

# Gaining Access: CareConnect360

## SOM FOSTER CARE & JUVENILE JUSTICE USERS APPLICATION ACCESS REQUEST



State of Michigan  
Department of Health and Human Services

*Last Updated: June 2018*

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# 1 Introduction

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All users request access to CareConnect360 by completing the CareConnect360 access request form, which is located in the Database Security Application (DSA). Both CareConnect360 and the DSA are accessed through the State of Michigan (SOM) single sign-on portal, called MILogin\*.

Users must first request secure access to both applications using MILogin. When access is approved, the user receives an email notification and the **CareConnect360** link or **Database Security Application (DSA)** link appears on the MILogin Home page accordingly.

Users then request functional access by completing the CareConnect360 access request form within the DSA. This process determines the user's CareConnect360 security role(s). Upon submission, the CareConnect360 access request progresses through a review and approval cycle. Requests must be marked approved prior to the user's CareConnect360 security role(s) being granted. *The user's security role(s) must be manually assigned before access to any CareConnect360 data is granted.*

**IMPORTANT:** Users must have a MILogin account before they can complete these steps. Please reference the MILogin training materials for instruction.

\* If experiencing any issues with MILogin, please contact the **SOM Client Service Center: 517-241-9700** -or- **800-968-2644**.

## 2 Request Application Access Using MILogin

Both CareConnect360 and the DSA are routinely accessed through the SOM single sign-on portal, MILogin. Users must request secure access to both applications using MILogin. The steps outlined in this chapter are **all one-time processes**; once completed, they will not need to be repeated.

### 2.1 Requesting CareConnect360 Access

Complete the following steps to request secure access to CareConnect360 through MILogin:

1. Access MILogin: <https://miloginworker.michigan.gov> (SOM users). The MILogin Home page displays (Figure 2.1.1).

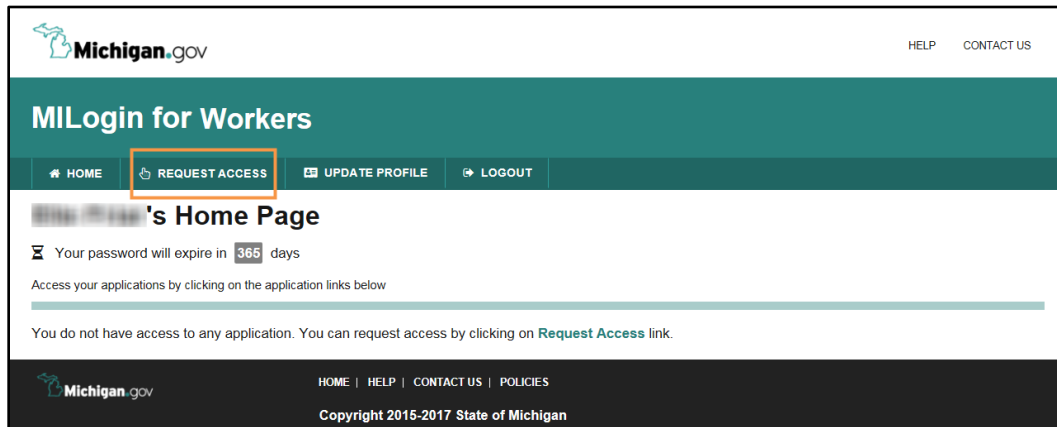


Figure 2.1.1: MILogin Home

2. Click **Request Access**. The Request Access page displays (Figure 2.1.2).

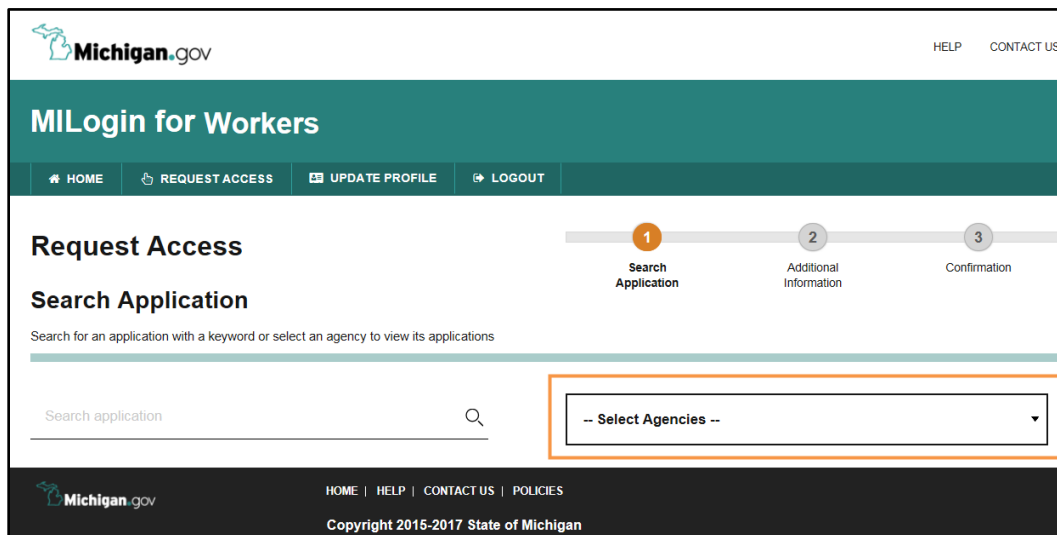


Figure 2.1.2: Request Access

3. Select 'Michigan Department of Health & Human Services (MDHHS)' in the **Select Agencies** list. The list of MDHHS applications displays (*Figure 2.1.3*).

