

New developments

External users can now see the Division tab for consumers in the Consumer's Chapter.

Being identified as a primary or secondary worker on the division allows you to see this consumer in your My Harmony → My Consumers list.

If you do not see a particular consumer in this list but this consumer is associated with an agency for whom you are a worker, you are not listed as a primary or secondary worker on this consumer's division record.

Please contact us at DSDSHarmonyHelp@alaska.gov if the My Harmony → My Consumers list does not align with your case load because you are not listed as a primary or secondary worker on the consumer's division record. Or if you are seeing a consumer that is not associated with one of your agencies.

External users can now see the Workers tab for Providers in the Providers Chapter.

The main list shows all of the workers (past and present) that have ever been affiliated with a particular agency. The Status in this main view identifies a worker as a user in Harmony system, not necessarily a current worker for a particular agency. An active status here (identified as TRUE) means that the worker is an active Harmony user, an Inactive status here (FALSE) means that the worker is not an active Harmony user.

Worker Name	Phone Number	Fax Number	Active
Worker, One			TRUE
Worker, Two			TRUE
Worker, Three			TRUE
Worker, Four			TRUE

- In this example all four workers are users of Harmony system and are past and present workers for an agency.

In order to see if a worker is a currently affiliated with this particular agency and can view its consumers and other related information can be seen in the following manner:

- Click on a particular worker
- Click on Providers on the left hand side menu
Here you will see a list of Worker/Agency affiliations. If the status of the affiliation with this particular agency is Active then this worker is currently affiliated with this agency and can see its consumers. If the status is Inactive than the worker might have been affiliated with this agency in the past and but at this time CAN'T see any of the information or consumers related to this agency.

Provider Name	Active
Anchorage Agency	Yes
Fairbanks Agency	Yes
Sitka Agency	No

- In this example Worker, One is a current worker for Anchorage and Fairbanks Agencies, but used to be a worker for the Sitka Agency. Although Worker, One will show up in the main list of Workers for all 3 agencies, they can only see Provider and Consumer information for Anchorage and Fairbanks agencies only.