

# Gaining Access: CareConnect360 (for Non-SOM Users)

**NON-SOM USERS**  
**REQUESTING CARECONNECT360 ACCESS**



State of Michigan  
Department of Health and Human Services

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# 1 Understanding Access

All users outside the State of Michigan network (non-SOM users) complete the following steps to request access to CareConnect360. First, non-SOM users subscribe to CareConnect360 through the State of Michigan single sign-on portal (MILogin) to obtain the **CareConnect360** link on their MILogin Home page. Users then access CareConnect360 to identify their organization.

The **CareConnect360 Access Request Form**, *required by most but not all non-SOM users*, is accessed through CareConnect360. Non-SOM users complete the form to request initial CareConnect360 access. These users then complete the **CareConnect360 Access Request Form** on an annual basis to maintain access.

**TIP:** Some steps in this guide describe one-time processes – once completed, they do not need to be repeated.

Chapter 2: Subscribe to CareConnect360	Why do I have to do it?	Where?
Subscribe to CareConnect360 in MILogin	<ul style="list-style-type: none"> <li>To get the <b>CareConnect360</b> link on your MILogin Home page.</li> <li>Allows you to complete the CareConnect360 account setup and access request process.</li> </ul>	MILogin
Chapter 3: Access CareConnect360 – Identify Organization	Why do I have to do it?	Where?
Access CareConnect360 (section 3.1)	<ul style="list-style-type: none"> <li>To let CareConnect360 know you exist. You cannot be granted access to beneficiaries if CareConnect360 doesn't know who you are.</li> </ul>	MILogin
Identify Organization Type (sections 3.2 - 3.14)	<ul style="list-style-type: none"> <li>To determine the type of beneficiary access you are requesting, and whether you are required to complete the <b>CareConnect360 Access Request Form</b>.</li> </ul>	CC360

<b>Chapter 4: Complete the CareConnect360 Access Request</b> <i>(all except CJW, FQHC, MIHP, FACRS, and FCW3P)</i>	<b>Why do I have to do it?</b>	<b>Where?</b>
Enter Your Demographic Details (section 4.1)	<ul style="list-style-type: none"> <li>Demographic details are required to complete the <b>CareConnect360 Access Request Form</b>.</li> </ul>	CC360
Complete the CareConnect360 Access Request Form (section 4.2)	<ul style="list-style-type: none"> <li>To be granted CareConnect360 functionality. Filling out the <b>CareConnect360 Access Request Form</b> and submitting it for review/approval determines your approved security role(s) (your access).</li> </ul>	CC360

Table 1: CareConnect360 Access Request Steps

**NOTE:** Two (2) applications are used to request or renew CareConnect360 access:

★ **MILogin\***

(the State of Michigan’s single sign-on portal)

★ **CareConnect360\*\***

(allows non-SOM user access to the **CareConnect360 Access Request Form**, which is also available by directly accessing the Database Security Application [DSA] through MILogin)

\* 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 CareConnect360/DSA steps, please contact the MDHHS CareConnect360 Administrator: [MDHHS-CC360HELP@michigan.gov](mailto:MDHHS-CC360HELP@michigan.gov)

## 2 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 [3 Access CareConnect360 – Identify Organization](#).

Complete the following steps to subscribe to CareConnect360 through MILogin:

1. Access MILogin: <https://milogintp.michigan.gov> (*users outside SOM network*).
2. Click **Find Services** > (*Figure 2.1*). The Discover Online Services search page displays.

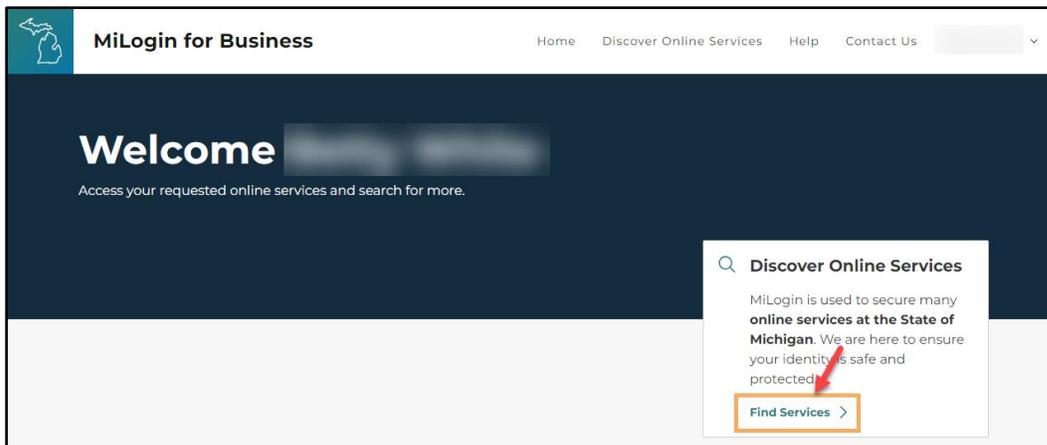


Figure 2.1: MILogin Home

3. Start entering 'CareConnect360' in the **Search for Services** field (*Figure 2.2, 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 2.2, 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 [3 Access CareConnect360 – Identify Organization](#).

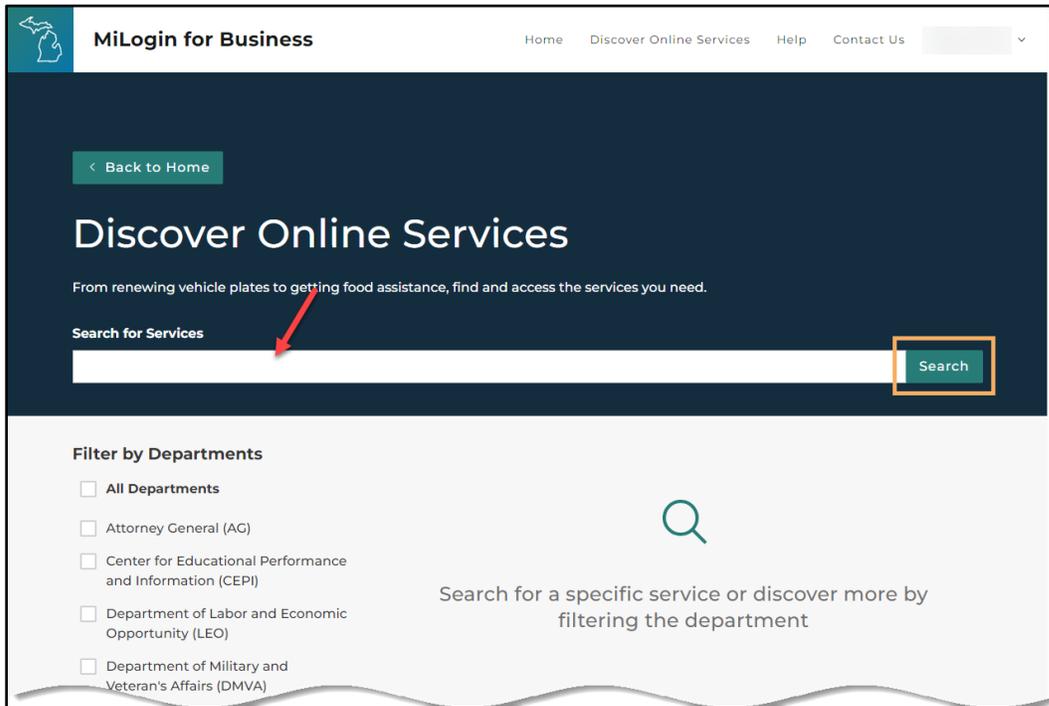


Figure 2.2: Discover Online Services

4. Click the arrow beside **CareConnect360** (Figure 2.3). The CareConnect360 Terms & Conditions display.

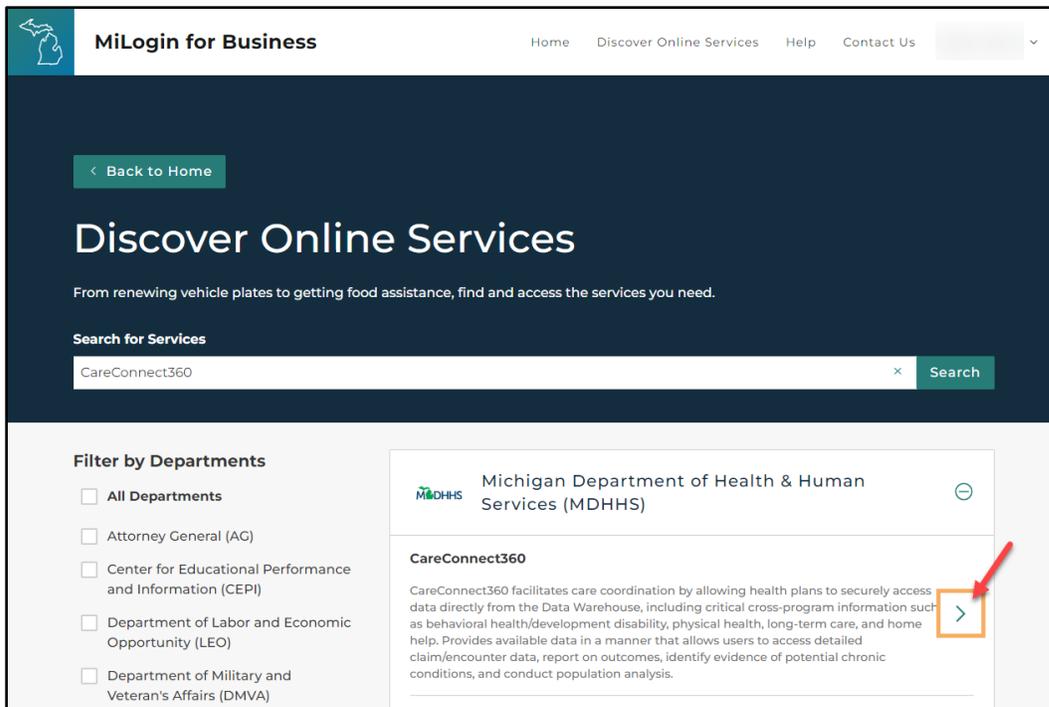


Figure 2.3: Discover Online Services

5. Review the terms and conditions (Figure 2.4), then select *I agree to the Terms & Conditions*.

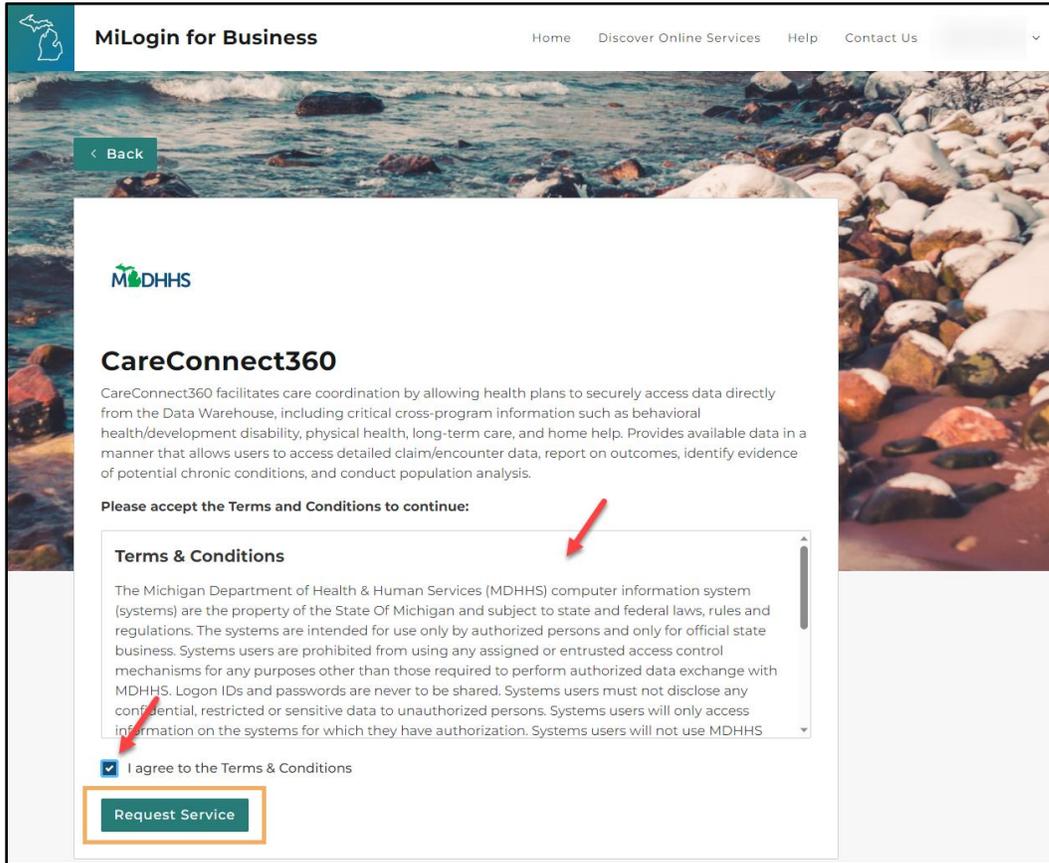


Figure 2.4: CareConnect360 Terms & Conditions

6. Click **Request Service**. The request confirmation page displays (Figure 2.5, next page).
7. Once **CareConnect360** appears on your MiLogin Home page, continue with the steps in [3 Access CareConnect360 – Identify Organization](#).

*Note:* You will receive an email notification when access is approved, and **CareConnect360** displays on your MiLogin Home page.

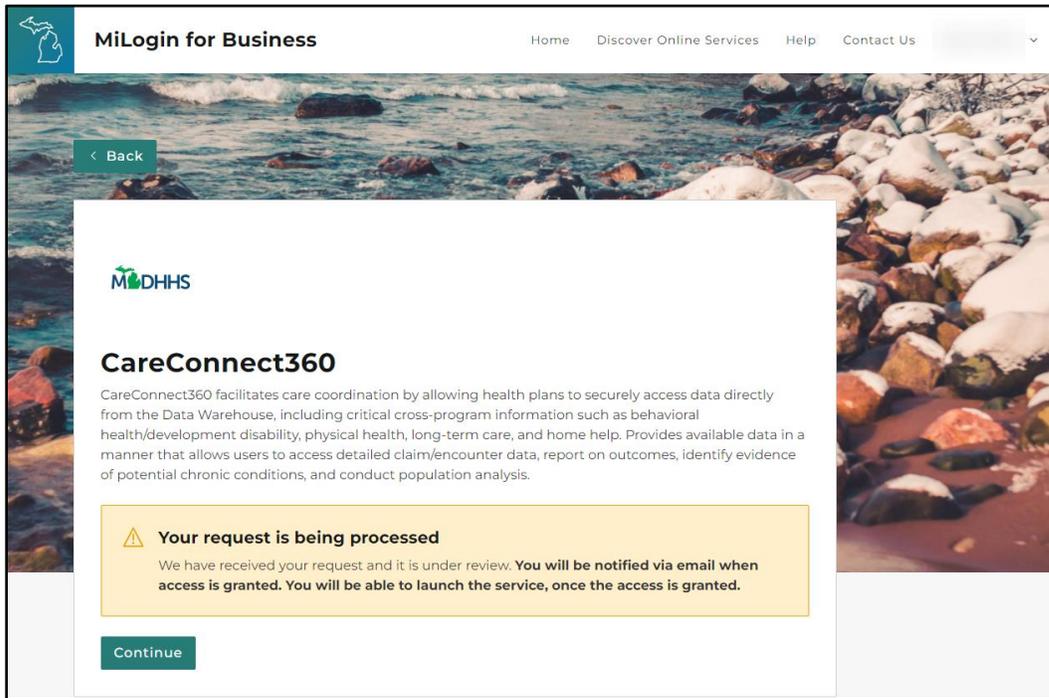


Figure 2.5: Request Confirmation

## 3 Access CareConnect360 – Identify Organization

After a non-SOM user subscribes to CareConnect360 through MILogin, they must complete the following steps to access CareConnect360 and identify their organization. This process determines the type of beneficiary access they are requesting, and whether they must complete the **CareConnect360 Access Request Form**.

