

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: MDHHS-CC360HELP@michigan.gov

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)	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> 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. 	CC360
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)	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> Demographic details are required to complete the CareConnect360 Access Request Form. 	DSA
Complete the CareConnect360 Access Request Form (section 3.3)	<ul style="list-style-type: none"> 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 [2.2 Access CareConnect360 – Identify as SOM User](#).

Complete the following steps to subscribe to CareConnect360 through MILogin:

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

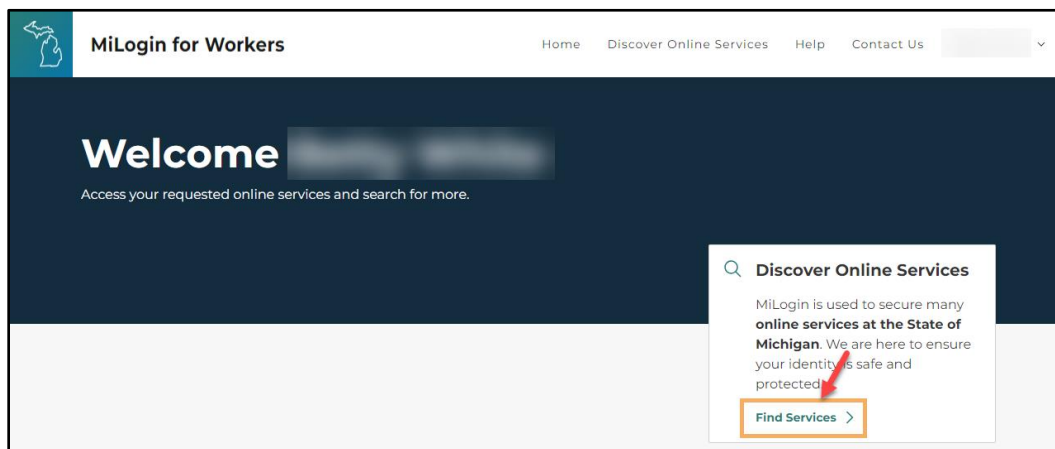


Figure 2.1.1: MILogin Home

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 [2.2 Access CareConnect360 – Identify as SOM User](#).

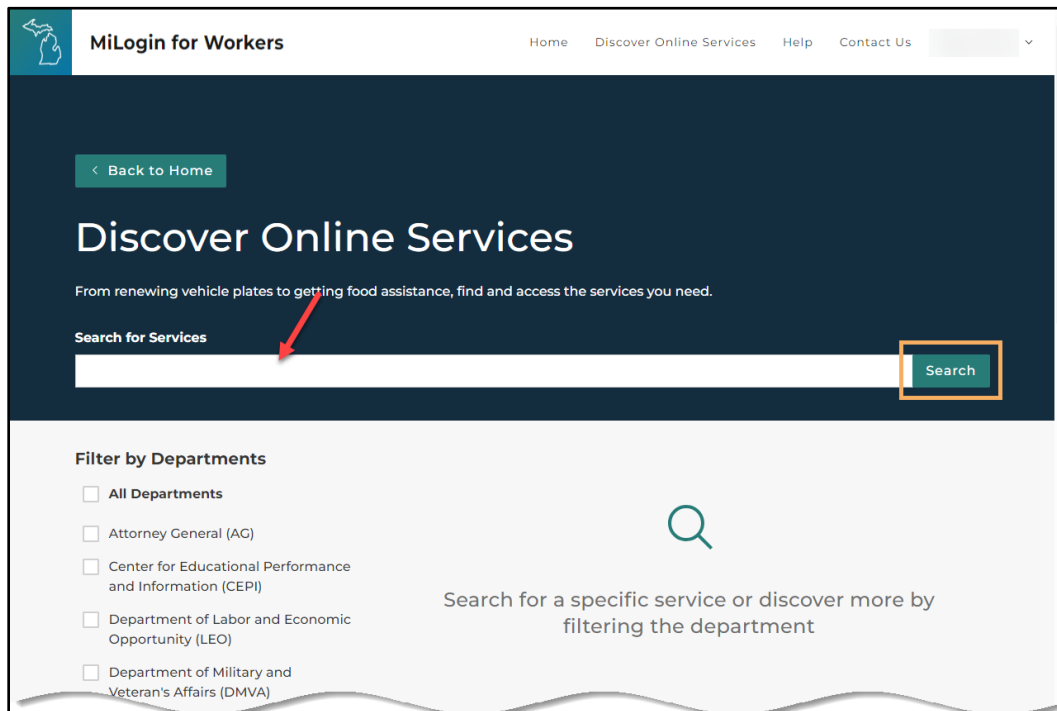


Figure 2.1.2: Discover Online Services

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

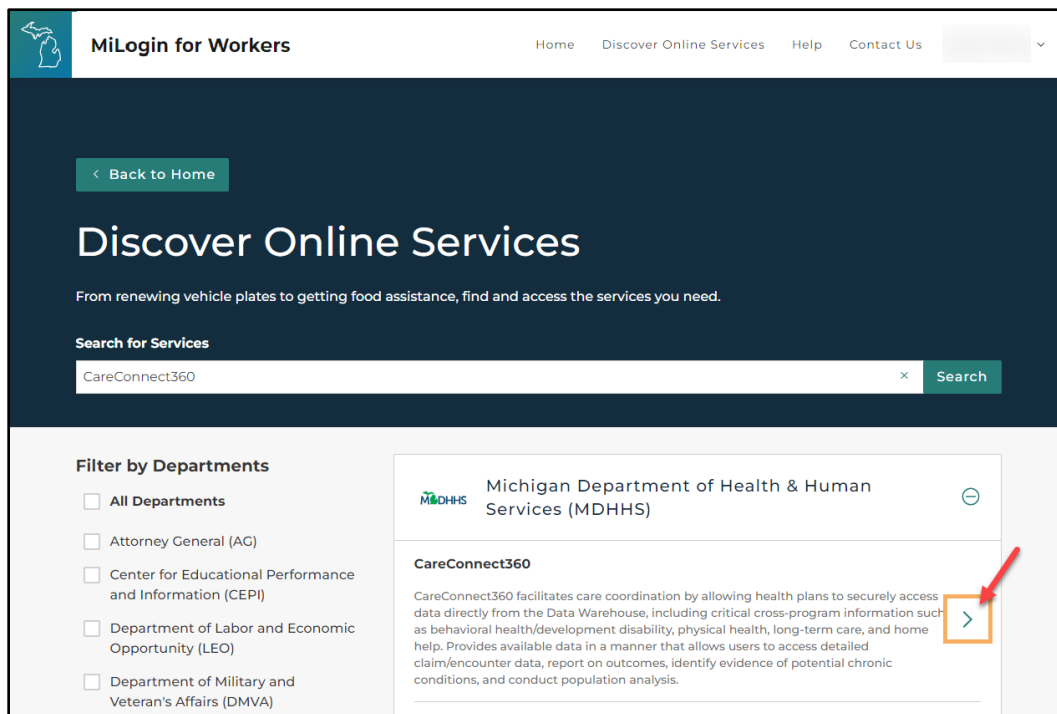


Figure 2.1.3: Discover Online Services

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

MiLogin for Workers Home Discover Online Services Help Contact Us

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MDHHS

CareConnect360

CareConnect360 facilitates care coordination by allowing health plans to securely access data directly from the Data Warehouse, including critical cross-program information such as behavioral health/development disability, physical health, long-term care, and home help. Provides available data in a manner that allows users to access detailed claim/encounter data, report on outcomes, identify evidence of potential chronic conditions, and conduct population analysis.

