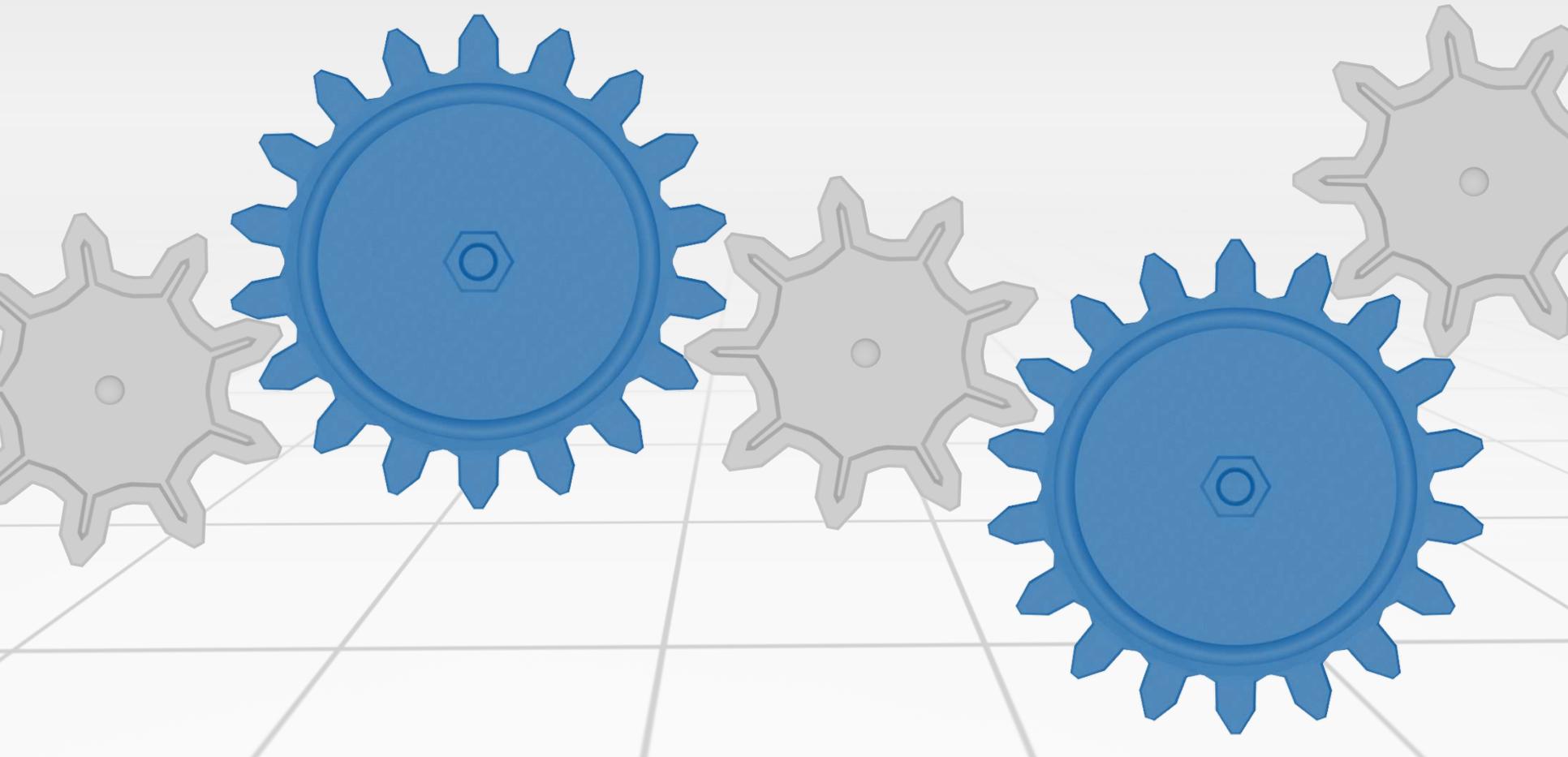
