



MDC Account Maintenance – PO Users

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INTRODUCTION

The purpose of this document is to provide users of the MiPCT Dashboards and Reports with information for managing your MDC account.

Physician Organization (PO) members can access the dashboards and reports by obtaining an account with MDC. This guide provides instructions for requesting an account, managing your password, and removing an account.

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.

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 REQUEST AND MAINTENANCE REQUIREMENTS

Account maintenance pertains to creating, securing, modifying, deactivating, and deleting logon IDs and passwords to our system. Many logon IDs are the keys that allow you to access ePHI. 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.

The requirements for the Account Request and Maintenance for Physician Organizations (POs) include:

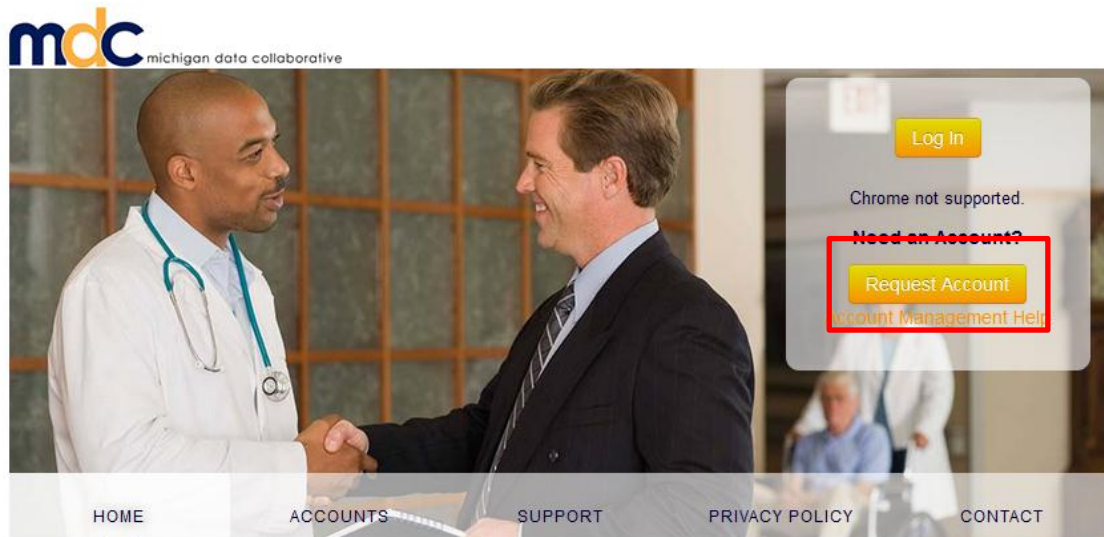
- Each user must request an account and include all required information.
- Each user must agree to appropriate data use agreement provisions.

REQUESTING AN ACCOUNT

In order to work with MiPCT data, users must obtain an MDC user account.

Complete the following steps to request access:

1. In your browser window, open the following web page: www.MichiganDataCollaborative.org.
2. Click the **Request Account** button.



3. Complete the requested fields.

NOTE: You are required to supply adequate identity data so the system may confidentially search against other identities in the system. This search ensures unique entries for individuals and prevents duplication. In order to create unique entries, you have to supply your Name (first and last), Date of Birth, Gender, Physician Organization, Phone Number, and Email Address.

4. Click **Submit**.

A confirmation screen displays notifying you that your account request submission was successful.

The information you submitted is now sent to an authorizer from your PO for approval. You will be notified via email when your account becomes available. This process may take up to 5-10 business days.

Inquiring About Your Account

Use the following steps if you are not sure that you have an account with MDC or if your account becomes deactivated.

1. Open the following web page: www.MichiganDataCollaborative.org.
2. Click the **Accounts** link from the top menu.


3. In the Verifying your Account section, click the **Verify Account** button.

Verifying your Account

If you are not sure if you have an active account, you can request MDC to verify your account status.

To verify your account status, click the **Verify Account** button. In the pre-populated email that opens, fill out the required fields and click **Send**. An MDC representative will respond to your email with your status information.

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



An email window opens with the MDC email address prepopulated.

4. Fill out and send the pre-populated email, including your name, PO, and inquiry text.

An MDC representative will return your email with your status information.

Deleting Your Account

Typically, your PO Authorizer will contact MDC to delete an account. However, if you know that you will be leaving a PO or changing responsibilities, you can request that your account be deactivated. To do so:

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.

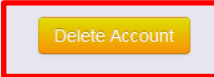
Deleting an Account

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](#).



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.

After the request is received and processed, MDC will send a confirmation email to you and to the PO Authorizers.