Please accept the Terms and Conditions to continue:

Terms & Conditions

The Michigan Department of Health & Human Services (MDHHS) computer information system (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 MDHHS. 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 MDHHS

☒ I agree to the Terms & Conditions

Request Service

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 [2.2 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.

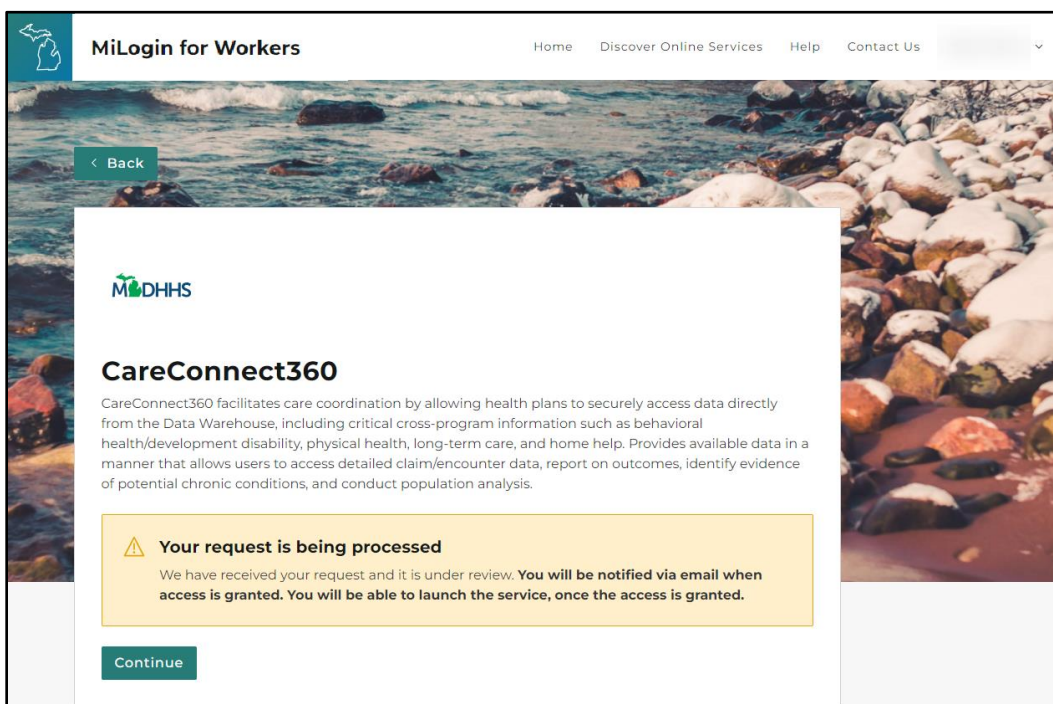


Figure 2.1.5: Request Confirmation

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).