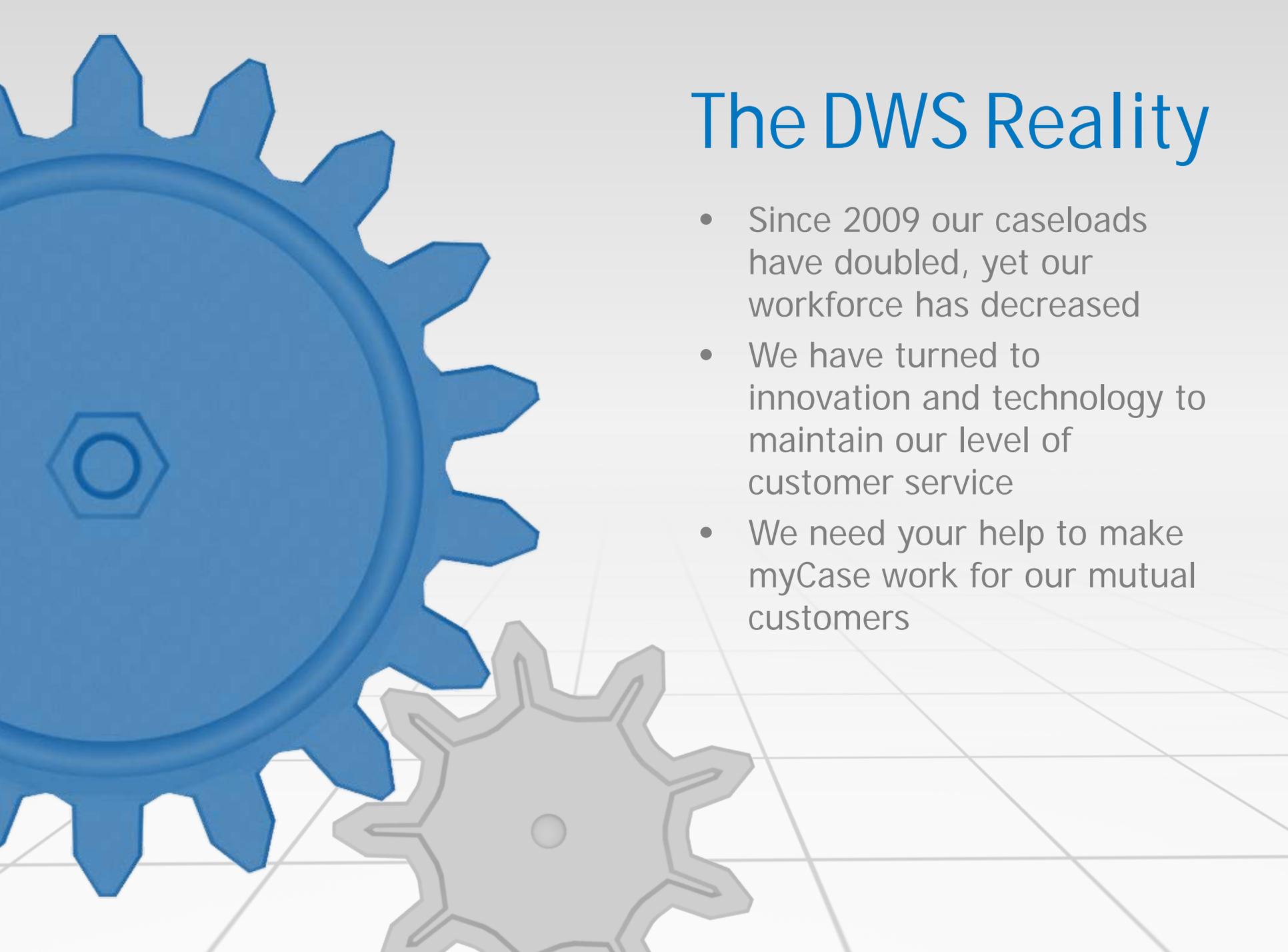