*Note:* To continue, users must first complete the steps in [2 Subscribe to CareConnect360 in MILogin](#).

### 3.1 Access CareConnect360

Complete the following steps to access CareConnect360:

1. Access MILogin: <https://milogintp.michigan.gov> (users outside SOM network).
2. Click **CareConnect360** (Figure 3.1.1).

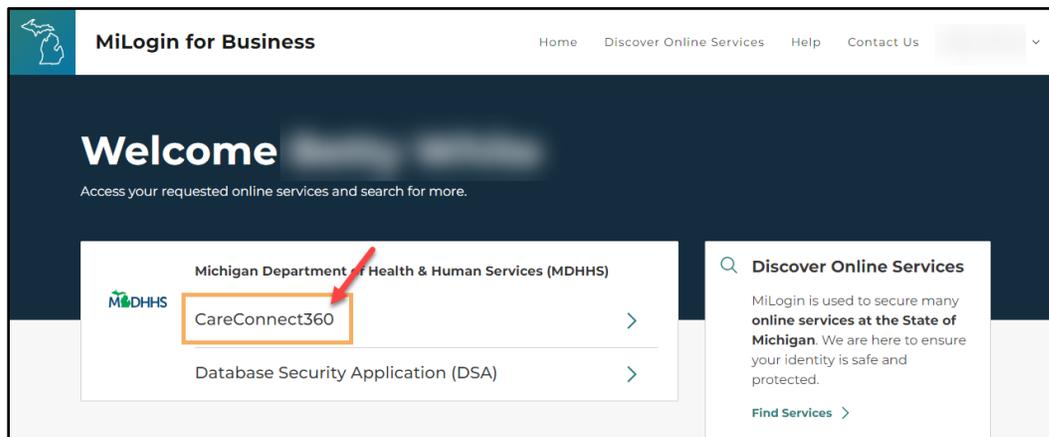


Figure 3.1.1: MILogin Home

3. Review the CareConnect360 terms and conditions (Figure 3.1.2, next page).
4. Click **I agree to the Terms & Conditions**.

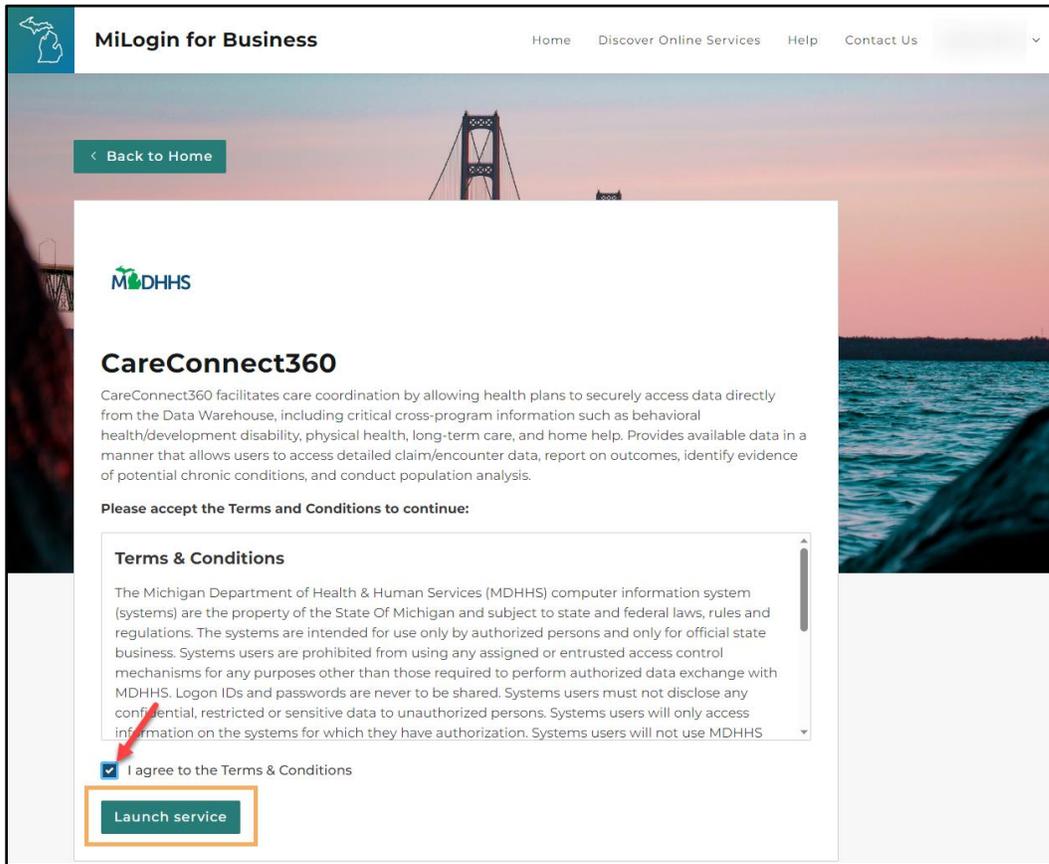


Figure 3.1.2: CareConnect360 Terms & Conditions

*Note: Every 24 hours, users 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.

4. Select a verification method on the Multifactor authentication page (*Figure 3.1.3, next page*) to obtain and enter the passcode required to continue.
5. Upon completion, MiLogin automatically continues logging you in and the CareConnect360 User Agreement displays.

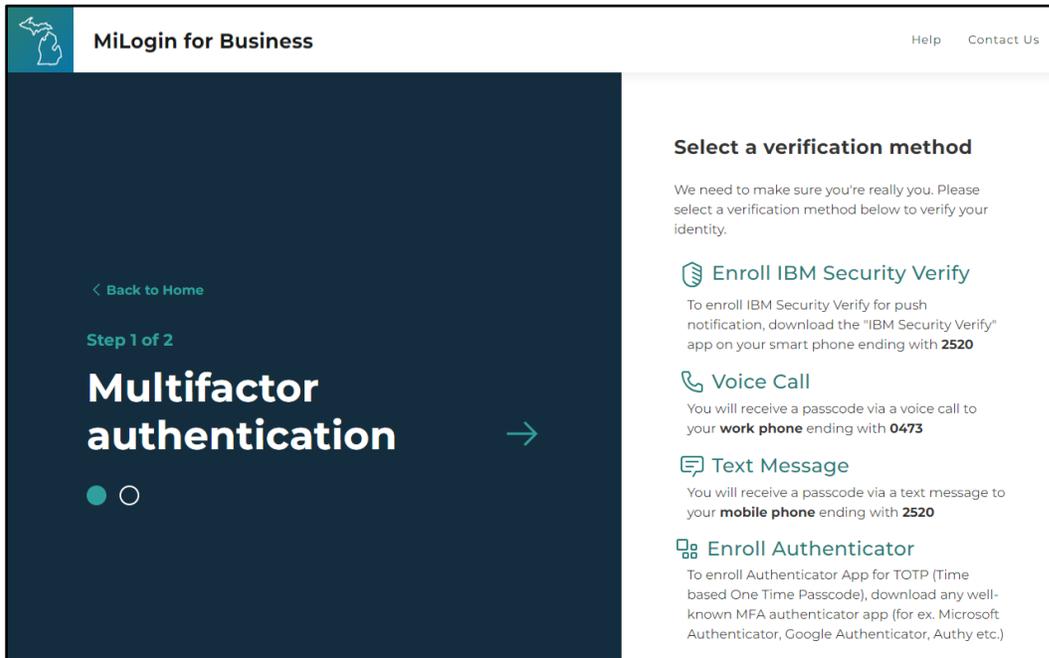


Figure 3.1.3: Multifactor Authentication

5. Review the User Agreement (Figure 3.1.4).
6. Click **I Agree**. If you do not have an assigned CareConnect360 security role (i.e., the first time you log in), the CC360 Account Setup – Step 1 window displays.

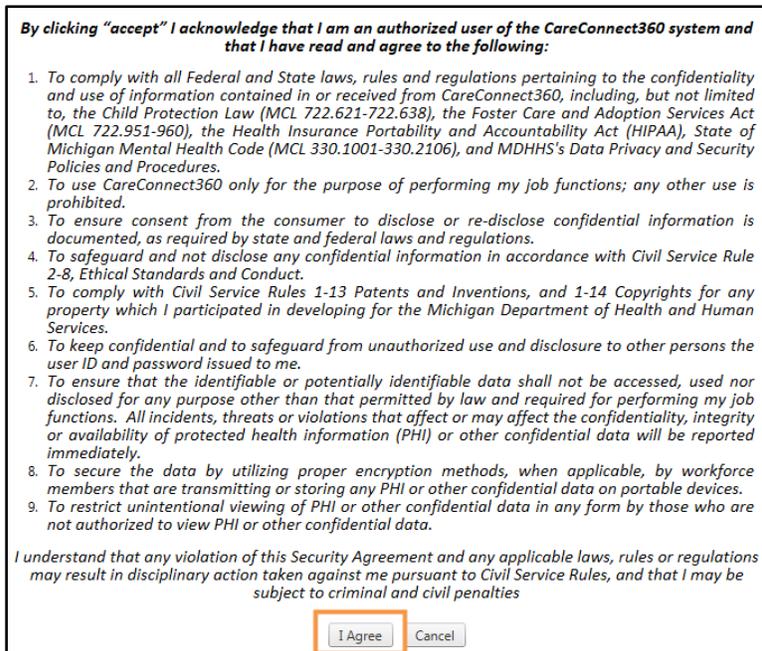


Figure 3.1.4: CareConnect360 User Agreement

*Note:* The CC360 Account Setup – Step 1 window displays only for users who do not currently have an assigned CareConnect360 security role.

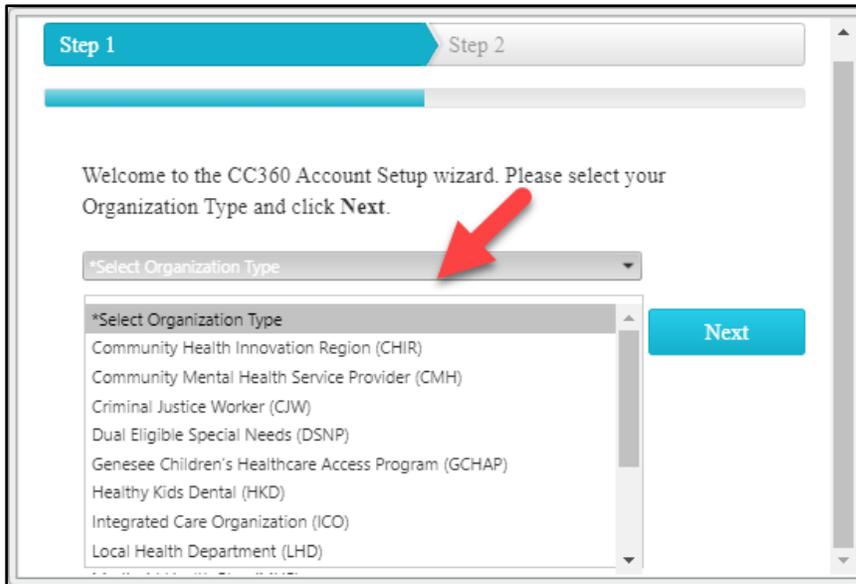


Figure 3.1.5: CC360 Account Setup – Step 1

7. The next steps depend on the organization type selected (*Figure 3.1.5, above*). Please continue to the next section accordingly:
  - ✓ [3.2 Identify Organization Type – Community Health Innovation Region \(CHIR\)](#)
  - ✓ [3.3 Identify Organization Type – Community Mental Health Service Provider \(CMH\)](#)
  - ✓ [3.4 Identify Organization Type – County Jail Worker \(CJW\)](#)
  - ✓ [3.5 Identify Organization Type – Dual Eligible Special Needs \(DSNP\)](#)
  - ✓ [3.6 Identify Organization Type – Federally Qualified Health Center \(MICARE\)](#)
  - ✓ [3.7 Identify Organization Type – Genesee Children’s Healthcare Access Program \(GCHAP\)](#)
  - ✓ [3.8 Identify Organization Type – Healthy Kids Dental \(HKD\)](#)
  - ✓ [3.9 Identify Organization Type – Integrated Care Organization \(ICO\)](#)
  - ✓ [3.10 Identify Organization Type – Local Health Department \(LHD\)](#)
  - ✓ [3.11 Identify Organization Type – Maternal Infant Health Program \(MIHP\)](#)
  - ✓ [3.11 Identify Organization Type – MICHoice Waiver Agency \(MCWA\)](#)
  - ✓ [3.12 Identify Organization Type – Medicaid Health Plan \(MHP\)](#)
  - ✓ [3.13 Identify Organization Type – Prepaid Inpatient Health Plan \(PIHP\)](#)
  - ✓ [3.14 Identify Organization Type – Subcontractor Behavioral Health Worker \(FACRS\)](#)
  - ✓ [3.15 Identify Organization Type – Third-Party Foster Care \(FCW3P\)](#)

## 3.2 Identify Organization Type – CHIR

[Functionality coming soon] Complete the following steps to identify your organization type as a Community Health Innovation Region (CHIR):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Community Health Innovation Region (CHIR)' (*Figure 3.2.1*).
3. Click **Next**.

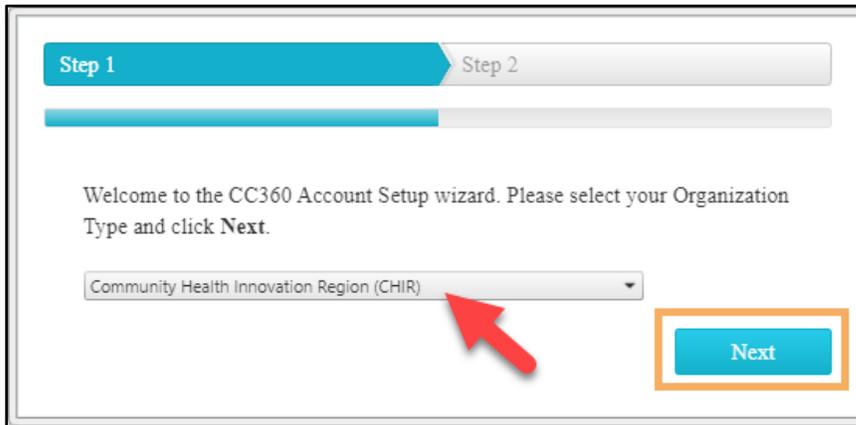


Figure 3.2.1: CC360 Account Setup – Step 1 – CHIR

4. Click **Request** (*Figure 3.2.2*) to advance to the **CareConnect360 Access Request Form**.

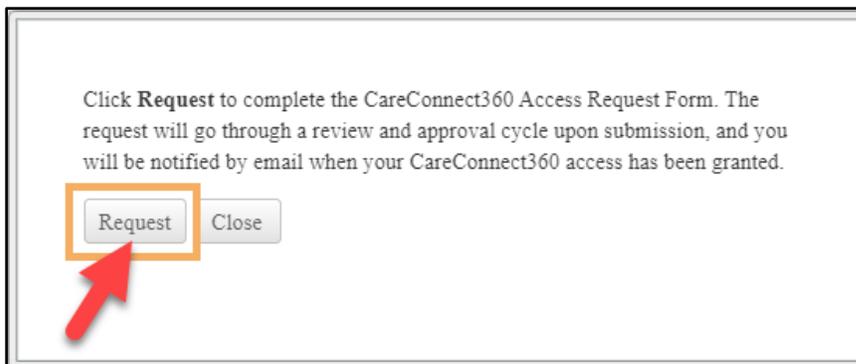


Figure 3.2.2: CC360 Account Setup – Step 2 – CHIR

5. The Demographics page displays. Continue with the steps in [4 Complete the CareConnect360 Access Request](#).

### 3.3 Identify Organization Type – CMH

Complete the following steps to identify your organization type as a Community Mental Health Service Provider (CMH):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Community Mental Health Service Provider (CMH)' (*Figure 3.3.1*).
3. Click **Next**.