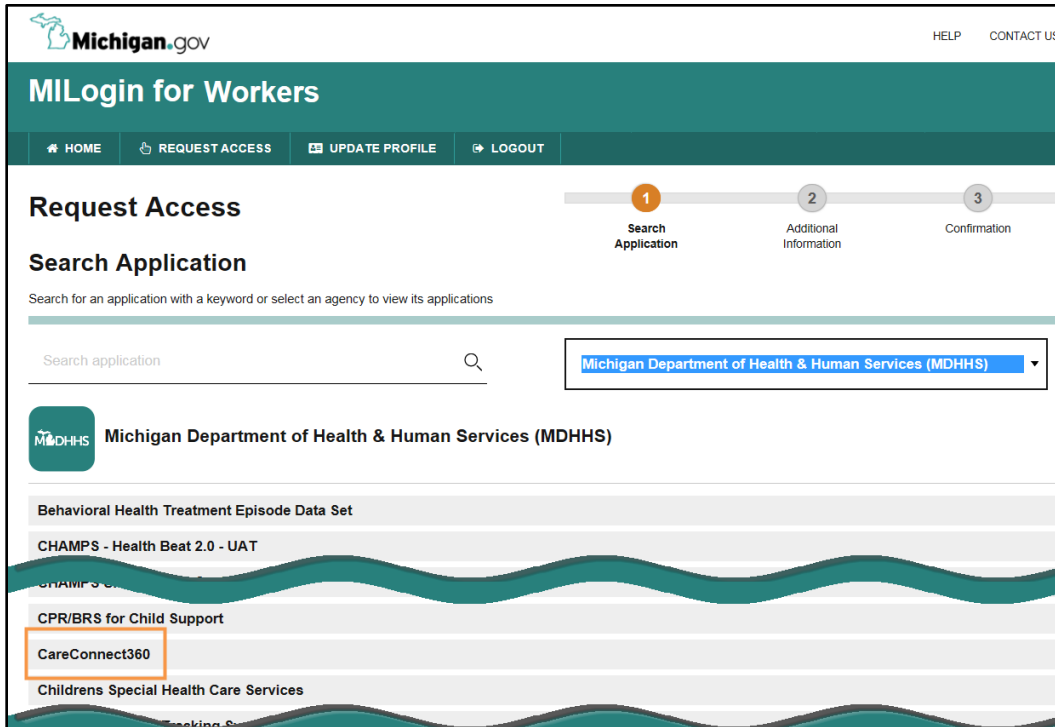


Figure 2.1.3: Request Access

4. Select 'CareConnect360'. The CareConnect360 Terms & Conditions display (*Figure 2.1.4*).

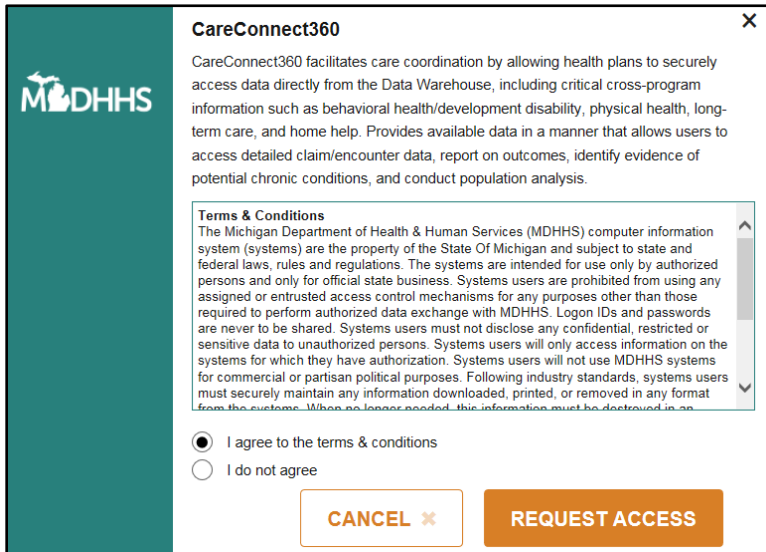
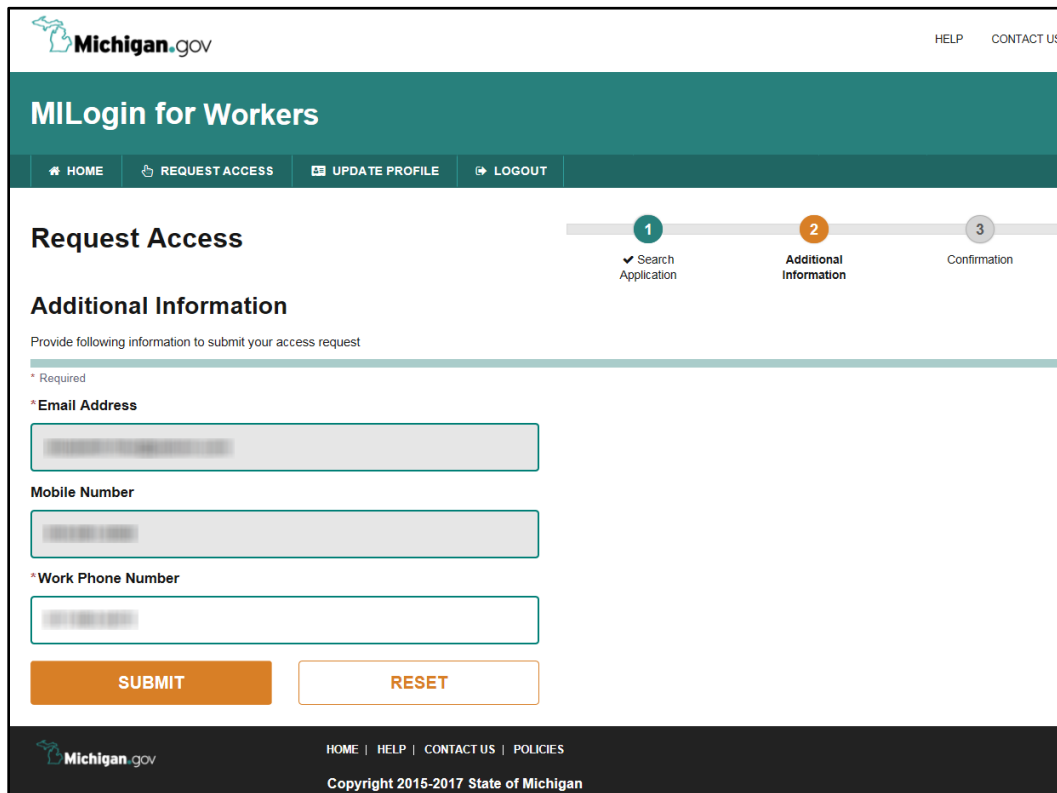


Figure 2.1.4: CareConnect360 Terms & Conditions

5. Review the terms and conditions, select **I agree to the terms & conditions**, and click **Request Access**. The Additional Information page displays (*Figure 2.1.5*).



**Michigan.gov** HELP CONTACT US

## MILogin for Workers

[HOME](#) [REQUEST ACCESS](#) [UPDATE PROFILE](#) [LOGOUT](#)

### Request Access

1 **Search Application** 2 **Additional Information** 3 **Confirmation**

### Additional Information

Provide following information to submit your access request

\* Required

\* **Email Address**

**Mobile Number**

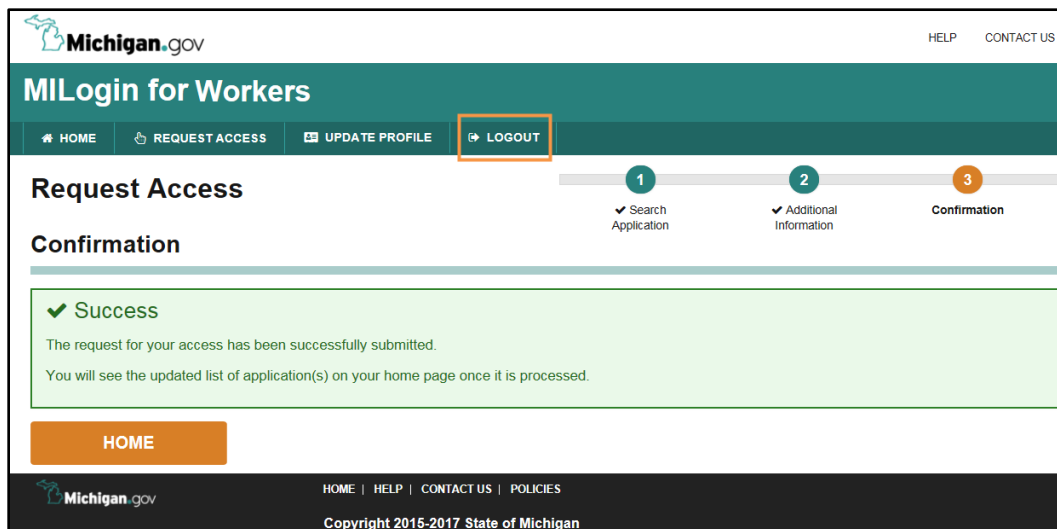
\* **Work Phone Number**

**SUBMIT** **RESET**

**Michigan.gov** HOME | HELP | CONTACT US | POLICIES  
Copyright 2015-2017 State of Michigan

Figure 2.1.5: Additional Information

6. Confirm or enter your **Email Address**, **Mobile Number**, and **Work Phone Number**.
7. Click **Submit**. The Confirmation page displays (Figure 2.1.6).



