Gaining Access: CareConnect360 (for SOM Users)

SOM USERS REQUESTING CARECONNECT360 ACCESS



State of Michigan Department of Health and Human Services

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NOTE: Three (3) applications are used to request or renew CareConnect360 access:

- ★ MILogin* (the State of Michigan's [SOM's] single sign-on portal)
- ★ CareConnect360
- ★ Database Security Application (DSA)** (contains electronic versions of SOM application access request forms/processes)

* You must have a MILogin account before you can complete these steps. If you experience any issues with MILogin, please contact the **SOM Client Service Center: 517-241-9700** -or- **800-968-2644.**

** If you experience issues with the DSA/CareConnect360 steps, please contact the MDHHS CareConnect360 Administrator: <u>MDHHS-CC360HELP@michigan.gov</u>





1 Understanding Access

All State of Michigan (SOM) users complete the following steps to request access to CareConnect360. SOM users must subscribe to both CareConnect360 and the Database Security Application (DSA) through the SOM single sign-on portal (MILogin) to obtain the **CareConnect360** and **Database Security Application (DSA)** links on their MILogin Home page.

SOM users are also required to complete the **CareConnect360 Access Request Form**, located within the DSA, to determine their security role (access). Upon submission the CareConnect360 access request progresses through a review and approval cycle.

New users complete the **CareConnect360 Access Request Form** to request initial CareConnect360 access. Users then complete the **CareConnect360 Access Request Form** on an annual basis to maintain CareConnect360 access.

TIP: Some steps in this guide describe one-time processes – once completed, they do not need to be repeated.

Chapter 2: Subscribe To and Access CareConnect360	Why do I have to do it?	Where?
Subscribe to CareConnect360 in MILogin (section 2.1)	 To get the CareConnect360 link on your MILogin Home page. Allows you to complete the CareConnect360 account setup process. 	MILogin
Access CareConnect360 – Identify as SOM User (section 2.2)	 To let CareConnect360 know you exist. You cannot be granted access to beneficiaries if CareConnect360 doesn't know who you are. To identify you need beneficiary access as a SOM user. 	
Chapter 3: Complete the CareConnect360 Access Request	Why do I have to do it?	Where?
Subscribe to Database Security Application (DSA) in MILogin (section 3.1)	 To get the Database Security Application (DSA) link on your MILogin Home page. Allows you to access and complete the CareConnect360 Access Request Form. 	MILogin





Chapter 3: Complete the CareConnect360 Access Request	Why do I have to do it?	Where?
Enter Your Demographic Details (section 3.2)	 Demographic details are required to complete the CareConnect360 Access Request Form. 	DSA
Complete the CareConnect360 Access Request Form (section 3.3)	 To be granted CareConnect360 functionality. Filling out the CareConnect360 Access Request Form and submitting it for review/approval determines your approved security role(s) (your access). 	DSA

Table 1: CareConnect360 Access Request Steps for SOM Users





2 Subscribe To and Access CareConnect360

2.1 Subscribe to CareConnect360 in MILogin

IMPORTANT: If you already have **CareConnect360** on your MILogin Home page, you do not need to repeat this process. Instead, please continue with the steps in <u>2.2 Access CareConnect360 – Identify as SOM User</u>.

Complete the following steps to subscribe to CareConnect360 through MILogin:

- 1. Access MILogin: <u>https://miloginworker.michigan.gov</u>.
- 2. Click Find Services > (Figure 2.1.1). The Discover Online Services search page displays.



Figure 2.1.1: MILogin Home

3. Start entering 'CareConnect360' in the *Search for Services* field (*Figure 2.1.2, next page*), select the **CareConnect360** option that displays, and click **Search**.

-OR-

Select 'Michigan Department of Health & Human Services (MDHHS)' in the *Filter by Departments* list (*Figure 2.1.2, lower left*), scroll through the list of MDHHS applications that displays, and locate the **CareConnect360** option.

Note: If CareConnect360 does not appear in the list, you already subscribed and have **CareConnect360** on your MILogin Home page. Please continue with the steps in <u>2.2 Access</u> <u>CareConnect360 – Identify as SOM User</u>.







Figure 2.1.2: Discover Online Services

4. Click the arrow beside **CareConnect360** (*Figure 2.1.3*). The CareConnect360 Terms & Conditions display.



Figure 2.1.3: Discover Online Services



5. Review the terms and conditions (*Figure 2.1.4*), then select *I agree to the Terms & Conditions*.



Figure 2.1.4: CareConnect360 Terms & Conditions

- 6. Click **Request Service**. The request confirmation displays (*Figure 2.1.5, next page*).
- 7. Once **CareConnect360**appears on your MILogin Home page, continue with the steps in <u>2.2</u> Access CareConnect360 – Identify as SOM User.