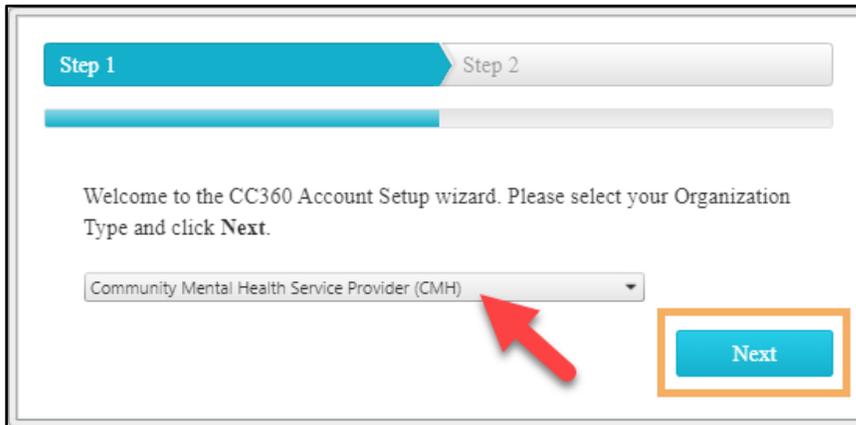


Figure 3.3.1: CC360 Account Setup – Step 1 – CMH

4. Click **Request** (*Figure 3.3.2*) to advance to the **CareConnect360 Access Request Form**.

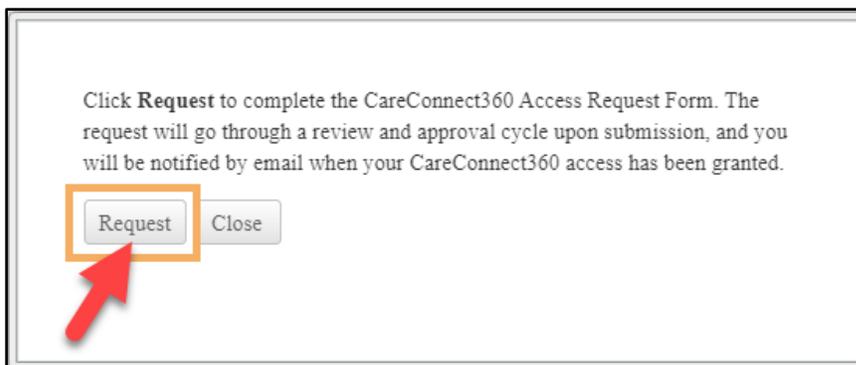


Figure 3.3.2: CC360 Account Setup – Step 2 – CMH

5. The Demographics page displays. Continue with the steps in [4 Complete the CareConnect360 Access Request](#).

**Tip:** On the Demographics page, select 'Community Mental Health' as your **Organization Group** and your specific organization name as your **Employer Organization**.

### 3.4 Identify Organization Type – CJW

Complete the following steps to identify your organization type as a County Jail Worker (CJW):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'County Jail Worker (CJW)' (Figure 3.4.1).
3. Click **Next**.

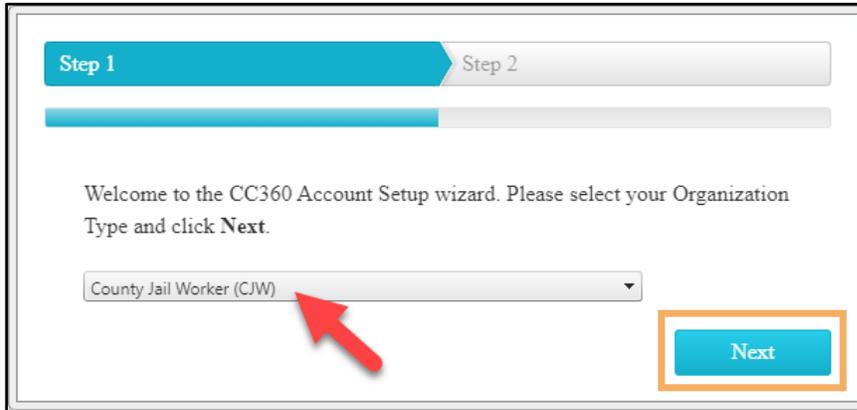


Figure 3.4.1: CC360 Account Setup – Step 1 – CJW

4. Select your user **Profile** (i.e., Jail Worker or Jail Medical Worker) (Figure 3.4.2).

*Note:* Please see [IMPORTANT note](#), next page.

5. Select your work **Location**.
6. Click **Finish**. The account setup success message displays; click **Close**.

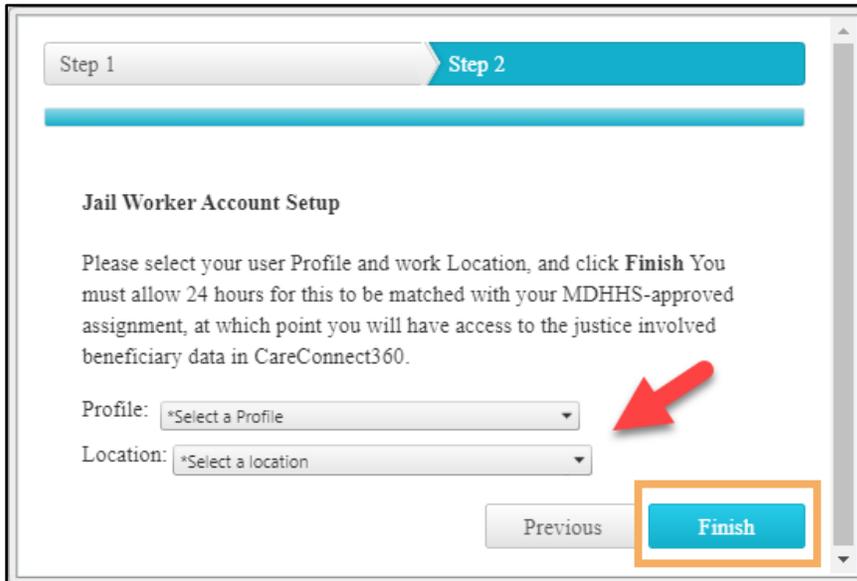


Figure 3.4.2: CC360 Account Setup – Step 2 – CJW

**IMPORTANT:** If you selected 'Jail Worker' your access is immediately available. Log out and log back in to begin using CareConnect360.

If you selected 'Jail Medical Worker' you must allow 24 hours to be matched with your MDHHS-approved assignment, at which point you will have access to the justice involved beneficiary data in CareConnect360.

## 3.5 Identify Organization Type – DSNP

Complete the following steps to identify your organization type as Dual Eligible Special Needs (DSNP):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Dual Eligible Special Needs (DSNP)' (*Figure 3.5.1*).
3. Click **Next**.

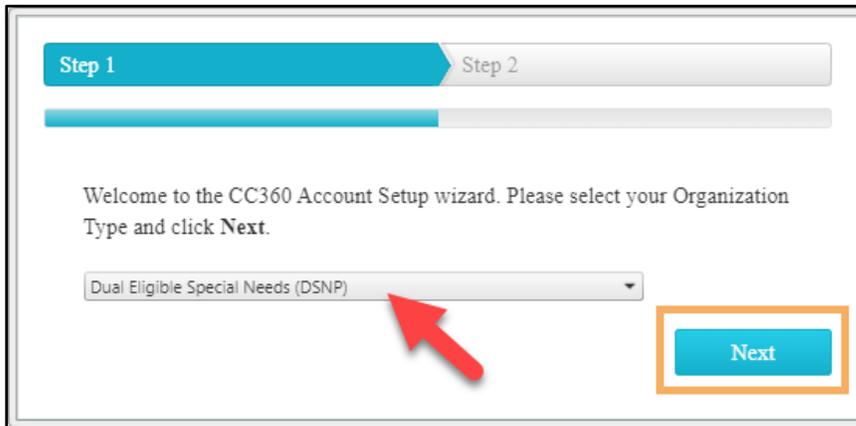


Figure 3.5.1: CC360 Account Setup – Step 1 – DSNP

4. Click **Request** (*Figure 3.5.2*) to advance to the **CareConnect360 Access Request Form**.

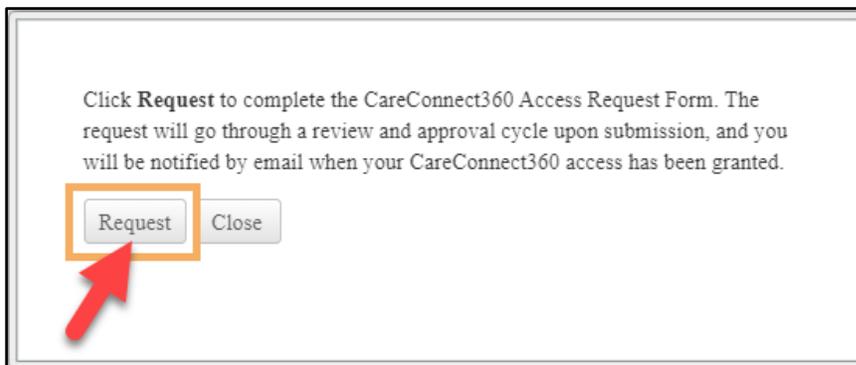


Figure 3.5.2: CC360 Account Setup – Step 2 – DSNP

5. The Demographics page displays. Continue with the steps in [4 Complete the CareConnect360 Access Request](#).

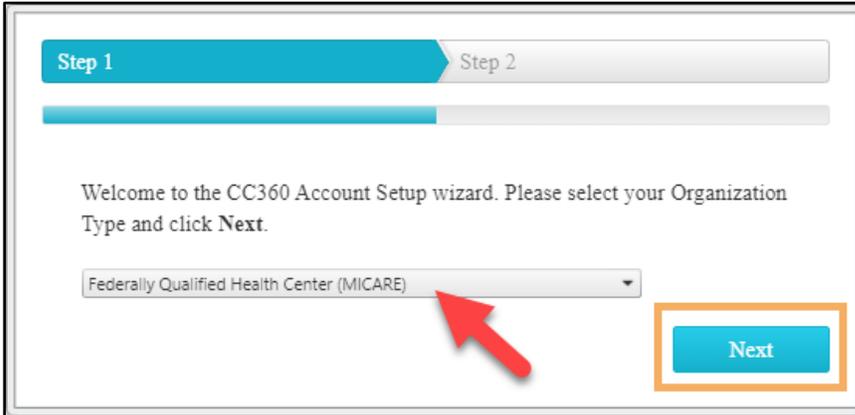
**Tip:** On the Demographics page, if you work for Ascension Complete Michigan, Humana, McLaren Medicare Inspire Dual, Priority Medicare, Reliance Dual Care Plus, United Healthcare Dual, or Zing Complete Plus MI select 'D-SNP' as your **Organization Group** and your specific organization name as your **Employer Organization**.

If you work for any other DSNP organization, select 'Medicaid Health Plan/Integrated Care Organization/DSNP' as your **Organization Group** and your specific organization name as your **Employer Organization**.

## 3.6 Identify Organization Type – FQHC

Complete the following steps to identify your organization type as a Federally Qualified Health Center (FQHC - MICARE):

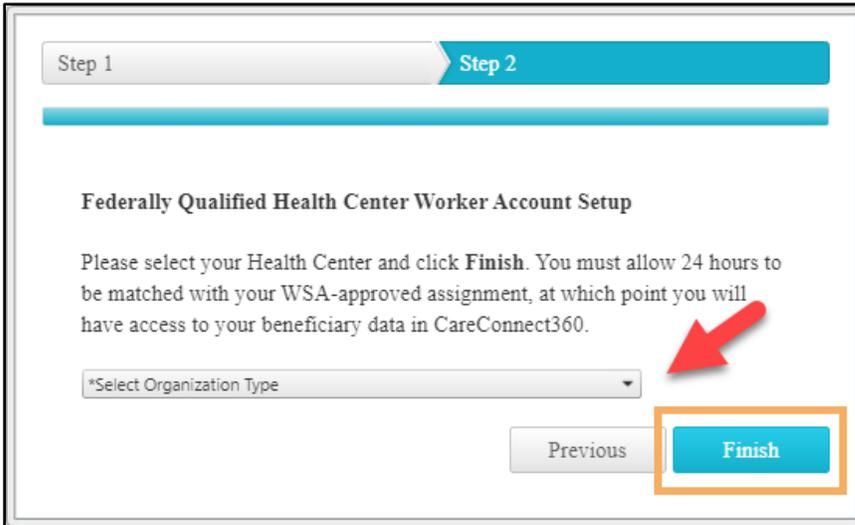
1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Federally Qualified Health Center (MICARE)' (*Figure 3.6.1*).
3. Click **Next**.



The screenshot shows the 'Step 1' of the CC360 Account Setup wizard. At the top, there is a progress bar with 'Step 1' highlighted in blue and 'Step 2' in grey. Below the progress bar, the text reads: 'Welcome to the CC360 Account Setup wizard. Please select your Organization Type and click Next.' There is a dropdown menu with 'Federally Qualified Health Center (MICARE)' selected. A red arrow points to this dropdown. To the right of the dropdown is a blue 'Next' button, which is highlighted with an orange border.

Figure 3.6.1: CC360 Account Setup – Step 1 – FQHC

4. Select your agency name (*Figure 3.6.2*).
5. Click **Finish**. The account setup success message displays; click **Close**.



The screenshot shows the 'Step 2' of the CC360 Account Setup wizard. At the top, there is a progress bar with 'Step 1' in grey and 'Step 2' highlighted in blue. Below the progress bar, the text reads: 'Federally Qualified Health Center Worker Account Setup' and 'Please select your Health Center and click Finish. You must allow 24 hours to be matched with your WSA-approved assignment, at which point you will have access to your beneficiary data in CareConnect360.' There is a dropdown menu with '\*Select Organization Type' selected. A red arrow points to this dropdown. Below the dropdown are two buttons: 'Previous' and 'Finish'. The 'Finish' button is highlighted with an orange border.

Figure 3.6.2: CC360 Account Setup – Step 2 – FQHC

**IMPORTANT:** You must allow 24 hours for this to be matched with your WSA-approved assignment, at which point you will have access to your beneficiary data in CareConnect360.

## 3.7 Identify Organization Type – GCHAP

Complete the following steps to identify your organization type as a Genesee Children’s Healthcare Access Program (GCHAP):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select ‘Genesee Children’s Healthcare Access Program (GCHAP)’ (*Figure 3.7.1*).
3. Click **Next**.

