and tested according to AHCCCS standards</li> <li>▪ Employees who do not provide services to ALTCS members (i.e. private pay), but nevertheless have been trained and tested according to AHCCCS standards</li> </ul>
Testing Records Search	<i>What information do I need to search for testing records of prospective/current employees?</i>	<p>Employer Role Users need documented permission from current/prospective employees to access and retrieve their testing record from the online database. A template form (Testing Records Search Authorization Form) has been provided in the User Guide. Additionally, Employer Role Users will need the following information from the current/prospective employee to find their testing record (if available) in the database.</p> <ul style="list-style-type: none"> <li>▪ First Name</li> <li>▪ Last Name</li> <li>▪ Month (MM) and Day of Birth (DD)</li> <li>▪ Last four digits of the Social Security Number</li> <li>▪ Sex (Male or Female)</li> </ul>

Employer Role: DCW Agency or Training and Testing Program		
Topic	Question	Response
Unavailable Data	<i>What if a prospective employee's testing record is not found in the database?</i>	<p>If a prospective employee's testing record is not found in the online database, the following may apply:</p> <ul style="list-style-type: none"> <li>▪ There is no testing record</li> <li>▪ The first/last name may not match the records in the online database <i>[Contact the AHCCCS Help Desk to research the correct spelling of the first/last name]</i></li> <li>▪ The Approved Training and Testing Program has not entered in the testing record <i>[While awaiting the testing record to be entered, send the fax verification form to the previous employer.]</i> <a href="#">Fax Verification Form</a></li> </ul>
Back-Up Documentation	<i>Do I need to maintain back-up documentation?</i>	Back-up documentation shall be retained for a minimum period of six years. Back-up documentation includes the testing records search authorization (from current/prospective employees) and back-up documentation for any and all entered data. The documentation can be retained in either an electronic or hard copy filing system.

*Information specific to Trainer Role Users is provided on subsequent pages.*

Trainer Role: Training and Testing Program		
Topic	Question	Response
Responsibilities	<i>What are my User responsibilities in the database?</i>	<p>Trainer Role Users have one main function/responsibility within the online database. Trainer Role Users input testing records for DCWs or DCW Trainers for testing events conducted by the Approved Training and Testing Program.</p> <p>Trainer Role Users must attest to the following when inputting a testing record:            I work for an Approved Direct Care Worker Training and Testing Program that has tested the DCW or Trainer according to the testing standards prescribed by AHCCCS. I attest that the testing record is true, accurate and complete to the best of my knowledge. Failure to maintain the security of and/or access testing records for any other purposes for which it is intended, will result in the termination of my access to the online testing records database.</p>
Challenge Tests	<i>How do I enter challenge tests?</i>	<p><u>Only successfully completed challenge tests are entered into the online database.</u> A challenge test is defined as a test taken by a DCW or DCW Trainer that did not participate in a full-scale training session. A challenge test may be taken one time for an employee if they have education similar to what is required for DCWs or work experiences similar to that performed by DCWs. The challenge test cannot be repeated. A student who takes the challenge test and fails (either knowledge or skills test or both) must be trained, and, then, retake and pass the required knowledge and skills tests.</p>
Input Testing Records	<i>What information do I need to input a testing record?</i>	<p>Trainer Role Users will need the following information for a DCW or DCW Trainer in order to find a DCW/Trainer in the online database and enter a testing event record. Approved Training and Testing Programs should institute practices to obtain the following information from individuals trained/tested or from referring employers.</p> <ul style="list-style-type: none"> <li>▪ First Name</li> <li>▪ Last Name</li> <li>▪ Month (MM) and Day of Birth (DD)</li> <li>▪ Last four digits of the Social Security Number</li> <li>▪ Sex (Male or Female)</li> </ul>
Incremental Testing	<i>We test incrementally for written and skills tests, how do we enter incremental testing data?</i>	<p>Knowledge and skills testing may be administered at different times and may be split into smaller units, administered in segments.</p> <ul style="list-style-type: none"> <li>▪ If an Approved Training and Testing Program administers incremental <u>written</u> testing, a cumulative testing record score is entered into the database once all the knowledge based testing is completed.</li> <li>▪ If an Approved Training and Testing Program administers incremental <u>skills</u> testing, each separate testing event should be recorded in the database.</li> </ul>

Back-Up Documentation	<i>Do I need to maintain back-up documentation?</i>	Back-up documentation shall be retained for a minimum period of six years. Back-up documentation includes the testing records search authorization (from current/prospective employees) and back-up documentation for any and all entered data. The documentation can be retained in either an electronic or hard copy filing system.
Testing Record Error	<i>What if I make an error or discover an error in a testing record?</i>	Testing records cannot be edited once they have been submitted. Trainer Role Users will be prompted to review and double-check the entered record before final submission. If an error is made or discovered at a later time, the Trainer Role User must contact the Help Desk to edit the testing record. AHCCCS online database administrators will ask for verification or back-up documentation to justify the edits to the testing record.