Note: You will receive an email notification when access is approved, and **CareConnect360** displays on your MILogin Home page.







Figure 2.1.5: Request Confirmation





2.2 Access CareConnect360 – Identify as SOM User

Note: To continue, users must first complete the steps in 2.1 Subscribe to CareConnect360 in MILogin.

Complete the following steps to access CareConnect360 and identify as a State of Michigan user:

- 1. Access MILogin: https://miloginworker.michigan.gov.
- 2. Click CareConnect360 (Figure 2.2.1).

AND I	MiLogin f	or Workers	Home	Discover Or	iline Servi	ces Help	Contact Us		~
	Welc Access your rec	COME							
	Madhhs	Michigan Department (Health & Human Servic CareConnect360	es (MDHH	s) >	Q	Discover Online Services MiLogin is used to secure many online services at the State of Michigan. We are here to ensure		ices hany e of hsure	
		Database Security Application (DSA)		>		your identity protected. Find Services	v is safe and		

Figure 2.2.1: MILogin Home

- 3. Review the CareConnect360 terms and conditions (figure 2.2.2, next page).
- 4. Click *I agree to the Terms & Conditions*.







Figure 2.2.2: CareConnect360 Terms & Conditions

Note: Every 24 hours, *users logging in from outside the SOM network* are required to perform an additional security measure called multifactor authentication (MFA).

If a user logs into CareConnect360 at 9am on a Tuesday, the MFA will last until 8:59am Wednesday. If the user logs out or "times out" of CareConnect360 and logs back in prior to the end of that 24-hour period, MFA <u>will not</u> need to be performed again.

However, if the user logs out/times out of CareConnect360 and does not log back in prior to the end of that 24-hour period, MFA <u>will</u> need to be performed again.

- 5. Select a verification method on the Multifactor authentication page (*Figure 2.2.3, next page*) to obtain and enter the passcode required to continue.
- 6. Upon completion, MILogin automatically continues logging you in and the CareConnect360 User Agreement displays.







Figure 2.2.3: Multifactor Authentication

- 7. Review the User Agreement (Figure 2.2.4).
- 8. Click I Agree.

By clicking "accept" I acknowledge that I am an authorized user of the CareConnect360 system and that I have read and agree to the following: 1. To comply with all Federal and State laws, rules and regulations pertaining to the confidentiality and use of information contained in or received from CareConnect360, including, but not limited to, the Child Protection Law (MCL 722.621-722.638), the Foster Care and Adoption Services Act (MCL 722.951-960), the Health Insurance Portability and Accountability Act (HIPAA), State of Michigan Mental Health Code (MCL 330.1001-330.2106), and MDHHS's Data Privacy and Security Policies and Procedures 2. To use CareConnect360 only for the purpose of performing my job functions; any other use is prohibited. To ensure consent from the consumer to disclose or re-disclose confidential information is documented, as required by state and federal laws and regulations. 3. To safeguard and not disclose any confidential information in accordance with Civil Service Rule 2-8, Ethical Standards and Conduct. To comply with Civil Service Rules 1-13 Patents and Inventions, and 1-14 Copyrights for any property which I participated in developing for the Michigan Department of Health and Human Services. 6. To keep confidential and to safeguard from unauthorized use and disclosure to other persons the user ID and password issued to me. 7. To ensure that the identifiable or potentially identifiable data shall not be accessed, used nor disclosed for any purpose other than that permitted by law and required for performing my job functions. All incidents, threats or violations that affect or may affect the confidentiality, integrity or availability of protected health information (PHI) or other confidential data will be reported immediately. 8. To secure the data by utilizing proper encryption methods, when applicable, by workforce members that are transmitting or storing any PHI or other confidential data on portable devices.
To restrict unintentional viewing of PHI or other confidential data in any form by those who are not authorized to view PHI or other confidential data. I understand that any violation of this Security Agreement and any applicable laws, rules or regulations may result in disciplinary action taken against me pursuant to Civil Service Rules, and that I may be subject to criminal and civil penalties I Agree Cancel

Figure 2.2.4: CareConnect360 User Agreement





9. If you do not have an assigned CareConnect360 security role (i.e., the first time you log in), the CC360 Account Setup – Step 1 displays (*Figure 2.2.5*). Select 'State of Michigan (SOM)'.

10. Click Next.



Figure 2.2.5: CC360 Account Setup – Step 1

- 11. The CC360 Account Setup Step 2 displays, instructing you to complete the CareConnect360 Access Request Form through the DSA (*Figure 2.2.6*). Click **Finish**.
- 12. Continue with the steps in <u>3 Complete the CareConnect360 Access Request</u>.