**Michigan.gov** HELP CONTACT US

## MILogin for Workers

[HOME](#) [REQUEST ACCESS](#) [UPDATE PROFILE](#) [LOGOUT](#)

### Request Access

1 **Search Application** 2 **Additional Information** 3 **Confirmation**

### Confirmation

✓ **Success**

The request for your access has been successfully submitted.

You will see the updated list of application(s) on your home page once it is processed.

**HOME**

**Michigan.gov** HOME | HELP | CONTACT US | POLICIES  
Copyright 2015-2017 State of Michigan

Figure 2.1.6: Confirmation

8. Click **Logout**. The Logout Confirmation message displays (Figure 2.1.7).

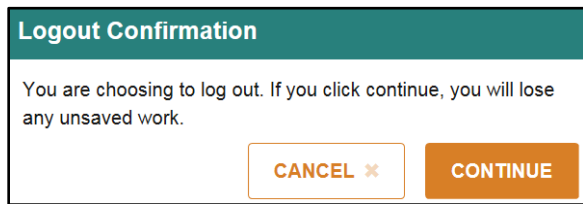


Figure 2.1.7: Logout Confirmation

9. Click **Continue**. The Logout Success message displays (*Figure 2.1.8*).

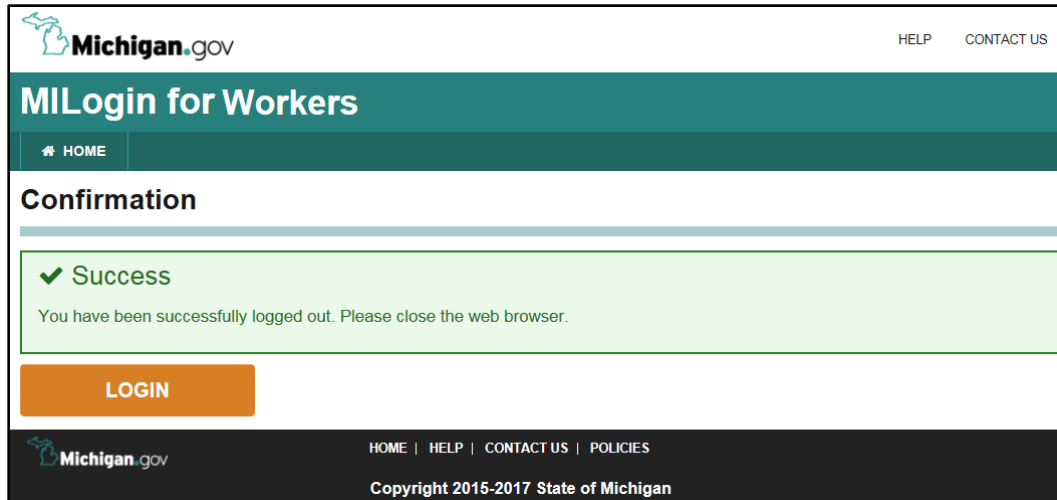


Figure 2.1.8: Logout Success

*Note:* Users receive an email notification from MILogin when access is approved, and the **CareConnect360** link displays on the MILogin Home page. Upon approval, continue with the steps in [2.2 Initially Accessing CareConnect360](#).

## 2.2 Initially Accessing CareConnect360

A security role cannot be associated to a user until the user initially accesses CareConnect360. Upon initial access the MDHHS administrator is notified by email prompting them to assign the user's CareConnect360 security role(s). Appropriate CareConnect360 functionality is not enabled until the security role(s) is manually assigned.

Complete the following steps to initially access CareConnect360:

1. Access MILogin: <https://miloginworker.michigan.gov> (SOM users). The MILogin Home page displays (Figure 2.2.1).

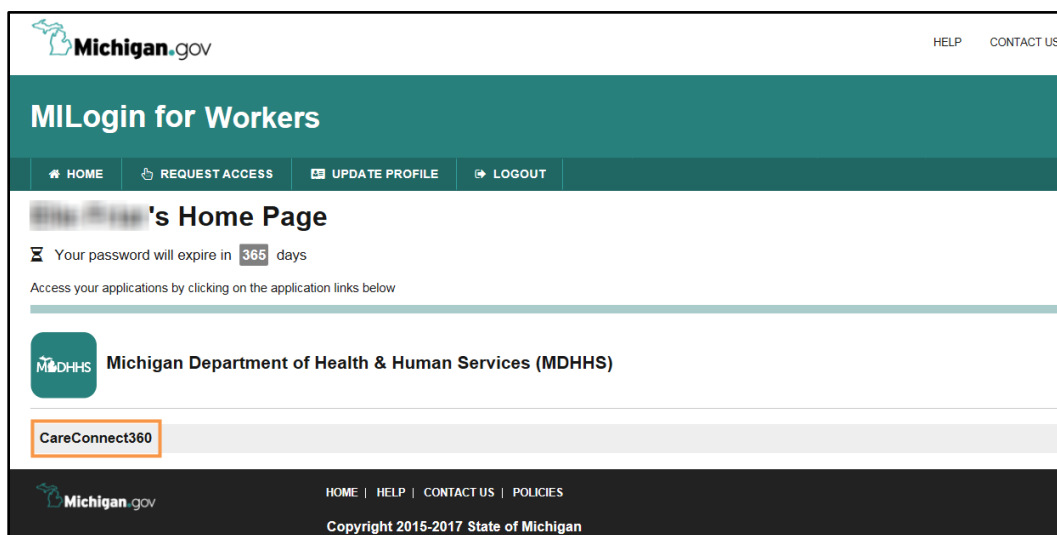


Figure 2.2.1: MILogin Home

2. Click **CareConnect360**. The CareConnect360 Terms & Conditions display (Figure 2.2.2).

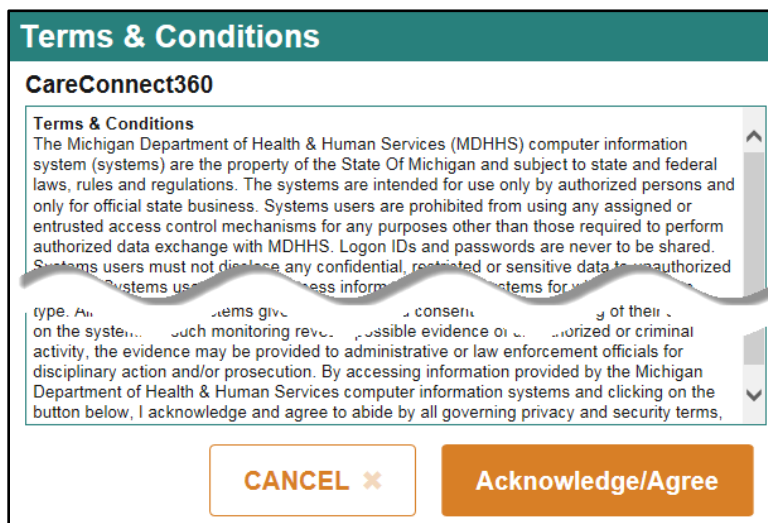


Figure 2.2.2: CareConnect360 Terms & Conditions



3. Review the CareConnect360 Terms & Conditions and click **Acknowledge/Agree**.
4. *If logging in from outside the SOM network, the Multi-Factor Authentication page displays (Figure 2.2.3). Every 24 hours, users outside the SOM network are required to perform an additional security measure called multi-factor authentication (MFA).*