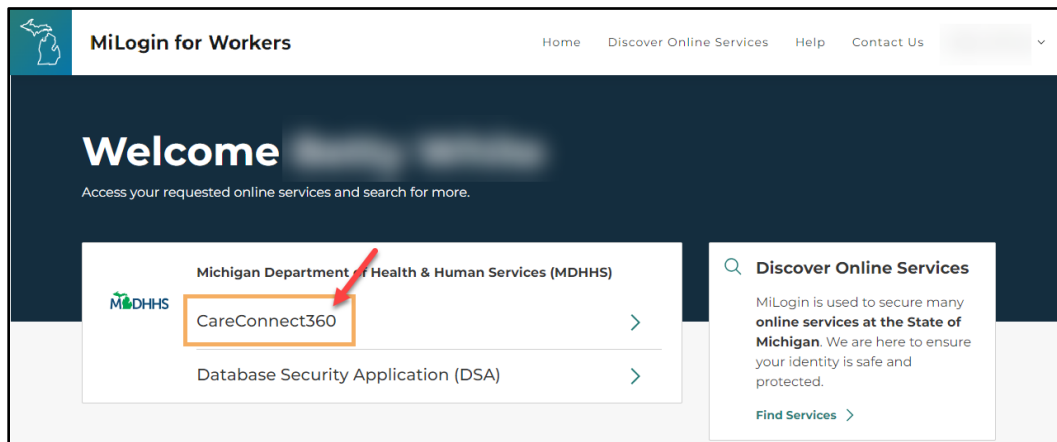


Figure 2.2.1: MiLogin Home

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

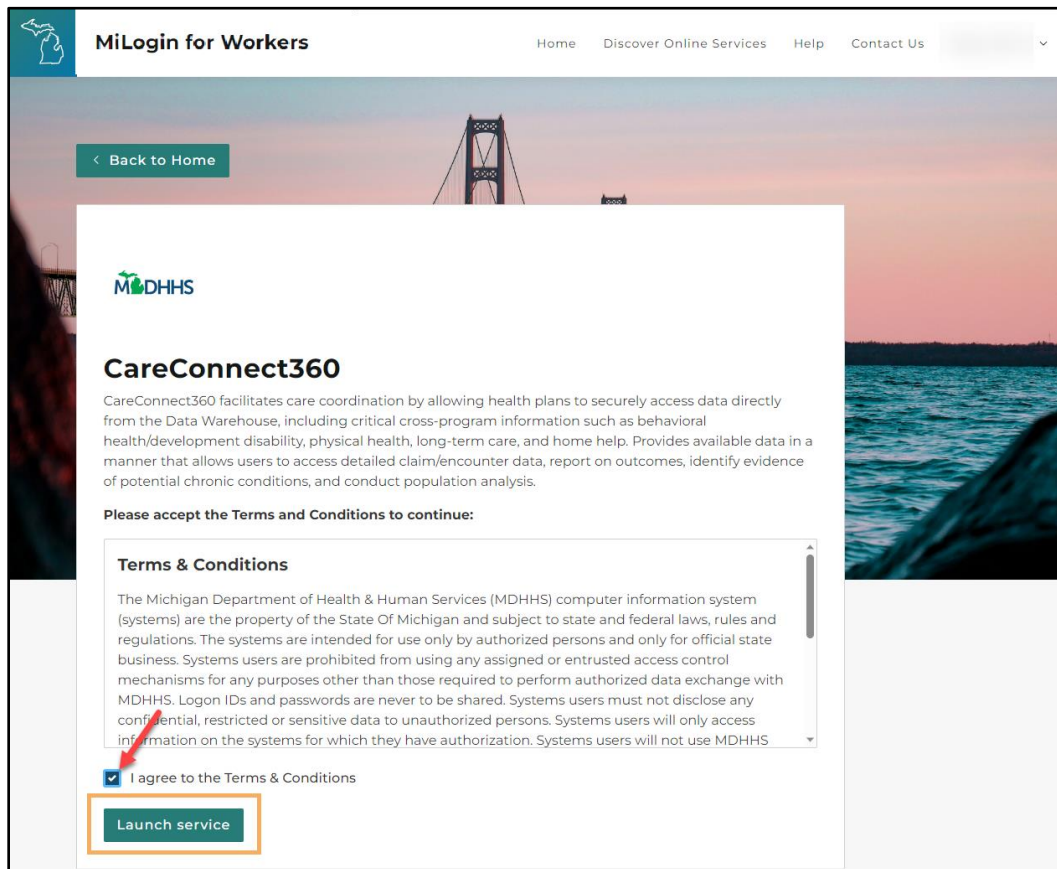


Figure 2.2.2: CareConnect360 Terms & Conditions

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 will not 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 will 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.

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Step 1 of 2

Multifactor authentication →

Select a verification method

We need to make sure you're really you. Please select a verification method below to verify your identity.

- Enroll IBM Security Verify**
To enroll IBM Security Verify for push notification, download the "IBM Security Verify" app on your smart phone ending with **2520**
- Voice Call**
You will receive a passcode via a voice call to your **work phone** ending with **0473**
- Text Message**
You will receive a passcode via a text message to your **mobile phone** ending with **2520**
- Enroll Authenticator**
To enroll Authenticator App for TOTP (Time based One Time Passcode), download any well-known MFA authenticator app (for ex. Microsoft Authenticator, Google Authenticator, Authy etc.)

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.
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

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 [3 Complete the CareConnect360 Access Request](#).

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 [2 Subscribe To and Access CareConnect360](#).

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 [3.2 Enter Demographic Details](#).

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

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

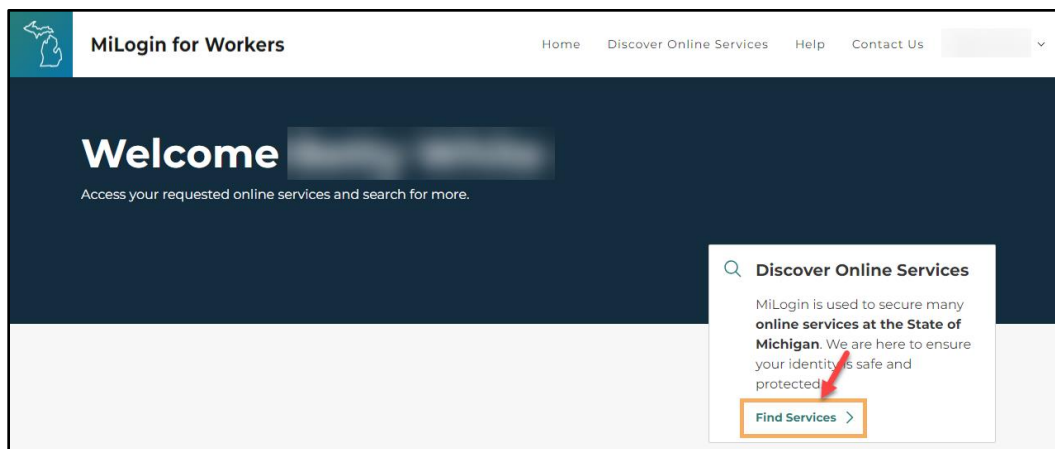


Figure 3.1.1: MILogin Home

- 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 [3.2 Enter Demographic Details](#).