Figure 2.2.6: CC360 Account Setup – Step 2





3 Complete the CareConnect360 Access Request

After the SOM user subscribes to and accesses CareConnect360, they must complete the following steps to also subscribe to the DSA and complete the **CareConnect360 Access Request Form**. The access request form is located within the DSA.

Upon submission the **CareConnect360 Access Request Form** progresses through a review and approval cycle. Requests must be marked approved prior to the user's CareConnect360 security role/access being granted.

Note: To complete the CareConnect360 access request, users must also complete the steps in <u>2 Subscribe To and Access CareConnect360</u>.

3.1 Subscribe to DSA in MILogin

IMPORTANT: You may already have **Database Security Application (DSA)** on your MILogin Home page because you've had to fill out an access request form for another application. *If so, you do not need to repeat this process*. Instead, please continue with the steps in <u>3.2 Enter Demographic Details</u>.

Complete the following steps to subscribe to the DSA in MILogin:

- 1. Access MILogin: <u>https://miloginworker.michigan.gov</u>.
- 2. Click **Find Services >** (*Figure 3.1.1*). The Discover Online Services search page displays.



Figure 3.1.1: MILogin Home





 Enter 'DSA' in the *Search for Services* field (*Figure 3.1.2*), select the Database Security Application (DSA) option that displays, and click Search.
 -OR-

Select 'Michigan Department of Health & Human Services (MDHHS)' in the *Filter by Departments* list (*Figure 2.1.2, lower left*), scroll through the list of MDHHS applications that displays, and locate the **Database Security Application (DSA)** option.

Note: If Database Security Application (DSA) does not appear in the list, you already subscribed and have **Database Security Application (DSA)** on your MILogin Home page. Please continue with the steps in <u>3.2 Enter Demographic Details</u>.



Figure 3.1.2: Discover Online Services

4. Click the arrow beside **Database Security Application (DSA)** (*Figure 3.1.3, next page*). The DSA Terms & Conditions display.







Figure 3.1.3: Discover Online Services

5. Review the terms and conditions (Figure 3.1.4), then select I agree to the Terms & Conditions.



Figure 3.1.4: DSA Terms & Conditions



6. Click **Request Service**. The request confirmation page displays (*Figure 3.1.5*).



Figure 3.1.5: Request Confirmation

7. Once **Database Security Application (DSA)** appears on your MILogin Home page, continue with the steps in <u>3.2 Enter Demographic Details</u>. *DSA approval is automatic and should occur within minutes, although you may need to log out and then log back in to see it.*





3.2 Enter Demographic Details

Demographic details are required for all **CareConnect360 Access Request Forms**. The first time you access the DSA, the Demographics page automatically displays. Once you record your demographic details, the Home page displays each subsequent time you access the DSA.

IMPORTANT: You may have already entered your DSA demographic details because you've had to fill out an access request form for another application. *If so, you do not need to repeat this process*. Instead, please continue with the steps in <u>3.3 Complete the CareConnect360 Access Request Form</u>.

Once **Database Security Application (DSA)** appears on your MILogin Home page, complete the following steps to enter your demographic details into the DSA:

- 1. Complete the steps in <u>3.1 Subscribe to DSA in MILogin</u>.
- 2. Click Database Security Application (DSA) (Figure 3.2.1). The DSA Terms & Conditions display.

AND A	MiLogin	for Workers	Home	Discover Onli	ine Servio	ces Help	Contact Us		~
	Welc Access your rec Middhhs	Quested online services and search for more. Michigan Department of Health & Human Servi CareConnect360	cces (MDHH	+s)	Q	Discover MiLogin is u online servi Michigan. V your identity	Online Serv sed to secure m ces at the Stat we are here to e y is safe and	ices nany e of nsure	
		bacabase secondy reprication (borry				Find Services	• >		

Figure 3.2.1: MILogin Home

- 3. Review the DSA Terms & Conditions (*Figure 3.2.2, next page*).
- 4. Select the *I agree to the Terms & Conditions* check box.
- 5. Click Launch service. The DSA Demographics page displays.

Note: If you already entered your demographic details, the DSA Home page displays instead. Please continue with the steps in 3.3 Complete the CareConnect360 Access Request Form.







Figure 3.2.2: DSA Terms & Conditions

- 6. Confirm your *Last Name* (*Figure 3.2.3, next page*).
- 7. Confirm your *First Name*.
- 8. Confirm your *Email Address*.
- 9. Confirm your Area Code & Phone Number.

Note: The last name, first name, email address, and phone number automatically populate from MILogin. Any updates must be made through MILogin.

- 10. Select 'Yes' for Are you a State of Michigan Employee?
- 11. Select your *Organization Group*.
- 12. Select your *Employer Organization*. The options available are dependent upon the *Organization Group* selected.
- 13. Enter your HRMN ID. If you don't have one, enter '999999999'.
- 14. Enter your *Job Title*.
- 15. Enter your *Supervisor's Name* in last name, first name format (include the comma).
- 16. Enter your *Supervisor's Phone* number.
- 17. Enter your *Supervisor's Email* address.



