

Gaining Access: CareConnect360

SOM FOSTER CARE & JUVENILE JUSTICE USERS APPLICATION ACCESS REQUEST



State of Michigan
Department of Health and Human Services

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1 Introduction

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).

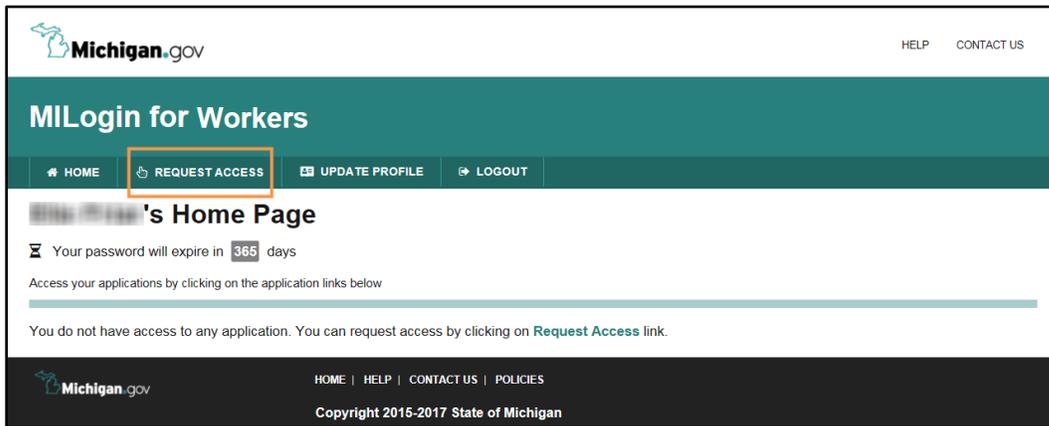


Figure 2.1.1: MILogin Home

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

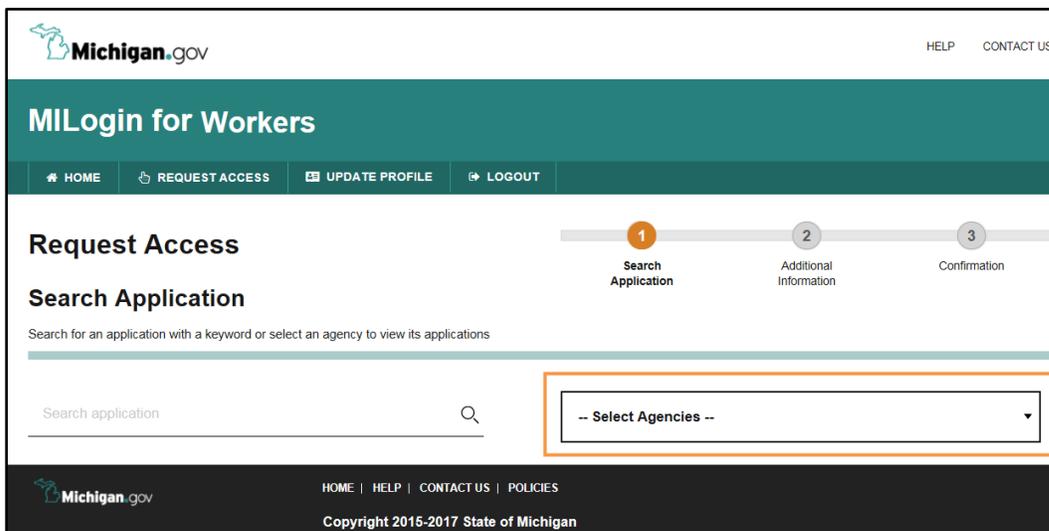


Figure 2.1.2: Request Access