3rd Party Provider Acces

Utah Dept. of Workforce Services,
myCase



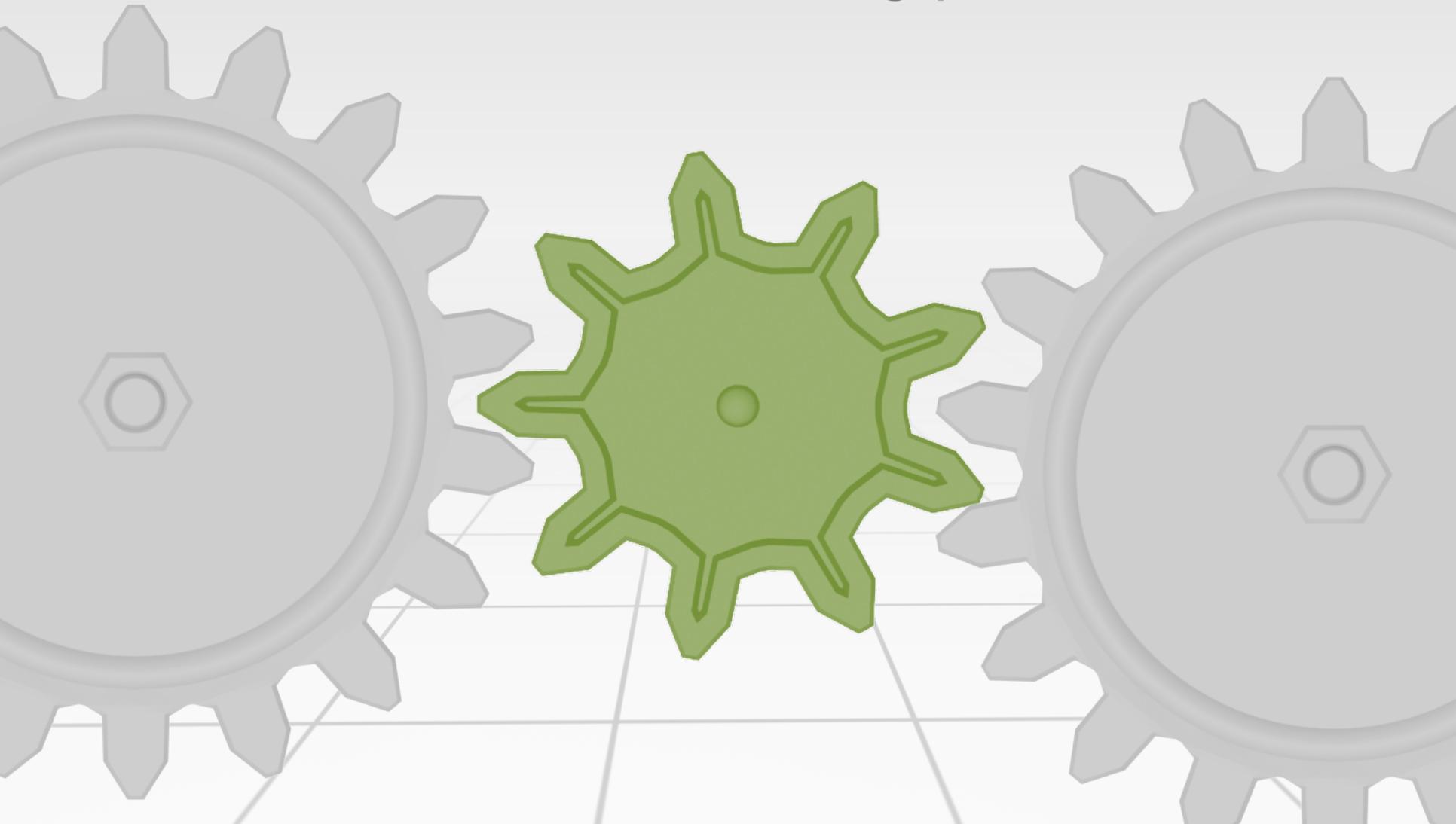


The DWS Reality

- Since 2009 our caseloads have doubled, yet our workforce has decreased
- We have turned to innovation and technology to maintain our level of customer service
- We need your help to make myCase work for our mutual customers

3rd Party Access

You are the missing piece!