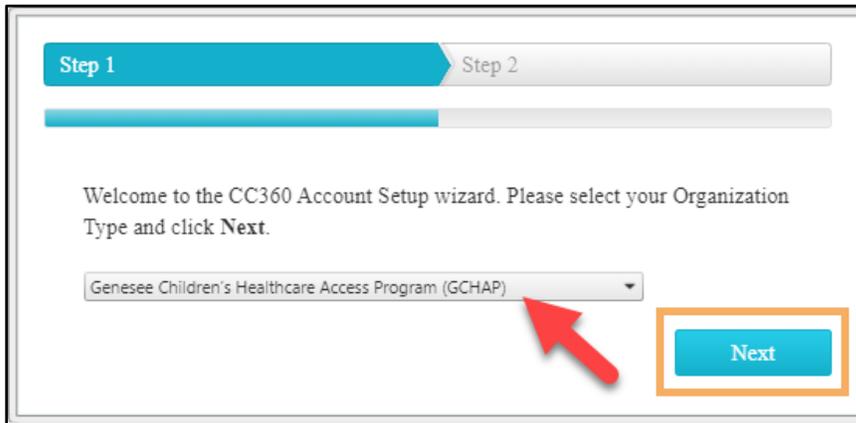


Figure 3.7.1: CC360 Account Setup – Step 1 – GCHAP

4. Click **Request** (*Figure 3.7.2*) to advance to the **CareConnect360 Access Request Form**.

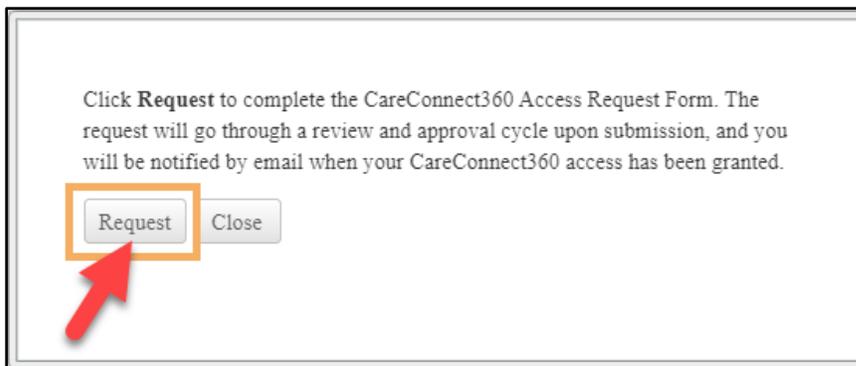


Figure 3.7.2: CC360 Account Setup – Step 2 – GCHAP

5. The Demographics page displays. Continue with the steps in [4 Complete the CareConnect360 Access Request](#).

**Tip:** On the Demographics page, select ‘Trusted Partners’ as your **Organization Group** and ‘Genesee County Children’s Healthcare Access Program (GCHAP)’ as your **Employer Organization**.

## 3.8 Identify Organization Type – HKD

[Functionality coming soon] Complete the following steps to identify your organization type as Healthy Kids Dental (HKD):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Healthy Kids Dental (HKD)' (*Figure 3.8.1*).
3. Click **Next**.

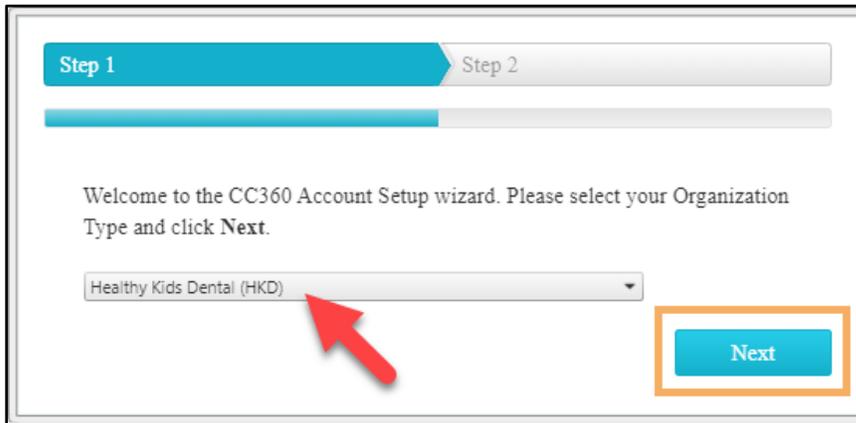


Figure 3.8.1: CC360 Account Setup – Step 1 – HKD

4. Click **Request** (*Figure 3.8.2*) to advance to the **CareConnect360 Access Request Form**.

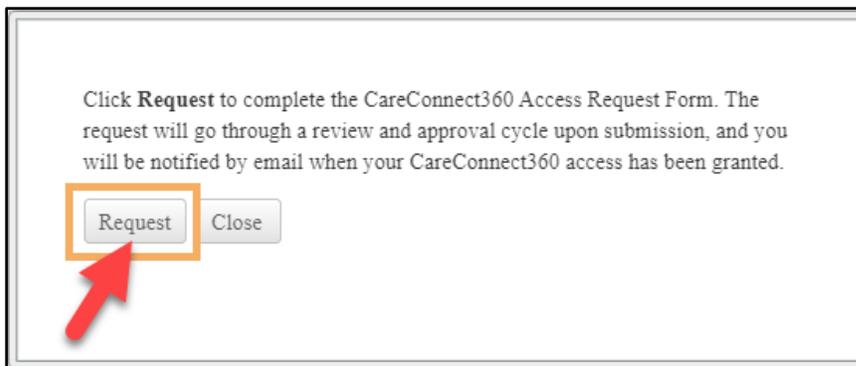


Figure 3.8.2: CC360 Account Setup – Step 2 – HKD

5. The Demographics page displays. Continue with the steps in [4 Complete the CareConnect360 Access Request](#).

## 3.9 Identify Organization Type – ICO

Complete the following steps to identify your organization type as an Integrated Care Organization (ICO):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Integrated Care Organization (ICO)' (*Figure 3.9.1*).
3. Click **Next**.

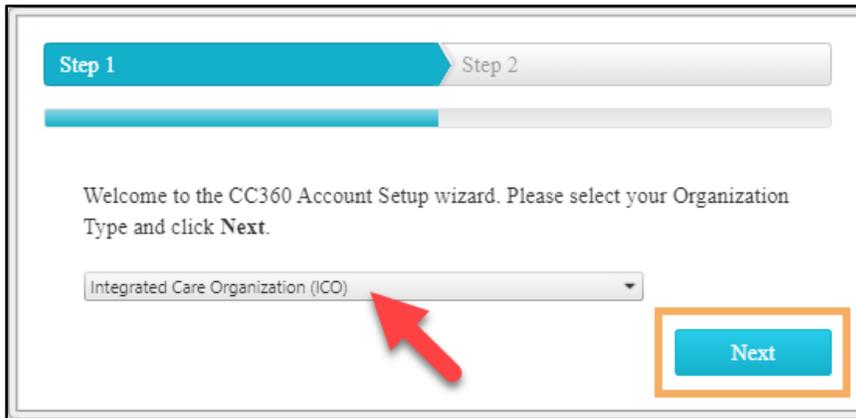


Figure 3.9.1: CC360 Account Setup – Step 1 – ICO

4. Click **Request** (*Figure 3.9.2*) to advance to the **CareConnect360 Access Request Form**.

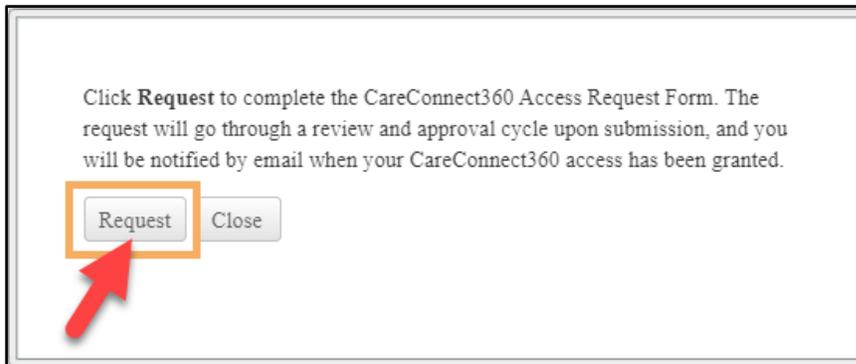


Figure 3.9.2: CC360 Account Setup – Step 2 – ICO

5. The Demographics page displays. Continue with the steps in [4 Complete the CareConnect360 Access Request](#).

**Tip:** On the Demographics page, select 'Medicaid Health Plan/Integrated Care Organization/DSNP' as your **Organization Group** and your specific organization name as your **Employer Organization**.

## 3.10 Identify Organization Type – LHD

Complete the following steps to identify your organization type as a Local Health Department (LHD):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Local Health Department (LHD)' (*Figure 3.10.1*).
3. Click **Next**.

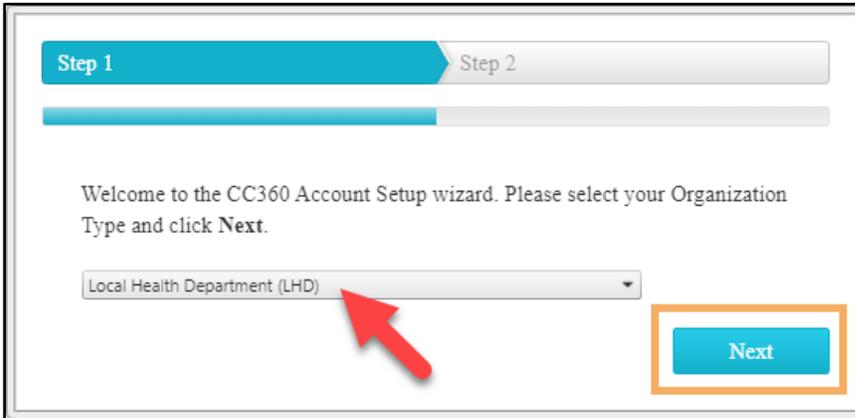


Figure 3.10.1: CC360 Account Setup – Step 1 – LHD

4. Click **Request** (*Figure 3.10.2*) to advance to the **CareConnect360 Access Request Form**.

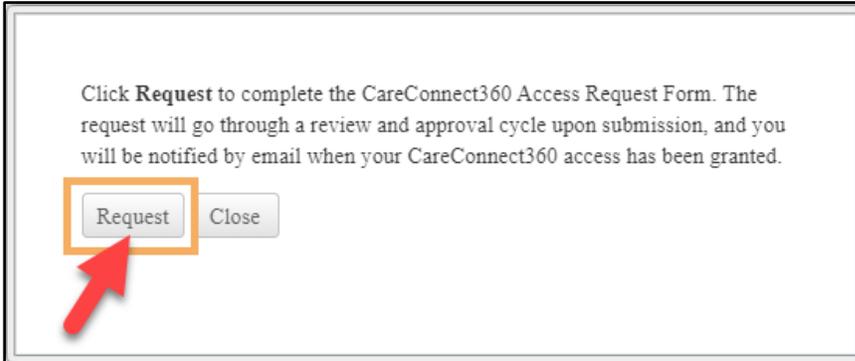


Figure 3.10.2: CC360 Account Setup – Step 2 – LHD

5. The Demographics page displays. Continue with the steps in [4 Complete the CareConnect360 Access Request](#).

**Tip:** On the Demographics page, select 'Local Health Department' as your **Organization Group** and your specific organization name as your **Employer Organization**.

### 3.11 Identify Organization Type – MIHP

Complete the following steps to identify your organization type as Maternal Infant Health Program (MIHP):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select ‘Maternal Infant Health Program (MIHP)’ (Figure 3.11.1).
3. Click **Next**.

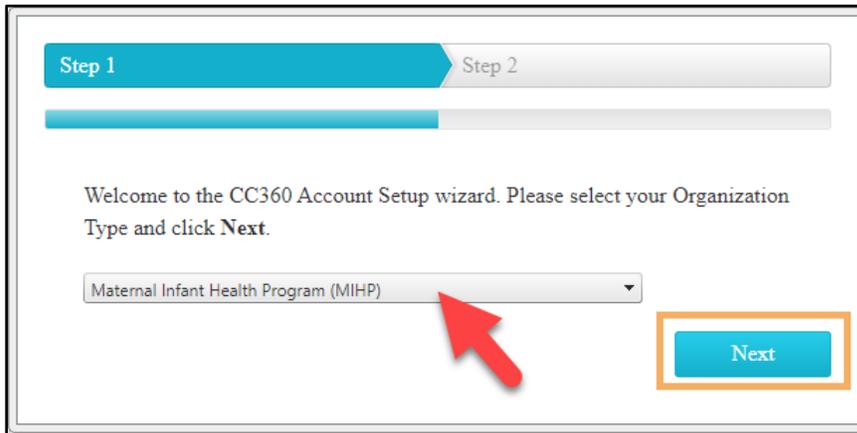


Figure 3.11.1: CC360 Account Setup – Step 1 – MIHP

4. Select your agency name from the first drop-down list (Figure 3.11.2).

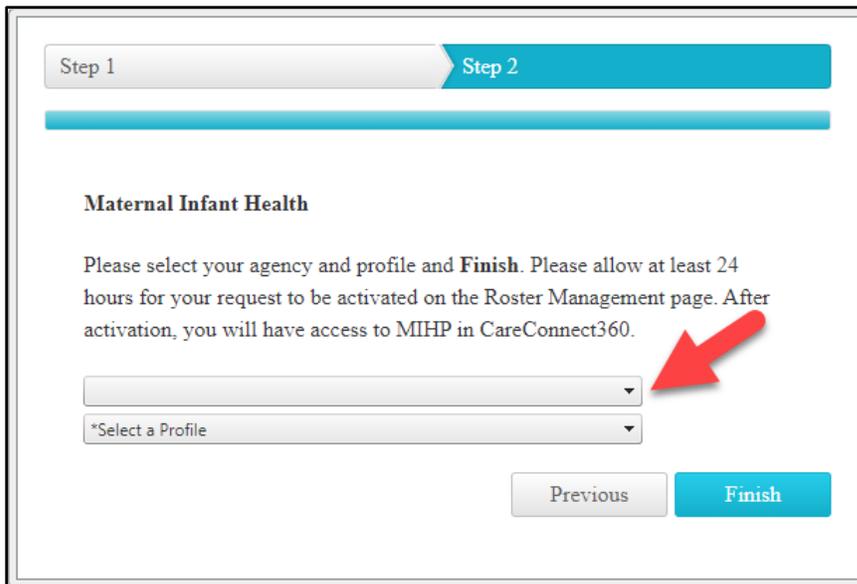


Figure 3.11.2: CC360 Account Setup – Step 2 – MIHP

*Note: If you work with more than one agency, select the check box beside each agency (Figure 3.11.3).*

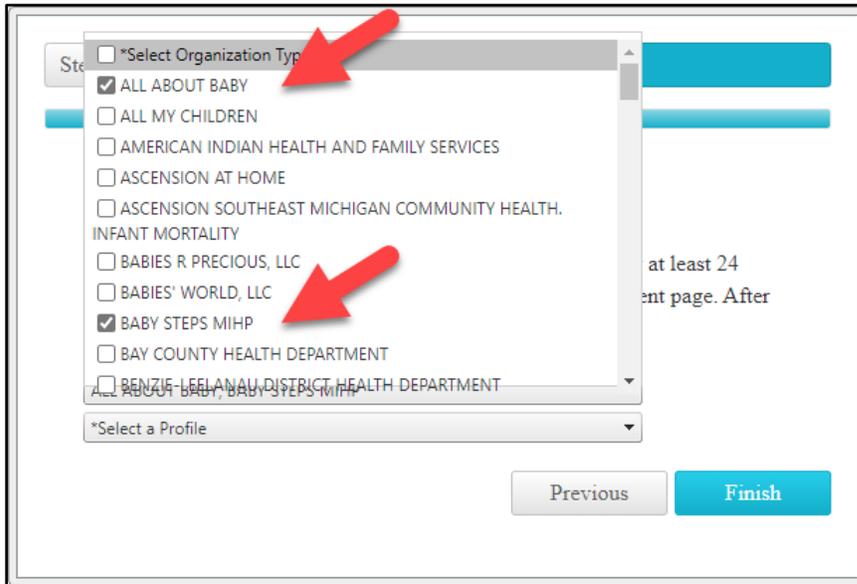


Figure 3.11.3: CC360 Account Setup – Step 2 – MIHP – agency dropdown options

5. Select 'MIHP Agency' as your profile in the second drop-down list (Figure 3.11.4).
6. Click **Finish**. The account setup success message displays; click **Close**.