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		Putting people first, with the goal of helping all Michiganders lead
Michigan Health	Department of and Human Servic	nearther and more productive lives, no matter their stage in life.
Welcome: cc360user	Training Contact Email	DSA v2.0 (Staging)
*Indicates mandatan: falds	manning Contact Entail	LAR
Last Name *	User	7
First Name *	CC360	
Middle Initial	Middle Initial	
Email Address *	cc360user@mdoc.gov	
Area Code & Deene Number*	617 555 1212	
	517-555-1212 EXU	
Are you a State of Michigan Employee?*	●Yes ○No	
Organization Group *	State of Michigan	✓
Employer Organization *	Dept. of Corrections	~
HRMN ID *	123456789	(If you don't have one please enter 999999999)
Job Title *	Case Worker	(New field)
Supervisor Name (Last, First) *	Super, Sally	
Supervisor Phone *	517-555-1234 Ext	
Supervisor Email *	supersally@mdoc.gov	
Office/Division/Section/Unit *	Joy Division]
Primary Work Location - Name *	Downtown]
Primary Work Location - Street Address *	111 Main Avenue	
Primary Work Location - City *	Lansing	
Primary Work Location - State *	MI	
Primary Work Location - Zip	48911	
Security Training Complete Date	NO TRAINING COMPLETED	_
Privacy Training Completed Date	NO TRAINING COMPLETED	
Message User details updated successf Action Save Cancel Help	ully.	

Figure 3.2.2: Demographics

- 18. Enter the *Office/Division/Section/(or)Unit* in which you work.
- 19. Enter your *Primary Work Location Name*.
- 20. Enter your Primary Work Location Street Address.
- 21. Enter your *Primary Work Location City*.
- 22. Enter your *Primary Work Location State*.
- 23. Enter your *Primary Work Location Zip Code*.
- 24. Click Save. The "User details updated successfully." message displays.
- 25. Continue with the steps in <u>3.3 Complete the CareConnect360 Access Request Form</u>.





3.3 Complete the CareConnect360 Access Request Form

You must complete the **CareConnect360 Access Request Form**, located within the DSA, to request CareConnect360 access. Filling out the **CareConnect360 Access Request Form** determines your security access role(s). Upon submission the access request progresses through a review and approval cycle. Requests must be marked approved prior to your CareConnect360 security role (your access) being granted. *Once established, all users complete the* **CareConnect360 Access Request Form** on an annual basis to maintain CareConnect360 access.

Perform the following steps to complete the CareConnect360 Access Request Form within the DSA:

- 1. Complete the steps in <u>3.2 Enter Demographic Details</u>.
- 2. Select **Application Access** from the **Request** sub-menu (*Figure 3.3.1*). The Security Form Selection page displays.



Figure 3.3.1: DSA Home

3. Click <u>Submit Request</u> beside CareConnect360 (*Figure 3.3.2*). The **Roles** tab displays.

ME	DHHS	Michigan Health a	Departm and Hur	ent of man Service	Putting people first, with healthier and more prod	n the goal of hel luctive lives, no	lping all Michiganders lead omatter their stage in life.
Welcome: o Home	cc360user Demographics	Request >	Training >	Contact Email	Exit		DSA v2.0 (Staging)
Security	Form Selec	tion					
User Nam Area Code Organizati	e(Last, First) e & Phone Numb ion	er	User, C 517-555 Dept. of Service	C360 i-1212 Health and Human s-Health Services	Email Address State of Michigan Employee	?	cc360user@mdoc.gov Yes
Action Select from Application	Edit Demog the list below to	r <u>aphics</u> request acces	s to an applica	ition\database.			
Benefits M	oring Program	(BMP)				Submit-Request	
CareConne	ect360	0.000				Submit-Request	
1.64	Health Car	re Services (CS		Statement of the local division of the local		Submit-Reco	

Figure 3.3.2: Security Form Selection





- 4. Select your *Immediate Manager* (Figure 3.3.3).
- 5. Select the check box(es) beside the *Role(s)* that reflects the functionality needed to perform your job duties.

Note: Click <u>More Info</u> beside the role statement for additional clarification.

