

5.6.3 Registry Workforce Management System and Timekeeping

(a) Policy

The California Correctional Health Care Services (CCHCS) Medical Registry Network (MRN) and the Dental and Mental Health Registry Network (DMHRN) contractor(s) will make network-related information available, including provider utilization and timekeeping, to the California Department of Corrections and Rehabilitation (CDCR) and CCHCS via the Registry Workforce Management System (RWMS).

(b) Procedure

(1) Initial Access Request

CCHCS Direct Care Contracts Section (DCCS) Section Support Team (SST) is responsible for facilitating access to the RWMS for designated CDCR/CCHCS staff. SST will notify the network contractor to authorize access to the system upon staff submission and completion of the proper forms and training as follows:

- (A) The CCHCS-MC-425 Registry Workforce Management System (Stafferlink) User Request & Confidentiality Statement which can be found on Lifeline under “Direct Care Contracts,” “Resources,” “Forms” tab, “Registry Networks,” or <http://lifeline/PolicyandAdministration/BusinessServices/MedicalContracts/Pages/Resources.aspx>.
- (B) The DCCS Training Request Form which is available on Lifeline under “Direct Care Contracts,” “Quick Links,” or <http://lifeline/PolicyandAdministration/BusinessServices/MedicalContracts/Training/DCCSTrainingRequestForm.pdf>.
- (C) The forms shall be submitted to the user’s manager or supervisor for review and approval.
- (D) The user’s manager or supervisor shall review, approve, and submit the forms to CCHCS DCCS Help Desk via e-mail at: CCHCSHealthcareContractsHelpDesk@cdcr.ca.gov.
- (E) Upon receipt, DCCS Help Desk staff shall route the form(s) to the SST training team for review and approval. SST training team shall retain approved forms for at least three years from the date of approval.
- (F) The SST training team shall enroll the user in the required RWMS training and submit the CCHCS-MC-425 form via e-mail to the Vendor Web Portal Administrator for action.
- (G) The Vendor Web Portal Administrator shall create the user profile and send an e-mail to the SST training team to confirm action taken.
- (H) The SST training team shall send RWMS login information to the user.

(2) Request to Modify or Delete User Access

A request to modify or delete approved user access shall be made upon separation of staff from CDCR/CCHCS, when user access is no longer required or access requires adjustment.

(A) Request to Modify User Access

1. The user shall complete the CCHCS-MC-425 (Refer to Section III.A.1.) and submit the form to their manager or supervisor for review and approval.
2. The user’s manager or supervisor shall review, approve, and submit the form to CCHCS DCCS Help Desk via e-mail at: CCHCSHealthcareContractsHelpDesk@cdcr.ca.gov.
3. Upon receipt, DCCS Help Desk staff shall route the form(s) to the SST training team for review and approval.

(B) Request to Delete User Access

1. The user’s manager or supervisor shall initiate the request by selecting “Discontinue User” on a CCHCS-MC-425 form (Refer to Section III.A.1.) and submit the form to CCHCS DCCS Help Desk via e-mail at CCHCSHealthcareContractsHelpDesk@cdcr.ca.gov.
- (C) Upon receipt, DCCS Help Desk staff shall route the form to the SST training team. SST training team shall retain approved forms for at least three years from the date of approval.
- (D) The SST training team shall submit the form via e-mail to the Vendor Web Portal Administrator for action.
- (E) The Vendor Web Portal Administrator shall modify or delete the user profile as indicated and send an e-mail to SST training team to confirm action taken.

(3) RWMS Usage

(A) CDCR/CCHCS staff shall use the RWMS to:

1. Submit and review requests for registry providers.
2. Review registry provider profiles, credentials, and compliance.

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3. Review and approve completed registry provider timecards.
 4. Generate reports.
 5. Provide updates, issues, or concerns to the registry network contractor.
- (B) For access, navigation, and retrieval of registry reports, refer to the user security group training materials provided by the registry network contractor which are available on Lifeline under “Direct Care Contracts,” “Networks,” “Medical Registry Network” tab, “Training Materials,” or at the following link: <http://lifeline/PolicyandAdministration/BusinessServices/MedicalContracts/Pages/Networks.aspx>.

The following documents shall be included:

1. Stafferlink Reference Guide-Institution/Facility Staff.
2. Stafferlink Reference Guide-Credentialing.
3. Stafferlink Reference Guide-Institution/Facility Management.
4. Stafferlink Reference Guide-Healthcare Invoicing Section.
5. Stafferlink Reference Guide-Headquarters.

(4) Timekeeping

- (A) Within each institution/facility, the unit manager or supervisor shall designate the following:
1. A specific location(s) to maintain the DMHRN and MRN timecards for registry providers to sign in and out each day for hours worked.
 2. At least one point of contact for the medical, dental, and mental health programs to assist the DMHRN and MRN contractor with obtaining CDCR/CCHCS authorized manager or supervisor signatures on timecards.
- (B) The unit manager or supervisor shall ensure the following:
1. The DMHRN or MRN registry provider(s) sign in and out on a daily basis in the designed areas.
 2. All DMHRN and MRN registry provider(s) obtain a CDCR/CCHCS authorized manager or supervisor signature on the timecard for all regular hours worked, as well as a daily signature for any unanticipated on-call or callback hours worked on any given day.
 3. All copies of the prior week’s timecards with the appropriate activation report completed are emailed to the DMHRN or MRN contractor each Monday by close of business at: timekeeping@vmssolution.com.
 4. All timecard discrepancies are resolved in collaboration with the DMHRN or MRN contractor.
- (C) The following timesheet reference materials are available on Lifeline under the “Direct Care Contracts,” “Networks,” “Medical Registry Network” tab, or at the following link: <http://lifeline/PolicyandAdministration/BusinessServices/MedicalContracts/Pages/Networks.aspx>.
1. Sample Timesheet – Available under “Directives and Procedures.”
 2. Timesheet User Guide – Available under “Directives and Procedures.”
 3. MRN-DMHRN Timekeeping Process – Available under “Training Materials”.

References

- California Code of Regulations, Title 15, Division 3, Chapter 1, Subchapter 5, Article 2, Section 3415, Employees of Other Agencies
- California Correctional Health Care Services, Direct Care Contracts Section Directives and Procedures <http://lifeline/PolicyandAdministration/BusinessServices/MedicalContracts/Pages/Resources.aspx>

Revision History

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