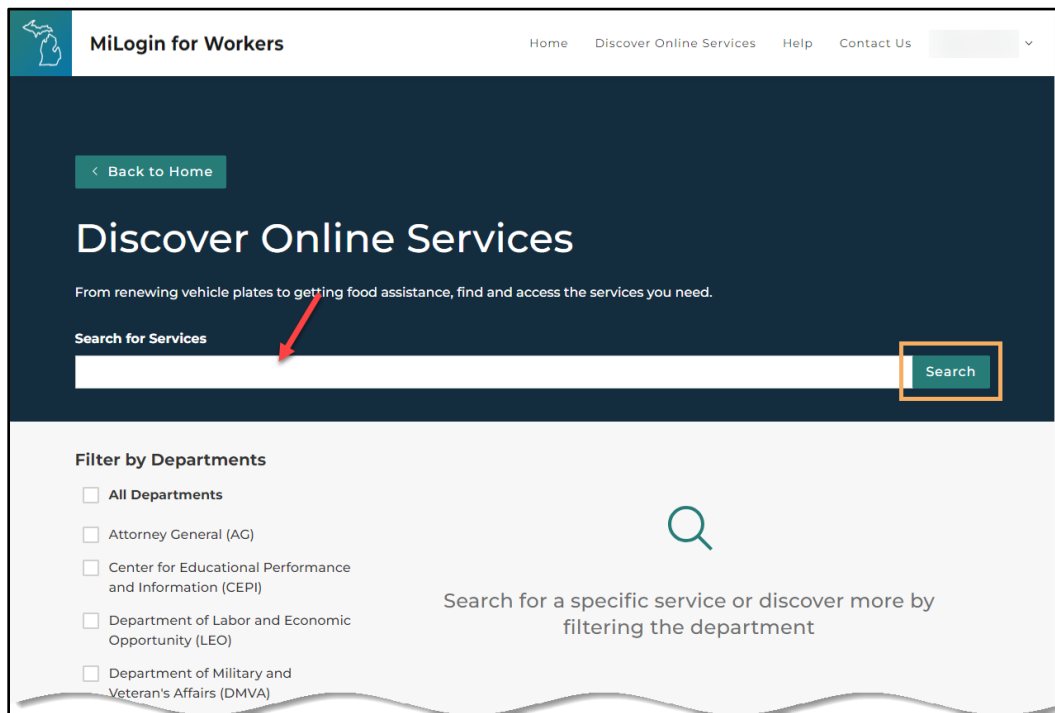


Figure 3.1.2: Discover Online Services

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

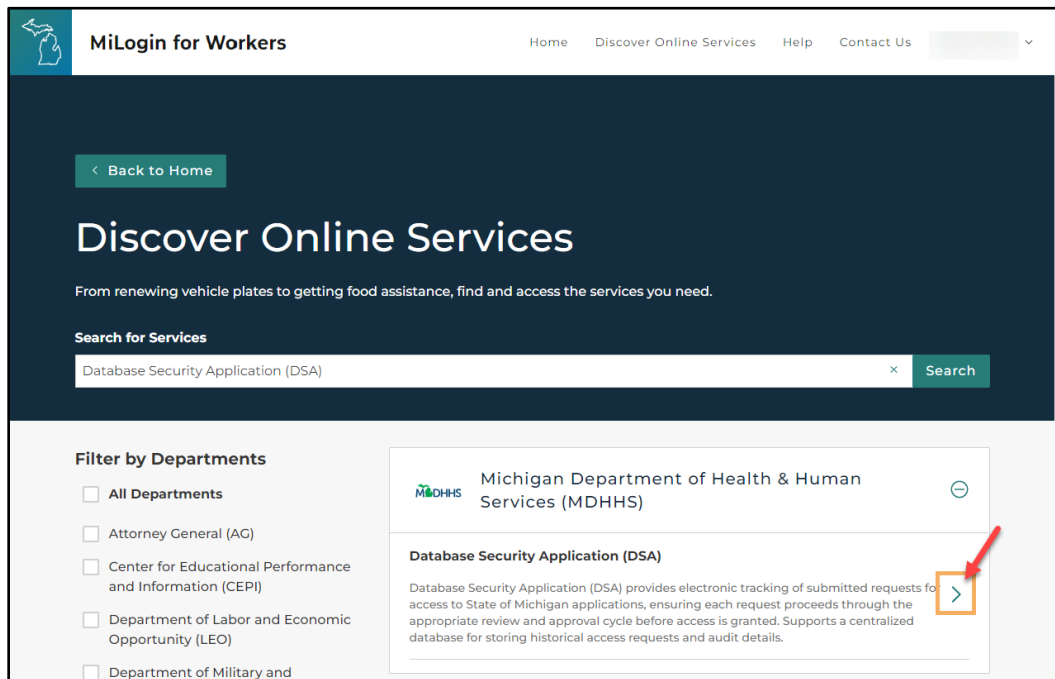


Figure 3.1.3: Discover Online Services

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

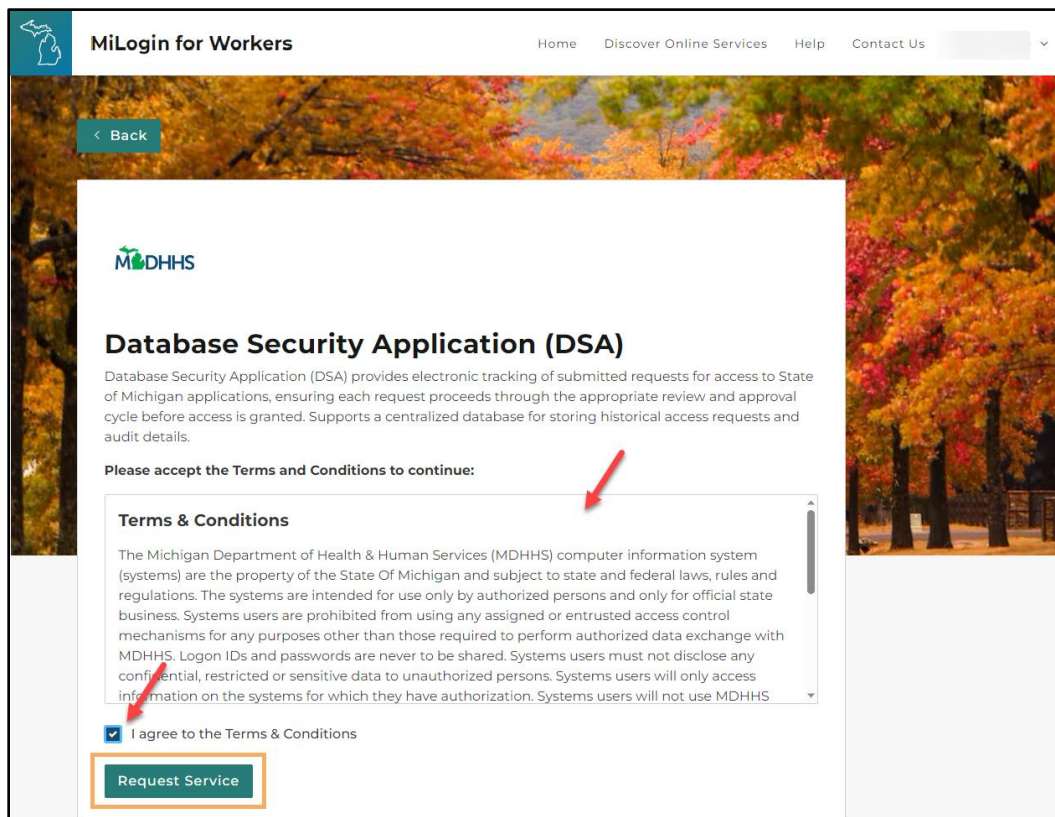


Figure 3.1.4: DSA Terms & Conditions

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

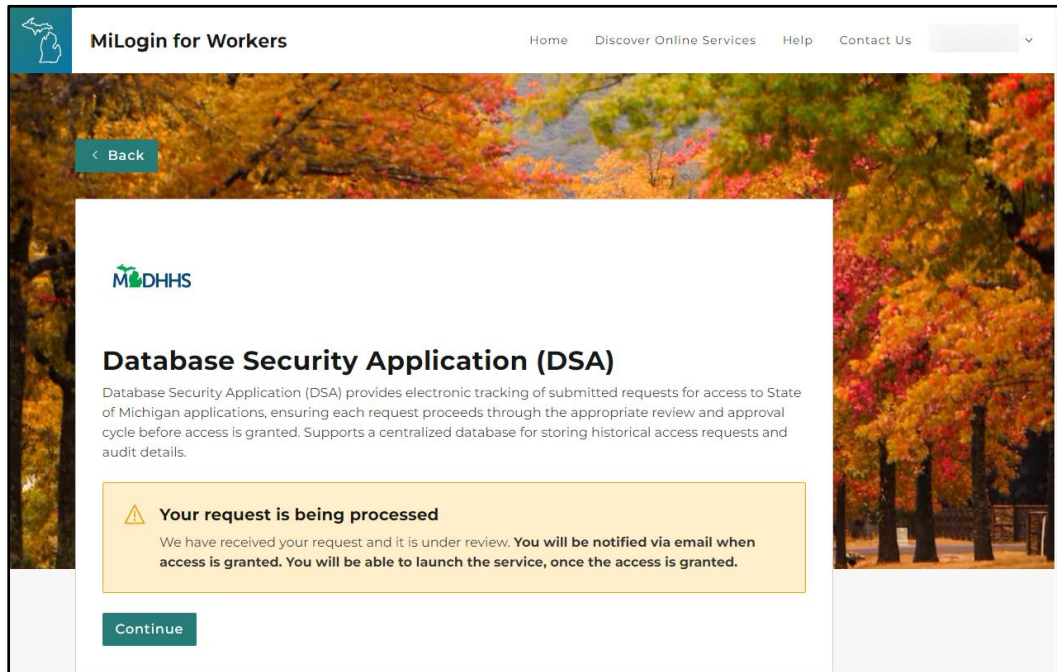


Figure 3.1.5: Request Confirmation

7. Once **Database Security Application (DSA)** appears on your MiLogin Home page, continue with the steps in [3.2 Enter Demographic Details](#). *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 [3.3 Complete the CareConnect360 Access Request Form](#).

