

SIMS and/or OPTS

Requesting Updates to an Existing Account

This guide is intended for external users with Support Coordination Agencies, Nursing Facilities, PCS/PCA Agencies, ICF-IID, Law Enforcement/AG, Long Term Care Access Services Contractors, or PACE needing to make updates to an existing SIMS or OPTS account.

4/28/2025

Requesting Updates to an Existing SIMS and/or OPTS Account

As of March 10, 2025, this process has changed, so please read carefully to prevent any unnecessary delays.

Submit Request

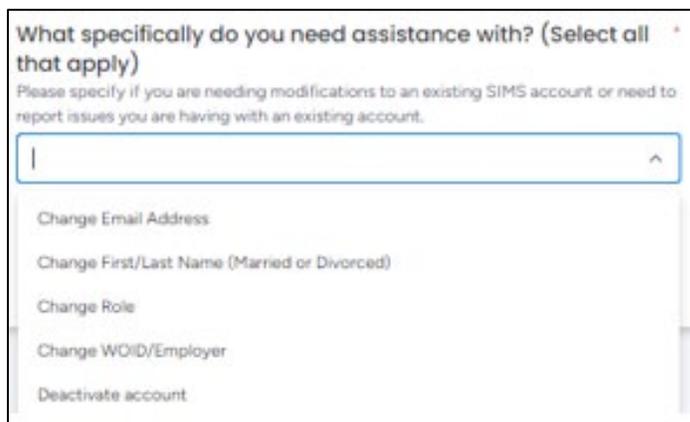
1. Go to [SIMS and/or OPTS Request](#) Form
2. Complete all required fields.
 - a. Email
 - b. Last Name
 - c. First Name
 - d. Job Title
 - e. Type of User – **Select External User**
 - f. Last 4 digits of SSN
 - g. Employer (NF, SCA, PCS/PCA, Long-Term Access Services Contractor, PACE, etc.)
 - h. Employer Name
 - i. Telephone Number
 - j. Manager/Supervisor Name
 - k. Manager/Supervisor Email
 - l. Manager/Supervisor Telephone Number
 - m. Existing SIMS and/or OPTS account? – **Select YES.**
 - n. Current Username ([dhh\username](#) or [swe\username](#))



What is your current Username used to access SIMS? *

- o. Select what you need assistance with.

NOTE: Depending on what is selected, additional information may need to be provided. Please provide detailed, accurate information to ensure no unnecessary delays.



What specifically do you need assistance with? (Select all that apply) *

Please specify if you are needing modifications to an existing SIMS account or need to report issues you are having with an existing account.

- Change Email Address
- Change First/Last Name (Married or Divorced)
- Change Role
- Change WOID/Employer
- Deactivate account

3. Click **Submit**.

NOTE: Program Office will receive request and handle accordingly or pull in appropriate parties to handle.