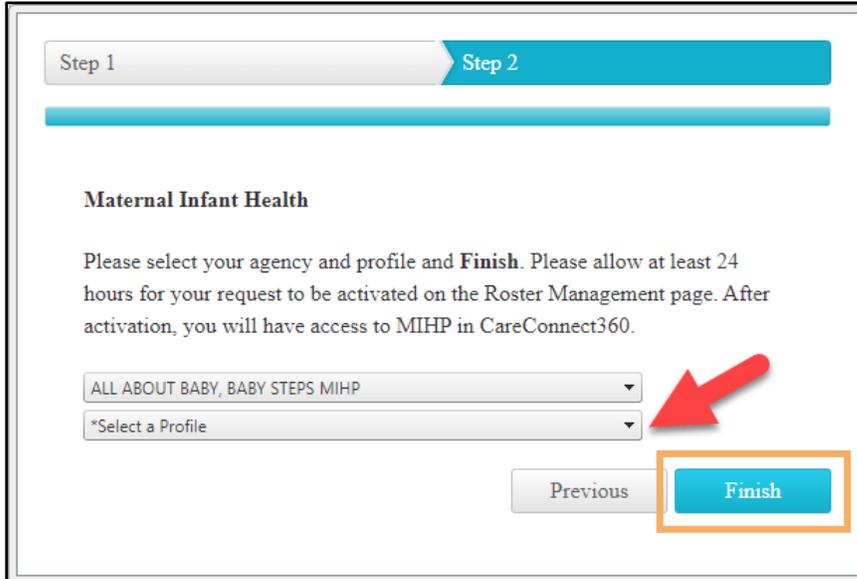


Figure 3.11.4: CC360 Account Setup – Step 2 – MIHP

**IMPORTANT:** You must allow at least 24 hours for your request to be activated on the Roster Management page. After activation, you will have access to MIHP in CareConnect360.

## 3.12 Identify Organization Type – MCWA

Complete the following steps to identify your organization type as a MIChoice Waiver Agency (MCWA):

7. Perform the steps in [3.1 Access CareConnect360](#).
8. Select 'MIChoice Waiver Agencies (MCWA)' (*Figure 3.12.1*).
9. Click **Next**.

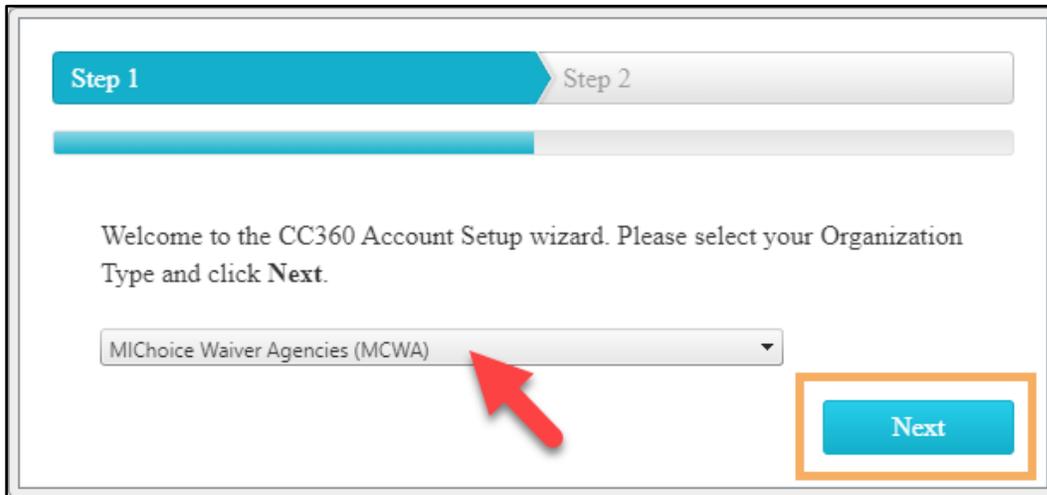


Figure 3.12.1: CC360 Account Setup – Step 1 – MCWA

10. Click **Request** (*Figure 3.12.2*) to advance to the **CareConnect360 Access Request Form**.

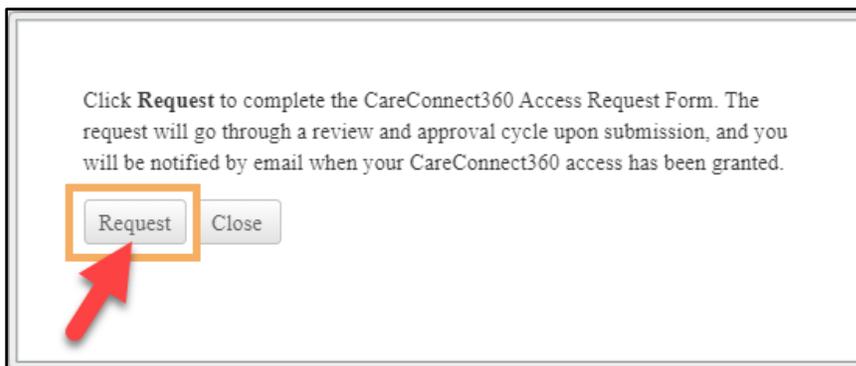


Figure 3.12.2: CC360 Account Setup – Step 2 – MCWA

11. The Demographics page displays. Continue with the steps in [4 Complete the CareConnect360 Access Request](#).

**Tip:** On the Demographics page, select 'Trusted Partners' as your **Organization Group** and your specific organization name as your **Employer Organization**.

### 3.13 Identify Organization Type – MHP

Complete the following steps to identify your organization type as a Medicaid Health Plan (MHP):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Medicaid Health Plan (MHP)' (*Figure 3.13.1*).
3. Click **Next**.

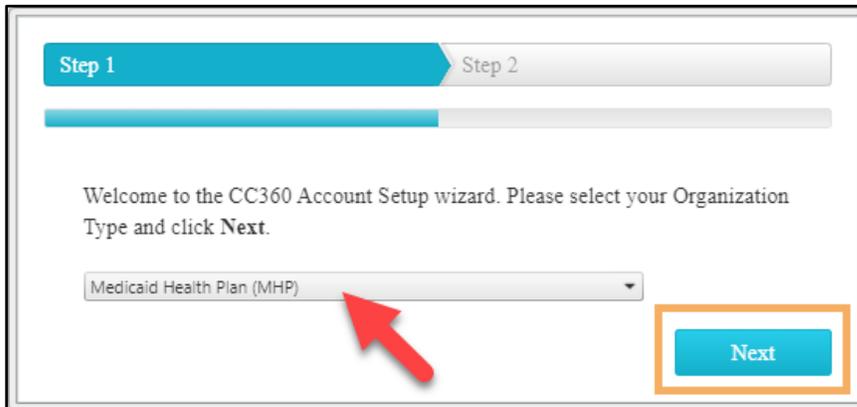


Figure 3.13.1: CC360 Account Setup – Step 1 – MHP

4. Click **Request** (*Figure 3.13.2*) to advance to the **CareConnect360 Access Request Form**.



Figure 3.13.2: CC360 Account Setup – Step 2 – MHP

5. The Demographics page displays. Continue with the steps in [4 Complete the CareConnect360 Access Request](#).

**Tip:** On the Demographics page, select 'Medicaid Health Plan' as your **Organization Group** and your specific organization name as your **Employer Organization**.

## 3.14 Identify Organization Type – PIHP

Complete the following steps to identify your organization type as a Prepaid Inpatient Health Plan (PIHP):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Prepaid Inpatient Health Plan (PIHP)' (*Figure 3.14.1*).
3. Click **Next**.

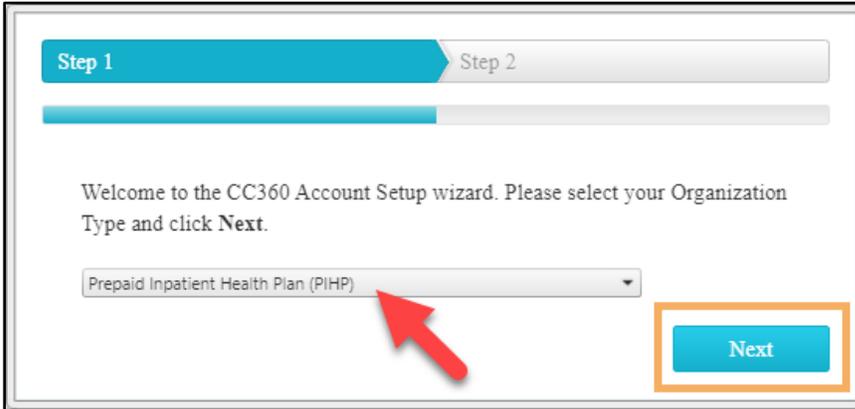


Figure 3.14.1: CC360 Account Setup – Step 1 – PIHP

4. Click **Request** (*Figure 3.14.2*) to advance to the **CareConnect360 Access Request Form**.

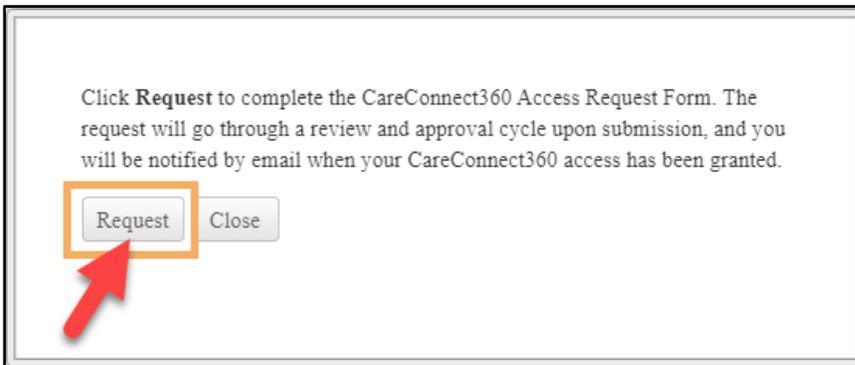


Figure 3.14.2: CC360 Account Setup – Step 2 – PIHP

5. The Demographics page displays. Continue with the steps in [4 Complete the CareConnect360 Access Request](#).

**Tip:** On the Demographics page, select 'Prepaid Inpatient Health Plan' as your **Organization Group** and your specific organization name as your **Employer Organization**.

### 3.15 Identify Organization Type – FACRS

Complete the following steps to identify your organization type as a Subcontractor Behavioral Health Worker (FACRS):

1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Subcontractor Behavioral Health Worker (FACRS)' (*Figure 3.15.1*).
3. Click **Next**.

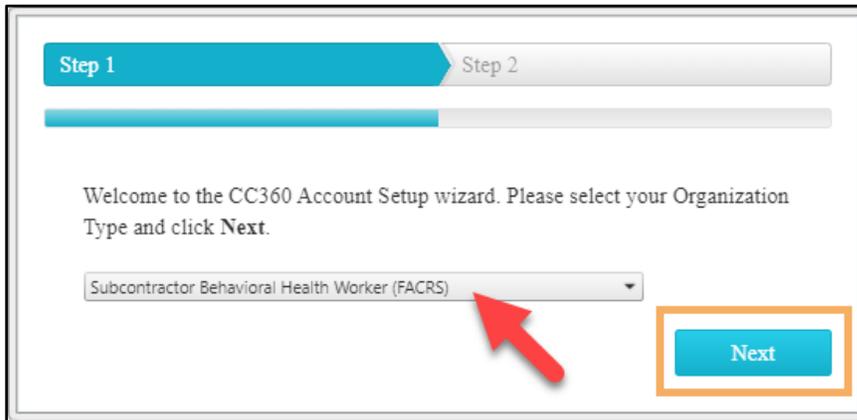


Figure 3.15.1: CC360 Account Setup – Step 1 – FACRS

4. Select your agency name (*Figure 3.15.2*).
5. Click **Finish**. The account setup success message displays; click **Close**.

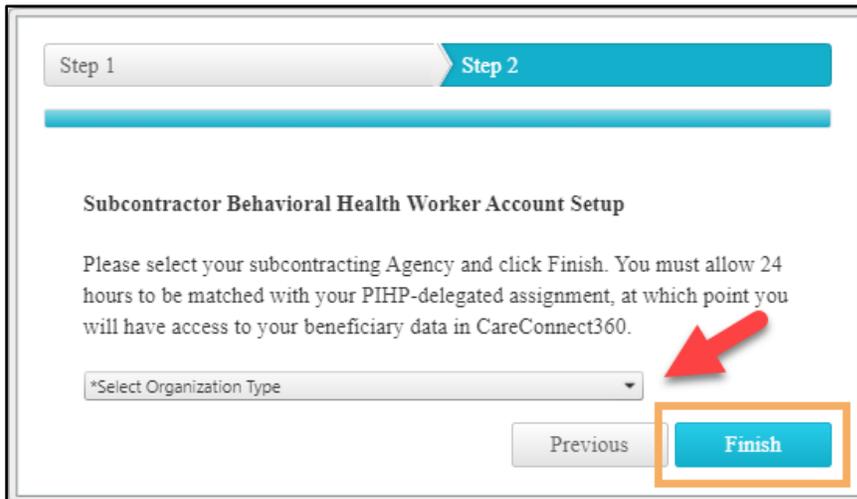


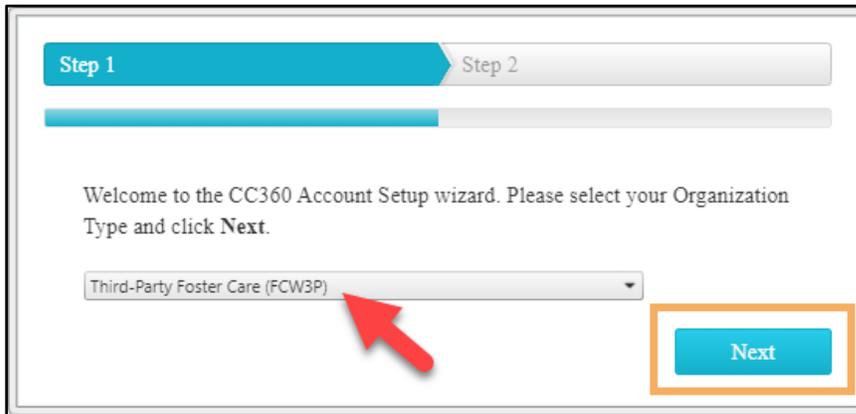
Figure 3.15.2: CC360 Account Setup – Step 2 – FACRS

**IMPORTANT:** You must allow 24 hours for this to be matched with your PIHP-delegated assignment, at which point you will have access to your beneficiary data in CareConnect360.