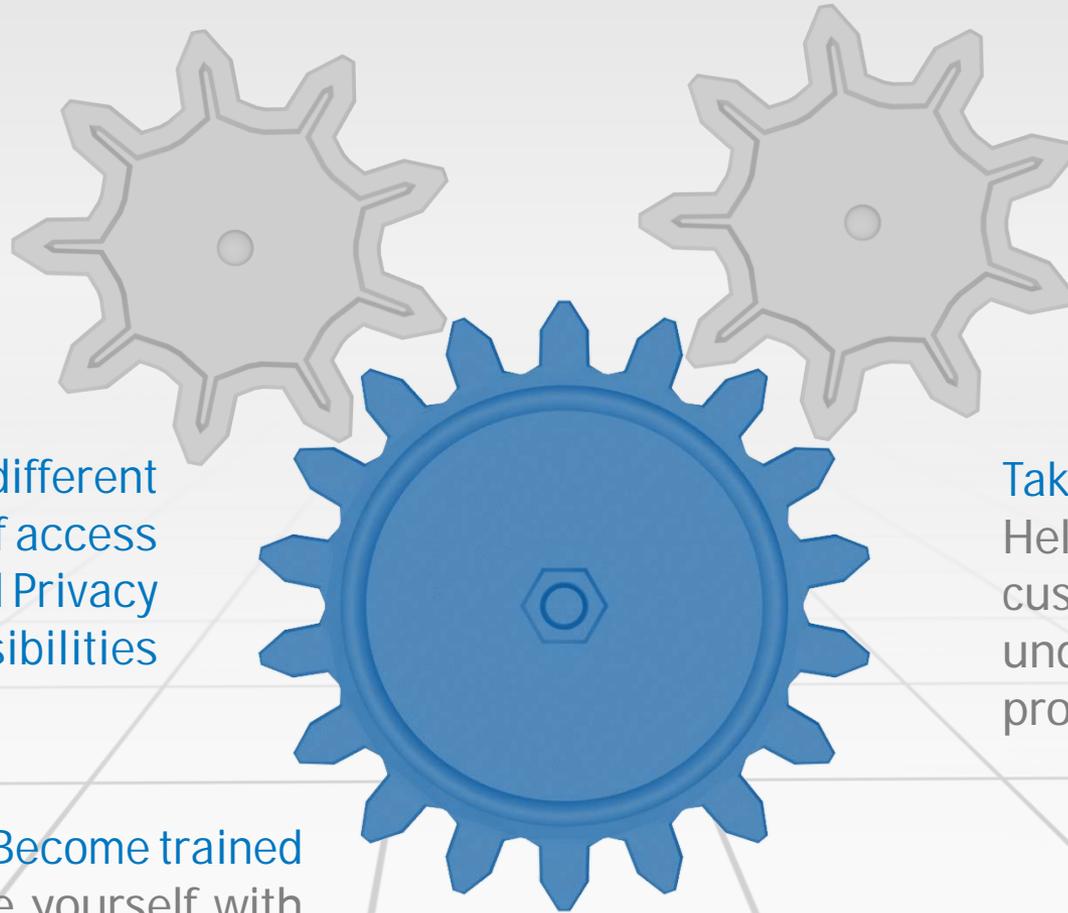




Why use MyCase?

- It's free!
- Easy to use! Only one account is needed to access multiple customers
- No need to obtain forms from your customers
- No need to wait on hold for eligibility
- Notices can be read electronically by authorized representatives
- Information is dynamic and immediate

What we need from you



Understand the different
levels of access
And understand Privacy
Duties and Responsibilities

Become trained
Familiarize yourself with
myCase

Take ownership
Help your
customers
understand the
process

MyCase 3rd Party Walkthrough

The screenshot shows the MyCase website interface. At the top center is the MyCase logo, which consists of a blue icon of a document with a checkmark and the text "myCase" in a blue serif font. Below the logo is a section titled "Getting to myCase" with a sub-heading "How do you want to log in?". Under this heading are three navigation options, each with a blue play button icon: "Go to DWS Single Sign-On", "Go to myCase questions", and "Go to 3rd Party/Auth Rep Sign-On". The third option is highlighted with a red rectangular border. To the right of the main content area are three vertical panels. The top panel has a globe icon and the text "Español". The middle panel is titled "Best Viewed With:" and shows the Internet Explorer logo with "Version 8" below it. Below this is a section titled "Other Supported Browsers:" with icons for Firefox, Chrome, and Safari, and a note: "Some content might not be available in IE6". The bottom panel is titled "You need Adobe Reader to view some documents on our site." and features the Adobe Reader logo with the text "Get ADOBE READER" and a note: "If you don't have Adobe Reader, you can download it for free."

myCase

Getting to myCase

Protecting your information is important to us here at DWS. Sometimes we'll ask you a few questions to make sure your case info stays safe and secure.

How do you want to log in?

- Go to DWS Single Sign-On
- Go to myCase questions
- Go to 3rd Party/Auth Rep Sign-On**

Español

Best Viewed With:
Version 8

Other Supported Browsers:

Some content might not be available in IE6

You need Adobe Reader to view some documents on our site.

