

CSHCS SYSTEM



The image shows a screenshot of a web browser window displaying the State of Michigan Single Sign On login page. The browser's address bar shows the URL <https://sso.state.mi.us/>. The page title is "State of Michigan Login". The main heading is "State of Michigan Single Sign On" with a small map of Michigan to the right. Below the heading, there are two input fields: "User ID" and "Password". A "Login" button is positioned below the password field. At the bottom of the page, there is a note: "* If you do not have a User ID, please click" followed by a "Register" button and a blue underlined link that says "I forgot my Password".

State of Michigan Login

State of Michigan Single Sign On

User ID

Password

Login

* If you do not have a User ID, please click

[I forgot my Password](#)

Click Account Maintenance to Update Your Personal Info, Change Your Password or Create Your Challenge/Response Answers

Application Portal - Windows Internet Explorer

https://sso.state.mi.us/som/dch-portal/dch-portal

File Edit View Favorites Tools Help

Application Portal

State of Michigan Single Sign On

Application Portal

WELCOME **Rebecca Start**,

You are currently subscribed to the following applications:

- [Application Approver](#)
- [CHAMPS](#)
- [CHAMPS - Siebel\(State Users Only\)](#)
- [Children's Special Health Care Services](#)
- [DCH Filenet Workplace XT](#)
- [Database Security Application \(DSA\)](#)
- [MI-WIC](#)

[Subscribe to Applications](#) [Add new Roles to Existing Subscription](#)
[Account Maintenance](#) [Sign Off](#)



Change My Personal Information - Windows Internet Explorer

https://sso.state.mi.us/som/dch-portal/selfCareServlet

File Edit View Favorites Tools Help

Change My Personal Information

State of Michigan Single Sign On

User ID: start [Sign Off](#)

Change My Personal Information

Change your personal information and press OK when finished.

Last Name:

First Name:

Middle Initial:

Email:

Work Phone (123-456-7890):

State of Michigan Single Sign On

Input old password	:	<input type="text"/>
Input new password	:	<input type="text"/>
Confirm new password	:	<input type="text"/>

Changes to password rules:

Password rules are changing because of increased security.
Please note new password rules below.

Password rules are:

- Minimum password length is 8
- Password must contain at least one letter and one number
- Passwords are case sensitive
- Maximum number of repeated characters is 2
- Password cannot be same as userid or user name
- New password cannot be same as old password

State of Michigan Single Sign On



User ID: start

[Sign Off](#)

Change Challenge/Response Answers

Change your answers and click OK. You must provide an answer to each challenge.
Answers are case sensitive.

What is the name of the city in which you were born?

Answer:

Confirm Answer:

What is your fathers middle name?

Answer:

Confirm Answer:

What is your mothers maiden name?

Answer:

Confirm Answer:

What are the last four (4) digits of your social security number?

Answer:

Confirm Answer:

State of Michigan-Login - Windows Internet Explorer

https://sso.state.mi.us/

File Edit View Favorites Tools Help

State of Michigan-Login

State of Michigan Single Sign On

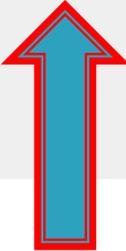
User ID

Password

Login

* If you do not have a User ID, please click [Register](#)

[I forgot my Password](#)



Re-set Password

- ▶ To re-set the password, click 'I Forgot My Password' and respond to the challenge questions. If unsuccessful, contact the DTMB help desk at 1-800-968-2644 (press 0, 1, 4). Request a password re-set for the Single Sign On (SSO) portal. You will need your SSO User ID and e-mail address.

