



North Carolina Department of Health and Human Services
Division of Social Services

325 North Salisbury Street • 2405 MSC • Raleigh, North Carolina 27699-2405

Michael F. Easley, Governor
Carmen Hooker-Odom, Secretary

Pheon E. Beal Director
(919) 733-3055

August 17, 2004

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

SUBJECT: Client Services Data Warehouse (CSDW) Help Desk

The Client Services Data Warehouse (CSDW) has been available to your organization for several years. When it was initially established, the CSDW had its own Help Desk team and phone number. As of September 1, 2004, the Help Desk functions will be transferred to the DHHS Customer Service Center (CSC) you already use for other applications access.

Please inform your staff that, as of September 1, 2004, the old CSDW Help Desk phone number will be transferred to 919-855-3200 (press 2 for Customer Service Center). All CSDW help desk calls should be directed to this number. Over the next few weeks, you will notice the same changes on the CSDW login screen. User ID and passwords will not be affected by the change; but any request for new user IDs and password resets must now be directed to the DHHS Customer Service Center by the county security officer. All requests for query help should also be directed to the DHHS Customer Service Center.

Starting September 1, 2004, passwords will be set to expire every 45 days. The first time a user logs in after expiration of the password, the Data Warehouse login will request a new password be created. This change is needed to ensure Health Insurance Portability and Accountability Act (HIPAA) compliance and provide a means to revoke access for users when access is no longer needed.

We are looking forward to this change as it will provide you with one single point of contact and assistance with applications and for any user ID or password need.

Sincerely,

A handwritten signature in black ink that reads "Sherry S. Bradsher".

Sherry S. Bradsher
Deputy Director

SSB:RR

PM-PRA-07-2004