6. Click <u>Save and Continue</u>. The form advances to the **Reason** tab.

M	DHHS	Michigar Health	Departm and Hun	ent of nan Service	Putting people first, with the healthier and more produces	he goal of hel ctive lives, no	ping all Michigand matter their stage DSA v	lers lead in life. 2.0. (Staging)
Home	Demographics	Request >	Training >	Contact Email)	Exit		Duri	Lio (oraging)
Care	Connect360 Se	curity Req	uest					
User M Area (Organ Reque	lame(Last, First) Code & Phone Numb ization Ist Type	Der	User, CC 517-555 Dept. of Services New	C360 -1212 Health and Human s-Health Services	Request Status Email Address State of Michigan Employee?		Incomplete cc360user@mdoc.go Yes	W.
Select I Immedi Select	Roles Select Immediate Manager Immediate Manager Bowen, James Select Role(s)							
	Role						Data Manager	M
	I need to view claim	creen content of	d VIEW user or	coses and system co	atewide.	60	Nelson, Deon	More-Info
	I need System Admi	inistrator access	in the CareCon	nect360 system as F			Nelson Deon	More-Info
	I need access to Blo	ood Lead testing	result data to a	ssist in beneficiary ca	are.		Albright, Dan	More-Info
	I need access to the	e MIChoice Wait	ing List.	, , , , , , , , , , , , , , , , , , , ,			Gallagher, Elizabeth	More-Info
	I need to manage us	ser access for a	II domains in Ca	reConnect360 as the	SASA		Nelson, Deon	More-Info
Messag Action	je <u>Save-And-Contir</u>	nue <u>Cancel H</u>	elp <u>Video Help</u>					

Figure 3.3.3: CareConnect360 Access Request Form – Roles

7. Enter a detailed reason for access, clearly identifying why you require CareConnect360 access to complete your job duties (*Figure 3.3.4, next page*).

IMPORTANT: Your reason must include detailed descriptions regarding <u>why</u> you require each role you selected on the **Roles** tab. For example, explain in detail why you need to access blood lead data, or why you need access to the MIChoice Waiting List.

8. Click <u>Save and Continue</u>. The form advances to the **User Agreement** tab.





M	DHHS	Michigan Health a	Department of and Human Service	Putting people first, with the goa healthier and more productive li	l of helping all Michiganders lead ves, no matter their stage in life.
Home	e: cc360user Demographics	Request)	Training ▶ Contact Email ▶	Exit	DSA v2.0 (Staging
CareC	onnect360 Se	curity Requ	Jest		
User Na Area Co Organiz Reques	ame(Last, First) ode & Phone Numb zation st Type Roles	er <u>Reason</u>	User, CC360 517-555-1212 Dept. of Health and Human Services-Health Services New	Request Status Email Address State of Michigan Employee?	Incomplete cc360user@mdoc.gov Yes
Please p [detai] Message Action	provide a reason for led reason explai e Save-And-Contin	access. .ning WHY you ue Cancel He	need this access to complete	e your job duties]	

Figure 3.3.4: CareConnect360 Access Request Form – Reason

- 9. Review the CareConnect360 user agreement (*Figure 3.3.5*) and select *I agree to the rules specified above*.
- 10. Click Save and Continue. The form advances to the Review & Submit tab.

Wichigan Health a	Department of and Human Service	Putting people first, with the go healthier and more productive I	al of helping all Michiganders lead ives, no matter their stage in life. DSA v2.0 (Staging)			
Home Demographics Request >	Training ► Contact Email ►	Exit				
CareConnect360 Security Requ	iest					
User Name(Last, First) Area Code & Phone Number Organization Request Type	User, CC360 517-555-1212 Dept. of Health and Human Services-Health Services New	Request Status Email Address State of Michigan Employee?	Incomplete cc360user@mdoc.gov Yes			
Roles Reason	User Agreement					
I accept and agree to the following: <u>To maintain complete confidentiality of the</u> including, but not limited to, the Health Insura Security Policies and Procedures.	e data and any information received nce Portability and Accountability Act	I from CareConnect360 as required by Fr (HIPAA), State of Michigan Mental Health C	ederal and <u>State laws</u> , rules and regulations Code, and MDHHS's Data Privacy and			
To asfaguard and not disclose any confide	se of performing my job functions;	any other use is prohibited.	and Conduct			
To sateguard and not discuss any connect To comply with Civil Service Rules 1-13 Pe and Human Services. To keep confidential an	ntents and Inventions, and 1-14 Con d to safeguard from unauthorized use	consistence Rule 2-o, Editori Standards a <u>syrights for any property</u> which I participal and disclosure to other persons the user IE	ted in developing for the Michigan Health D and password issued to me.			
job functions. All incidents, threats or violation immediately.	ly identifiable data shall not be account of the second state of t	e <u>ssed</u> , used nor disclosed for any purpose ntiality, integrity or availability of PHI or othe	other than that required for performing my er confidential data will be reported			
To secure the data by utilizing proper encu on portable devices.	<u>yption methods</u> , when applicable, by	workforce members that are transmitting o	or storing any PHI or other confidential data			
To restrict unintentional viewing of PHI or	other confidential data in any form	by those who are not authorized to view PH	H or other confidential data.			
I underse and that any violation of this Security Agreement and any applicable laws, rules or regulations may result in disciplinary action taken against me purse to Civil Service Rules, and that I may be subject to criminal and civil penalties.						
Message Action Save-And-Continue Cancel Help Video Help						

Figure 3.3.5: CareConnect360 Access Request Form – User Agreement





11. Verify your CareConnect360 access request details (*Figure 3.3.6*), and if everything is correct click <u>Submit Request</u>. The submission confirmation displays.