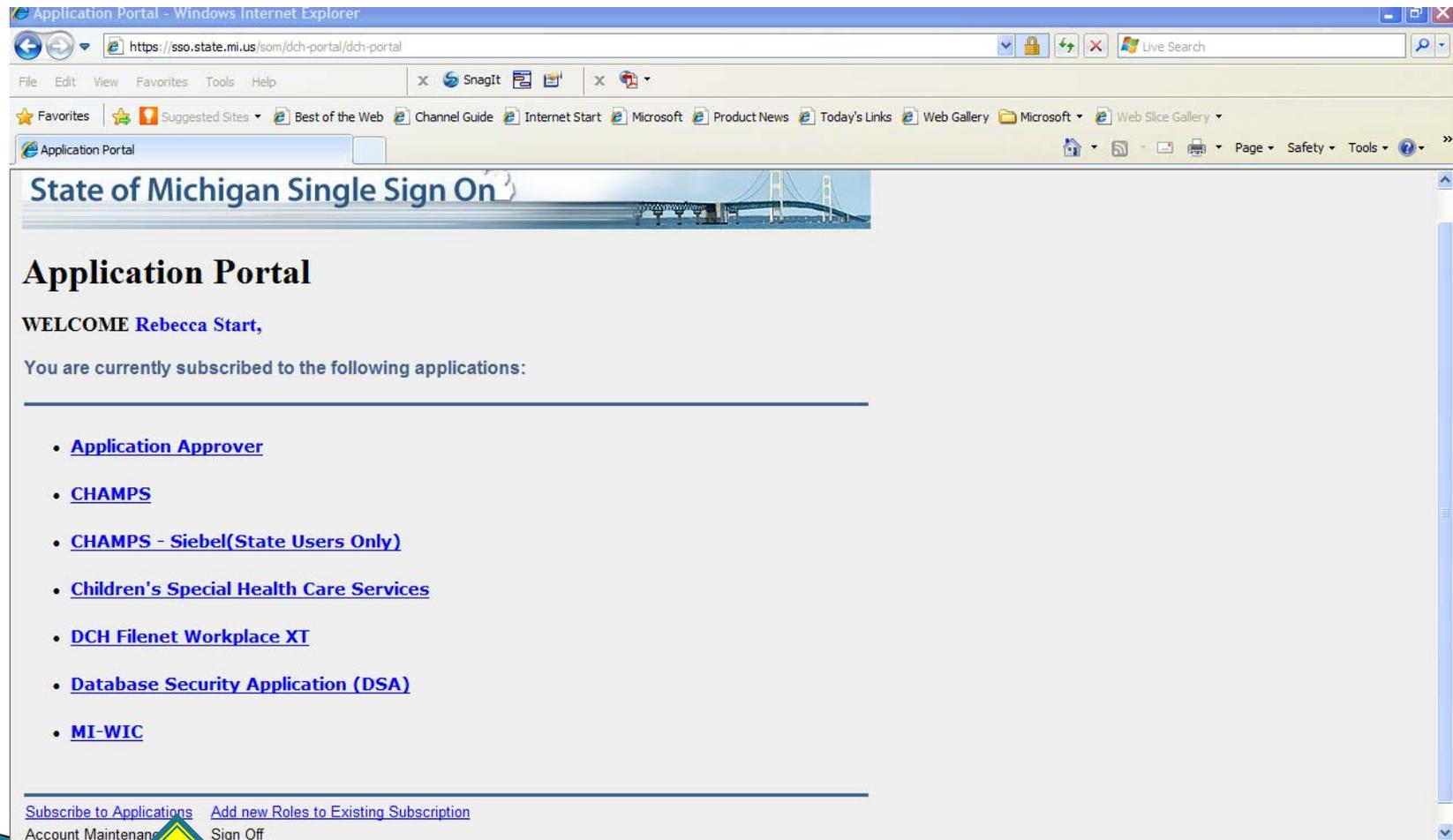


DTMB Help Desk

- ▶ To deactivate User Account, contact the DTMB help desk at 1-800-968-2644 (press 0, 1, 4). You will need the User's Name (or SSO User ID) and e-mail address.



Subscribe to CSHCS System



Application Portal - Windows Internet Explorer

https://sso.state.mi.us/som/dch-portal/dch-portal

File Edit View Favorites Tools Help

Application Portal

State of Michigan Single Sign On

Application Portal

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[Subscribe to Applications](#) [Add new Roles to Existing Subscription](#)
[Account Maintenance](#) [Sign Off](#)