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

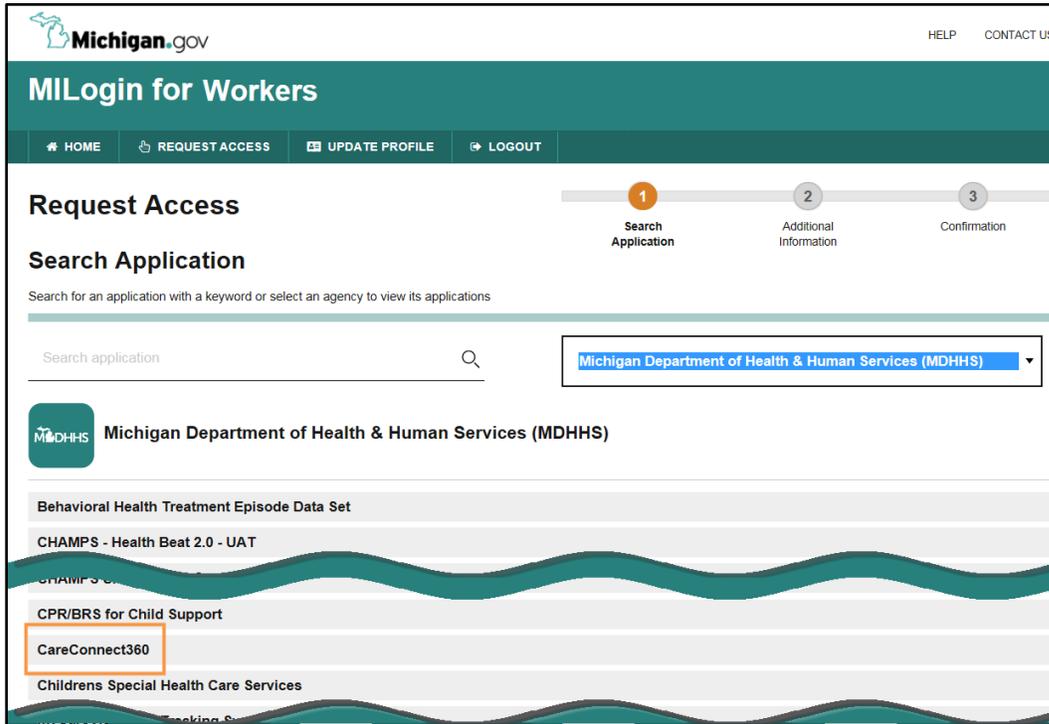


Figure 2.1.3: Request Access

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

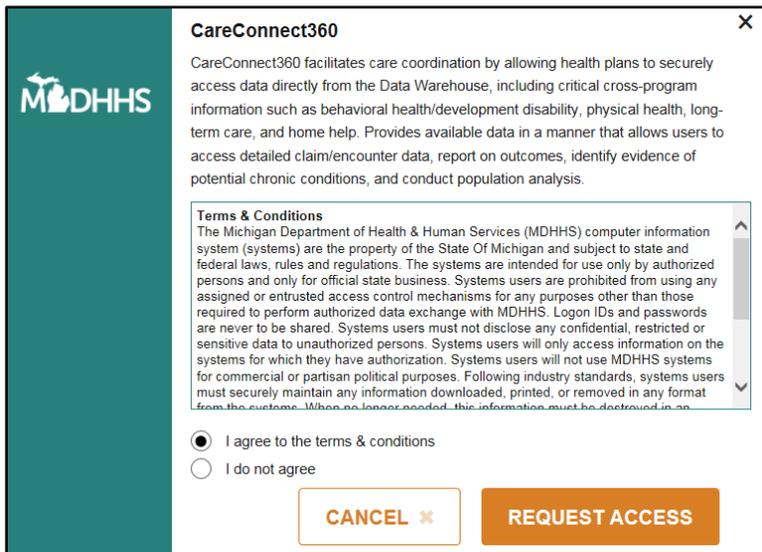
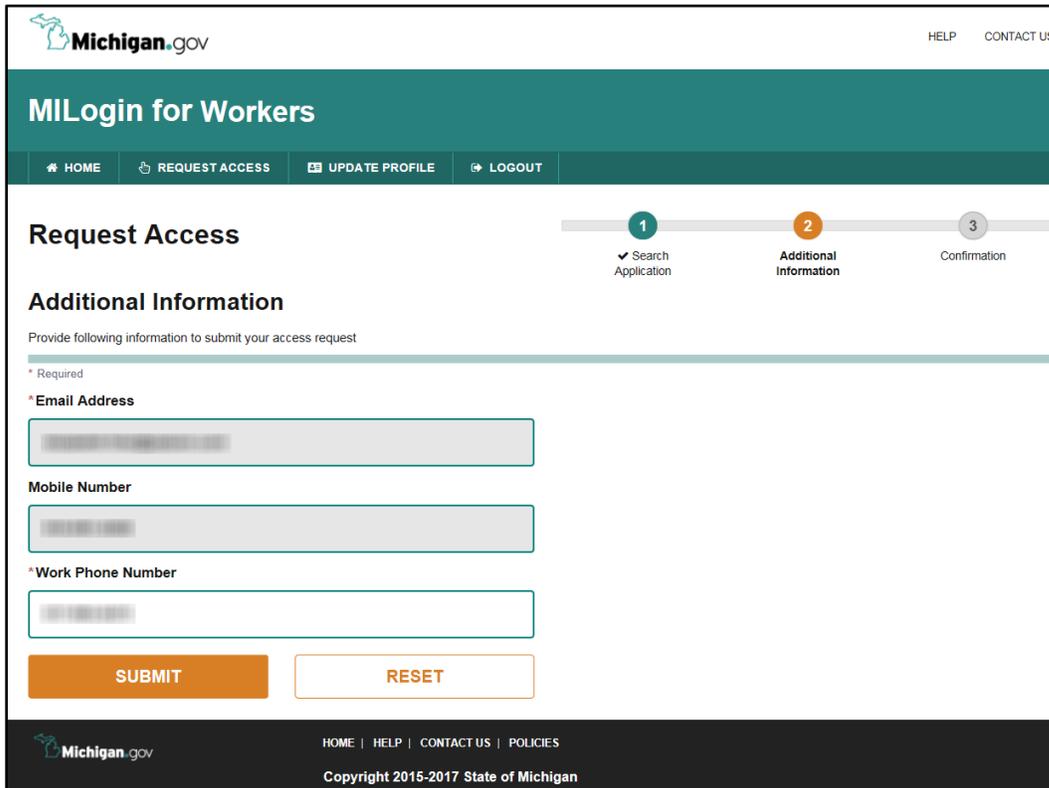


Figure 2.1.4: CareConnect360 Terms & Conditions

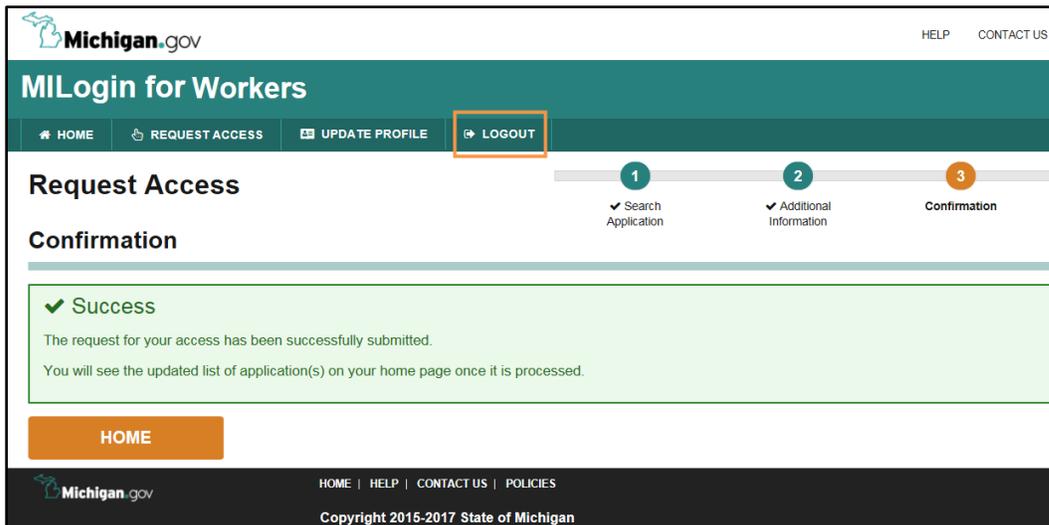
5. Review the terms and conditions, select **I agree to the terms & conditions**, and click **Request Access**. The Additional Information page displays (*Figure 2.1.5*).