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 [3.1 Subscribe to DSA in MiLogin](#).
2. Click **Database Security Application (DSA)** (*Figure 3.2.1*). The DSA Terms & Conditions display.

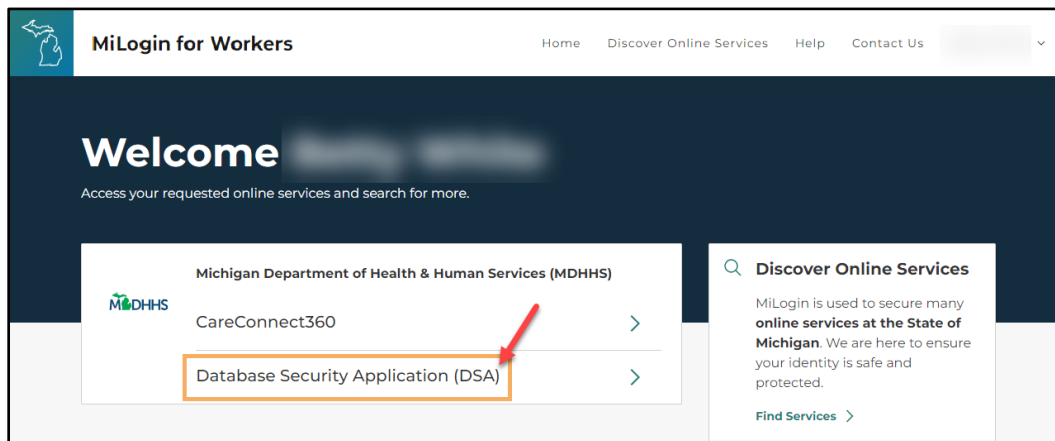


Figure 3.2.1: MiLogin Home

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](#).

MiLogin for Workers

Home Discover Online Services Help Contact Us

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MDHHS

Database Security Application (DSA)

Database Security Application (DSA) provides electronic tracking of submitted requests for access to State of Michigan applications, ensuring each request proceeds through the appropriate review and approval cycle before access is granted. Supports a centralized database for storing historical access requests and audit details.

Please accept the Terms and Conditions to continue:

Terms & Conditions

The Michigan Department of Health & Human Services (MDHHS) computer information system (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 MDHHS. 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 MDHHS

☒ I agree to the Terms & Conditions

Launch service

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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MDHHS Michigan Department of Health and Human Services

Welcome: cc360user DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

* Indicates mandatory fields

Last Name * User

First Name * CC360

Middle Initial Middle Initial

Email Address * cc360user@mdoc.gov

Area Code & Phone Number * 517-555-1212 Ext:

Fax Number - -

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 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 3.2.2: 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 [3.3 Complete the CareConnect360 Access Request Form](#).

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 [3.2 Enter Demographic Details](#).
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 **Submit Request** beside CareConnect360 (*Figure 3.3.2*). The **Roles** tab displays.

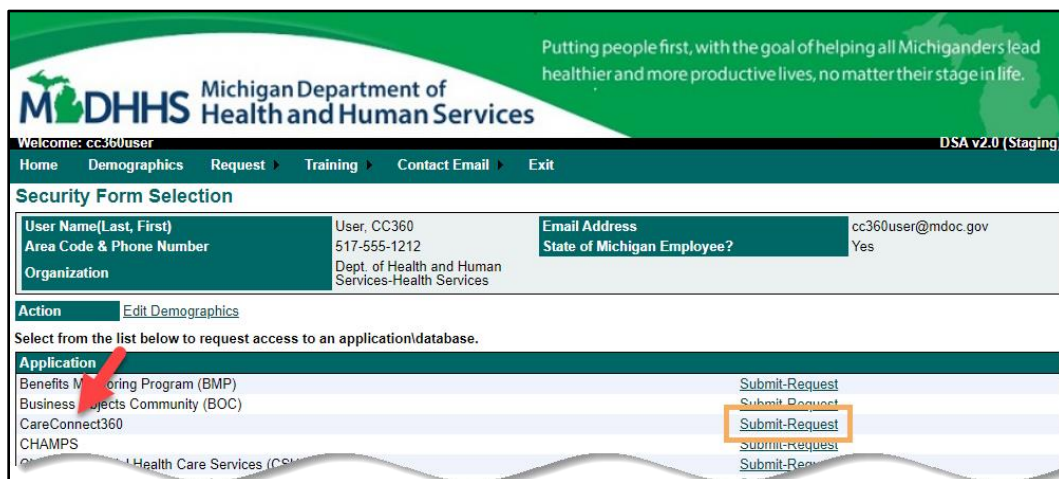
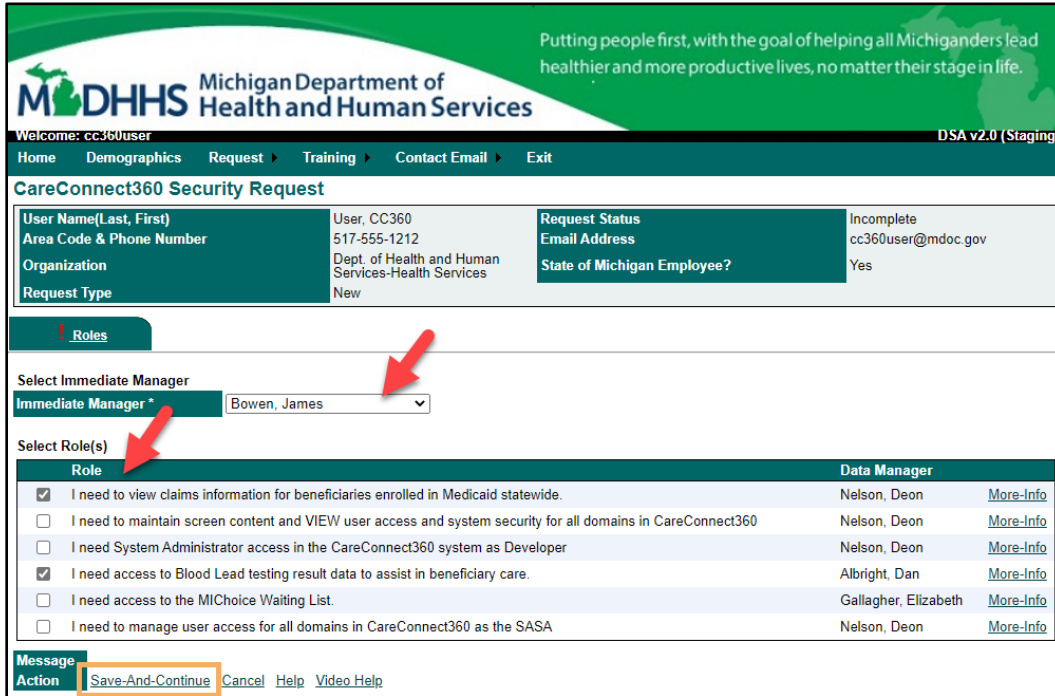


Figure 3.3.2: Security Form Selection

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 More Info beside the role statement for additional clarification.