## 3.16 Identify Organization Type – FCW3P

Complete the following steps to identify your organization type as a Third-Party Foster Care Worker (FCW3P):

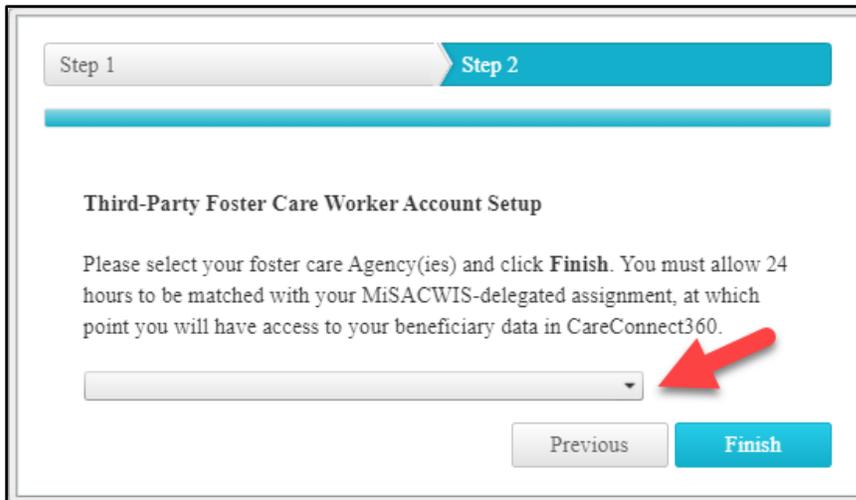
1. Perform the steps in [3.1 Access CareConnect360](#).
2. Select 'Third-Party Foster Care Worker (FCW3P)' (*Figure 3.16.1*).
3. Click **Next**.



The screenshot shows the 'Step 1' of the CC360 Account Setup wizard. At the top, there is a progress bar with 'Step 1' highlighted in blue and 'Step 2' in grey. Below the progress bar, the text reads: 'Welcome to the CC360 Account Setup wizard. Please select your Organization Type and click Next.' There is a dropdown menu with 'Third-Party Foster Care (FCW3P)' selected. A red arrow points to this dropdown menu. To the right of the dropdown menu is a blue 'Next' button, which is highlighted with an orange border.

Figure 3.16.1: CC360 Account Setup – Step 1 – FCW3P

4. Select your foster care agency name (*Figure 3.16.2*).



The screenshot shows the 'Step 2' of the CC360 Account Setup wizard. At the top, there is a progress bar with 'Step 1' in grey and 'Step 2' highlighted in blue. Below the progress bar, the text reads: 'Third-Party Foster Care Worker Account Setup' and 'Please select your foster care Agency(ies) and click Finish. You must allow 24 hours to be matched with your MiSACWIS-delegated assignment, at which point you will have access to your beneficiary data in CareConnect360.' There is a dropdown menu for selecting the agency name. A red arrow points to this dropdown menu. Below the dropdown menu are two buttons: 'Previous' and 'Finish'.

Figure 3.16.2: CC360 Account Setup – Step 2 – FCW3P

*Note:* If you work with more than one foster care agency, you must select the check box beside each agency (Figure 3.16.3). If you do not, you will not be able to access that agency’s beneficiary data.

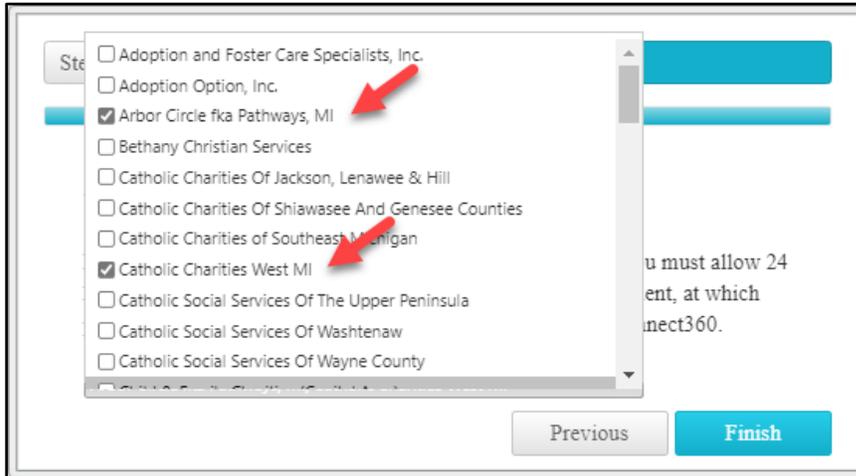


Figure 3.16.3: CC360 Account Setup – Step 2 – FCW3P – dropdown options

5. Click **Finish** (Figure 3.16.4). The account setup success message displays; click **Close**.

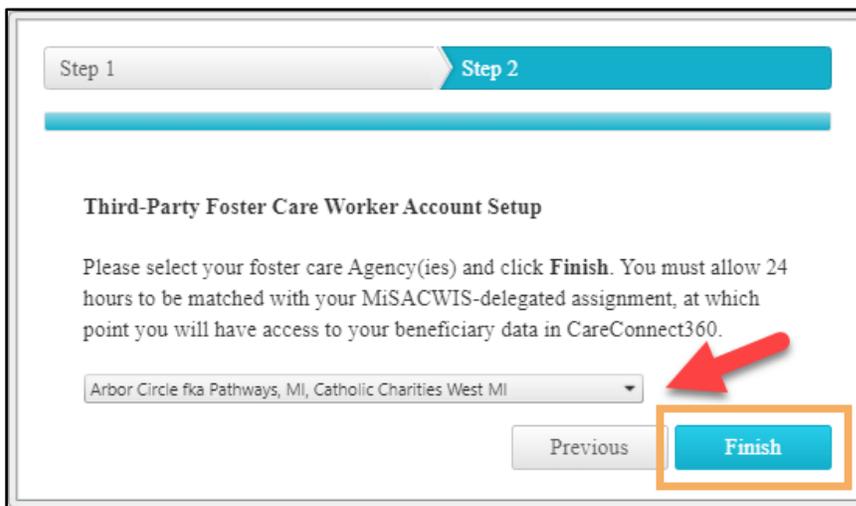


Figure 3.16.4: CC360 Account Setup – Step 2 – FCW3P

**IMPORTANT:** You must allow 24 hours for this to be matched with your MiSACWIS-delegated assignment, at which point you will have access to your beneficiary data in CareConnect360.

## 4 Complete the CareConnect360 Access Request

Once most non-SOM users identify their organization type, they complete the process by filling out the **CareConnect360 Access Request Form**. 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 and access being granted.

*Note:* These steps are for all non-SOM users *other than CJW, FQHC, MIHP, FACRS, and FCW3P users*. To continue, users must first complete the steps in [3 Access CareConnect360 – Identify Organization](#).

### 4.1 Enter Demographic Details

Demographic details are required on all **CareConnect360 Access Request Forms**. After completing the steps in the user's associated Chapter 3 Identify Organization Type section, the Demographics page automatically displays with the message, "Please complete the Demographics before continuing." Once user demographic details have been recorded the Security Form Selection page displays, providing a link to the **CareConnect360 Access Request Form**.

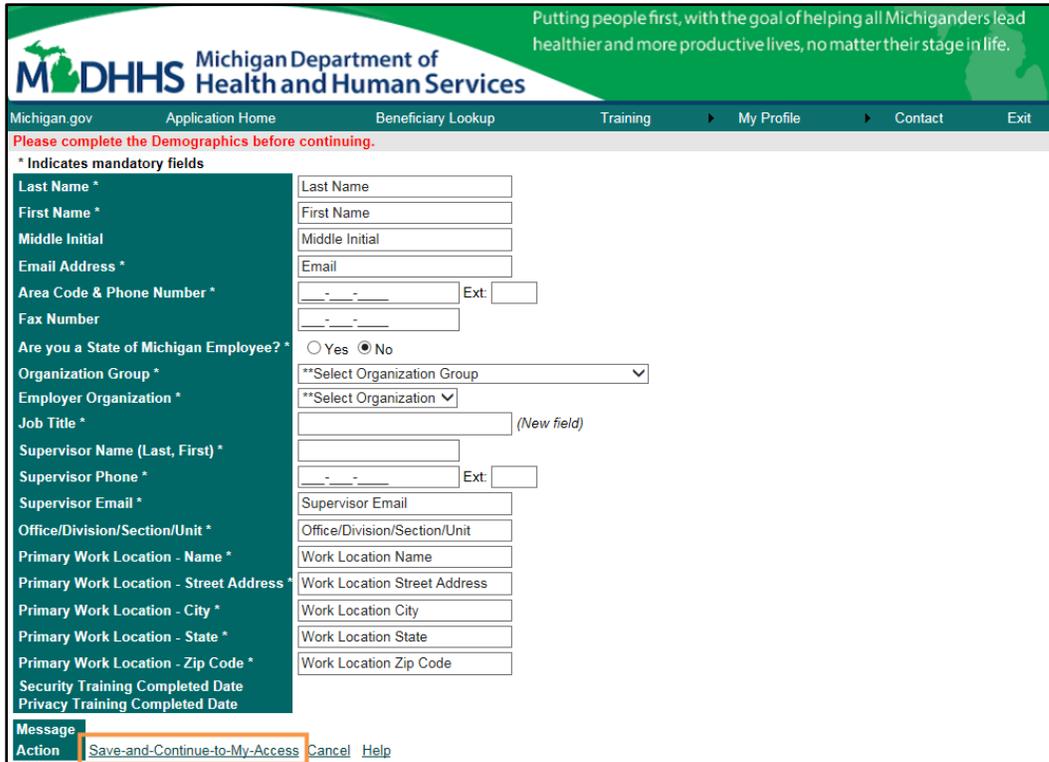
Complete the following steps to enter demographic details:

1. Complete the steps in [3 Access CareConnect360 – Identify Organization](#). The Demographics page displays (*Figure 4.1.1, next page*).

*Note:* The last name, first name, email address, and phone number automatically populate from MILogin. Any updates must be made within MILogin.

2. Confirm your **Last Name**.
3. Confirm your **First Name**.
4. Confirm your **Email Address**.
5. Confirm your **Area Code & Phone Number**.
6. Confirm **No** is selected in response to **Are you a State of Michigan Employee?**
7. Select your **Organization Group**.
8. Select your **Employer Organization**. The options available are dependent upon the **Organization Group** selected.
9. Enter your **Job Title**.
10. Enter your **Supervisor's Name** in last name, first name format (include the comma).
11. Enter your **Supervisor's Phone** number.
12. Enter your **Supervisor's Email** address.
13. Enter the **Office/Division/Section/(or)Unit** in which you work.

14. Enter your **Primary Work Location - Name**.
15. Enter your **Primary Work Location - Street Address**.
16. Enter your **Primary Work Location - City**.
17. Enter your **Primary Work Location - State**.
18. Enter your **Primary Work Location - Zip Code**.
19. Click Save and Continue to My Access.



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Please complete the Demographics before continuing.

\* Indicates mandatory fields

Last Name \* [Text Box]  
 First Name \* [Text Box]  
 Middle Initial [Text Box]  
 Email Address \* [Text Box]  
 Area Code & Phone Number \* [Text Box] Ext: [Text Box]  
 Fax Number [Text Box]  
 Are you a State of Michigan Employee? \*  Yes  No  
 Organization Group \* \*\*Select Organization Group [Dropdown]  
 Employer Organization \* \*\*Select Organization [Dropdown]  
 Job Title \* [Text Box] (New field)  
 Supervisor Name (Last, First) \* [Text Box]  
 Supervisor Phone \* [Text Box] Ext: [Text Box]  
 Supervisor Email \* [Text Box]  
 Office/Division/Section/Unit \* [Text Box]  
 Primary Work Location - Name \* [Text Box]  
 Primary Work Location - Street Address \* [Text Box]  
 Primary Work Location - City \* [Text Box]  
 Primary Work Location - State \* [Text Box]  
 Primary Work Location - Zip Code \* [Text Box]  
 Security Training Completed Date [Text Box]  
 Privacy Training Completed Date [Text Box]

Message [Text Box]  
 Action [Save and Continue to My Access](#) [Cancel](#) [Help](#)

Figure 4.1.1: Demographics

20. Continue with the steps in [4.2 Complete the CareConnect360 Access Request Form](#).

## 4.2 Complete the CareConnect360 Access Request Form

Non-SOM users access and submit the **CareConnect360 Access Request Form** using the Security Form Selection page. Please note, users can also edit their demographic details from the Security Form Selection page using the [Edit Demographics](#) link.

*Note:* By completing the steps in [4.1 Enter Demographic Details](#), the Security Form Selection page automatically displays. If for any reason you have to leave CareConnect360 and continue later, you can access the Security Form Selection page by selecting **My Access** from the **My Profile** menu (*Figure 4.2.1*).



Figure 4.2.1: My Profile > My Access

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

1. Complete the steps in [4.1 Enter Demographic Details](#). The Security Form Selection page displays.
2. Click [Submit Request](#) (*Figure 4.2.2*). The Department of Information Technology user agreement displays.



Figure 4.2.2: Security Form Selection

*Note:* If returning to a partially completed access request form, the link displays as [Continue Request](#) (*Figure 4.2.3*) instead of [Submit Request](#).

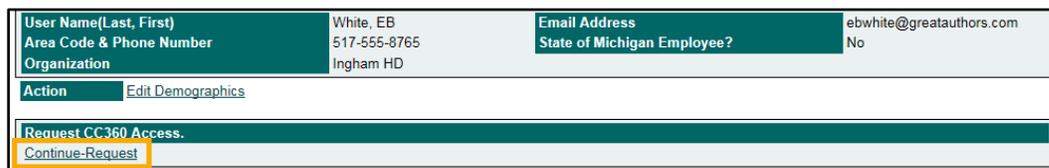
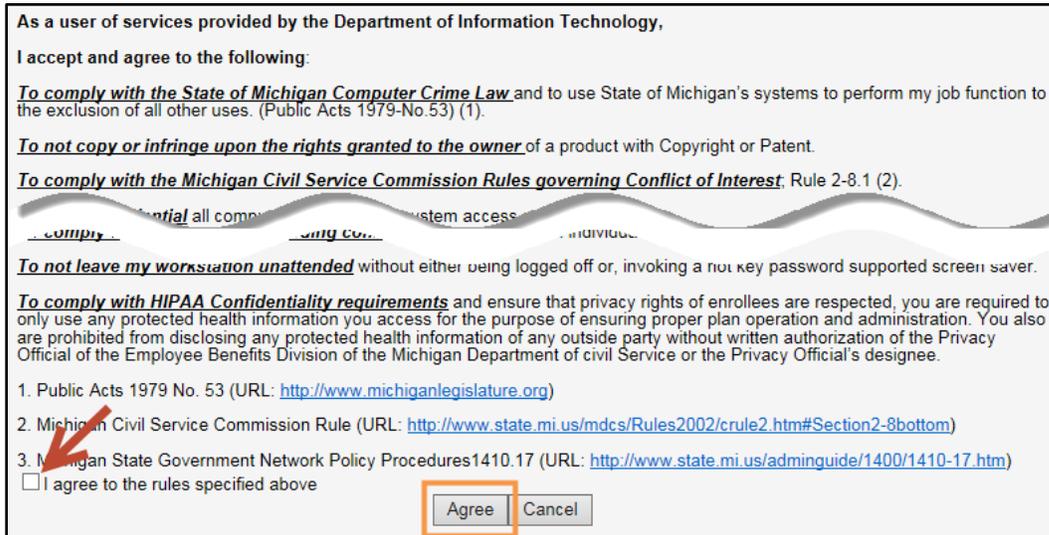


Figure 4.2.3: Security Form Selection

- Review the user agreement, select the **I agree to the rules specified above** check box, and click **Agree** (Figure 4.2.4). The CareConnect360 Security Request form displays the **Roles** tab.