The screenshot shows the 'Request Access' page. At the top, there is a navigation bar with 'HOME', 'REQUEST ACCESS', 'UPDATE PROFILE', and 'LOGOUT'. Below this is a progress bar with three steps: 1. Search Application (checked), 2. Additional Information (current step), and 3. Confirmation. The main content area is titled 'Additional Information' and contains a form with three input fields: 'Email Address', 'Mobile Number', and 'Work Phone Number'. Below the fields are 'SUBMIT' and 'RESET' buttons. The footer includes the Michigan.gov logo and copyright information.

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).



The screenshot shows the 'Confirmation' page. The navigation bar is the same as in Figure 2.1.5, but the 'LOGOUT' button is highlighted with an orange box. The progress bar shows steps 1 (checked), 2 (checked), and 3 (current step). The main content area is titled 'Confirmation' and features a green success message box with a checkmark icon. Below the message is a 'HOME' button. The footer is identical to Figure 2.1.5.

Figure 2.1.6: Confirmation

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

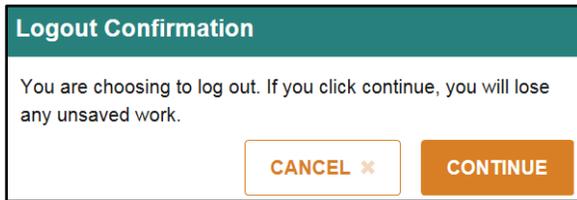


Figure 2.1.7: Logout Confirmation

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

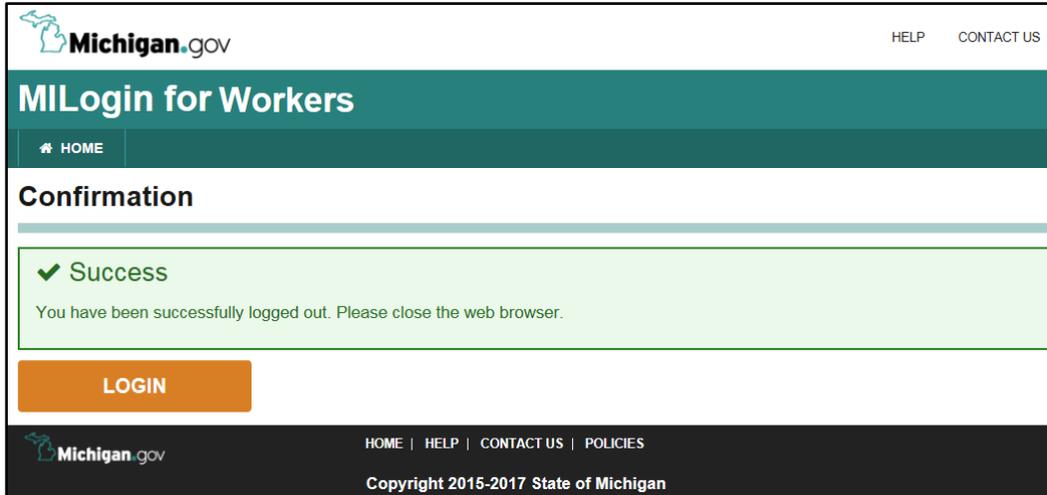


Figure 2.1.8: Logout Success

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).

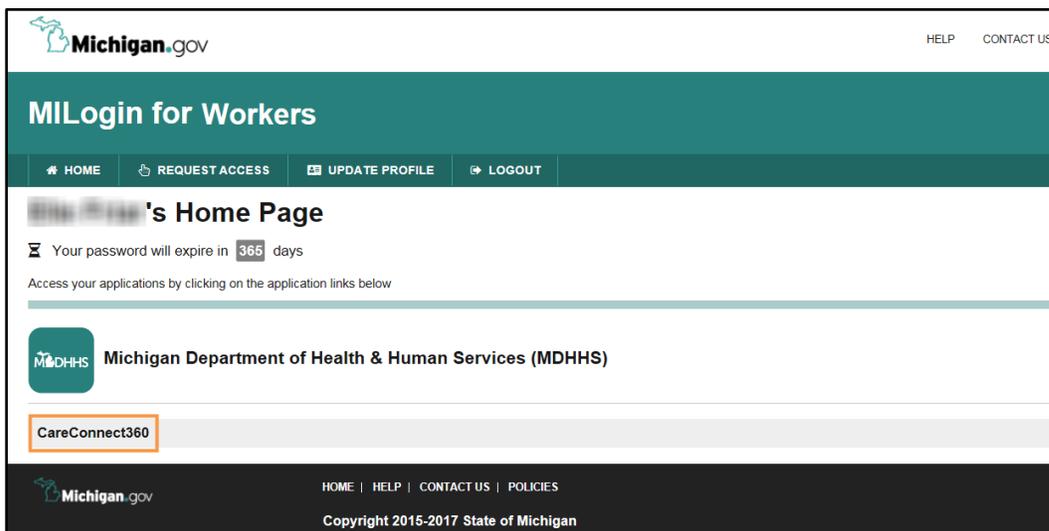


Figure 2.2.1: MILogin Home

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

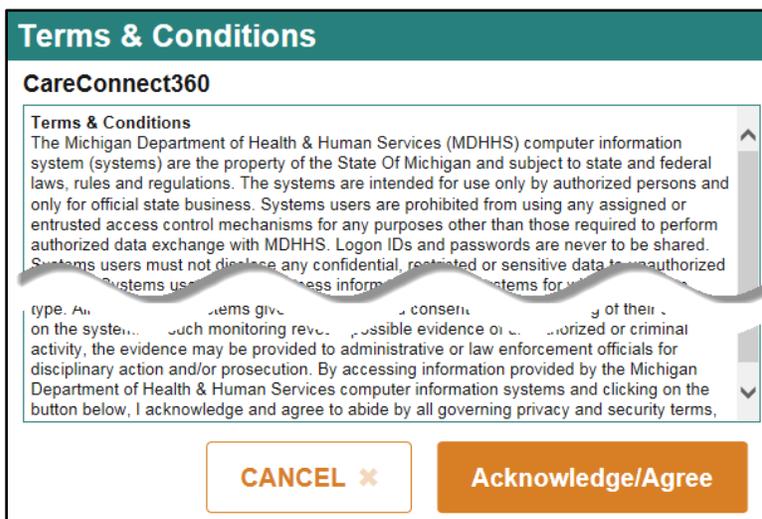


Figure 2.2.2: CareConnect360 Terms & Conditions

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).