6. Click Save and Continue. The form advances to the **Reason** tab.



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MDHHS Michigan Department of Health and Human Services

Welcome: cc360user DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

CareConnect360 Security Request

User Name (Last, First)	User, CC360	Request Status	Incomplete
Area Code & Phone Number	517-555-1212	Email Address	cc360user@mdoc.gov
Organization	Dept. of Health and Human Services-Health Services	State of Michigan Employee?	Yes
Request Type	New		

Roles

Select Immediate Manager

Immediate Manager * Bowen, James

Select Role(s)

Role	Data Manager
<input checked="" type="checkbox"/> I need to view claims information for beneficiaries enrolled in Medicaid statewide.	Nelson, Deon More-Info
<input type="checkbox"/> I need to maintain screen content and VIEW user access and system security for all domains in CareConnect360	Nelson, Deon More-Info
<input type="checkbox"/> I need System Administrator access in the CareConnect360 system as Developer	Nelson, Deon More-Info
<input checked="" type="checkbox"/> I need access to Blood Lead testing result data to assist in beneficiary care.	Albright, Dan More-Info
<input type="checkbox"/> I need access to the MIChoice Waiting List.	Gallagher, Elizabeth More-Info
<input type="checkbox"/> I need to manage user access for all domains in CareConnect360 as the SASA	Nelson, Deon More-Info

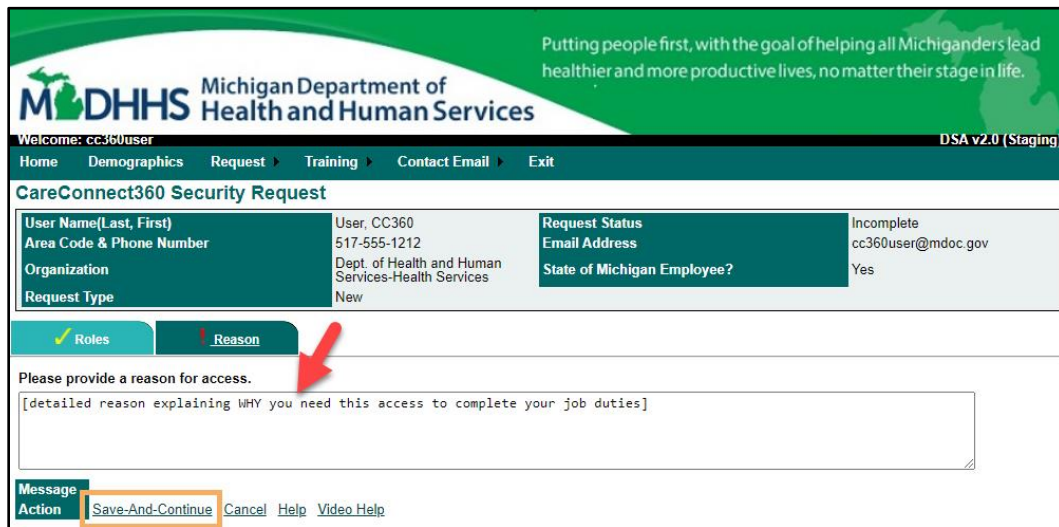
Message Action **Save-And-Continue** Cancel Help Video Help

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 why 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 Save and Continue. The form advances to the **User Agreement** tab.



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MDHHS Michigan Department of Health and Human Services

Welcome: cc360user DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

CareConnect360 Security Request

User Name (Last, First)	User, CC360	Request Status	Incomplete
Area Code & Phone Number	517-555-1212	Email Address	cc360user@mdoc.gov
Organization	Dept. of Health and Human Services-Health Services	State of Michigan Employee?	Yes
Request Type	New		

Roles **Reason**

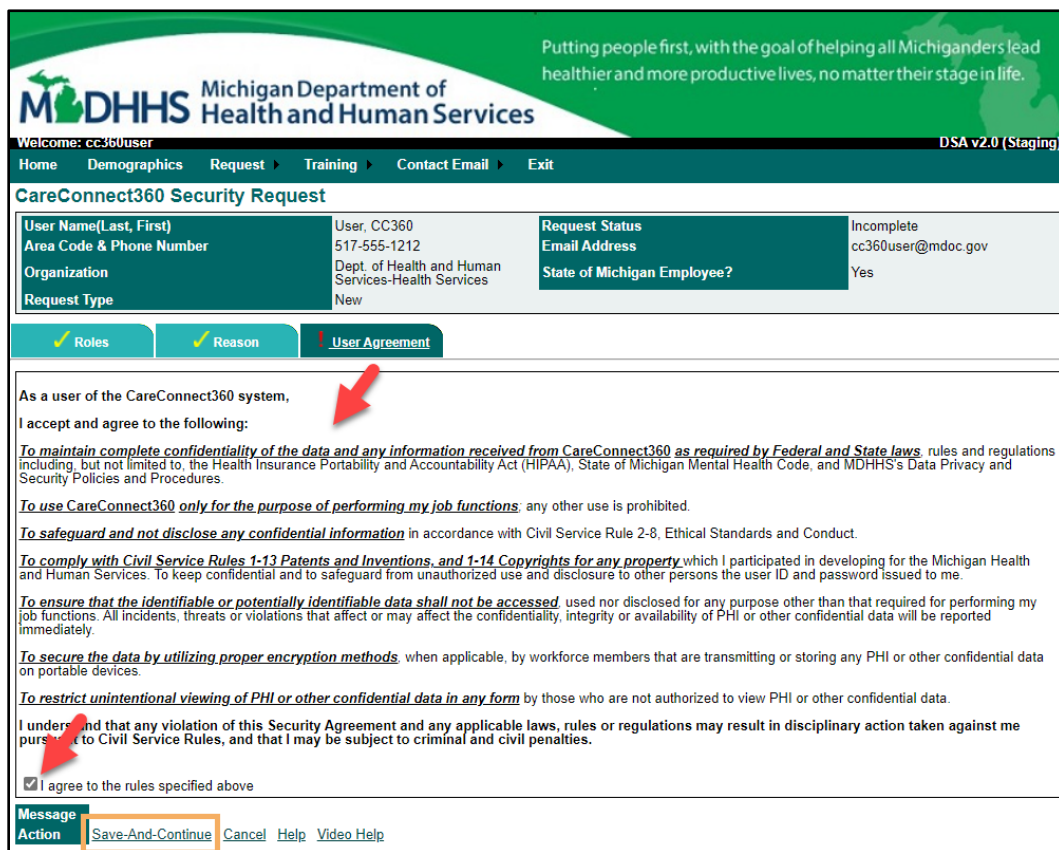
Please provide a reason for access.