As a user of services provided by the Department of Information Technology,  
 I accept and agree to the following:

**To comply with the State of Michigan Computer Crime Law** and to use State of Michigan's systems to perform my job function to the exclusion of all other uses. (Public Acts 1979-No.53) (1).

**To not copy or infringe upon the rights granted to the owner** of a product with Copyright or Patent.

**To comply with the Michigan Civil Service Commission Rules governing Conflict of Interest:** Rule 2-8.1 (2).

**To not leave my workstation unattended** without either being logged off or, invoking a non key password supported screen saver.

**To comply with HIPAA Confidentiality requirements** and ensure that privacy rights of enrollees are respected, you are required to only use any protected health information you access for the purpose of ensuring proper plan operation and administration. You also are prohibited from disclosing any protected health information of any outside party without written authorization of the Privacy Official of the Employee Benefits Division of the Michigan Department of civil Service or the Privacy Official's designee.

- Public Acts 1979 No. 53 (URL: <http://www.michiganlegislature.org>)
- Michigan Civil Service Commission Rule (URL: <http://www.state.mi.us/mdcs/Rules2002/crule2.htm#Section2-8bottom>)
- Michigan State Government Network Policy Procedures 1410.17 (URL: <http://www.state.mi.us/adminguide/1400/1410-17.htm>)

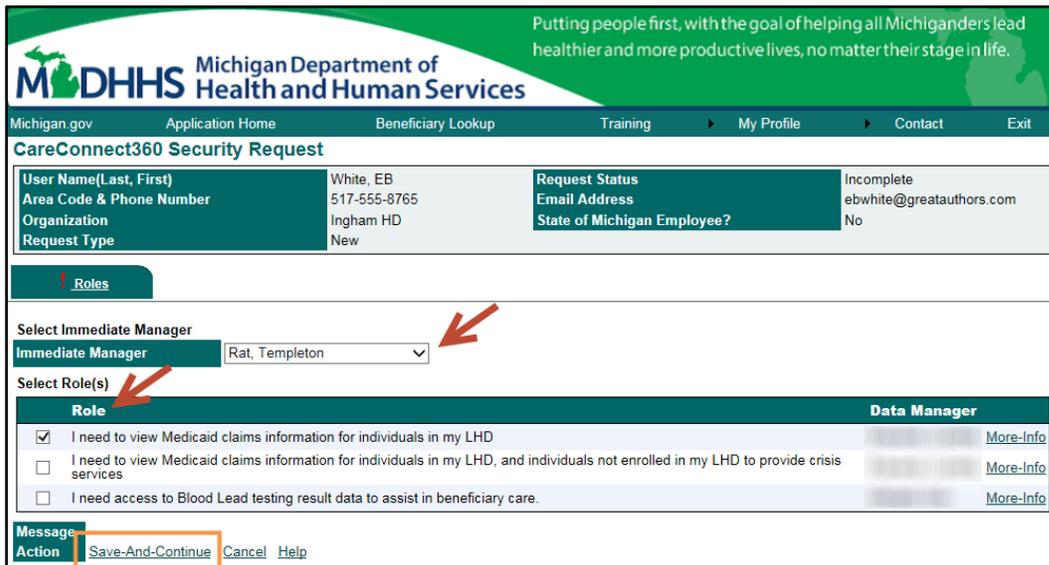
I agree to the rules specified above

Figure 4.2.4: Department of Information Technology User Agreement

- Select your **Immediate Manager** (Figure 4.2.5).
- Select the check box(es) beside the **Role** that reflects the functionality needed to perform your job duties.

*Note:* Click More Info beside the role statement for additional clarification.

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



Michigan.gov Application Home Beneficiary Lookup Training My Profile Contact Exit

**CareConnect360 Security Request**

User Name (Last, First)	White, EB	Request Status	Incomplete
Area Code & Phone Number	517-555-8765	Email Address	ebwhite@greatauthors.com
Organization	Ingham HD	State of Michigan Employee?	No
Request Type	New		

**Roles**

Select Immediate Manager  
 Immediate Manager: [Rat, Templeton]

Select Role(s)

Role	Data Manager
<input checked="" type="checkbox"/> I need to view Medicaid claims information for individuals in my LHD	<a href="#">More-Info</a>
<input type="checkbox"/> I need to view Medicaid claims information for individuals in my LHD, and individuals not enrolled in my LHD to provide crisis services	<a href="#">More-Info</a>
<input type="checkbox"/> I need access to Blood Lead testing result data to assist in beneficiary care.	<a href="#">More-Info</a>

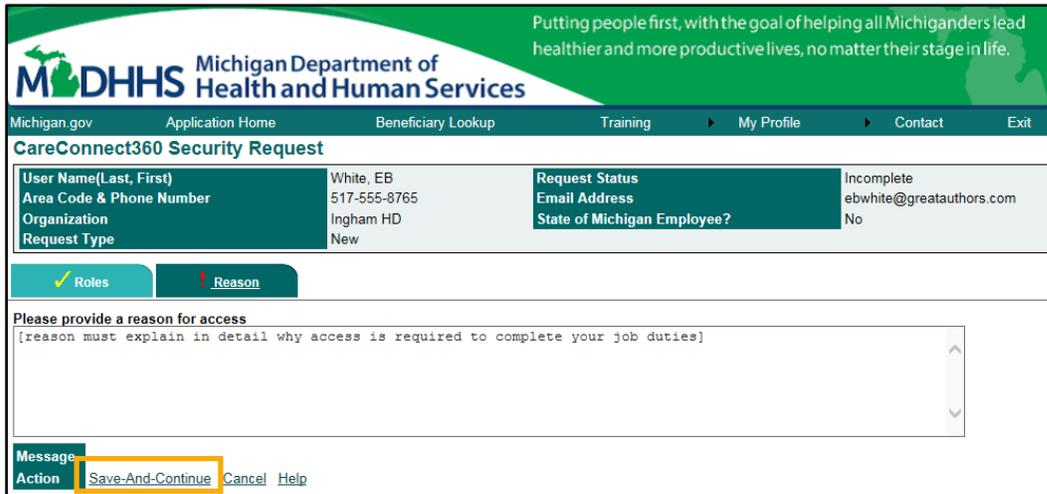
Message Action

Figure 4.2.5: CareConnect360 Security Request Form – Roles

- Enter a detailed reason for access, clearly identifying why you require CareConnect360 access to complete your job duties (Figure 4.2.6, 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 individuals outside your organization.

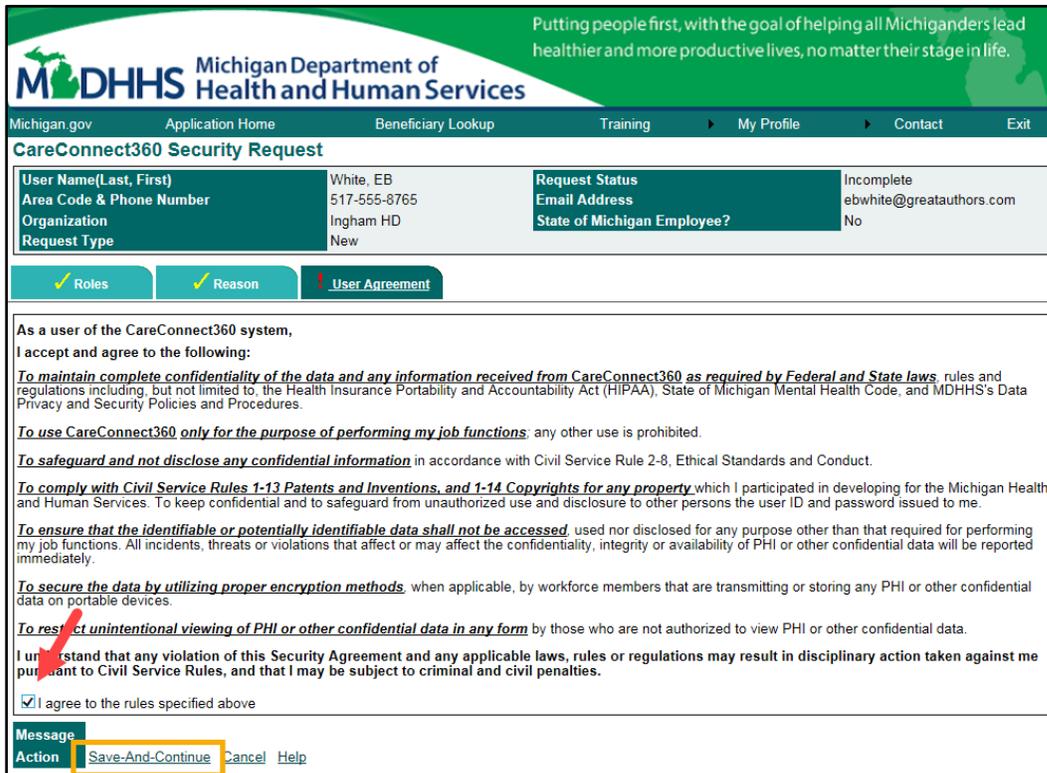
- Click Save and Continue. The form advances to the **User Agreement** tab.



The screenshot shows the 'Reason' tab selected. The form header includes the MDHHS logo and navigation links. A summary table displays user information: User Name (White, EB), Area Code & Phone Number (517-555-8765), Organization (Ingham HD), Request Type (New), Request Status (Incomplete), Email Address (ebwhite@greatauthors.com), and State of Michigan Employee? (No). Below the table are tabs for 'Roles' and 'Reason'. A text area prompts the user to 'Please provide a reason for access' with a sub-note: '[reason must explain in detail why access is required to complete your job duties]'. At the bottom, an 'Action' bar contains 'Save-And-Continue', 'Cancel', and 'Help'.

Figure 4.2.6: CareConnect360 Security Request Form – Reason

- Review the CareConnect360 user agreement and select **I agree to the rules specified above** (Figure 4.2.7).



The screenshot shows the 'User Agreement' tab selected. The form header is identical to the previous figure. The summary table also remains the same. The 'Reason' tab is now inactive, and the 'User Agreement' tab is active. The main content area 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 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.' Below this text is a checkbox labeled 'I agree to the rules specified above' which is checked. At the bottom, the 'Action' bar contains 'Save-And-Continue', 'Cancel', and 'Help'.

Figure 4.2.7: CareConnect360 Security Request Form – User Agreement

10. Click Save and Continue. The form advances to the **Review & Submit** tab.
11. Verify your CareConnect360 access request details (*Figure 4.2.8*), 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.



Michigan.gov		Application Home		Beneficiary Lookup		Training		My Profile		Contact		Exit	
<b>CareConnect360 Security Request</b>													
User Name (Last, First)		White, EB		Request Status		Incomplete							
Area Code & Phone Number		517-555-8765		Email Address		ebwhite@greatauthors.com							
Organization		Ingham HD		State of Michigan Employee?		No							
Request Type		New											
✓ Roles		✓ Reason		✓ User Agreement		Review & Submit							
Immediate Manager		Rat, Templeton											
Selected Role(s)													
Role		Data Manager											
		I need to view Medicaid claims information for individuals in my LHD											
Reason for Request													
		[reason must explain in detail why access is required to complete your job duties]											
Message													
Action		Submit-Request		Continue-Later		Cancel		Help					

Figure 4.2.8: CareConnect360 Security Request Form – User Agreement

*Remember:* Upon submission the access request progresses through the review and approval cycle. Requests must be marked approved prior to the user’s CareConnect360 security role being granted. **Appropriate system functionality is not enabled until the security role is manually assigned.**

## 5 Review CareConnect360 Access Details

For users required to complete the **CareConnect360 Access Request Form**, upon submission they can review the status at any stage of the review and approval cycle. These users can also verify their current access and view details of any previously processed access requests, and renew or update their existing access.

*Note:* Users who selected County Jail Worker (CJW) Jail Medical Worker, Federally Qualified Health Center (MICARE), Subcontracting Behavioral Health Worker (FACRS), or Foster Care Third Party Worker (FCW3P) must allow 24 hours for beneficiary access to be established. If beneficiary data is not available after 24 hours, please contact [MDHHS-CC360HELP@michigan.gov](mailto:MDHHS-CC360HELP@michigan.gov) for assistance.

### 5.1 Review Request Status During Approval Cycle

Complete the following steps to review the status of your CareConnect360 access request:

1. Access CareConnect360. The Access – Action window displays (*Figure 5.1.1*).
2. Select **Continue**. The Security Form Selection page displays.



Figure 5.1.1: Access – Action

*Note:* If your access request has been approved and your security role already assigned, the CareConnect360 Home page displays instead of the Access – Action window.

Please reference [5.2 Review Current/Historical Access](#) or [5.3 Renew or Update Existing Access](#) for additional information.

- Click [View Request Status](#) (Figure 5.1.2). The Request Details page displays.

*Note:* By default, the details for each review/approval step display as ‘collapsed’ on the Request Details page.



Figure 5.1.2: Security Form Selection

- Click the double down arrow (see red circle, Figure 5.1.3) beside each **Review** type (e.g., Immediate Manager Review, Sponsor Review, Data Manager Review) to expand the review level and display the details.

*Note:* Each level’s **Review Status** will be ‘Unreviewed’, ‘Approved’, or ‘Denied’.



Request ID	39583	Request Status	Submitted
User	Wilbur, Charlotte - (myacr7)	Email Address	charlottewilbur@barnyard.org
Area Code & Phone Number	517-555-1234	State of Michigan Employee?	No
Organization	Ingham HD	Date Submitted	8/29/2017 10:42:00 AM
Request Type	New	Domain	Local Health Department
Request Term	Annual		

**Request Details - CareConnect360**

**Role(s) Selected**

Role	Data Manager
I need to view Medicaid claims information for individuals in my LHD	

**Request Reason**

[reason must explain in detail why access is required to complete your job duties]

**Review(s)**

Immediate Manager Review (Hide Details)	Sponsor Review (Show Details)	Data Manager Review (Show Details)	Director Review (Show Details)	Training Manager Review (Show Details)	Security Administrator Review (Show Details)										
<table border="1"> <thead> <tr> <th>Immediate Manager</th> <th>Review Date</th> <th>Reviewed By</th> <th>Review Status</th> <th>Review Comments</th> </tr> </thead> <tbody> <tr> <td>Rat, Templeton</td> <td></td> <td></td> <td>Unreviewed</td> <td></td> </tr> </tbody> </table>	Immediate Manager	Review Date	Reviewed By	Review Status	Review Comments	Rat, Templeton			Unreviewed						
Immediate Manager	Review Date	Reviewed By	Review Status	Review Comments											
Rat, Templeton			Unreviewed												

Figure 5.1.3: Request Details

## 5.2 Review Current/Historical Access

Complete the following steps to review your current access details and historical access requests:

1. Access CareConnect360.
2. Select **My Access** from the **My Profile** main menu (Figure 5.2.1). The Security Form Selection page displays.