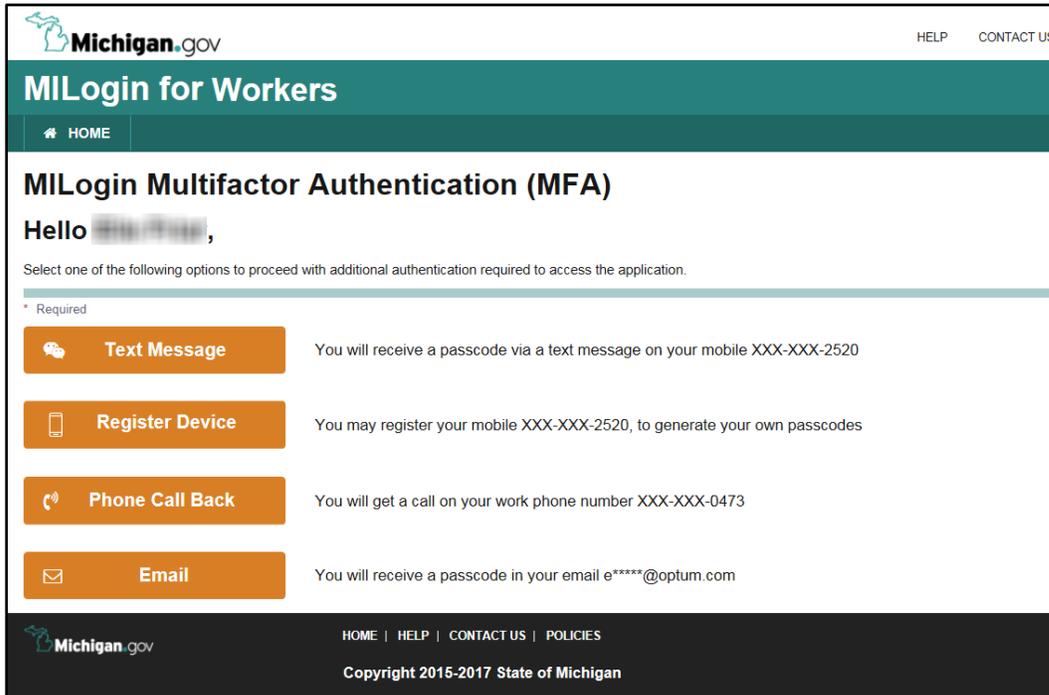


Figure 2.2.3: Multi-Factor Authentication

- 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:

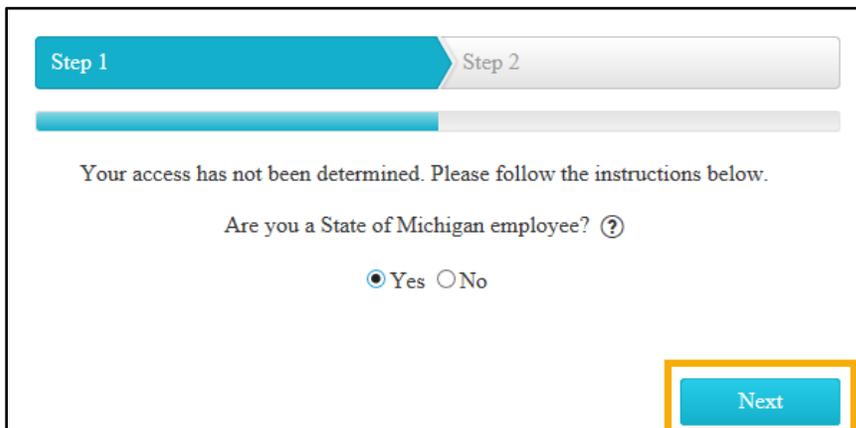
1. To comply with all Federal and State laws, rules and regulations pertaining to the confidentiality and use of information contained in or received from CareConnect360, including, but not limited to, the Child Protection Law (MCL 722.621-722.638), the Foster Care and Adoption Services Act (MCL 722.951-960), 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

Next

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*).

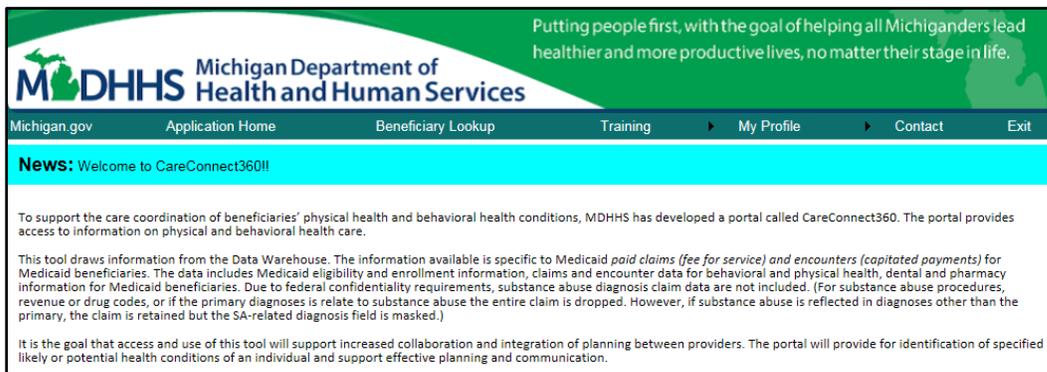


Figure 2.2.8: CareConnect360 Home

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).