MANAGING YOUR LEVEL-2 PASSWORD

Use the procedures in this section to retrieve a forgotten password or change an existing password.

Level-2 Password Maintenance

You are required to change your Level-2 password on a yearly basis. Because the automated messaging system will only send reminder notices to internal (@umich) email addresses, MDC recommends that you set a reminder to proactively update your password each year. If your Level-2 password expires, you will receive an error message when you try to log on.

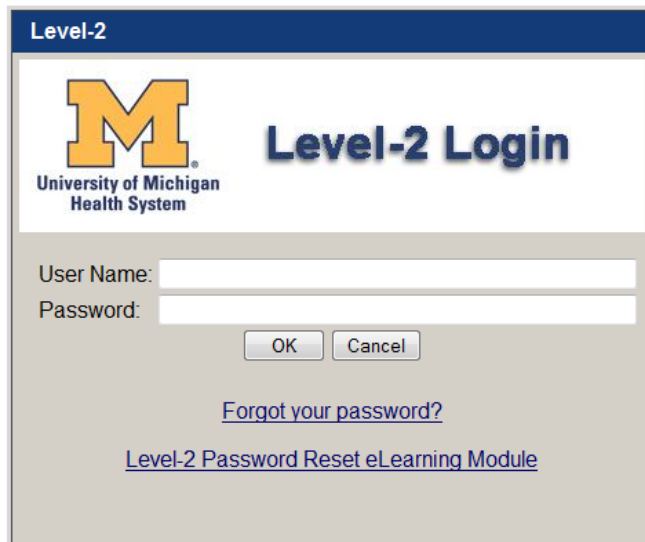
To change your password, follow the instructions in [Changing Your Level-2 Password](#).

Retrieving Your Level-2 Password

If you forget your password, complete the following steps to create a new Level-2 password:

1. Open the following web page: www.MichiganDataCollaborative.org.
2. Click the **Accounts** link from the top menu.
3. In the **Password Maintenance** section, click the **Manage Password** button.

The UMHS Level 2 Login window displays.

The screenshot shows a web browser window titled 'Level-2'. The main content area features the University of Michigan Health System logo (a large orange 'M' with 'University of Michigan Health System' text below it) and the text 'Level-2 Login' in a large, bold, blue font. Below the logo and text are two input fields: 'User Name:' and 'Password:'. Underneath the input fields are two buttons: 'OK' and 'Cancel'. At the bottom of the form, there are two links: '[Forgot your password?](#)' and '[Level-2 Password Reset eLearning Module](#)'.

4. In the UMHS Level 2 Login window, click the **Forgot Your Password** link.

The Level-2 Account Self-Service window displays.

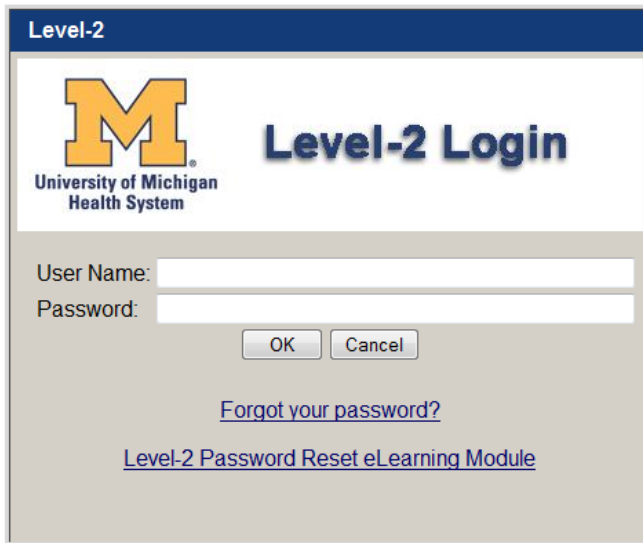
5. Enter your uniqname (User Name), and then click **Next**.
6. Enter your Date of Birth and UMID, and then click **Next**.
7. Follow the instructions for receiving a Security Key and resetting your password.

Changing Your Level-2 Password

To change your Level-2 password, complete the following steps:

1. Open the following web page: www.MichiganDataCollaborative.org.
2. Click the **Accounts** link from the top menu.
3. In the **Password Maintenance** section, click the **Manage Password** button.

The UMHS Level 2 Login window displays.



4. In the UMHS Level 2 Login window, enter your User Name and Password.
5. Click **OK**.
6. Click the **Level-2** tab at the top of the page.
7. In the **Current Level-2 Password** field, enter your current password.
8. In the **New Level-2 Password** field, enter a new password.
9. In the **Retype New Password** field, retype the new password.
10. Click **Change Password**.

A confirmation screen displays indicating that your password has been changed.

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.