If a HETS UI User is locked out, the User must contact the MCARE Help Desk to reinstate his/her account. If a User is frequently locked out due to data entry errors, the following may occur: (a) additional system training may be required, (b) the security officer for the provider organization may be informed, and/or (c) the User's account may be fully deactivated.

Each additional lock out will be managed according to a CMS defined escalation policy:

HETS UI Lock Out CMS Escalation Policy
Revised August 14, 2008

Situation	Action Description
LOW SEVERITY *User is very infrequently locked out*	UGA (if applicable) or Security Official contacts MCARE Help Desk to request reinstatement. MCARE notifies Security Official (and UGA, if applicable) of reinstatement via email.
HIGH SEVERITY *User is frequently locked out*	Security Official contacts MCARE Help Desk to request reinstatement. MCARE notifies Security Official (and UGA, if applicable) that User will remain suspended for at least one week. Security Official will also be required to complete a Corrective Action Plan (CAP) using CMS provided form. CMS must receive and approve CAP before User will be reinstated (User suspension will last at least one week).
SECURITY INCIDENT **EMERGENCY SEVERITY** *User continues to be locked out frequently after a CAP has been submitted* OR *Organization's Users demonstrate systematic failure to enter valid data*	Security Official contacts MCARE Help Desk to request reinstatement. MCARE notifies Security Official (and UGA, if applicable) that due to repeated suspensions, User and all other Users in the Organization will be suspended for at least one week. Security Official will also be required to complete an updated Corrective Action Plan (CAP) using CMS provided form. CMS must receive and approve revised CAP before all organization Users will be reinstated (suspension will last at least one week).