Get ADOBE READER

If you don't have Adobe Reader, you can download it for free.



3rd Party/Auth Rep Sign-On

Login here if you are a 3rd party representative on a case, or create an account if you have not already. Once an account is created you will get an account number that you need to give to the customer.

Screen Name *

Password *



Back

Sign In



 [Create Account](#)

 [Forgot Password](#)

 [Español](#)

Best Viewed With:



Version 8

Other Supported Browsers:



Some content might not be available in IE6

You need Adobe Reader to view some documents on our site.



If you don't have Adobe Reader, you can download it for free.

All required fields (*) must be completed

Screen name and Email must be unique to myCase



| | | |
|---------------------------------|------------------------------------|------------------------------|
| First Name: * Sony | Last Name: * Playstation | Phone * 8015555555 |
| Address * 123 Fake St | Address 2 | |
| City * Salt Lake City | State * Ut | Zip: * 84101 |

| | |
|--|---|
| Screen Name * Splaystation explain | Email * jbhafen@utah.gov |
| Password * ***** | Confirm Password * ***** |
| Security Question * explain nothers middle name? | Security Answer * explain Sonic |

Organization [explain](#)
Organization Name *
Games for Kids

Check box if you are a medical provider
 Check box if you are a child care provider

I understand that this Customer has granted me access to his/her case information. I understand I may have been given the right to view, alter, update, or otherwise make changes to the Customer's information.

I agree that I will not view, alter, update or otherwise use the Customer's

I have read & agree to the terms

Best Viewed With:

Version 8

Other Supported Browsers:

Some content might not be available in IE8

You need Adobe Reader to view some documents on our site.

If you don't have Adobe Reader, you can download it for free.

Let's Chat!

Sometimes you just can't find the answer to your question.

Department of Workforce Services
Utah's Job Connection

Confirmation



Is this correct?

| | |
|--|------------------------------|
| First Name: | Sony |
| Last Name: | Playstation |
| Screen Name | Splaystation |
| Email | jbhafen@utah.gov |
| Security Question | What is my mothers middle n: |
| Security Answer | Sonic |
| Phone | 8015555555 |
| Address | 123 FAKE ST |
| Address 2 | |
| City | SALT LAKE CITY |
| State | UT |
| Zip: | 84101 |
| Organization | Yes |
| Organization Name | Games for Kids |
| Check box if you are a medical provider | No |
| Check box if you are a child care provider | No |

 Back

Continue 

 Español

Best Viewed With:



Version 8

Other Supported Browsers:



Some content might not be available in IE6

You need Adobe Reader to view some documents on our site.



If you don't have Adobe Reader, you can download it for free.

 Let's Chat!

Sometimes you just can't find the answer to your question.

Finished!

Congratulations!

You have successfully created an account as a 3rd Party/Authorized Representative. Your account number and screen name are listed below. You will need to give this account number to the customer so they can allow you access to their case information.

Your screen name is **splaystation.**

Your account number is **MC002401.**

Logout



This number will be given to your customers so they can add you as a representative

Best Viewed With:



Version 8

Other Supported Browsers:



Some content might not be available in IE6

You need Adobe Reader to view some documents on our site.



If you don't have Adobe Reader, you can download it for free.

 **Let's Chat!**

Sometimes you just can't find the answer to your question.

 Department of
Workforce Services
Utah's Job Connection

What the Customer Needs to do

The screenshot shows the Utah.gov myCase portal. At the top, there is a navigation bar with the Utah.gov logo, a gear icon for settings, and links for "UTAH.GOV SERVICES" and "AGENCIES". A search bar on the right says "Search all of Utah.gov »". Below this is a secondary navigation bar with tabs for "Home", "Benefits", "Services", "Documents", and "myAccount". The "myAccount" tab is highlighted with a red box. Under the "Services" tab, there are three sub-links: "Delivery" (Choose How You Get Your Notices), "Alerts" (Alerts Summary & Preferences), and "Third Party" (Control Who Can See Your Case), which is also highlighted with a red box. The main content area features the "myCase" logo and three circular buttons: "My Verifs", "Report Changes", and "Case Review". Below these is a box titled "Important information:" containing a status message and a link for a discounted bus pass. On the right side, a user information panel shows a "Home" link, a "Log Out" button, and text indicating the user is signed in as "Jay Hafen" and impersonating "Ima Unpatriotischen". It also displays the case number "9583375" and a search field for the case number with a "Go" button. At the bottom of this panel is a "Español" language link.