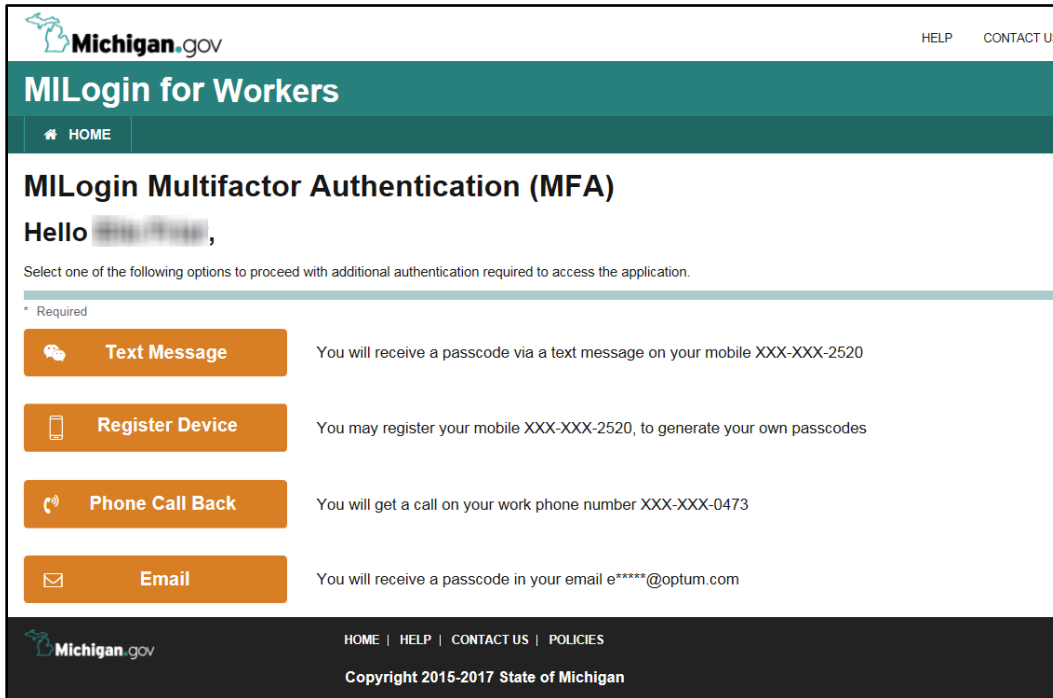


Figure 2.2.3: Multi-Factor Authentication

- a. Perform one of the following actions:
  - i. Click **Text Message**. MILogin texts a passcode to the mobile phone number you provided when you created your MILogin account. Enter the code in the **Passcode** field that displays, and click **Submit**.
  - ii. Click **Register Device**. MILogin texts instructions to the mobile phone number you provided. Follow the instructions to register your mobile phone and begin generating your own passcodes. Enter your generated code into the **Passcode** field that displays and click **Submit**.
  - iii. Click **Phone Call Back**. MILogin calls you at the work phone number you provided. Answer the call, listen to the brief message, and press any key on your phone keypad.
  - iv. Click **Email**. MILogin emails a passcode to the email address you provided. Enter the code in the **Passcode** field that displays and click **Submit**.
- b. Upon completion, MILogin automatically continues to log you in.

**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.
3. To ensure consent from the consumer to disclose or re-disclose confidential information is documented, as required by state and federal laws and regulations.
4. To safeguard and not disclose any confidential information in accordance with Civil Service Rule 2-8, Ethical Standards and Conduct.
5. 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.
9. 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*

Figure 2.2.4: CareConnect360 User Agreement

5. The CareConnect360 User Agreement displays (Figure 2.2.4). Review the User Agreement and click **I Agree**. The Access – Step 1 window displays (Figure 2.2.5).

**Note:** The access window displays for all users who do not currently have an assigned CareConnect360 security role.

Step 1 Step 2

Your access has not been determined. Please follow the instructions below.

Are you a State of Michigan employee? ?

☒ Yes ☐ No

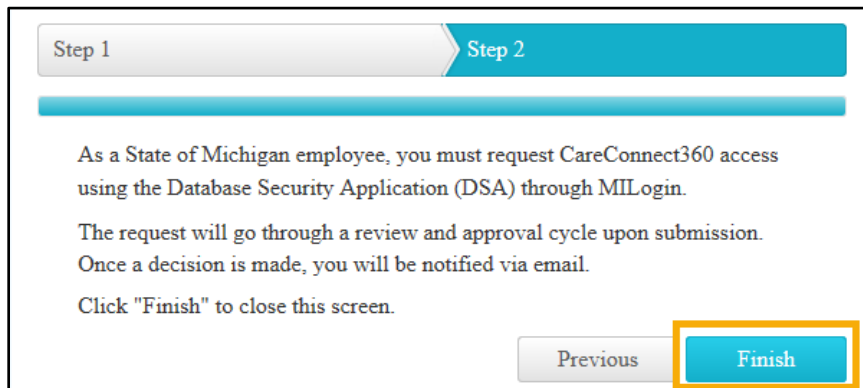
Figure 2.2.5: Access – Step 1

**Note:** To confirm an access question's intention, hover your cursor over the '?' (question mark icon). Help text displays (*Figure 2.2.6*); click the 'x' to close.



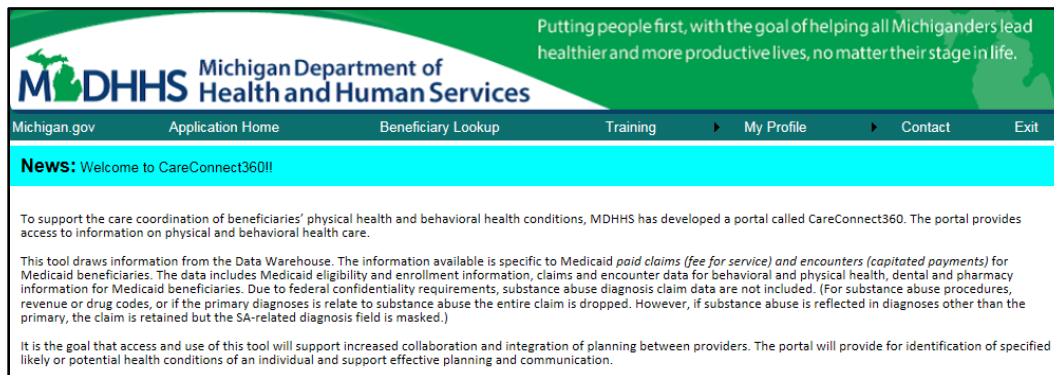
**Figure 2.2.6: Access – example help**

6. Select **Yes**, and click **Next**. The Access – Step 2 window displays (*Figure 2.2.7*).



**Figure 2.2.7: Access – Step 2**

7. Click **Finish**. The CareConnect360 Home page displays (*Figure 2.2.8*).



**Figure 2.2.8: CareConnect360 Home**

**IMPORTANT:** The first time you complete these steps the MDHHS administrator is notified, prompting them to assign your security role upon approval.