[detailed reason explaining WHY you need this access to complete your job duties]

Message Action **Save-And-Continue** Cancel Help Video Help

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.



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MDHHS Michigan Department of Health and Human Services

Welcome: cc360user DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

CareConnect360 Security Request

User Name (Last, First)	User, CC360	Request Status	Incomplete
Area Code & Phone Number	517-555-1212	Email Address	cc360user@mdoc.gov
Organization	Dept. of Health and Human Services-Health Services	State of Michigan Employee?	Yes
Request Type	New		

Roles **Reason** **User Agreement**

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 use CareConnect360 only for the purpose of performing my job functions; any other use is prohibited.

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 Health and Human Services. To keep confidential and to safeguard from unauthorized use and disclosure to other persons the user ID and password issued to me.

To ensure that the identifiable or potentially identifiable data shall not be accessed, used nor disclosed for any purpose other than that required for performing my job functions. All incidents, threats or violations that affect or may affect the confidentiality, integrity or availability of PHI or other confidential data will be reported immediately.

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 to the rules specified above

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 Submit Request. 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.

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MDHHS Michigan Department of Health and Human Services

Welcome: cc360user DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

CareConnect360 Security Request

User Name (Last, First)	User, CC360	Request Status	Incomplete
Area Code & Phone Number	517-555-1212	Email Address	cc360user@mdoc.gov
Organization	Dept. of Health and Human Services-Health Services	State of Michigan Employee?	Yes
Request Type	New		

☒ Roles
 ☒ Reason
 ☒ User Agreement
 Review & Submit

Immediate Manager: Bowen, James

Selected Role(s)

Role	Data Manager
I need to view claims information for beneficiaries enrolled in Medicaid statewide.	Nelson, Deon
I need access to Blood Lead testing result data to assist in beneficiary care.	Albright, Dan

Reason for Request
[detailed reason explaining WHY you need this access to complete your job duties]

Message
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*).

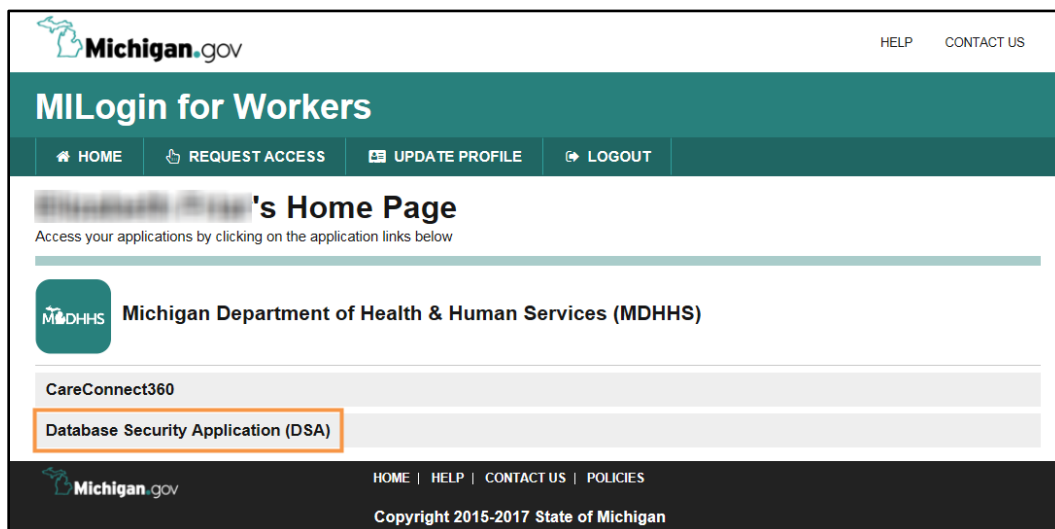


Figure 4.1.1: MILogin Home

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

- Click View Request Status beside CareConnect360 (Figure 4.1.3). The Request Details page displays.

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MDHHS Michigan Department of Health and Human Services

Welcome: traineeTessa DSA v2.0 (Staging)

Home Demographics Request Training Exit

Security Form Selection

User Name (Last, First)	Trainee, Tessa	Email Address	traineeTessa@organization.com
Area Code & Phone Number	517-555-5678	State of Michigan Contractor?	No
Organization	Dept. of Health and Human Services-Health Services		

Action [Edit Demographics](#)

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

Application	Action
Benefits Monitoring Program (BMP)	Submit-Request
MDHHS Document Management System (DMS/FileNet)	Submit-Request
Business Objects Community (BOC)	Submit-Request
CareConnect360	View-Request-Status
MDHHS-Health Data Warehouse	View-Request-Status
CHAMPS	Submit-Request

Figure 4.1.3: Security Form Selection

- 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).

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MDHHS Michigan Department of Health and Human Services

Welcome: traineeTessa DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

Request ID	132774	Request Status	Program Manager review completed
User	Trainee, Tessa - (traineeTessa)	Email Address	traineeTessa@michigan.gov
Area Code & Phone Number	517-555-5678	State of Michigan Employee?	Yes
Organization	Dept. of Health and Human Services-Health Services	Date Submitted	11/18/2021 9:41:00 AM
Request Type	New	Request Term	Annual

Request Details - CareConnect360

User Demographics

[User Details \(Show Details\)](#)

Role(s) Selected

[Role\(s\) \(Hide Details\)](#)

Role	Data Manager
I need to view claims information for beneficiaries enrolled in Medicaid statewide.	Nelson, Deon More-Info

Request Reason

[explain in detail why the requested access is required to complete your job duties]

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)	

Message

Action [Return-To-Previous-Page](#) [Print](#) [Cancel](#) [Help](#)

Figure 4.1.4: CareConnect360 Request Details – review details collapsed

- 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.

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MDHHS Michigan Department of Health and Human Services

Welcome: traineetessa DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

Request ID	132774	Request Status	Program Manager review completed
User	Trainee, Tessa - (traineetessa)	Email Address	traineetessa@michigan.gov
Area Code & Phone Number	517-555-5678	State of Michigan Employee?	Yes
Organization	Dept. of Health and Human Services-Health Services	Date Submitted	11/18/2021 9:41:00 AM
Request Type	New	Request Term	Annual

Request Details - CareConnect360

User Demographics

User Details (Show Details)

Role(s) Selected

Role(s) (Hide Details)

Role	Data Manager
I need to view claims information for beneficiaries enrolled in Medicaid statewide.	