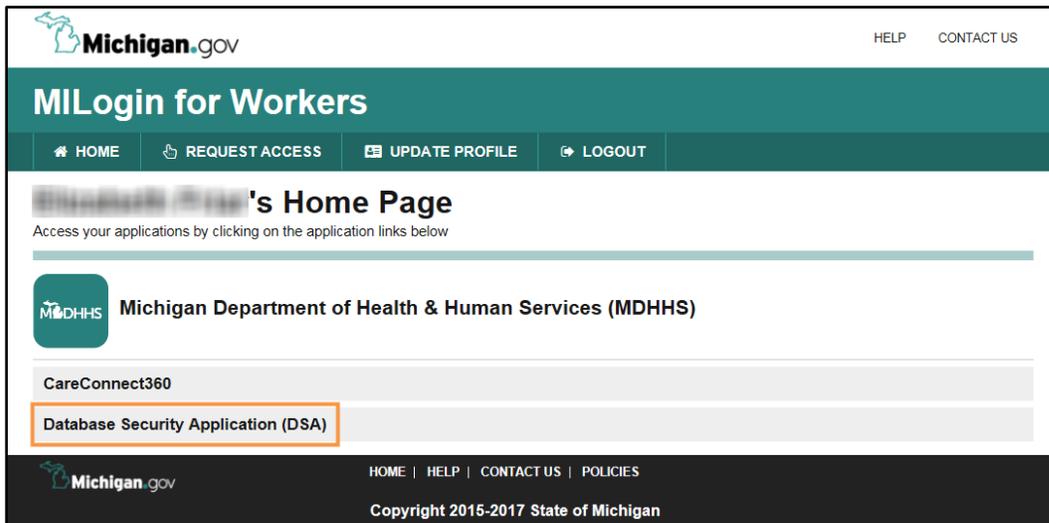


Figure 3.1.1: MILogin Home

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



Figure3.1.2: 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.