You must click through to the Home page. If you do not click **I Agree** to the User Agreement and click **Yes/Next** and **Finish** on the access window (Steps 5, 6, and 7 above), you have not actually accessed CareConnect360 and the MDHHS administrator will not be notified.

***Appropriate system functionality is not enabled until your security role is manually assigned.***

## 2.3 Requesting DSA Access

Follow the same MILogin **Request Access** steps used in [2.1 Requesting CareConnect360 Access](#), but this time select 'Database Security Application (DSA)' from the list of MDHHS application options in Step 4.

When access is approved, you receive an email notification from MILogin and the **Database Security Application (DSA)** link displays on the MILogin Home page. Upon approval, continue with the steps in [3 Complete the CareConnect360 Access Request](#).

## 3 Complete the CareConnect360 Access Request

Users complete the CareConnect360 access request form within the DSA. Demographic details are required for all access requests; the first time a user accesses the DSA the Demographics page automatically displays. Once user demographic details have been recorded, the Home page displays each subsequent time the DSA is accessed.

### 3.1 Entering DSA Demographic Details

Complete the following steps to enter user demographic details in the DSA:

1. Access MILogin: <https://miloginworker.michigan.gov> (SOM users). The MILogin Home page displays (Figure 3.1.1).

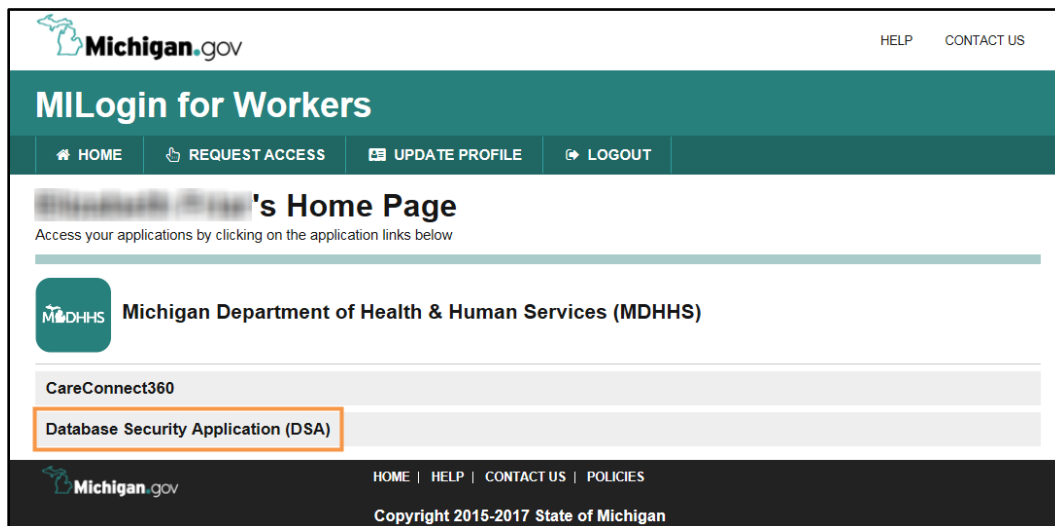


Figure 3.1.1: MILogin Home

2. Click **Database Security Application (DSA)**. The DSA Terms & Conditions display (Figure 3.1.2).

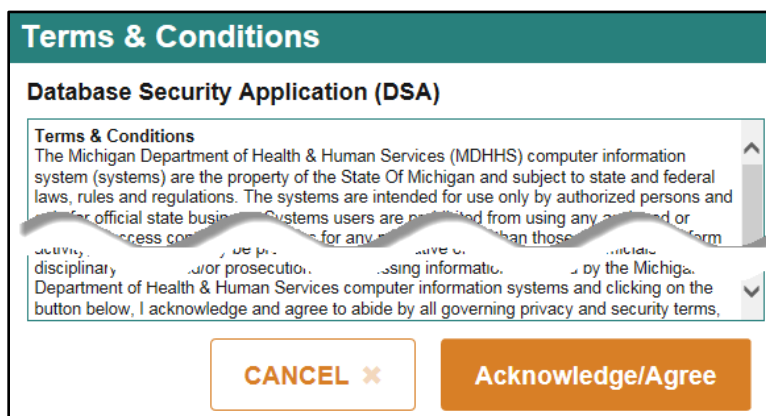


Figure 3.1.2: DSA Terms & Conditions

- Review the DSA Terms & Conditions and click **Acknowledge/Agree**. The Demographics page displays (Figure 3.1.3).

*Note:* If user demographic details already exist, the DSA Home page displays instead. To update existing details, select **Demographics** in the main menu and continue with the steps below.