Name Must be on Contacts – At – A Glance

Children's Special Health Care Services Local CSHCS Office Contacts At-A-Glance

COUNTY ^o	LOCAL CSHCS OFFICE ADDRESS ^o	COORDINATOR ^o	NURSE/HEALTH PROFESSIONAL PHONE ^o	REPRESENTATIVE ^o
Alcona (01) (989) 724-6757 ext. 1600 Fax: (989) 343-1894 EZLink: DISTRICTHEALTHDEPT#2 ^o	DHD #2 - Alcona Co. 311 Lake St., PO Box 218 Harrisville, MI 48740 *Note: Send all correspondence for Alcona & Ogemaw to this office.* ATTN: Dawn Ashford ^o	Dawn Ashford, RN (989) 724-6757 dashford@dhd2.org	Dawn Ashford, RN (989) 724-6757 dashford@dhd2.org	Nancy Flynn (989) 724-6757 ext. 1600 Nflynn@dhd2.org
Alger (02) (906) 387-2297 ext. 105 Fax: (906) 387-2224 EZLink: LMASDISTRICTHEALTHDEPARTMENT ^o	Luce-Mackinac-Alger-Schoolcraft-DHD E-9526 Prospect St. Munising, MI 49862 (Note: for UPS or Package Delivery use: Wetmore, MI 49895) ^o	Babette Harris (906) 387-2297 ext. 105 bharris@lmasdhd.org	Jean Lussman, RN, BSN (906) 387-2297 ext. 115 jlussman@lmasdhd.org	Babette Harris (906) 387-2297 ext. 105 bharris@lmasdhd.org
Allegan (03) (269) 673-5440 Fax: (269) 673-4172 EZLink: ALLEGANCOUNTYHEALTHDEPARTMENT ^o	Allegan Co. Health Dept. Allegan Co. Service Bldg. 3255-122 nd Avenue, Suite 200 Allegan, MI 49010	Angelique Joynes, BSN (269) 673-5411 ajoynes@allegancounty.org	Amy David, BSN, RN (269) 673-5411 adavid@allegancounty.org	Vonnie Hildebrand (269) 673-5440 vhildebrand@allegancounty.org
Alpena (04) (989) 356-4507 Fax: (989) 354-0855 EZLink: DISTRICTHEALTHDEPT#4 ^o	DHD #4 - Alpena Co. 100 Woods Circle, Ste. 200 Alpena, MI 49707	Rosanne Schultz, RN rschultz@hline.org	Kay Kearly, RN (989) 356-4507 kearly451@hotmail.com	Ann Timmreck (989) 356-4507 atimmreck@hline.org Sue Zolnierek Computer Systems Manager (989) 358-7966 szolnierek@hline.org
Antrim (05) (231) 533-6255 Fax: (231) 533-8450 EZLink: NORTHWESTMICHCOMMUNITYHLTHAGENCY ^o	The Health Department of NW MI Antrim Co. 209 Portage Drive Bellaire, MI 49615	Mary Martinchek, RN (231) 347-5634 m.martinchek@nwhealth.org (See Emmet Co. for location) ^o	Rhonda Decker, RN (231) 533-1005 r.decker@nwhealth.org	Peggy Goebel (231) 533-1002 p.goebel@nwhealth.org
Arenac (06) (989) 846-6541 Fax: (989) 846-0431 EZLink: CENTMICHDISTHLTHDEPT ^o	Central Michigan DHD-Arenac 3727 Deep River Rd. Standish, MI 48868	Sandy Merrifield, R.N. (See Clare Co. for location) ^o	Stephanie Metiva, RN Ext. 8119 smetiva@cmdhd.org	Linda Simons Ext. 8111 lsimons@cmdhd.org
Baraga (07) (906) 524-6142 Fax: (906) 524-6144 EZLink: Western Upper Peninsula Health Department ^o	Baraga Co. Western UP DHD 303 Baraga Ave. L-Anse, MI 49946	Barbara Auten, RN., BSN bauten@hline.org (See Keweenaw Co. for location) ^o	Kathy Mell, RN kmell@hline.org	Carol Marinich cmarinich@hline.org

State of Michigan Single Sign On



User ID: start

[Sign Off](#)

MDCH Systems Use Notification

The Michigan Department of Community Health's (MDCH) computer information systems (systems) are the property of the State Of Michigan and subject to state and federal laws, rules and regulations. The systems are intended for use only by authorized persons and only for official state business.

Systems users are prohibited from using any assigned or entrusted access control mechanisms for any purposes other than those required to perform authorized data exchange with MDCH. Logon IDs and passwords are never to be shared. Systems users must not disclose any confidential, restricted or sensitive data to unauthorized persons. Systems users will only access information on the systems for which they have authorization. Systems users will not use MDCH systems for commercial or partisan political purposes.

Following industry standards, systems users must securely maintain any information downloaded, printed, or removed in any format from the systems. When no longer needed, this information must be destroyed in an appropriate manner specific to the format type.

All users of the systems give their expressed consent to the monitoring of their activities on the systems. If such monitoring reveals possible evidence of unauthorized or criminal activity, the evidence may be provided to administrative or law enforcement officials for disciplinary action and /or prosecution.