Figure 5.2.1: CareConnect360 Home

3. Review your **Current Access** (see orange box, Figure 5.2.2).
4. To expand your **Requests History**, click the double down arrow (see red circle, Figure 5.2.2).
  - a. To view a request's details, click View beside the request. The Request Details page displays.

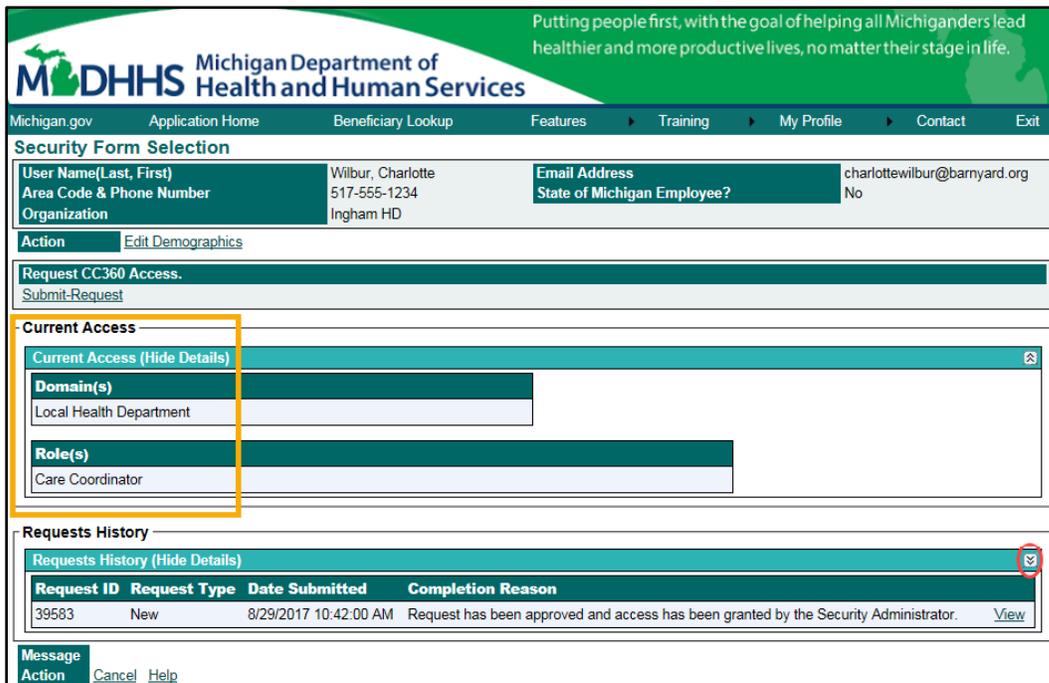
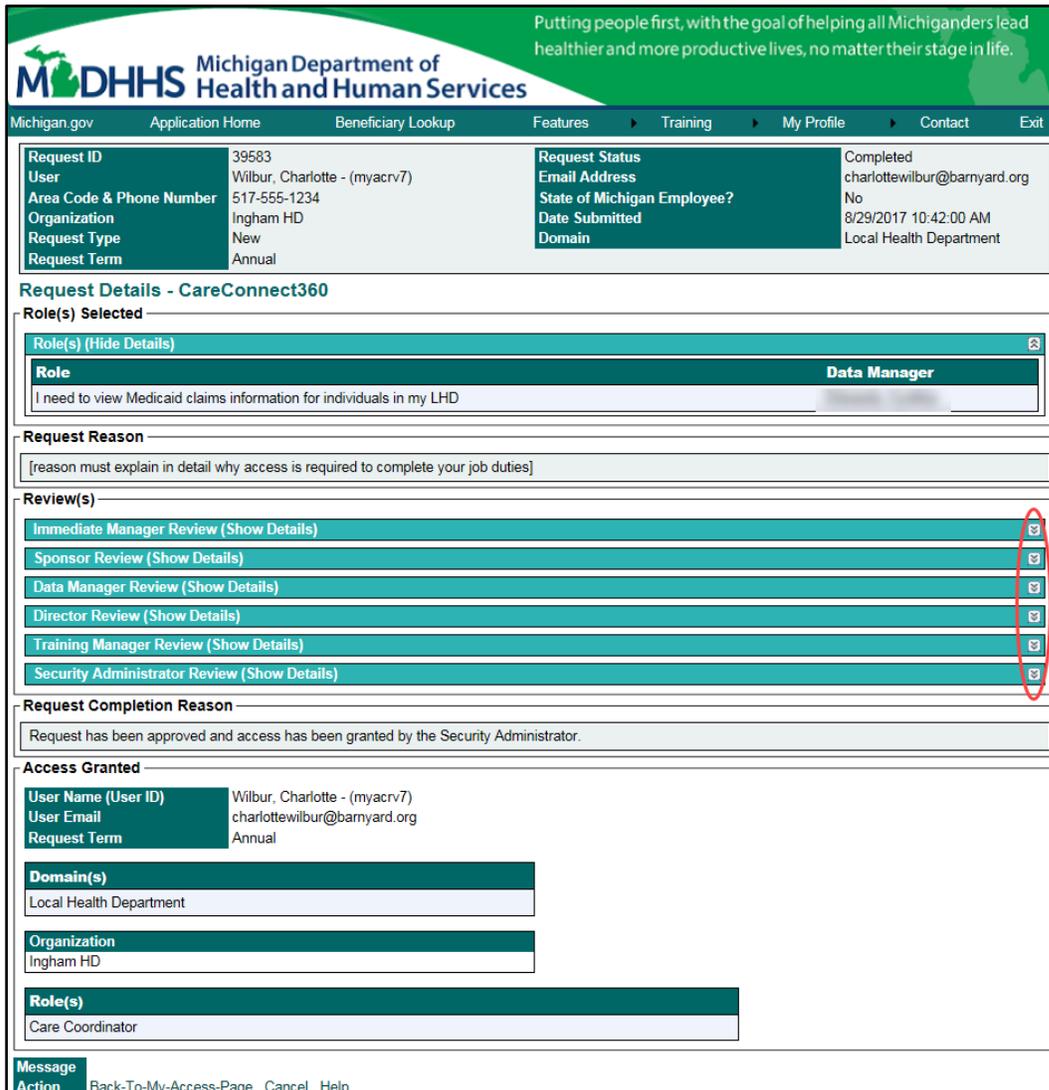


Figure 5.2.2: Security Form Selection

- b. Click the double down arrow beside each **Review** type (Figure 5.2.3) (e.g., Immediate Manager Review, Sponsor Review, Data Manager Review) to expand the review level and display the details.
- c. The **Access Granted** displays at the bottom, and is based on the access request’s review and approval outcomes.



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

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<b>Request ID</b>	39583	<b>Request Status</b>	Completed
<b>User</b>	Wilbur, Charlotte - (myacrv7)	<b>Email Address</b>	charlottewilbur@barnyard.org
<b>Area Code &amp; Phone Number</b>	517-555-1234	<b>State of Michigan Employee?</b>	No
<b>Organization</b>	Ingham HD	<b>Date Submitted</b>	8/29/2017 10:42:00 AM
<b>Request Type</b>	New	<b>Domain</b>	Local Health Department
<b>Request Term</b>	Annual		

**Request Details - CareConnect360**

**Role(s) Selected**

Role(s) (Hide Details) [X]

<b>Role</b>	<b>Data Manager</b>
I need to view Medicaid claims information for individuals in my LHD	

**Request Reason**

[reason must explain in detail why access is required to complete your job duties]

**Review(s)**

- Immediate Manager Review (Show Details) [X]
- Sponsor Review (Show Details) [X]
- Data Manager Review (Show Details) [X]
- Director Review (Show Details) [X]
- Training Manager Review (Show Details) [X]
- Security Administrator Review (Show Details) [X]

**Request Completion Reason**

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

**Access Granted**

<b>User Name (User ID)</b>	Wilbur, Charlotte - (myacrv7)
<b>User Email</b>	charlottewilbur@barnyard.org
<b>Request Term</b>	Annual
<b>Domain(s)</b>	Local Health Department
<b>Organization</b>	Ingham HD
<b>Role(s)</b>	Care Coordinator

**Message**  
 Action Back-To-My-Access-Page Cancel Help

Figure 5.2.3: Request Details

## 5.3 Renew or Update Existing Access

Users are required to renew CareConnect360 access annually. Prior to annual renewal, users can request changes to their current access. When these updates are approved, the annual timeframe for renewal resets.

Complete the following steps to renew or update CareConnect360 access:

1. Access CareConnect360. The Home page displays (Figure 5.3.1).



Figure 5.3.1: CareConnect360 Home

2. Select **My Access** from the **My Profile** main menu. The Security Form Selection page displays your current access details (Figure 5.3.2).

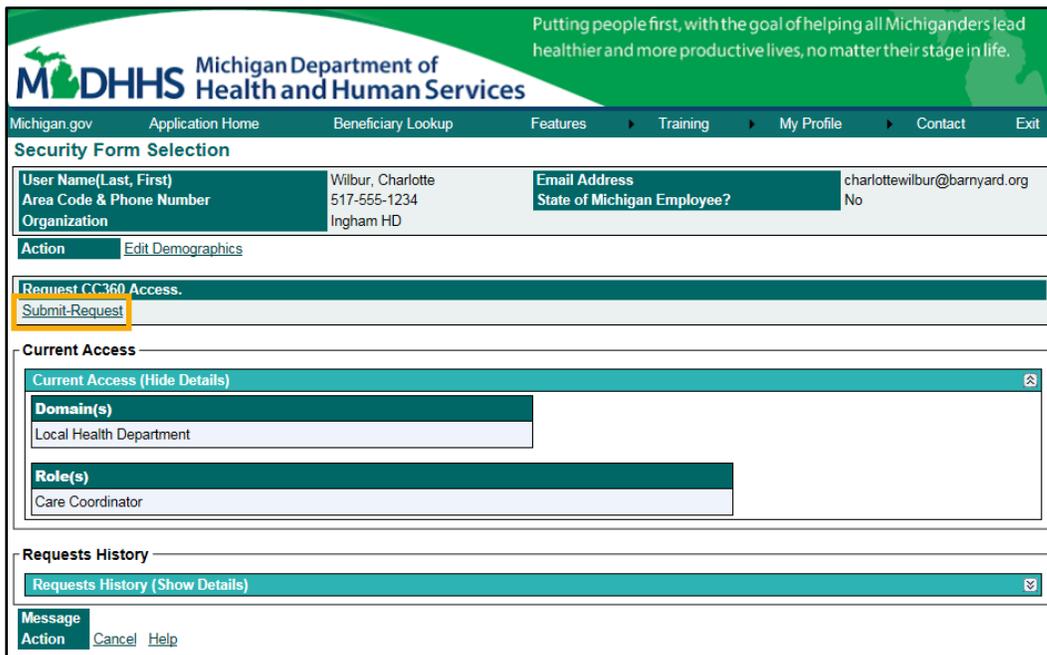
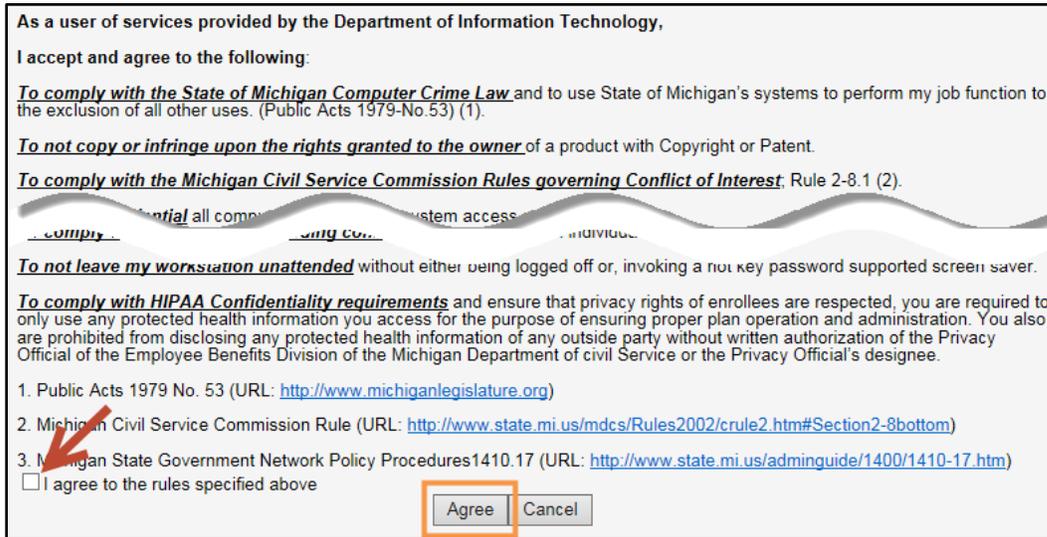


Figure 5.3.2: Security Form Selection

- Click **Submit Request**. The Department of Information Technology user agreement displays (Figure 5.3.3).



As a user of services provided by the Department of Information Technology, I accept and agree to the following:

**To comply with the State of Michigan Computer Crime Law** and to use State of Michigan's systems to perform my job function to the exclusion of all other uses. (Public Acts 1979-No.53) (1).

**To not copy or infringe upon the rights granted to the owner** of a product with Copyright or Patent.

**To comply with the Michigan Civil Service Commission Rules governing Conflict of Interest:** Rule 2-8.1 (2).

**To not leave my workstation unattended** without either being logged off or, invoking a not key password supported screen saver.

**To comply with HIPAA Confidentiality requirements** and ensure that privacy rights of enrollees are respected, you are required to only use any protected health information you access for the purpose of ensuring proper plan operation and administration. You also are prohibited from disclosing any protected health information of any outside party without written authorization of the Privacy Official of the Employee Benefits Division of the Michigan Department of civil Service or the Privacy Official's designee.

- Public Acts 1979 No. 53 (URL: <http://www.michiganlegislature.org>)
- Michigan Civil Service Commission Rule (URL: <http://www.state.mi.us/mdcs/Rules2002/crule2.htm#Section2-8bottom>)
- Michigan State Government Network Policy Procedures1410.17 (URL: <http://www.state.mi.us/adminguide/1400/1410-17.htm>)

I agree to the rules specified above

Agree Cancel

Figure 5.3.3: Department of Information Technology User Agreement

- Review the user agreement, select the **I agree to the rules specified above** check box, and click **Agree**. The CareConnect360 Security Request form displays the **Roles** tab with your current access already selected (Figure 5.3.4).



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Michigan.gov Application Home Beneficiary Lookup Features Training My Profile Contact Exit

**CareConnect360 Security Request**

User Name (Last, First)	Wilbur, Charlotte	Request Status	Incomplete
Area Code & Phone Number	517-555-1234	Email Address	charlottewilbur@barnyard.org
Organization	Ingham HD	State of Michigan Employee?	No
Request Type	Change		

**Roles**

Select Immediate Manager  
 Immediate Manager: [Select Immediate Manager]

Select Role(s)

Role	Data Manager
<input checked="" type="checkbox"/> I need to view Medicaid claims information for individuals in my LHD	[More-Info]
<input type="checkbox"/> I need to view Medicaid claims information for individuals in my LHD, and individuals not enrolled in my LHD to provide crisis services	[More-Info]
<input type="checkbox"/> I need access to Blood Lead testing result data to assist in beneficiary care.	[More-Info]

Message Action: Save-And-Continue Cancel Help

Figure 5.3.4: CareConnect360 Security Request Form

**IMPORTANT:** Do not remove your current access unless you no longer need that access. Instead, simply select the check box(es) for any additional access being requested.

- Continue with the steps as outlined in [4.2 Complete the CareConnect360 Access Request Form](#).