CSHCS Complete Systems Access Guide

Connect New Employee to State Information

1. Forward meeting notice information to New Employee (Monthly LHD Call, Technical Assistance Tuesday, etc.).
2. Notify State staff person who maintains Contacts at a Glance of a new employee. Include name, title, email and phone number, as well as what systems are needed (e.g. CSHCS Database, CHASS, Coordination Tracking or NEMT or both, CHAMPS, DMP Default User ID List, CC360). ****Ensure employee is on Contacts at a Glance before requesting any access to systems or request will be denied****
3. Refer New Employee to required LHD CSHCS Orientation courses: https://www.michigan.gov/documents/mdhhs/LHD_Orientation_543573_7.pdf

New Employee System Access

Database Security Application (DSA)

1. Have new employee create an account in MILogin (https://milogintp.michigan.gov).
   a. If employee already has a MILogin account, go to 'Request Access' then find and select the MDHHS application named Database Security Application. Complete the registration.
2. The Database Security Application link automatically shows up on the MILogin home page after requesting access via MILogin.

CSHCS Database

1. Have new employee create an account in MILogin (https://milogintp.michigan.gov).
   a. If employee already has a MILogin account, go into the DSA to request application access to the CSHCS Database.
2. Select Immediate Manager, if none, then contact supervisor to identify who immediate manager would be.
   a. Manager will fill out an immediate manager request and identify the organizational level manager (a manager cannot approve systems access for themselves).
3. Select Role (typically CSHCS staff would only need to view claims information for beneficiaries enrolled in Medicaid).
4. Provide a specific, job related reason for access (2-3 sentences).
   a. If access to Children's Healthcare Automated Support Services (CHASS) is needed, add a sentence describing how this system will be used as well.
5. State staff will receive an email that access has been requested. After verifying new employee is on Contacts at a Glance, we then assign permissions in the database and new employee receives an email stating access has been approved (this may take up to a week).
6. If new employee has asked for CHASS access (located on the Main Menu of the CSHCS Database) this could take additional time.
7. ***Getting the link on your MILogin home page:*** Log into MILogin, at the main home page select 'request access' from the green top bar of menu options. Search or Navigate until

you find Children's Special Health Care (CSHCS) and start a request. This request only goes to one approver and after approval it should create a link for the CSHCS database on your MILogin homepage.

CHAMPS

1. Have new employee create an account in MILogin ([https://milogintp.michigan.gov)](https://milogintp.michigan.gov).
   a. If employee already has a MILogin account, go to 'Request Access' then find and select the MDHHS application named CHAMPS. Complete the registration.
2. Select Immediate Manager, if none, then contact supervisor to identify who immediate manager would be.
   a. Manager will fill out an immediate manager request and identify the organizational level manager (a manager cannot approve systems access for themselves).
3. Select Role (typically CSHCS staff would only need to view claims information for beneficiaries enrolled in Medicaid).
4. Provide a specific, job related reason for access (2-3 sentences).
5. The CHAMPS link automatically shows up on the MILogin home page after requesting access via MILogin, but new employee cannot access anything in CHAMPS until the LHD internal CHAMPS Domain Administrator grants permissions. You may want to contact that person to make sure they received notification of new employee's request for CHAMPS access.

DMS/Filenet - Document Management Portal (DMP)

1. DMP is accessed through the CHAMPS External Links dropdown menu. See LHD DMP Manual.
2. To receive all unsolicited messages regarding clients in your County, navigate to the CSHCS Local Health Department Sharepoint Site.
   a. Scroll down to the lower right-hand side of the page where "LHD DMP User List" is located.
   b. Click the pink "Edit" this list.
   c. Add, delete or change your access.
   d. Alert will be sent to State Staff who monitor and make changes in DMP.
   e. If you need Sharepoint access, see below. If you are unable to access Sharepoint, contact State staff to add New Employee's user ID to the DMP Default User ID list.

Care Connect 360

1. Have new employee create an account in MILogin (https://milogintp.michigan.gov).
   a. If employee already has a MILogin account, go into the DSA to request application access to the CareConnect360.
2. Select Immediate Manager, if none, then contact supervisor to identify who immediate manager would be.
   a. Manager will fill out an immediate manager request and identify the organizational level manager (a manager cannot approve systems access for themselves).

3. Select Role (typically CSHCS staff would only need to view claims information for beneficiaries enrolled in Medicaid).
4. Provide a specific, job related reason for access.

<u>Sharepoint</u>

1. Email Bruce Turnbull: Turnbullb@michigan.gov to request access to Sharepoint.
2. Receive email invitation with link to Sharepoint from Bruce.
3. Click link, complete multi-factor authentication.

Database questions? Contact Kyle Webster: Websterk@michigan.gov (except for CHAMPS)

CHAMPS questions? For providers (LHDs), contact the Provider Support Helpline: 1-800-292-2550 or providersupport@michigan.gov