By accessing information provided by the Michigan Department of Community Health computer information systems and clicking on the button below, I acknowledge and agree to abide by all governing privacy and security terms, conditions, policies and restrictions for each authorized application.



CSHCS System Confidentiality

- ▶ At no time should the information contained in the CSHCS system be read verbatim to families or providers.
- ▶ PDF documents displayed on the Correspondences screen may be re-printed and distributed to the original recipient.
- ▶ CEN may be re-printed and distributed to providers, at the family's request.



Confidentiality Continued

- ▶ Screen prints are prohibited except for temporary internal use. When no longer needed, screen prints must be appropriately destroyed (shred).
- ▶ Do not create a screen print if another client name is displayed anywhere on the screen.





[Log Out](#)

Previously Viewed v

[Search](#) > [Results](#) > [Overview](#)

Recipient ID

Overview

Details

Medical

Enrollment

Payment Agreement

Insurance

DMS

Alerts



Correspondences

353

[Display All](#) | [Active](#) | [Inactive](#)

9 items found, displaying all items.

1

			Letter Name	Print Date	Print Center Queue Name	Created On	Created By
Deactivate	Edit		CEN	12-29-2011		11-10-2011	BatchJob_CEN
Deactivate	Edit		CEN	11-02-2011		09-16-2011	BatchJob_CEN
Deactivate	Edit		MICHILD_HEALTH_KIDS_LTR	10-25-2011		09-16-2011	BRACEM
Deactivate	Edit		CEN	09-02-2011		09-01-2011	BatchJob_CEN
Deactivate	Edit		Review Letter Financial	09-06-2011		08-02-2011	BatchJob_Review
Deactivate	Edit		LH_WELCOME_LTR	01-03-2011		01-03-2011	BRACEM
Deactivate	Edit		APPLICATION_CHECKLIST	12-10-2010		12-10-2010	AINSLIECE
Deactivate	Edit		MICHILD_HEALTHYKIDS_LTR	12-02-2010		12-02-2010	BRACEM
Deactivate	Edit		LH_SLAPP_LETTER	10-29-2010		10-29-2010	DOUGLASBJ

Important Safeguards

- ▶ Immediately report any unauthorized disclosure of confidential information to your supervisor.
- ▶ Keep User IDs and passwords confidential and safe from unauthorized use and disclosure.
- ▶ Immediately report any loss/suspected theft of user names/IDs, passwords, etc.



Important Safeguards Continued

- ▶ When sending an e-mail to a family, provider or the State, remove all PHI (follow your Agency's security guidelines).
- ▶ When providing eligibility and enrollment information to providers, disclose only the minimum information necessary related to the date of service in question.



Important Safeguards Continued

- ▶ Adult Client: Look for a 'Release of Info' Note on Overview screen before talking with anyone other than the client.
- ▶ Refer requests for payment agreement receipt to the Family Phone Line (800-359-3722).



Recent System Enhancements

▶ Client Search

- Search by Enrollment End Date
- Sort results by any column heading
- Export results to Excel

▶ Medical Screen

- All medical reports received are documented
- Purpose Indicated
 - AC (Active Client) medical may not have determination date if used for renewal or FYI-only





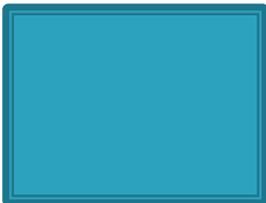
Previously Viewed

[Search](#) > [Results](#) > Medical

Recipient ID

- Overview
- Details
- Medical**
- Enrollment
- Payment Agreement
- Insurance
- DMS
- Alerts

02-03-2012



Medical Record

Actions

[Delete This Record](#)

[Create New Record](#)

Letters [browse all](#)

CONDOLENCE SLAPP LTR

Purpose*

Medical Received Date

Determination Date

Application Received Date

Determination Date is required only when an eligibility decision has been entered on a diagnosis row.

Diagnosis

Diagnosis Eligible* Decision Reason Sub Specialist

The eligibility dropdown must have a non-blank selection for each diagnosis row present.

A diagnosis code is required only when the eligibility dropdown value selected is "Yes".