Request Reason

[explain in detail why the requested access is required to complete your job duties]

Review(s)

Immediate Manager Review (Hide Details)

Immediate Manager	Review Date	Reviewed By	Review Status	Review Comments
	11/18/2021 9:45:00 AM		Approved	[comments as needed]

Data Manager Review (Hide Details)

Role	Data Manager	Review Date	Reviewed By	Review Status	Review Comments	Director Comments
I need to view claims information for beneficiaries enrolled in Medicaid statewide.		11/18/2021 9:45:00 AM		Approved	This program is pre-approved on a contingent basis.	

Director Review (Hide Details)

Director	Review Date	Reviewed By	Review Status	Review Comments
			Unreviewed	

Training Manager Review (Hide Details)

Training Manager	Review Date	Reviewed By	Review Status	Review Comments
			Unreviewed	

Security Administrator Review (Hide Details)

Security Administrator	Completed Date	Completed By	Review Comments

Message Action Return-To-Previous-Page Print Cancel Help

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.

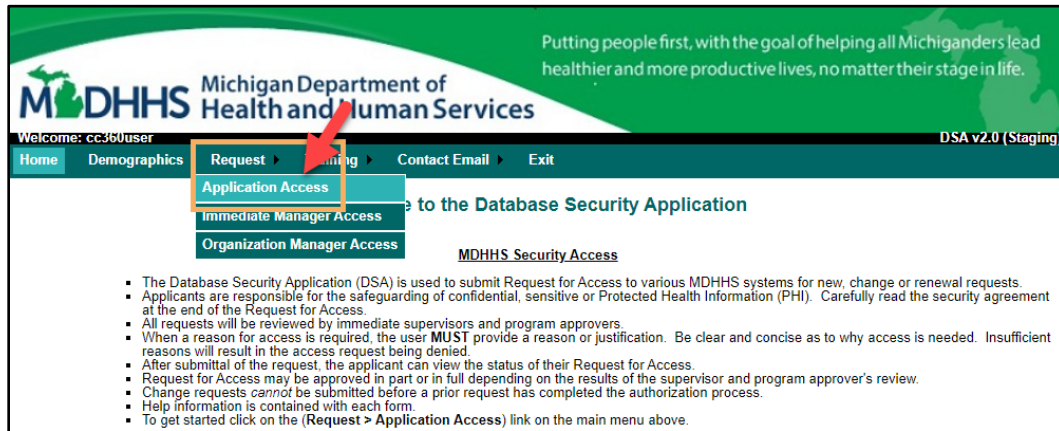


Figure 4.2.1: DSA Home

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

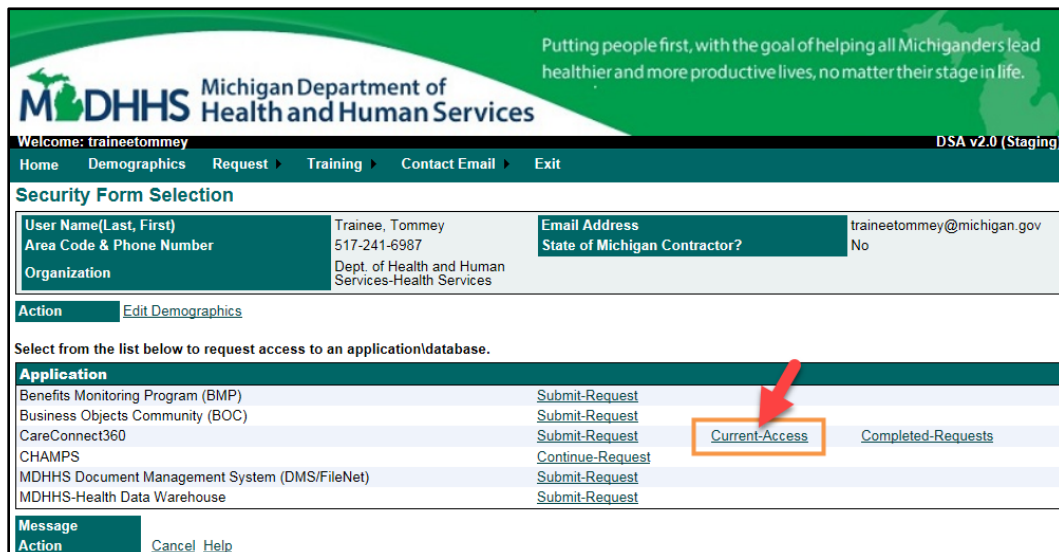


Figure 4.2.2: Security Form Selection

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

Figure 4.2.3: Current Access – CareConnect360

4. To view completed CareConnect360 access requests:

a. Click Completed Requests beside CareConnect360 (*Figure 4.2.4*). The list of previously completed CareConnect360 access requests displays.

Application	Submit-Request	Current-Access	Completed-Requests
Benefits Monitoring Program (BMP)	Submit-Request		
Business Objects Community (BOC)	Submit-Request		
CareConnect360	Submit-Request	Current-Access	Completed-Requests
CHAMPS	Continue-Request		
MDHHS Document Management System (DMS/FileNet)	Submit-Request		
MDHHS-Health Data Warehouse	Submit-Request		

Figure 4.2.4: Security Form Selection

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

Request ID	Request Type	Date Submitted	Completion Reason	View	Print
132774	New	11/18/2021 9:41:00 AM	Request has been approved 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**.

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MDHHS Michigan Department of Health and Human Services

Welcome: trainetessa DSA v2.0 (Staging)

Home Demographics Request Training Contact Email Exit

Request ID	132774	Request Status	Completed
User	Trainee, Tessa - (trainetessa)	Email Address	trainetessa@michigan.gov
Area Code & Phone Number	517-555-5678	State of Michigan Employee?	Yes
Organization	Dept. of Health and Human Services-Health Services	Date Submitted	11/18/2021 9:41:00 AM
Request Type	New	Request Term	Annual

Request Details - CareConnect360

User Demographics

User Details (Show Details)

Role(s) Selected

Role(s) (Hide Details)

Role	Data Manager
I need to view claims information for beneficiaries enrolled in Medicaid statewide. More-Info	

Request Reason

[explain in detail why the requested access is required to complete your job duties]

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)

Request Completion Reason

Request has been approved and access has been granted by the Security Administrator.

Access Granted

User Name (User ID)	Trainee, Tessa - (trainetessa)
User Email	trainetessa@michigan.gov
Request Term	Annual
Organization	Dept. of Health and Human Services-Health Services

Domain(s)

MDHHS-Health Services

Role(s)

MDHHS View

Message

Action [Return-To-Previous-Page](#) [Print](#) [Cancel](#) [Help](#)

Figure 4.2.6: Request Details – CareConnect360