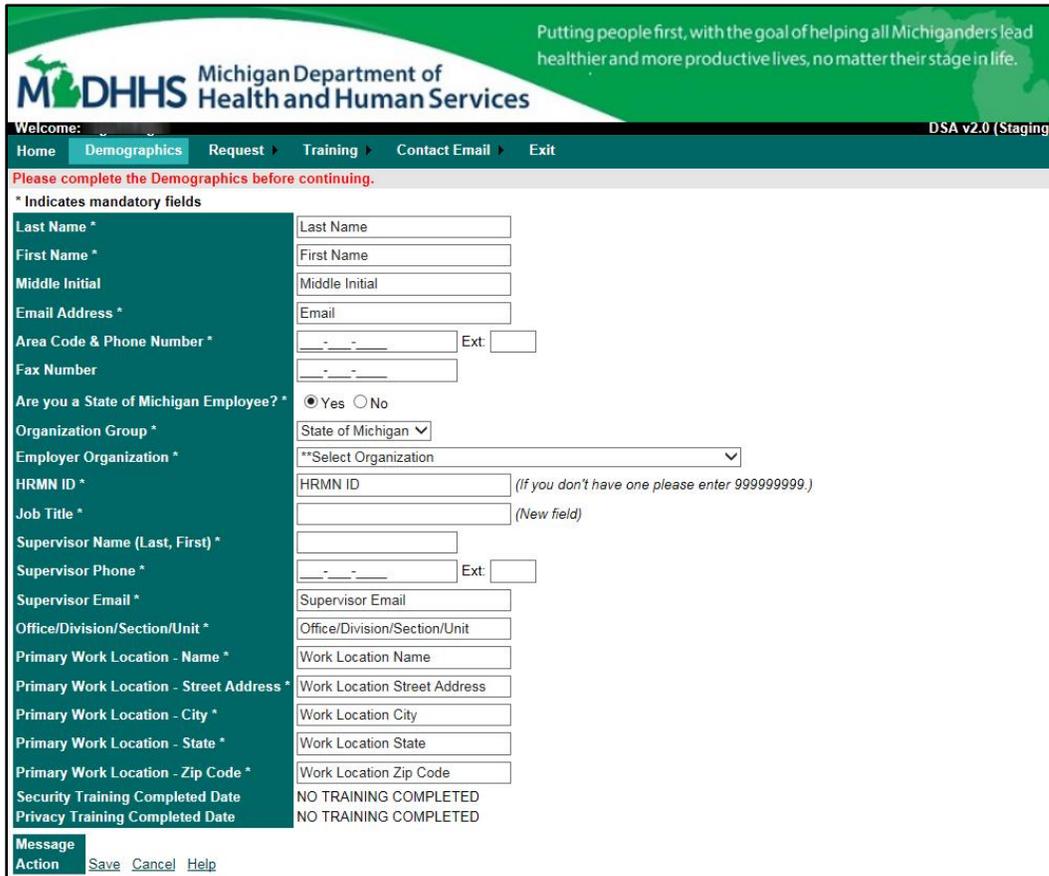


Figure 3.1.3: DSA Demographics

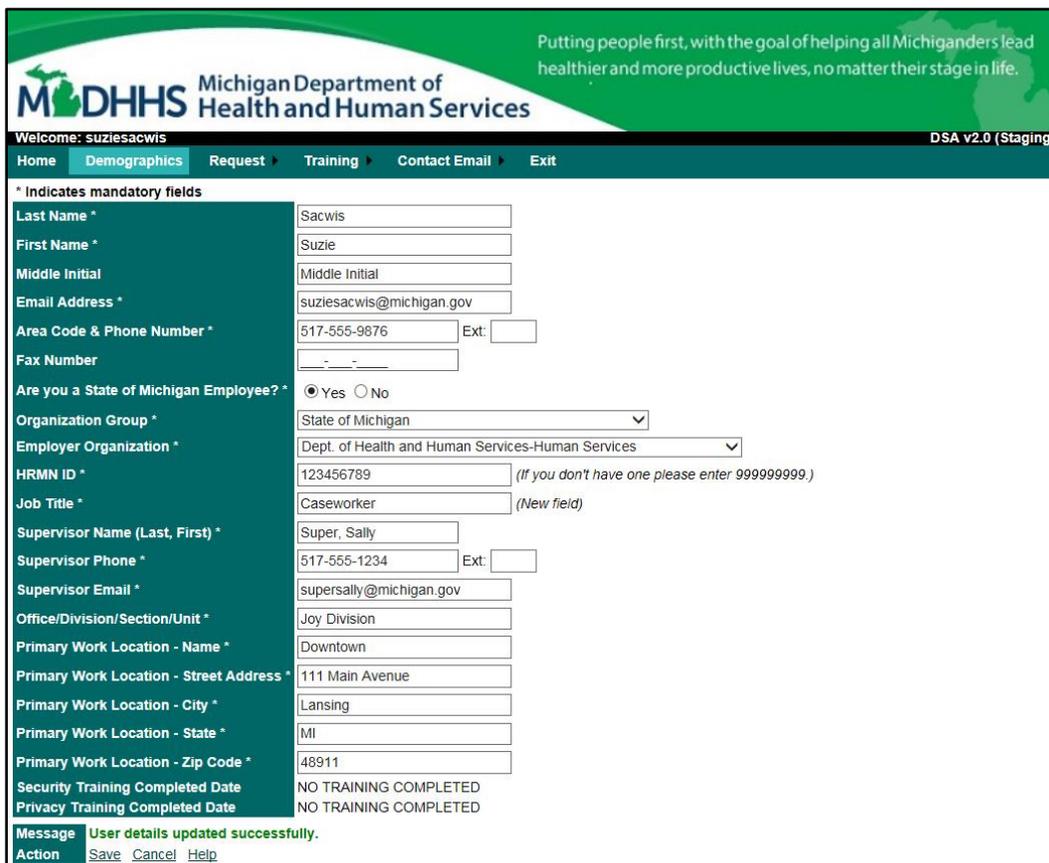
- Confirm your **Last Name**.
- Confirm your **First Name**.
- Confirm your **Email Address**.
- Confirm your **Area Code & Phone Number**.

Note: Your name, email address, and phone number automatically populate from MILogin and cannot be changed; any updates must be made within MILogin.

- 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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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: <input type="text"/>
Fax Number	<input type="text"/>
Are you a State of Michigan Employee? *	<input checked="" type="radio"/> Yes <input type="radio"/> 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: <input type="text"/>
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).



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).

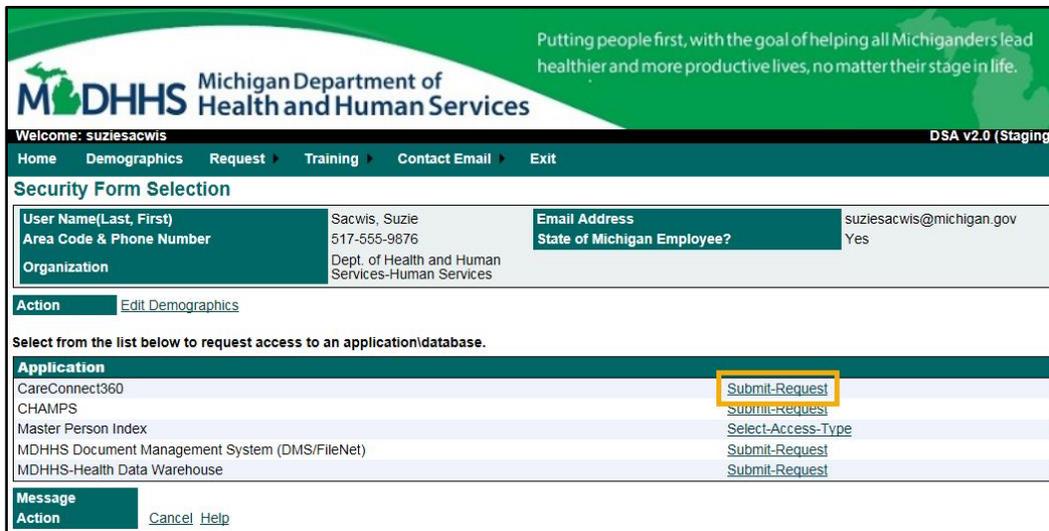


Figure 3.2.2: Security Form Selection

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).

