

MI COVID Alert Validation Pin Retrieval and MDSS Entry Process – v1.3 – 10/15/2020

Pin Generation and Case Documentation

Important: Please do not generate validation pins in advance. Pins must be attributed to MDSS cases where it was known that the individuals had downloaded and enabled the MI COVID Alert app.

- 1.) LHD/MDSS user calls index case
- 2.) As part of discussion, LHD/MDSS user confirms use of MI COVID Alert
- 3.) LHD/MDSS user asks index case whether they are willing to help Public Health by notifying other MI COVID Alert app users that they have been exposed to COVID-19 by anonymously sharing their positive COVID-19 status in the app. LHD/MDSS user should let the index case know that the app will *only* send anonymous notifications, and only to other app users with whom the index case may have had close contact with for a long enough period of time.
 - If index case is **not** willing to share their positive COVID-19 status, LHD/MDSS user should go to the “Other Information” section of the MDSS Case Report Form (CRF) and enter “declined” into the Local 2 field. LHD/MDSS user should stop MI COVID Alert discussion after completing this step and continue with the case interview normally.
 - If index case **is** willing to share their positive COVID-19 status, LHD/MDSS user should continue with step #4 through the remainder of this guidance.
- 4.) Opens “COVID19 Exposure Notification” application from MiLogin
 - An instance of MDSS and COVID19 Exposure Notification can both be open in separate browsers/browser tabs, at the same time.
 - Relevant LHD and MDHHS staff in MDSS will be auto-assigned access at app launch.
 - New users, post app launch, will need to register along with MDSS access.

The screenshot displays the MiLogin application interface. At the top left is the Michigan.gov logo, and at the top right are links for HELP and CONTACT US. Below this is a dark green header with the text 'MiLogin'. Underneath the header is a navigation bar with four items: HOME, REQUEST ACCESS, UPDATE PROFILE, and LOGOUT. The main content area is titled 'Home Page' and includes the instruction 'Access your applications by clicking on the application links below'. A list of applications is shown, with the first item, 'COVID19 Exposure Notification (MICOVIDAlert)', circled in red. Other applications listed include DCH-File Transfer, DHHS Contact Tracing, DHHS SMS Citizen Outreach, Database Security Application (DSA), and Departmental Work Intake Process (DWIP).

5.) LHD/MDSS user enters the index case’s MDSS Case Investigation ID in COVID19 Exposure Notification “Enter MDSS ID” field

MiCOVIDAlert

Get Validation Pin

Enter MDSS ID
1
MDSS ID is 11-digit number starting with 1.

GET VALIDATION PIN

Validation Pin :

Enter the phone number
+1

SEND VALIDATION PIN

NEW

6.) LHD/MDSS user clicks “Get Validation Pin”

7.) Validation pin is displayed for 1 minute

- Can be relayed over the phone to index case; and/or
- Index case’s phone number can be entered into app to send a text message copy of the validation pin to index case
 - The text message will read:
 - MI COVID Alert: Your one-time validation code is “[code]”. Msg and data rates may apply. Reply “STOP” to opt out of messages.
 - Invalid phone numbers (i.e., landlines) will return a “failed send” message. LHD user should verbally provide index case with the validation pin in this circumstance
- LHD/MDSS user should inform index case that, after the case interview has been completed, index case should open the MI COVID Alert app, click on “notify others”, and follow the instructions to “share a positive result.” In order to share the positive result, the index case will need to enter the validation pin provided by Public Health.

- 8.) LHD/MDSS user enters the validation pin into MDSS Local 2 field as “[code]”
- This field will be used to extract case data and assess MI COVID Alert app uptake and acceptability during the course of the feasibility study.
 - **Important:** Other relevant information that may be identified in the course of conversation (e.g., whether the index case was resistant to provide names and phone numbers for contacts due to perceptions that attended use of the MI COVID Alert app, whether the app user got tested because they previously received a notification of possible exposure, etc.) should be clearly documented in the case notes, if noted by LHD user. This qualitative information will help to inform the feasibility assessment.

Notes

- Validation pins will be valid for up to four (4) days from issuance
- Validation pins are invalidated the moment that they are used
- If the sixty-second timeout occurs and the LHD/MDSS user doesn't document the validation pin number or if the index case loses their number, the LHD/MDSS user can follow the above steps to generate a new number that can be shared with the index case.
- Validation pins that are documented in MDSS “Local Field 2” can be given back out over the phone if app user forgets/loses pin
 - If it is within four days and pin was not invalidated for any reason
- If validation pin is no longer valid (lapsed, invalidated, etc.), LHD/MDSS user can follow above steps to reissue pin.
 - This “new” pin should be overwritten in “Local Field 2”, replacing previous pin.