



COMMONWEALTH of VIRGINIA

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COMMISSIONER

DEPARTMENT OF
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MEMORANDUM

To: DBHDS Licensed Providers
From: Jae Benz, Director, Office of Licensing
Date: February 26, 2020
RE: Revoking a User's DELTA Access

Purpose: The purpose of this memorandum is to ensure that records containing the Protected Health Information (PHI) of individual's receiving services are kept confidential as required by Title 37.2 of the Code of Virginia, the *Rules and Regulations for Licensing Providers by the Department of Behavioral Health and Developmental Services* ("Licensing Regulations"), the *Standards for the Regulation of Children's Residential Facilities* ("Children's Residential Regulations"), the *Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Behavioral Health and Developmental Services* ("Human Rights Regulations"), and other applicable state and federal laws.

Overview: It is the provider's responsibility to immediately revoke an employee's user access to DELTA and DBHDS applications when the employee separates from a provider in order to prevent the inadvertent disclosure of PHI to those who should not have accesses to it.

Importance of DELTA Account Revocation:

When a staff member is no longer employed by a provider, it is the provider's responsibility to immediately revoke the employee's user access to DELTA and all other DBHDS applications at the time of separation. Revoking the separated employee's user access to DELTA helps to prevent the inadvertent disclosure of PHI. Failure to immediately revoke a separated employee's user access to DELTA constitutes a violation of the Licensing Regulations (12 VAC 35-105-150(3), 12 VAC 35-105-150(4), and 12 VAC 35-105-870); Children's Residential Regulations (12VAC35-46-60(I), 12VAC35-46-70, and 12 VAC 35-46-660 (c)); and the Human Rights Regulations (12VAC35-115-80). As a result, providers who fail to revoke the DELTA user access of separated employees may be subject to the sanctions enumerated within Code of Virginia §37.2-419 and, for providers of non-children's residential services, 12 VAC 35-105-100 as well. In addition, providers who fail to revoke DELTA user access for separated employees

may also be subject to the negative actions enumerated within 12 VAC 35-105-110 for non-children's residential providers and 12 VAC 35-46-130 and 12VAC35-46-90(B) for children's residential providers.

*On March 3, 2020, DBHDS will remove access to any user who has not accessed the CHRIS application since January 1, 2019.

*Starting July 1, 2020, DBHDS will begin to remove access to any user who has not accessed the CHRIS application in six (6) months.

For instructions on how to revoke the user access to DELTA, please review the following step-by-step video guidance on [Maintaining DELTA Accounts: Modifying User Access](#). Additional guidance related to DELTA accounts can be located at <https://delta.dbhds.virginia.gov/DELTA/Help.aspx>.

If you have any additional questions or concerns regarding the content of this memo, please contact your assigned Licensing Specialist.

Sincerely,

Jae Benz

Jae Benz
Director, Office of Licensing
DBHDS