Doctor / Hospital Name

Specialization

Comments [Hide](#)

NPI for Address Lookup

Reports

- ▶ Quick Reference Guide Updated and Available in LHD Forms Download
- ▶ ‘Dynamic’ means the report will change each time it’s run, reflects current information in the CSHCS system
- ▶ ‘Static’ means that once run, the information on the report does not change



REPORT LINK NAME	REPORT NAME	DESCRIPTION	ADDITIONAL INFORMATION	RUN DATE
3 rd Month Report for LHD	same	Clients with an enrollment period ending during the month/year entered	*Dynamic ¶ Use to identify clients needing Annual Contact, 3 months before the month in which coverage ends.	On or after the 3 rd working day of month
Renewal Follow-up	same	Clients with coverage ending during the date range entered whose IRPA and/or medical reports have not been received or processed (based on data in Review Details screen)	Dynamic ¶ Check CSHCS db and EZLink for possible updates not reflected on report	Any time
Clients Renewed	Renewal of Clients Report	Clients whose coverage was renewed in the auto-renewal process for month/year entered (auto-renewal runs on the 2 nd day of each month)	**Static ¶ ¶ Does not include clients manually renewed.	On or after the 3 rd working day of each month
Beneficiaries Not Renewed	Beneficiaries Not Renewed Report	Clients whose coverage was NOT renewed during the auto-renewal process (clients who are manually renewed are not included in this report)	Static ¶ ¶	On or after the 3 rd working day of each month



Where do I look for Comments?

- ▶ Notes on Overview Screen
- ▶ Medical Screen Comments
- ▶ Enrollment Screen Comments
- ▶ Review Details Medical Comments



Previously Viewed 

Search > Results > Overview

Recipient ID

Overview

Details

Medical

Enrollment

Payment Agreement

Insurance

Fin. Review	Med. Review	Enroll End
03-31-2013	03-31-2015	03-31-2013

Responsible Parties

Financial Status

Medicaid eligible

Analyst

TARI GREGURICH

Letters [browse all](#)

Enrollment 04-01-2012 to 03-31-2013

Diagnosis

Seq	Diagnosis	Begin	End
1	75029	04-01-2012	03-31-2013

Authorized Providers

2 items found, displaying all items.

1

NPI	Name	Diagnosis	PT	Spec	Sub-spec
1861514002	Zwyghuizen, Andrew M	75029	A010		
1073588711	EDWARD W SPARROW HOSPITAL ASSOCIATION	75029	A060		

Notes [Manage](#)

Medical Reports | Received: 05-11-2012 | Sender: lhd question re renewal | Created by: MCGRAWM2

75029 added.surgery 3/28/12 renewal for that diagnosis also. will still need medical for 3430. per tc from gladwin lhd-Stacey. mm

Notice of Action | Received: 06-06-2011 | Sender: LHD | Created by: FERRISK1

ADDRESS CHANGE. KF

Medical Reports | Received: 06-02-2010 | Sender: DAVID RODEN, MD/ENT | Created by: HARTL

ADDL DX? TO MC FOR REVIEW. (LH) 06-07-2010



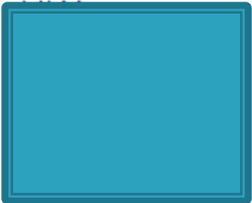
Previously Viewed

Search > Results > Medical

Recipient ID Search

- Overview
- Details
- Medical**
- Enrollment
- Payment Agreement
- Insurance

11-02-2011 Change Medical



Medical Record

Purpose*	Medical Received Date	Determination Date	Application Received Date
New Medical (NM)	10-24-2011	11-02-2011	11-15-2011

Determination Date is required only when an eligibility decision has been entered on a diagnosis row.

Diagnosis

Diagnosis	Eligible*	Decision Reason	Sub Specialist
34510	Yes		

The eligibility dropdown must have a non-blank selection for each diagnosis row present. A diagnosis code is required only when the eligibility dropdown value selected is "Yes".

Add Row

Doctor / Hospital Name	Specialization
DR. GEORGE CHEE-CHIU FOGG	Infectious Disease

Comments [Hide](#)

DOS 10/18/11 BUTTERWORTH PEDIATRIC ICU, DR JOHN S. KOPEC JPED CRITICDAL CARE MED., DR STEVEN T. DEROOS, DR ROLOFF REQUESTS NICU D/C SUMMARY. MMC 11/3/11

NPI for Address Lookup

Lookup



Previously Viewed

[Search](#) > [Results](#) > Enrollment Details

Recipient ID

- Overview
- Details
- Medical
- Enrollment**
- Payment Agreement
- Insurance

Enrollment Details | [Review Details](#)



07-01-2011 - 06-30-2012

Enrollment Begin*

Enrollment End*

Financial Review

Medical Review

Application Signed*

Family Size

Family Income

Financial Status*

Coverage Ended Reason

Old Begin Date

Old End Date

Migrant

Notice Of Action - Date
(No Date)

Change in the event that the CHAMPS begin date does not match the begin date.