UTAH.GOV SERVICES | AGENCIES | Search all of Utah.gov »

Home | Benefits | **Services** | Documents | **myAccount**

Delivery
Choose How You Get Your Notices

Alerts
Alerts Summary & Preferences

Third Party
Control Who Can See Your Case

myCase

My Verifs | Report Changes | Case Review

Important information:

- Everything is okay on your case today.

UTA Get a discounted bus pass [here](#)

Home Log Out

You are signed in as Jay Hafen.

You are impersonating Ima Unpatriotischen.

The case number is 9583375

Case Number: Go

Español

[Choose How You Get Your Notices](#)

[Alerts Summary & Preferences](#)

[Control Who Can See Your Case](#)

Setting Up Who Can Access Your Case Information

- Below are the people that have been "added by" our workers at your request, or by you in myCase.
- You can "delete" people you no longer want to have access.
- You can only "edit" people that YOU have added in myCase.
- You must give someone access if you want them to access your information in myCase, even if a worker already added them.
- To add someone, they need to have registered in myCase and given you their account number first.
- Make sure to click and read the terms and conditions.

No current contacts exist

I want to:

- [Give someone account access](#)
- [View Terms & Conditions](#)

[Home](#) [Log Out](#)

You are signed in as Jay Hafen.

You are impersonating Ima Unpatriotischen.

The case number is 9583375

Case Number:

[Español](#)

Most common answers

[Do I have to give access to a 3rd Party?](#)

Choose How You
Get Your Notices

Alerts Summary &
Preferences

Control Who Can
See Your Case

Add Contact



Instructions

Do you have your contact's account number?

YES - I have an account number:

If you have your contact's account number (example - MC123456) then continue by clicking on "I have an account #"

NO - I don't have an account number:

The person that you want to add needs to go to jobs.utah.gov/mycase to create an account. This person will receive an account number that we will need to provide to you.



No thanks

I have an account #



Setting

- Below are the p request, or by y
- You can "delete
- You can only "e
- You must give s
- information in m
- To add someone
- you their accou
- Make sure to cli

No current contacts e

I want to:

- ▶ Give someone account access
- ▶ View Terms & Conditions

Home

You are signed in as Jay Hafen.

You are impersonating Ima Unpatriotischen.

The case number is 9583375

Case Number:

Español

Most common answers

Do I have to give access to a 3rd Party?

Choose How You
Get Your Notices

Alerts Summary &
Preferences

Control Who Can
See Your Case

Add Contact



Enter the account number that your contact gave you.

It should look like this: *MC123456*.

MC002402

This is the YOUR 3rd
Party account
number



Back

Continue



Setting

- Below are the p
- request, or by y
- You can "delete
- You can only "e
- You must give s
- information in m
- To add someone
- you their accou
- Make sure to cli

No current contacts e

I want to:

- Give someone account access
- View Terms & Conditions

Home Log Out

You are signed in as
Jay Hafen.

You are
impersonating Ima
Unpatriotischen.

The case number is
9583375

Case Number: Go

Español

Most common answers

Do I have to give
access to a 3rd
Party?

Confirmation

The screenshot shows a web application interface with a confirmation dialog box in the foreground. The dialog box is titled "Add Contact" and contains the following text:

Is this the right contact you want to add?

Contact Name: Karma Kennedy

Address: 999 VALENTINE WAY
LOGAN, UT 84321

At the bottom of the dialog box, there are two buttons: "No" (with a left-pointing arrow) and "Yes" (with a right-pointing arrow).

The background interface includes a navigation bar with three links: "Choose How You Get Your Notices", "Alerts Summary & Preferences", and "Control Who Can See Your Case". On the right side, there is a "Home" link, a "Log Out" button, and a message: "You are signed in as Jay Hafen. You are impersonating Ima Unpatriotischen. The case number is 9583375". Below this, there is a "Case Number" input field with a "Go" button and a "Español" link. At the bottom right, there is a section titled "Most common answers" with a link: "Do I have to give access to a 3rd Party?".

Authorization to Release Information

Choose How You Get Your Notices Alerts Summary & Preferences Control Who Can See Your Case

Add Contact

You must read and accept the terms and conditions.

