



MDC Account Maintenance – PO Authorizers

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INTRODUCTION

Physician Organizations can access the MiPCT dashboards and reports by obtaining an active account with MDC. Each PO must designate two people from its organization to act as authorizers for all users who request an MDC account. The role of the PO Authorizer includes the following responsibilities:

- Verify new accounts
- Confirm existing accounts that are open and active
- Delete inactive accounts

Introduction to MiPCT and MDC

Michigan Primary Care Transformation (MiPCT) is a three-year, multi-payer project aimed at improving health in the state, making care more affordable, and strengthening the patient-care team relationship.

Michigan Data Collaborative (MDC) is providing online, dynamic dashboards and reports for participating Physician Organizations (POs) throughout the project. These dashboards and reports are customized to enhance analysis of multi-payer claims data, enable actionable care plans, and assist with quality measures. Three core areas of concentration are: membership/populations, quality of care, and utilization.

ACCOUNT REQUESTS AND MAINTENANCE

Because idle and unauthorized logon IDs that provide access to ePHI pose a serious risk to the confidentiality of patient information and the security of our electronic systems, MDC requires the following for each Physician Organizations (PO):

- When a user requests an MDC account, independent verification from one or both PO Authorizers is required before the requested user account is created and activated.
- Verification of user accounts for each PO is required every two months. If verification is not received within the requested timeframe, user accounts for that PO are deactivated.
- PO Authorizers are responsible for notifying MDC when staff changes occur that require changes to user accounts, including deactivation.

For more information about the PO Authorizer requirements, see the [PO Authorizer Frequently Asked Questions document](#).

ADDING, UPDATING, AND REMOVING PO AUTHORIZERS

To add, update, or remove a PO Authorizer for your PO, complete the following steps:

1. Click the following link to send an email message to MDC: MDC-Accounts@med.umich.edu.
2. In the body of the message, indicate if you are adding, updating, or removing a PO Authorizer.

3. Include the name, title, email address, and phone number for the PO Authorizer.
4. MDC will respond to your request with a confirmation of the addition, update, or deletion.

VERIFYING A USER ACCOUNT REQUEST

When MDC receives an account request from a potential user, the request must first be approved by a PO Authorizer.

The process is as follows:

1. MDC sends a verification email to both PO Authorizers from the requesting user's Physician Organization.
2. One of the PO Authorizers must approve or deny the request by responding to the email.
3. MDC either creates the account or denies access based on verification from the appropriate PO Authorizer.
4. MDC sends an email notification to both the requesting user and the PO Authorizers once the account becomes available.

NOTE: Only PO staff should be granted user accounts. If an account request comes from a Practice Unit, notify MDC. MDC will refer the requesting user to the Physician Organization for access to their information.

CONFIRMING EXISTING USER ACCOUNTS

Every two months, MDC contacts all PO Authorizers for re-verification of open accounts for their PO. This confirmation process is put in place to ensure only authorized users receive continued access to PO data.

The process is as follows:

1. MDC sends an email to each PO Authorizer listing all active and open user accounts within that Authorizers Physician Organization. The correspondence requests verification for all accounts listed.
2. One of the two PO Authorizers for that PO must reply to the email verifying that each account listed is either active or should be deactivated.

NOTE: A PO Authorizer must respond to the email within 5 business days.

3. MDC updates user account status based on the response of the PO Authorizer.

IMPORTANT: If neither PO Authorizers responds to the verification email, all user accounts listed within that Physician Organization are deactivated.

NOTE: Users are notified via email if their account is deactivated.

DELETING A USER ACCOUNT

Complete the following steps to delete a user account:

1. Open the following web page: www.MichiganDataCollaborative.org.
2. Click the **Accounts** link from the top menu.
3. In the **Deleting an Account** section, click the **Delete Account** button.

Deleting an Account

Every two months, MDC sends an email to PO Authorizers to confirm their current user accounts and check for account deletion requests. However, at any time PO Authorizers and users can send a request to delete an account.

To delete an account for your PO, click the **Delete Account** button. In the pre-populated email that opens, fill out the required fields and click **Send**. After the request is received and processed, MDC will send a confirmation email to the user (if applicable) and the PO Authorizers.

For more information about PO User responsibilities, click [here](#).

For more information about PO Authorizer responsibilities, click [here](#).

[Delete Account](#)

4. Fill out and send the pre-populated email, including the MDC User Name, the users' first and last name, the effective date of the deletion, and the reason for the account deletion.
5. You will receive a confirmation email from MDC. Once the email is received, no further response is necessary.

GETTING HELP

For questions related to your MDC user account, send an email to: MDC-Accounts@med.umich.edu.

For all other questions, send an email to: MichiganDataCollaborative@med.umich.edu.