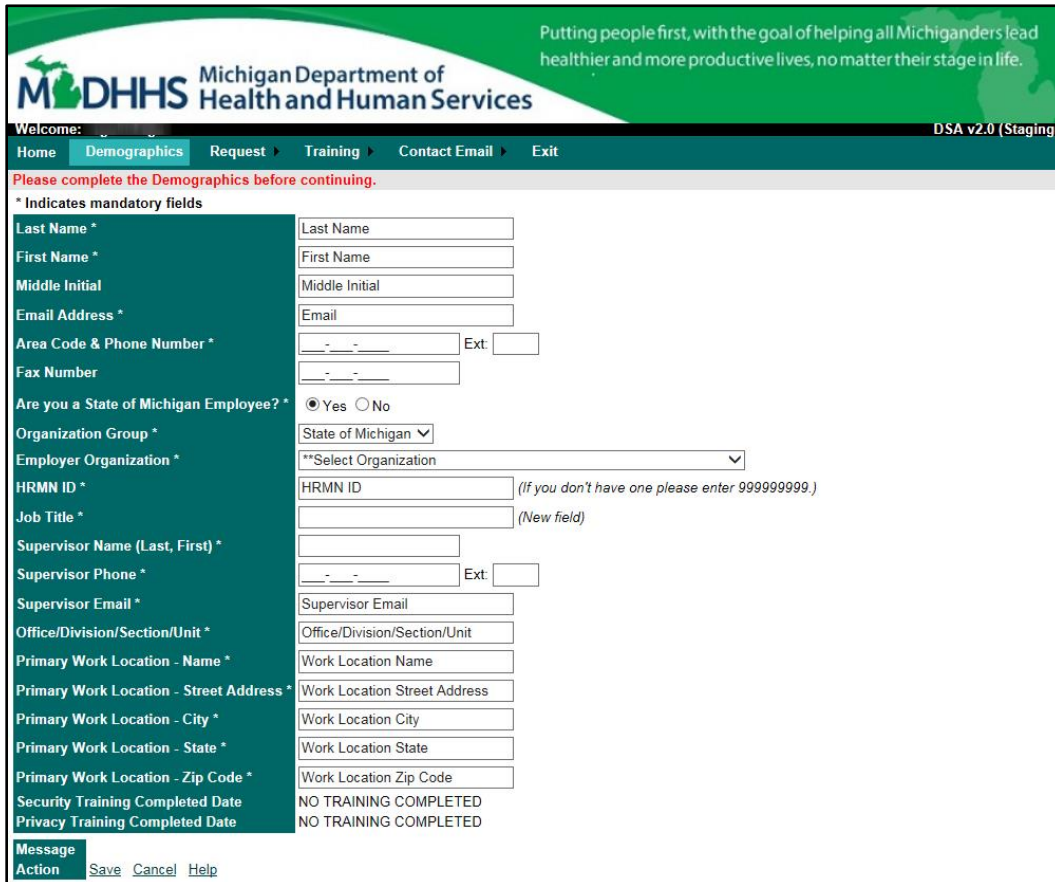


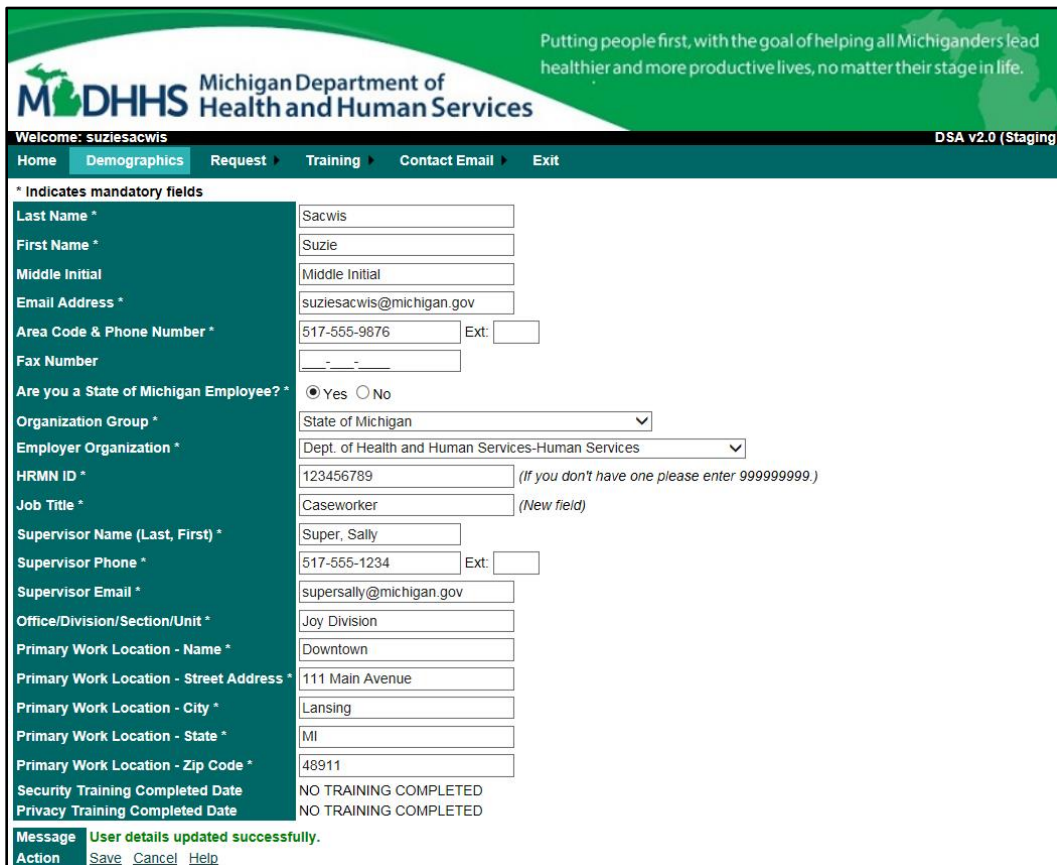
Figure 3.1.3: DSA Demographics

- Confirm your **Last Name**.
- Confirm your **First Name**.
- Confirm your **Email Address**.
- Confirm your **Area Code & Phone Number**.
- Select 'Yes' for **Are you a State of Michigan Employee?**
- Select 'State of Michigan' in the **Organization Group** list.
- Select 'Dept. of Health and Human Services-Human Services' in the **Employer Organization** list.

*Note:* The options available in the **Employer Organization** field are dependent upon the **Organization Group** selected.



11. Enter your **HRMN ID** or enter all 9s (nines) if you do not have a HRMN ID.
12. Enter your **Job Title**.
13. Enter your **Supervisor's Name** in last name, first name format (include the comma).
14. Enter your **Supervisor's Phone** number.
15. Enter your **Supervisor's Email**.
16. Enter the **Office/Division/Section/Unit** in which you work.
17. Enter your **Primary Work Location – Name**.
18. Enter your **Primary Work Location – Street Address**.
19. Enter your **Primary Work Location – City**.
20. Enter your **Primary Work Location – State**.
21. Enter your **Primary Work Location – Zip Code**.
22. Click Save. The “User details updated successfully.” message displays (*Figure 3.1.4*).
23. Continue with the steps in [3.2 Completing the CareConnect360 Access Request Form](#).



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MDHHS Michigan Department of Health and Human Services

Welcome: suziesacwis DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

\* Indicates mandatory fields

Last Name \* Sacwis

First Name \* Suzie

Middle Initial Middle Initial

Email Address \* suziesacwis@michigan.gov

Area Code & Phone Number \* 517-555-9876 Ext:

Fax Number - - - - -

Are you a State of Michigan Employee? \* ☒ Yes ☐ No

Organization Group \* State of Michigan

Employer Organization \* Dept. of Health and Human Services-Human Services

HRMN ID \* 123456789 (If you don't have one please enter 999999999.)

Job Title \* Caseworker (New field)

Supervisor Name (Last, First) \* Super, Sally

Supervisor Phone \* 517-555-1234 Ext:

Supervisor Email \* supersally@michigan.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 Code \* 48911

Security Training Completed Date NO TRAINING COMPLETED

Privacy Training Completed Date NO TRAINING COMPLETED

Message User details updated successfully.