Note: Compliance with annual MDHHS Privacy and Security Training is required for access to CareConnect360. If you are not currently compliant, "You have not completed MDHHS security and privacy trainings, your request approval might get delayed." displays. You must complete the MDHHS Privacy and Security Training before your access can be granted.

Michigan Mic	Department of nd Human Service	Putting people first, with the goal of healthier and more productive live	f helping all Michiganders lead s, no matter their stage in life. DSA v2.0 (Staging)			
Home Demographics Request	Training 🕨 Contact Email 🕨	Exit	D SA VE.0 (Stagnig)			
CareConnect360 Security Reque	est					
User Name(Last, First) Area Code & Phone Number Organization Request Type	User, CC360 517-555-1212 Dept. of Health and Human Services-Health Services New	Request Status Email Address State of Michigan Employee?	Incomplete cc360user@mdoc.gov Yes			
🖌 Roles 🖌 Reason	✓ User Agreement Review &	<u>& Submit</u>				
Immediate Manager Bowen, Jam Selected Role(s)	es					
Role		Data Manager				
I need to view claims information for beneficial I need access to Blood Lead testing result dat	ries enrolled in Medicaid statewide. a to assist in beneficiary care.	Nelson, Deon Albright, Dan				
Reason for Request [detailed reason explaining WHY you need this access to complete your job duties]						
Action Submit-Request Continue-Later	Cancel Help Video Help					

Figure 3.3.6: CareConnect360 Access Request Form – Review & Submit

Remember: Upon submission the access request progresses through the review and approval cycle. Requests must be marked approved prior to your CareConnect360 security role being granted. *Appropriate system functionality is not enabled until your security role is manually assigned*.





4 Reviewing Access Details

Once the CareConnect360 access request has been submitted, users can review the status at any stage of the review and approval cycle. Users can also verify their current access, and view details of any previously processed CareConnect360 access requests.

4.1 Review Request Status During Approval Cycle

Complete the following steps to review the status of your CareConnect360 access request:

1. Access the DSA through MILogin (*Figure 4.1.1*).



Figure 4.1.1: MILogin Home

2. Select **Application Access** from the **Request** sub-menu (*Figure 4.1.2*). The Security Form Selection page displays.



Figure 4.1.2: DSA Home





3. Click <u>View Request Status</u> beside CareConnect360 (*Figure 4.1.3*). The Request Details page displays.



Figure 4.1.3: Security Form Selection

4. Click the double arrow to the right of each *Review(s)* to expand the section and display the details (e.g., Immediate Manager Review, Data Manager Review; *see red circle, Figure 4.1.4*).

	ichigan Department of ealth and Human Service	Putting people first, with the given the and more productive set of the set o	oal of helping all Michiganders lead e lives, no matter their stage in life.
Home Demographics Re	equest ▶ Training ▶ Contact Email ▶	Exit	USA V2.0 (Staying)
Request ID User Area Code & Phone Number Organization Request Type Request Details - Care User Demographics User Details (Show Details) Role(s) Selected	132774 Trainee, Tessa - (traineetessa) 517-555-5678 Dept. of Health and Human Services-Health Services New Connect360	Request Status Email Address State of Michigan Employee? Date Submitted Request Term	Program Manager review completed traineetessa@michigan.gov Yes 11/18/2021 9:41:00 AM Annual
Role(s) (Hide Details) Role I need to view claims informa Request Reason	tion for beneficiaries enrolled in Medicaid statewi	de.	Data Manager Nelson, Deon More-Info
[explain in detail why the requ	ested access is required to complete your job dut	ies]	
Review(S) Immediate Manager Review Data Manager Review (Show Director Review (Show Det Training Manager Review (S Security Administrator Rev Message	r (Show Details) w Details) ails) Show Details) iew (Show Details)		8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Message Action <u>Return-To-Previous-P</u>	age <u>Print Cancel Help</u>		

Figure 4.1.4: CareConnect360 Request Details – review details collapsed





5. Look at the *Review Status* for each review level (*Figure 4.1.5*) to determine where in the process your CareConnect360 request currently resides.

Note: Each *Review Status* initially displays as 'Unreviewed', and updates to either 'Approved' or 'Denied' depending upon the action taken. If 'Denied' *Review Comments* are required.

