



# Care Plus Program

## System of Care Data Integration System (SOCDIS) User Manual

The Care Plus Program (CPP) is a collaborative care coordination program for those most vulnerable across the County's System of Care. CPP aims to expedite the identification of needs and complete successful linkages to services and resources by utilizing a Multi-Disciplinary Team approach. This document serves as a user guide to outline important information required as participation in the Care Plus Program.

### I. How to obtain access to the System of Care Data Integration System

Participants must complete the **Care Plus Program New User Form** to enroll as a system user for the Care Plus Program. In addition, **mandatory trainings** are required per the *OC Information Technology (OCIT) "Care Plus Program Privacy and Security"*. All modules must be completed prior to accessing the SOCDIS system.

#### Step 1 – Complete the New User Request Form

All users must complete a CPP User Request Form. The User Request form can be completed online at [https://www.ochealthinfo.com/occ/care\\_plus\\_program\\_internal/](https://www.ochealthinfo.com/occ/care_plus_program_internal/). Once the form is approved, users will be sent an email to complete mandatory trainings as described in Step 2.

#### Step 2 - Mandatory Trainings

All training modules must be completed prior to the start of accessing data within the Care Plus Program. An email will be sent with detailed information and a link to the following trainings:

- Care Plus Program Information Privacy and Security Policy – *(Training Duration 10 minutes)*
- Care Plus Program Confidentiality Agreement – *(Training Duration 5 minutes)*
- Care Plus Program - AB 210 Overview – *(Training 15 minutes)*
- Criminal Justice Information Services Security: Level 1 Training - *(Training Duration 15 minutes)*
- Criminal Justice Information Services Security: Level 2 Training - *(Training Duration 40 minutes)*
- HIPAA: Privacy and Security Basics – *(Training Duration 60 minutes)*
- 2020 KnowBe4 Security Awareness Training – *(Training Duration 30 minutes)*
- Password Security – *(Training Duration 10 minutes)*
- Probation CJIS Resource Page – *(Training Duration 5 minutes)*

#### Step 3 - Access to SimpliGov Account

After trainings are completed, participants will be sent an email to set up a SimpliGOV account. SimpliGOV is where authorization is stored to release the client-level data within the Care Plus Program.

- The link for SimpliGov to capture client authorization can be found here:  
<https://ochca.prod.simpligov.com/prod/portal/ShowWorkflow/ShowWorkflowDetail/097c71ab-0375-4f60-af63-127a86777650>



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- The link to the SimpliGov test environment to learn, practice and train can be found here: <https://ochca.preprod.simpligov.com/preprod/portal/ShowWorkFlow/ShowWorkflowDetail/5a2157dc-c524-4bbb-97f7-161fd33d1b18>

## **Step 4 – Access to IBM Watson Care (WCM) Account**

After the SimpliGOV account has been created participants will be sent an email to set up a Watson Care Manager account. Username is your email address. You will need to reset password to access account.

- The link for WCM can be found here: [Watson Care Manager \(PROD\) – Care Manager Portal](#)
- The link for the WCM test environment for learning, practicing and training purposes can be found here: <https://care-manager02.us-south.wh-wcm.watson-health.ibm.com/wcm/mtinit/7392532/02>

## **II. Contact for Watson Care Manager System Support**

For potential WCM system issues and troubleshooting during the initial launch phase. Please contact [SURESHRAM@in.ibm.com](mailto:SURESHRAM@in.ibm.com) (913-717-1986) at IBM or Irfan Khan [ikh@ochca.com](mailto:ikh@ochca.com) of HCAIT.

## **III. Contact for Care Plus Program Support**

For questions regarding the Care Plus Program, please contact the OC Health Care Agency Office of Care Coordination Data Integration team via email at [careplusprogram@ochca.com](mailto:careplusprogram@ochca.com) or call (714) 834-5000.

## **IV. Care Plus Program Intranet**

The CPP website includes an internal password protected website. The internal website serves as a valuable tool to users for important information such as CPP overview, MDT meeting materials, general resources, Security & Privacy Policies and trainings related to the CPP program. Link to internal site: [https://www.ochealthinfo.com/occ/care\\_plus\\_program\\_internal/](https://www.ochealthinfo.com/occ/care_plus_program_internal/)

To view the site, enter user name and password:

**User name:** CPP (all caps)

**Password:** CPP2021 (all caps, no spaces)

## **V. Contact in event of Breach of PHI or PII**

If a suspected breach of Protected Health Information (PHI) or Personally Identifiable Information (PII) has occurred of staff should email the Care Plus Program immediately at [careplusprogram@ochca.com](mailto:careplusprogram@ochca.com). Staff will also be required to complete and submit an Incident Intake Form online. The form can be accessed currently at: [Radar Intake Form](#).

## **VI. Adding/Deactivating Users**



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To add or de-activate systems users, complete the user form found on the Care Plus Program intranet site [https://www.ochealthinfo.com/occ/care\\_plus\\_program\\_internal/](https://www.ochealthinfo.com/occ/care_plus_program_internal/). Participants should be deactivated when an individual has a change in job duties, has been reassigned to another area, or when an individual is no longer in department/agency.

## VII. Watson Care Training Materials and other documents

Training materials can be found on the Care Plus Program secure internal website at [https://www.ochealthinfo.com/occ/care\\_plus\\_program\\_internal/](https://www.ochealthinfo.com/occ/care_plus_program_internal/). A password is required to access the materials, *see section 6.0*.