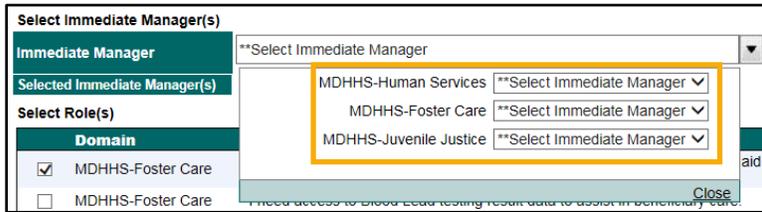
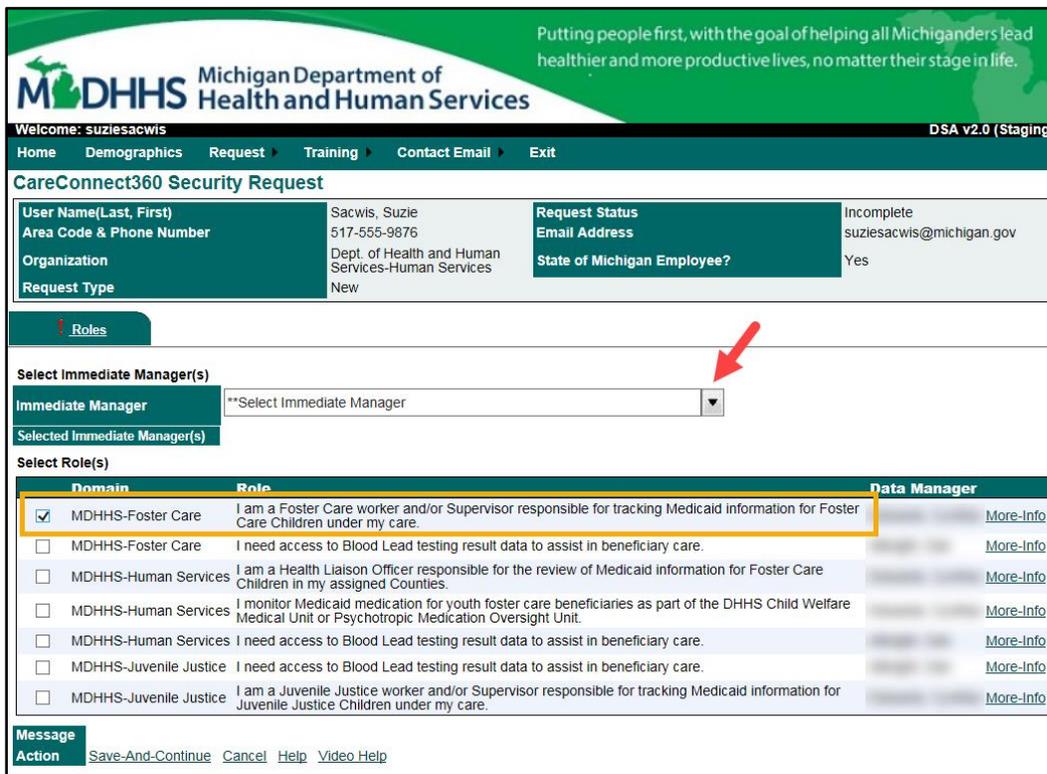


Figure 3.2.3: CareConnect360 Access Request Form – Immediate Manager detail

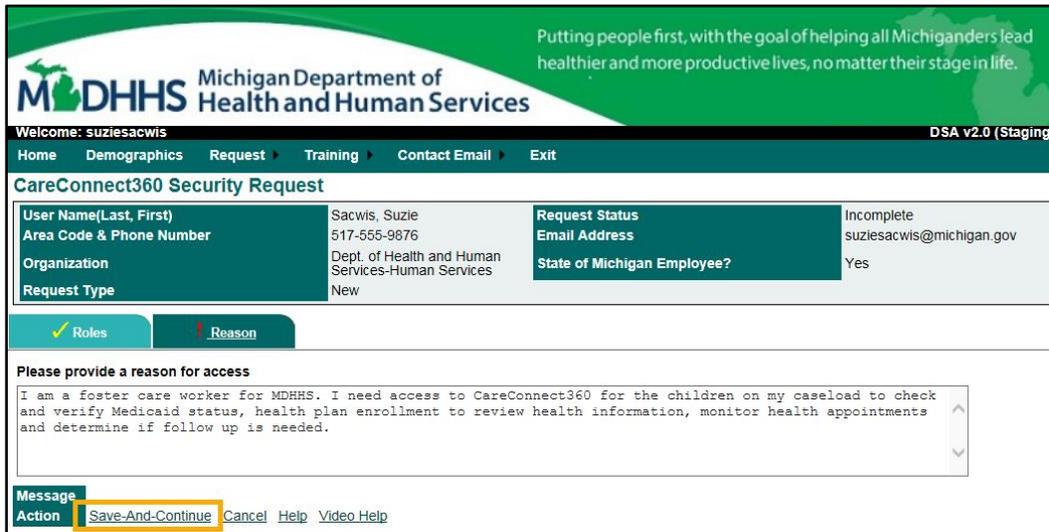
5. Select the check box beside the security role statement(s) that reflects the functionality needed to perform your job duties (Figure 3.2.4 orange box).



Domain	Role	Data Manager
<input checked="" type="checkbox"/> MDHHS-Foster Care	I am a Foster Care worker and/or Supervisor responsible for tracking Medicaid information for Foster Care Children under my care.	More-Info
<input type="checkbox"/> MDHHS-Foster Care	I need access to Blood Lead testing result data to assist in beneficiary care.	More-Info
<input type="checkbox"/> MDHHS-Human Services	I am a Health Liaison Officer responsible for the review of Medicaid information for Foster Care Children in my assigned Counties.	More-Info
<input type="checkbox"/> MDHHS-Human Services	I monitor Medicaid medication for youth foster care beneficiaries as part of the DHHS Child Welfare Medical Unit or Psychotropic Medication Oversight Unit.	More-Info
<input type="checkbox"/> MDHHS-Human Services	I need access to Blood Lead testing result data to assist in beneficiary care.	More-Info
<input type="checkbox"/> MDHHS-Juvenile Justice	I need access to Blood Lead testing result data to assist in beneficiary care.	More-Info
<input type="checkbox"/> MDHHS-Juvenile Justice	I am a Juvenile Justice worker and/or Supervisor responsible for tracking Medicaid information for Juvenile Justice Children under my care.	More-Info

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).



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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

Please provide a reason for access

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.

