

Topic: IRMA / CHOICES Access Request - OPWDD	Department: All
Original effective date: 6/16/2020	Last revision date: 3/17/25
Owner: Incident Manager	Frequency of reviews: Annually / PRN
Internal/Regulatory Reference(s) (all that apply): 624 Incident Management / CHOICES / OPWDD	
Related documents/Links: User ID and System Access Request Form - OPWDD	

Policy:

It is The Arc’s policy to implement systems for reviewing and analyzing trends, potential risks and serious events including allegations of abuse, neglect, mistreatment and exploitation, and injuries of unknown origin and deaths.

It is The Arc’s policy to use data and other available information to support the evaluation of healthcare objectives and promote continuity of services and supports.

It is The Arc’s policy that health records for the people we support (both electronic and hard-copy) promote and enable consistent and effective provision of supports and services.

Additional Information:

Arc of Monroe management and/or designated staff members will manage access to OPWDD IRMA and CHOICES systems for identified tasks related to Incident and/or DDP management.

Procedure	
Task:	Responsible party:
Identified management and/or designated staff members will contact the designated Residential Director (via e-mail) to request access to IRMA and/or CHOICES.	Management and/or designated staff member
Upon request, the management and/or designated staff members will provide their full name (including middle initial), title and contact information to the designated Residential Director (via e-mail).	Designated Residential Director
The Residential Director will draft the User ID and System Access Request Form and send back to the requesting staff member for review and signature.	Designated Residential Director
The requesting staff member will print, review, sign/date Section 3 of the form and return to the designated Residential Director via scan/e-mail for further processing.	Management and/or designated staff member
The designated Residential Director will print, review, sign/date Section 4 of the form and submit to OPWDD for processing.	Designated Residential Director

All communication of credentials via OPWDD will go directly to the requesting management and/or designated staff member via e-mail.	OPWDD Management and/or designated staff member
Maintenance of username and password is the sole responsibility of the management and/or designated staff member.	Management and/or designated staff member
The Management and/or designated staff member will log-in to the IRMA and/or CHOICES system at least 1x every 30 days to ensure their credentials remain active.	Management and/or designated staff member
If experiencing any issues or concerns about the CHOICES application, please contact the IT Service Desk at Fixit@its.ny.gov .	Management and/or designated staff member
If you forgot your username or password, please visit My OPWDD page by clicking on the link below. Then click on the “Forgot Password” or “Forgot Username” and follow the instructions. https://my.opwdd.ny.gov/Account/Login.aspx?ReturnUrl=%2fAccount%2fDefault.aspx	Management and/or designated staff member
Contact the designated Residential Director (via e-mail) to initiate re-activation requests.	Management and/or designated staff member

Document revision record:

Revision Date	Release Date	Reason for change	Approver
3/17/25	3/17/25	Changed responsibility from Incident Manager to designated Residential Director	Danielle Migliore