A COME: traineetessa	Michigan Dep Health and	partment of Human S	ervices	Putting pe healthiera	ople first, w nd more pr	vith the goal of help roductive lives, no n	ing all Michig natter their sta	anders leac age in life. SA v2.0 (Stag
ome Demographics	Request ► Train	ning Contact	Email) Ex	cit				
Request ID Jser Area Code & Phone Num Organization Request Type Request Defails - C	132774 Trainee, Tessa - 517-555-5678 Dept. of Health a Services New	(traineetessa) and Human Service:	s-Health	Request Stat Email Addres State of Mich Date Submit Request Terr	tus ss ligan Employ ted n	/ee?	Program Manag completed traineetessa@m Yes 11/18/2021 9:41: Annual	er review ichigan.gov :00 AM
User Details (Show De	tails)							8
Role(s) Selected Role(s) (Hide Details) Role I need to view claims in Request Reason favalain in detail why the	formation for beneficiari	es enrolled in Medi	caid statewide.			Data Mar	nager	& More-Info
Review(s) Immediate Manager R	eview (Hide Details)		,,			/	1	\$
Immediate Manager	Review Da 11/18/2021	te 9:45:00 AM	Review	ved By	Review S Approved	Status Review	v Comments ents as needed]	
Data Manager Review	(Hide Details)	Data Br	eview Date	Reviewed	Review	Review Comments	Dire	ector
I need to view claims in beneficiaries enrolled in	formation for Medicaid statewide.	Manager 11 9:4	/18/2021 45:00 AM	Ву	Approved	This program is pre-ap a contingent basis.	con oproved on	nments
Director Review (Hide	Review Date	Reviewe	ed By	Reviev Unrevie	v Status ewed	Review Co	mments	×
Training Manager Rev Training Manager	iew (Hide Details) Review [Date R	eviewed By	Re Un	view Status reviewed	Review (Comments	8
Security Administrato	r Review (Hide Details or) Completed Da	ite	Compl	eted By	Review Co	mments	8
essage tion <u>Return-To-Previ</u>	ous-Page Print Canc	el <u>Help</u>						

Figure 4.1.5: CareConnect360 Request Details – review details expanded

Note: In this example, the Immediate Manager approved the request and the **Data Manager Review** has been pre-approved contingent upon the **Director Review**. Once the Director approves, the DSA checks your compliance with the annual MDHHS Privacy and Security Training, required for access to CareConnect360. If you are not currently compliant, the request remains at the **Training Manager Review** step until you complete the MDHHS Privacy and Security Training.





4.2 Review Processed Requests

Complete the following steps to review current CareConnect360 access details and historical access requests:

- 1. Access the DSA through MILogin.
- 2. Select **Application Access** from the **Request** sub-menu (*Figure 4.2.1*). The Security Form Selection page displays.

MOHHS	Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life. Health and human Services
Home Demographics	Request > Request > Contact Email > Exit
	Application Access Immediate Manager Access Organization Manager Access MDHHS Security Access
 The Dat Applicar at the er All requing When a reasons After suit Request Change Help infi To get st 	abase Security Application (DSA) is used to submit Request for Access to various MDHHS systems for new, change or renewal requests. ts are responsible for the safeguarding of confidential, sensitive or Protected Health Information (PHI). Carefully read the security agreement of of the Request for Access. It is a reviewed by immediate supervisors and program approvers. reason for access is required, the user MUST provide a reason or justification. Be clear and concise as to why access is needed. Insufficient will result in the access request being denied. mittal of the request, the applicant can view the status of their Request for Access. is of Access may be approved in part or in full depending on the results of the supervisor and program approver's review. requests <i>cannot</i> be submitted before a prior request has completed the authorization process. Transition is contained with each form. tarted click on the (Request > Application Access) link on the main menu above.

Figure 4.2.1: DSA Home

- 3. To review your existing CareConnect360 access:
 - a. Click <u>Current Access</u> beside CareConnect360 (*Figure 4.2.2*). Your current CareConnect360 access details display in a pop-up window.

Michigan Healtha	Department of and Human Service	Putting people first, with the goal of he healthier and more productive lives, no S	lping all Michiganders lead o matter their stage in life.
Home Demographics Request	Training ► Contact Email ►	Exit	bon vite (baging)
Security Form Selection			
User Name(Last, First) Area Code & Phone Number Organization	Trainee, Tommey 517-241-6987 Dept. of Health and Human Services-Health Services	Email Address State of Michigan Contractor?	traineetommey@michigan.gov No
Action Edit Demographics Select from the list below to request acces	ss to an application\database.		
Application Benefits Monitoring Program (BMP)		Submit-Request	
Business Objects Community (BOC) CareConnect360		Submit-Request Submit-Request	Completed-Requests
CHAMPS		Continue-Request	
MDHHS Document Management System (D MDHHS-Health Data Warehouse	MS/FileNet)	Submit-Request	
Message Action <u>Cance</u> <u>Help</u>			

Figure 4.2.2: Security Form Selection





b. Review the **Role(s)** currently granted (*Figure 4.2.3*).