Action Save Cancel Help

Figure 3.1.4: DSA Demographics

## 3.2 Completing the CareConnect360 Access Request Form

Perform the following steps to complete the CareConnect360 access request form within the DSA:

1. Perform Steps 1-3 in [3.1 Entering DSA Demographic Details](#). The DSA Home page displays (Figure 3.2.1).



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Michigan Department of Health and Human Services

Welcome: lhduser DSA v2.0 (Staging)

Home Demographics **Request** Training Contact Email Exit

Application Access  
Immediate Manager Access  
Organization Manager Access

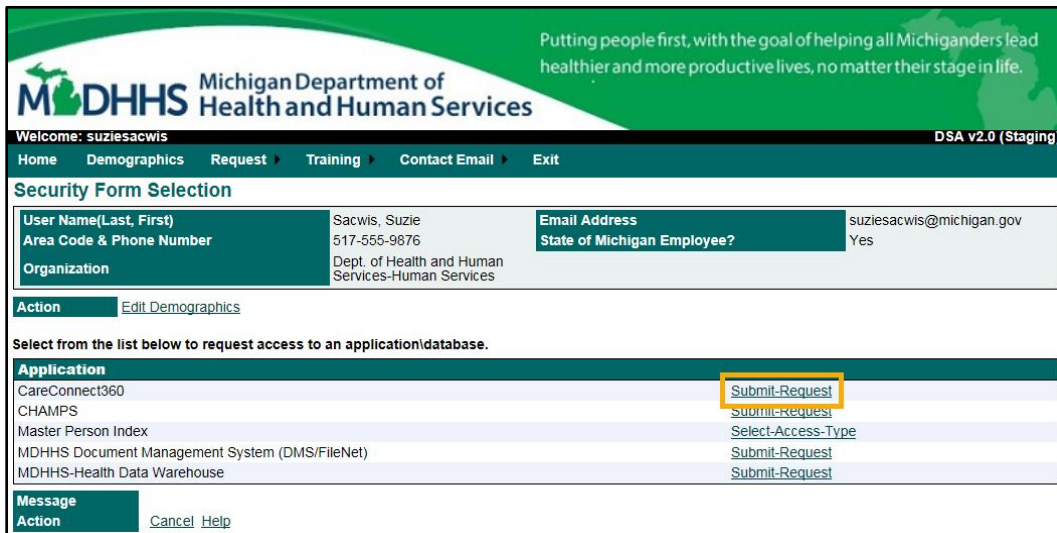
the NEW Database Security Application

MDHHS Security Access

- The Database Security Application (DSA) is used to submit Request for Access to various MDHHS systems for new, change or renewal requests.
- Applicants are responsible for the safeguarding of confidential, sensitive or Protected Health Information (PHI). Carefully read the security agreement at the end of the Request for Access.
- All requests will be reviewed by immediate supervisors and program approvers.
- When a reason for access is required, the user **MUST** provide a reason or justification. Be clear and concise as to why access is needed. Insufficient reasons will result in the access request being denied.
- After submittal of the request, the applicant can view the status of their Request for Access.
- Request for Access may be approved in part or in full depending on the results of the supervisor and program approver's review.
- Change requests cannot be submitted before a prior request has completed the authorization process.
- Help information is contained with each form.
- To get started click on the (**Request > Application Access**) link on the main menu above.

Figure 3.2.1: DSA Home

2. In the **Request** menu, select **Application Access** from the sub-menu. The Security Form Selection page displays (Figure 3.2.2).



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Michigan Department of Health and Human Services

Welcome: suziesacwis DSA v2.0 (Staging)

Home Demographics **Request** Training Contact Email Exit

Security Form Selection

|                          |   |                             |                          |
|--------------------------|---|-----------------------------|--------------------------|
| User Name (Last, First)  | Sacwis, Suzie                                     | Email Address               | suziesacwis@michigan.gov |
| Area Code & Phone Number | 517-555-9876                                      | State of Michigan Employee? | Yes                      |
| Organization             | Dept. of Health and Human Services-Human Services |                             |                          |

Action [Edit Demographics](#)

Select from the list below to request access to an application/database.

| Application                                    | Action                             |
|--|------------------------------------|
| CareConnect360                                 | <a href="#">Submit-Request</a>     |
| CHAMPS   | <a href="#">Submit-Request</a>     |
| Master Person Index                            | <a href="#">Select-Access-Type</a> |
| MDHHS Document Management System (DMS/FileNet) | <a href="#">Submit-Request</a>     |
| MDHHS-Health Data Warehouse                    | <a href="#">Submit-Request</a>     |

Message Action [Cancel](#) [Help](#)

Figure 3.2.2: Security Form Selection

3. Click [Submit-Request](#) beside CareConnect360. The CareConnect360 access request form displays.
4. Select your manager from the **Immediate Manager** list (Figure 3.2.4 red arrow).



*Note:* Depending upon whether you are a Human Services user, Foster Care user, and/or a Juvenile Justice user, select your immediate manager(s) from the sub-lists (*Figure 3.2.3*).

**Figure 3.2.3: CareConnect360 Access Request Form – Immediate Manager detail**

5. Select the check box beside the security role statement(s) that reflects the functionality needed to perform your job duties (*Figure 3.2.4 orange box*).

**Figure 3.2.4: CareConnect360 Access Request Form – Roles**

6. Click Save-And-Continue. The form advances to the **Reason** tab (*Figure 3.2.5*).

The screenshot shows the 'Reason' tab of the 'CareConnect360 Security Request' form. The header includes the MDHHS logo and the tagline 'Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.' Below the header is a navigation bar with links: Home, Demographics, Request, Training, Contact Email, and Exit. The form title is 'CareConnect360 Security Request'. A table displays user information: User Name (Last, First) as 'Sacwis, Suzie', Area Code & Phone Number as '517-555-9876', Organization as 'Dept. of Health and Human Services-Human Services', Request Type as 'New', Request Status as 'Incomplete', Email Address as 'suziesacwis@michigan.gov', and State of Michigan Employee? as 'Yes'. Below the table are two tabs: 'Roles' (checked) and 'Reason' (active). A text area labeled 'Please provide a reason for access' contains the text: 'I am a foster care worker for MDHHS. I need access to CareConnect360 for the children on my caseload to check and verify Medicaid status, health plan enrollment to review health information, monitor health appointments and determine if follow up is needed.' At the bottom, there is a 'Message' section with an 'Action' bar containing 'Save-And-Continue' (highlighted), 'Cancel', 'Help', and 'Video Help'.

Figure 3.2.5: CareConnect360 Access Request Form – Reason

7. Enter a detailed reason for access, clearly identifying why you require CareConnect360 access to complete your job duties. Be certain to address each role requested on the **Roles** tab; reasons lacking detail may be denied.