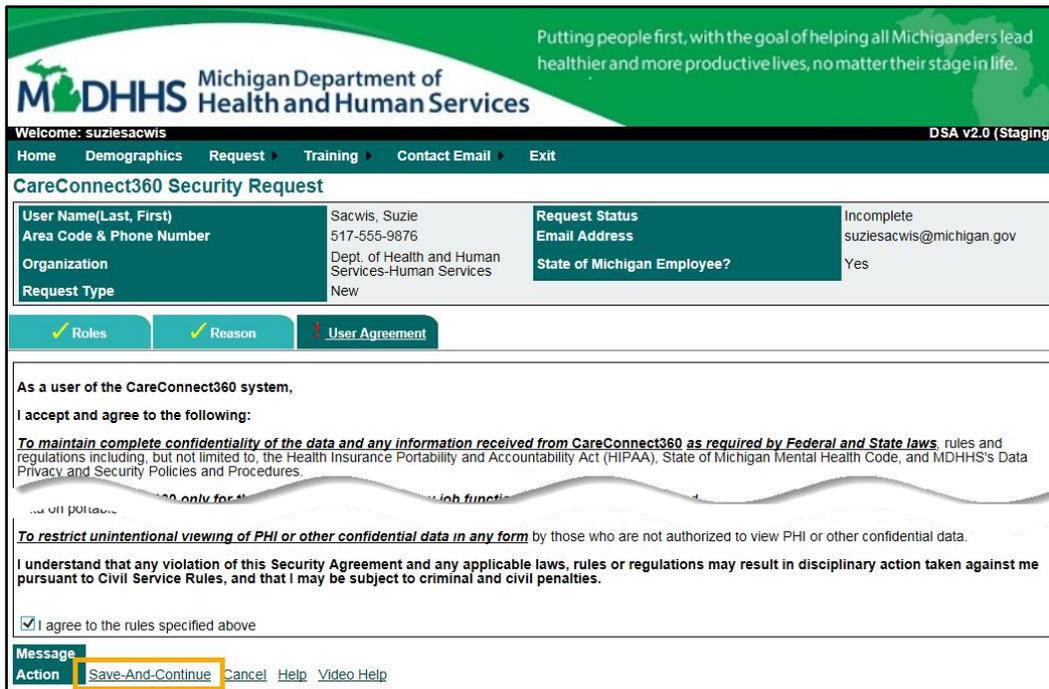
Message Action Save-And-Continue Cancel Help Video Help

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).



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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

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.

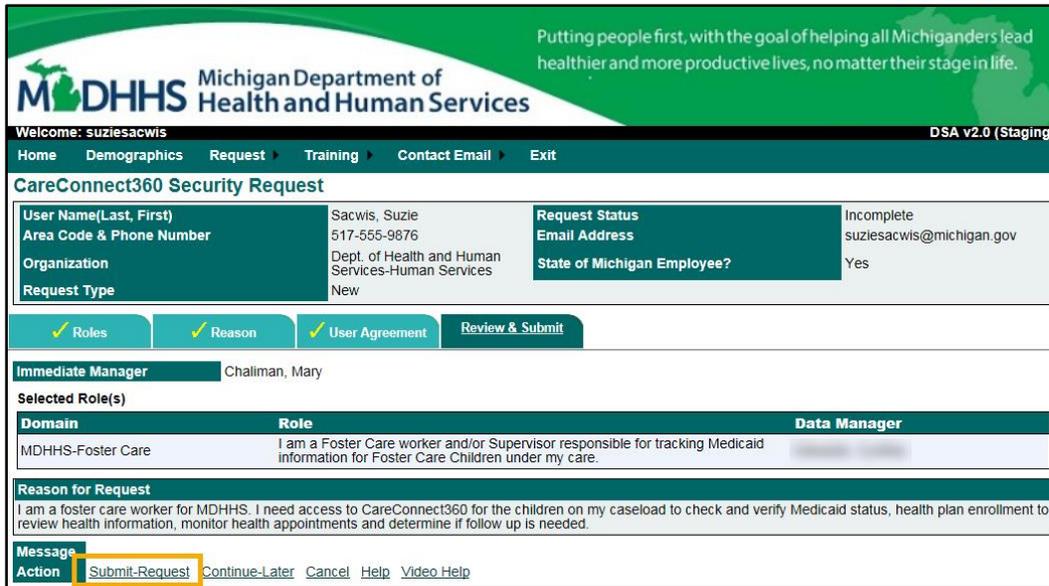
I understand that any violation of this Security Agreement and any applicable laws, rules or regulations may result in disciplinary action taken against me pursuant to Civil Service Rules, and that I may be subject to criminal and civil penalties.

I agree to the rules specified above

Message Action Save-And-Continue Cancel Help 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).



The screenshot shows the 'Review & Submit' tab of the CareConnect360 Security Request form. The header includes the MDHHS logo and the slogan 'Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.' The user is identified as 'Welcome: suziesacwis' and the version is 'DSA v2.0 (Staging)'. The navigation menu includes Home, Demographics, Request, Training, Contact Email, and Exit. The form title is 'CareConnect360 Security Request'. A summary table shows: User Name (Sacwis, Suzie), Area Code & Phone Number (517-555-9876), Organization (Dept. of Health and Human Services-Human Services), Request Type (New), Request Status (Incomplete), Email Address (suziesacwis@michigan.gov), and State of Michigan Employee? (Yes). Below the summary are tabs for Roles, Reason, User Agreement, and Review & Submit. The 'Immediate Manager' is Chaliman, Mary. The 'Selected Role(s)' table shows a role for 'MDHHS-Foster Care' with the description 'I am a Foster Care worker and/or Supervisor responsible for tracking Medicaid information for Foster Care Children under my care.' The 'Reason for Request' is: '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.' The 'Message' section 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.' The 'Action' bar includes 'Submit-Request' (highlighted with a yellow box), 'Continue-Later', 'Cancel', 'Help', and '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.



The screenshot shows the submission confirmation page for the CareConnect360 Security Request. The header and navigation are identical to Figure 3.2.7. The form title is 'CareConnect360 Security Request'. The summary table shows: User Name (Sacwis, Suzie), Area Code & Phone Number (517-555-9876), Organization (Dept. of Health and Human Services-Human Services), Request Type (New), Request Status (Submitted), Email Address (suziesacwis@michigan.gov), and State of Michigan Employee? (Yes). Below the summary, a message states: '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.' The 'Action' bar includes 'Back-To-Home-Page', 'Print-Receipt' (highlighted with a yellow box), and '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
Database Security Application - Request Receipt
MDHHS Page 1 of 2

Request Header

Request ID 45270

Request Status Submitted

Date Submitted 3/27/2018 3:18:00PM

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
Chaliman, 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		

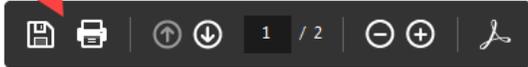
Rules And Regulations as of 3/27/2018

Form CareConnect360

Request Type New

Organization Dept. of Health and Human Services-Human Services

Email suziesacwis@michigan.gov



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.