

Operations Memo 18-J10 Attachment – TMJ/TJ Policy Manual

(Note: This new policy is effective October 27, 2018.)

2.10.4 ACCESS TO CONFIDENTIAL CASES

If an individual participating in TMJ or TJ has a Cares Worker Web (CWW) case that is marked confidential, only the assigned TMJ/TJ worker will be able to access the Work Programs (WP) screens in CARES for the individual. If the individual has a confidential CWW case before enrolling in WP, the worker will not automatically have access to the WP screens. The CWW case will need to be made not confidential in order for the worker to obtain access to the WP screens.

The worker must complete the following steps to obtain access to the WP screens when the individual has a confidential CWW case prior to enrolling in WP:

1. When trying to access a WP screen, the worker will receive a message that reads: “044 – ACCESS DENIED – CONFIDENTIAL CASE.”
2. Contact the W-2 Help Desk. The W-2 Help Desk will investigate the case, determine that access is denied due to the individual’s case being confidential, and provide the name and contact information of the individual’s IM worker.
3. Contact the individual’s IM worker and request the individual’s case in CWW be made not confidential.
4. After receiving notification that the CWW case has been made not confidential, enroll the individual in WP on CARES screen WPEN. After the individual is enrolled in WP and the worker is now attached to the case, the worker will have access to the WP screens.
5. Inform the participant’s IM worker that the CWW case can be returned to confidential status. The worker will continue to have access to the Work Programs screens after the case is returned to confidential status and the worker is the assigned worker on the case.