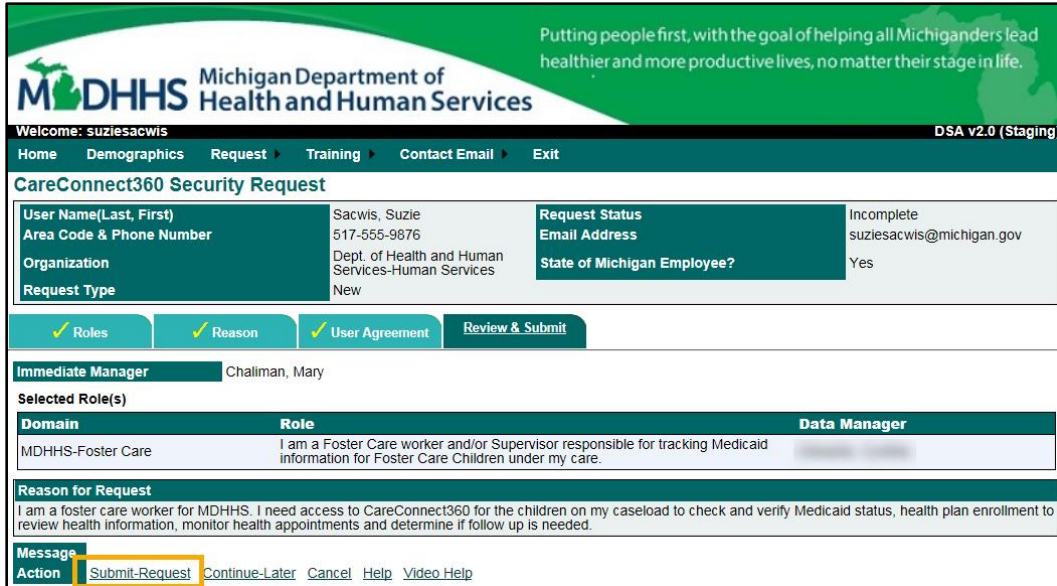
**Foster Care Worker example:** I am a foster care worker for MDHHS. I need access to CareConnect360 for the children on my caseload to check and verify Medicaid status, health plan enrollment to review health information, monitor health appointments and determine if follow up is needed.

8. Click Save-And-Continue. The form advances to the **User Agreement** tab (Figure 3.2.6).

The screenshot shows the 'User Agreement' tab of the 'CareConnect360 Security Request' form. The header and navigation bar are identical to the previous screenshot. The form title is 'CareConnect360 Security Request'. The table displaying user information is also identical. Below the table, the 'Reason' tab is now checked, and the 'User Agreement' tab is active. The 'User Agreement' section contains the following text: 'As a user of the CareConnect360 system, I accept and agree to the following: To maintain complete confidentiality of the data and any information received from CareConnect360 as required by Federal and State laws, rules and regulations including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA), State of Michigan Mental Health Code, and MDHHS's Data Privacy and Security Policies and Procedures. 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.' Below this text is a checkbox labeled 'I agree to the rules specified above' which is checked. At the bottom, there is a 'Message' section with an 'Action' bar containing 'Save-And-Continue' (highlighted), 'Cancel', 'Help', and 'Video Help'.

Figure 3.2.6: CareConnect360 Access Request Form – User Agreement

9. Review the user agreement and select the ***I agree to the rules specified above*** check box.
10. Click Save-And-Continue. The form advances to the **Review & Submit** tab (Figure 3.2.7).



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**MDHHS** Michigan Department of Health and Human Services

Welcome: suziesacwis DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

### CareConnect360 Security Request

|                          |   |                             |                          |
|--------------------------|---|-----------------------------|--------------------------|
| User Name (Last, First)  | Sacwis, Suzie                                     | Request Status              | Incomplete               |
| Area Code & Phone Number | 517-555-9876                                      | Email Address               | suziesacwis@michigan.gov |
| Organization             | Dept. of Health and Human Services-Human Services | State of Michigan Employee? | Yes                      |
| Request Type             | New   |                             |                          |

☒ Roles
 ☒ Reason
 ☒ User Agreement
 **Review & Submit**

Immediate Manager: Chaliman, Mary

Selected Role(s)

| Domain            | Role  | Data Manager |
|-------------------|---|--------------|
| MDHHS-Foster Care | I am a Foster Care worker and/or Supervisor responsible for tracking Medicaid information for Foster Care Children under my care. |              |

Reason for Request

I am a foster care worker for MDHHS. I need access to CareConnect360 for the children on my caseload to check and verify Medicaid status, health plan enrollment to review health information, monitor health appointments and determine if follow up is needed.

Message

Action: **Submit-Request** Continue-Later Cancel Help Video Help

Figure 3.2.7: CareConnect360 Access Request Form – Review & Submit

11. Verify your CareConnect360 access request details. If any additions or changes are needed prior to submission, click the tab to return, update, and resave.
12. Click Submit-Request. The request submission confirmation displays (Figure 3.2.8); it is at this point that the review and approval cycle begins.



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**MDHHS** Michigan Department of Health and Human Services

Welcome: suziesacwis DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

### CareConnect360 Security Request

|                          |   |                             |                          |
|--------------------------|---|-----------------------------|--------------------------|
| User Name (Last, First)  | Sacwis, Suzie                                     | Request Status              | Submitted                |
| Area Code & Phone Number | 517-555-9876                                      | Email Address               | suziesacwis@michigan.gov |
| Organization             | Dept. of Health and Human Services-Human Services | State of Michigan Employee? | Yes                      |
| Request Type             | New   |                             |                          |

Your request for access to **CareConnect360** has been saved and submitted for processing.

The submitted request will be automatically processed through the authorization process. You may return at any time to check the status of your request for access.

Your request number is **45270**. You may print your Request for Access Receipt for this saved request by clicking (**Print-Receipt**) below.

Action: Back-To-Home-Page **Print-Receipt** Help

Figure 3.2.8: CareConnect360 Security Request – submission confirmation

13. Click Print-Receipt to save and/or print your CareConnect360 Request Receipt (Figure 3.2.9).

Report Date 3/27/2018

**Request Header**

Request ID 45270

Request Status Submitted

Date Submitted 3/27/2018 3:16:00PM

User Name Sacwis, Suzie

Phone 517-555-9876

Is Contractor for the State of Michigan: Yes

**Request Reason**

I am a foster care worker for MDHHS. I need access to CareConnect360 for the children on my caseload to check and verify Medicaid status, health plan enrollment to review health information, monitor health appointments and determine if follow up is needed.

**Review(s)**

**Immediate Manager Review**

| Immediate Manager | Review Status | Review Date | Review Comments |
|-------------------|---------------|-------------|-----------------|
| Chalman, Mary     | Unreviewed    |             |                 |

**Data Manager Review**

| Role  | Data Manager | Review Status | Review Date | Review Comments |
|---|--------------|---------------|-------------|-----------------|
| I am a Foster Care worker and/or Supervisor responsible for tracking Medicaid information for Foster Care Children under my care. |              | Unreviewed    |             |                 |

**Director Review**

| Director | Review Status | Review Date | Review Comments |
|----------|---------------|-------------|-----------------|
|          | Unreviewed    |             |                 |

**Training Manager Review**

| Training Manager | Review Status | Review Date | Review Comments |
|------------------|---------------|-------------|-----------------|
|                  | Unreviewed    |             |                 |

**Security Administrator Review**

| Security Administrator | Review Status | Review Date | Review Comments |
|------------------------|---------------|-------------|-----------------|
|                        | Unreviewed    |             |                 |

Rules And Regulations as of 3/27/2018

**Database Security Application - Request Receipt**

Form CareConnect360

Request Type New

Organization Dept. of Health and Human Services-Human Services

Email suziesacwis@michigan.gov

**MDHHS**

Page 1 of 2

30 in

3/27/2018

Michigan Department of Health & Human Services

**Figure 3.2.9: CareConnect360 Access Request Receipt**

**IMPORTANT:** Complete the steps in [2.1 Requesting CareConnect360 Access](#) and [2.2 Initially Accessing CareConnect360](#) only if you have not already done so.

When your access request is approved within the DSA and your CareConnect360 security role(s) assigned, you receive an email notification indicating access has been granted.