Current Access - Work - Microsoft Edge	-	\times
Current Access		
Form CC360 - CareConnect360		
Organization		
Dept. of Health and Human Services-Health Services		
Role(s)		

Figure 4.2.3: Current Access – CareConnect360

- 4. To view completed CareConnect360 access requests:
 - a. Click <u>Completed Requests</u> beside CareConnect360 (*Figure 4.2.4*). The list of previously completed CareConnect360 access requests displays.

M	DHHS	Michigan Health a	Departm and Hun	ent of nan Service	Putting people firs healthier and more	t, with the goal of he e productive lives, n	elping all Michiganders lead o matter their stage in life.
Welcom Home	e: traineetommey Demographics	Request	Training)	Contact Email ►	Exit		DSA v2.0 (Staging)
Securi	ty Form Selec	tion					
User Na Area Co Organiz	ame(Last, First) ode & Phone Numl zation	ber	Trainee, 517-241 Dept. of Services	Tommey 6987 Health and Human -Health Services	Email Address State of Michigan Co	ntractor?	traineetommey@michigan.gov No
Action Select fro	Edit Demog	r <u>aphics</u> o request acces	s to an applic	ation\database.			
Applica Benefits Business	Ation Monitoring Program S Objects Communit	n (BMP) sy (BOC)			Submit-Request Submit-Request		
CareCon CHAMPS MDHHS MDHHS-	inect360 S Document Manage Health Data Wareh	ment System (D	MS/FileNet)		Submit-Request Continue-Request Submit-Request	Current-Access	Completed-Requests
Message Action	e <u>Cancel</u>	Help					

Figure 4.2.4: Security Form Selection

b. Click <u>View</u> to review the access request details (*Figure 4.2.5*). The Request Details display.

ME	OHHS	Michigan Health a	Departm and Hur	ent of man Servic	Putting people first, with the healthier and more product	e goal of helping all Mich ive lives, no matter their	niganders lead I stage in life.
Home De	emographics	Request >	Training >	Contact Email >	Exit		DSA V2.0 (Staging)
Security F	orm Selecti	ion					
User Name(Area Code & Organizatio	Last, First) & Phone Number n	,	Trainee 517-555 Dept. o Service	, Tessa i-5678 i Health and Human s-Health Services	Email Address State of Michigan Employee?	traineetessa@ Yes	@michigan.gov
Action	Edit Demogra	phics					
Form	CareConnect3	360					
Request ID	Request Type	Date Submi	tted	Completion Reason			
132774 Message Action	New Back-To-Li	11/18/2021 9 ist <u>Cancel He</u>	:41:00 AM	Request has been ap	proved and access has been granted by	the Security Administrator.	View Print

Figure 4.2.5: Completed Requests





- c. Click the double arrow beside the *Review(s)* to expand the section and display the details (*Figure 4.2.6*).
- d. Review the Access Granted.

Michigan Departme Health and Hum	Putting people first, with the healthier and more product an Services	e goal of helping all Michiganders lead tive lives, no matter their stage in life.
Welcome: traineetessa Home Demographics Request → Training → Q	Contact Email Exit	DSA v2.0 (Staging
Request ID 132774 User Trainee, Tessa - (traineetess Area Code & Phone Number 517-555-5678 Organization Dept. of Health and Human Services Request Type New Request Details - CareConnect360 User Demographics	Request Status sa) Email Address State of Michigan Employee? Services-Health Date Submitted Request Term	Completed traineetessa@michigan.gov Yes 11/18/2021 9:41:00 AM Annual
User Details (Show Details) Role(s) Selected Role(s) (Hide Details) Role I need to view claims information for beneficiaries enrolled Request Reason [explain in detail why the requested access is required to co	in Medicaid statewide.	(2) Data Manager <u>More-Info</u>
Review(s) Immediate Manager Review (Show Details) Data Manager Review (Show Details) Director Review (Show Details) Training Manager Review (Show Details) Security Administrator Review (Show Details) Descure Completing Descent		8 8 8 8
Request has been approved and access has been granted Access Granted User Name (User ID) Trainee, Tessa - (traineetess User Email traineetessa@michigan.go Acquest Term Annual Organization Dept. of Health and Human Domain(s) MDHHS-Health Services Role(s) MDHHS View	by the Security Administrator.	
Message Action Return-To-Previous-Page Print Cancel Help		

Figure 4.2.6: Request Details – CareConnect360