Change in the event that the CHAMPS end date does not match the end date.

Comments [Hide](#)

TWO OUTSTANDING CONTRACTS, CANT RENEW BECAUSE OF IT. TG 3/16/12





Previously Viewed

Search > Results > Review Details

Recipient ID

- Overview
- Details
- Medical
- Enrollment**
- Payment Agreement
- Insurance

Enrollment Details | **Review Details**



Letters [browse all](#)

Future Family Size

Future Family Income

[Close Out Letter](#)

N/A

Financial

Review Date
06-30-2012

Financial Code

Determination Date

IRPA Received Date

Review Status

Review Letter
03-02-2012

Medical

Review Date
04-30-2015

Diagnosis Code
20170 ⁱ

Decision Date

Eligible

Re-code

Comments

Review Letter
N/A



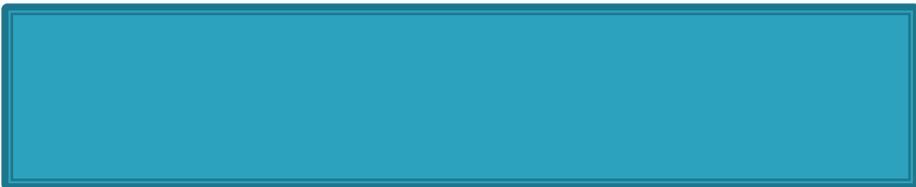
Previously Viewed v

[Search](#) > [Results](#) > Review Details

Recipient ID Search

Overview | Details | Medical | **Enrollment** | Payment Agreement | Insurance

Enrollment Details | **Review Details**



Letters [browse all](#)

Future Family Size
 Future Family Income

[Close Out Letter](#)
04-04-2012

Financial

Review Date 04-30-2012 Financial Code v Determination Date IRPA Received Date Review Status v Review Letter 01-05-2012

Medical

Review Date
04-30-2012

Diagnosis Code	Decision Date	Eligible	Re-code	Comments	Review Letter
34510 i	<input type="text" value="04-17-2012"/>	<input type="text" value="Eligible"/> v	<input style="border: 1px solid black; width: 30px;" type="text"/>	4-17-12 Spectrum neuro 2011 visits. vrp /DWR	01-05-2012
78057 i	<input type="text" value="03-08-2012"/>	<input type="text" value="Eligible"/> v	<input style="border: 1px solid black; width: 30px;" type="text"/>	letson 3/8/12 (NEED SLEEP STUDY RPT)	01-05-2012
4011 i	<input type="text" value="02-03-2012"/>	<input type="text" value="Eligible"/> v	<input style="border: 1px solid black; width: 30px;" type="text"/>		N/A

Cancel

CSHCS SYSTEM

- ▶ QUESTIONS
- ▶ SUGGESTIONS



EZ LINK GOOD NEWS

- ▶ All LHD accounts now have full EZ Link
 - Via the Setup menu, Your EZ Link Administrator can create work lists, mailboxes and customizations
- ▶ Virtual Print Solution works with Windows 7
 - The updated [Virtual Print Solution](#) software is available to be downloaded from the Covisint [Support](#) page.



EZ Link Improvements

- ▶ Use LHD EZ Link Address List to learn best practices from long term full EZ Link Users
- ▶ Send Online to CSS rather than FAX to 9491 (is anyone still getting faxes from CSS?)
- ▶ Complete Document Tags instead of sending a separate e-NOA or a message



EZ Link Next Steps

- ▶ EZ Link tele-training desired? LHD trainers?
- ▶ Improvements Workgroup?



EZ Link

- ▶ QUESTIONS
- ▶ SUGGESTIONS



TEP PROCESS

- ▶ TEP Outcome Report reveals importance of continuing the process
 - Increase number of children with comprehensive insurance coverage
 - Increase federal revenue

- ▶ Why annual TEP?
 - Income limits change
 - MICHild definition of ‘uninsured/underinsured’ evolves
 - E.g. High deductible or absent pharmacy benefit



TEP Process

- ▶ QUESTIONS
- ▶ SUGGESTIONS