Authorization to Release Information to 3rd Parties

1. I understand that it is my choice to grant access to my case information. I am not required to grant access to anyone. I also understand that the Department of Workforce Services and/or the Division of Medicaid and Health Financing cannot deny eligibility if I refuse to grant access to an individual.
2. If I decide to grant access to an individual, I can also decide the type of case access I would like to grant as explained below:

[Click here to print](#)

I have read & agree to the terms

Back Continue

Home Log Out

You are signed in as Jay Hafen.

You are impersonating Ima Unpatriotischen.

The case number is 9583375

Case Number: Go

Español

I want to:

- Give someone account access
- View Terms & Conditions

Most common answers

Do I have to give access to a 3rd Party?

Authorization to Release Information to 3rd Parties

- I understand that it is my choice to grant access to my case information. I am not required to grant access to anyone. I also understand that the Department of Workforce Services and/or the Division of Medicaid and Health Financing cannot deny eligibility if I refuse to grant access to an individual.
- If I decide to grant access to an individual, I can also decide the type of case access I would like to grant as explained below:
 - "View" means I am granting access to view my case information only. I may specify the assistance programs for the information I would like them to view.
 - "Full Access" means I am granting access to update, alter, or otherwise make changes to my information, as well as view all case information. This also includes completing and signing my case review.
 - "Notices" means I am granting access to view any notice that was sent to me by the Department, regardless of the type of benefits I will, or have received.
 - "Verifications" means I am granting access to view any request for verification that the Department has asked me to provide, regardless of the type of benefits that I will, or have received.
- I understand that I am responsible for any overpayments that may occur as a result of incorrect information being provided by an individual that I authorized to update, alter or make changes to my case information.
- I understand that I can choose to grant view only or full access to members of my household.
- I understand I can choose to grant view only or full access to individuals who are not members of my household, such as my primary care physician or other healthcare providers.
- If I choose to grant access to medical program information, I specifically authorize Medicaid, CHIP, UPP, or PCN to share all information regarding my case, including my medical applications, medical cases, and any medical application or case which was denied or closed. I understand that if there is anything in my case that I do not want shared, I must not grant access to my case.
- The Department may share limited information with my child care provider(s) through the provider website. If I choose to grant my child care provider access to view my case information, I specifically authorize access to information as it pertains to child care benefits to be paid to them for services provided. I understand if I grant my child care provider access to notices and/or verifications, the provider will be able to view any notice and/or verification regarding all benefits I receive, or have received.
- I understand that once information is shared because of this authorization, it is possible that it will no longer be protected by privacy laws and could be re-disclosed by the person or agency that receives it. I also understand that the Department will not disclose controlled documents without the consent of the Department's Legal Department.
- I understand that the Department or other state agencies cannot control the information once it has been released for purposes related to my case. As such, I specifically release the Department or any other state agency from any liability that may accrue as a result of the release or sharing of my information with those parties I have authorized to view, alter, or amend my information.
- I understand that I may revoke this authorization at any time by removing authorization through my "myCase" account or by sending written notification to my Department caseworker. I also understand that a revocation will not change the fact that information may have already been shared before I revoked my consent. I also understand that the Department or another state agency may have relied on and acted on such information and that revocation may not affect the results of such action.
- I understand that this authorization is effective from the date authorization is granted, until 12 months from the date granted, or until I revoke access in myCase or provide written notification to my Department caseworker, whichever is sooner.

Choose How You
Get Your Notices

Alerts Summary &
Preferences

Control Who Can
See Your Case

Add Contact



What type is this contact?

- Authorized Representative [explain](#)
- Representative from an organization [explain](#)
- Attorney [explain](#)

Back

Continue

Setting U

- Below are the p
- request, or by y
- You can "delete
- You can only "e
- You must give s
- information in m
- To add someone
- you their accou
- Make sure to cli

No current contacts e

I want to:

- Give someone account access
- View Terms & Conditions

Home [Log Out](#)

You are signed in as
Jay Hafen.

You are
impersonating Ima
Unpatriotischen.

The case number is
9583375

Case Number: [Go](#)

Español

Most common answers

[Do I have to give
access to a 3rd
Party?](#)

Type of Access

The screenshot shows a web application interface with a modal dialog box titled "Add Contact". The dialog box contains the following text and options:

Add Contact [Close]

What type of access do you want to give this person?

- Full access - View and report info [explain](#)
- View my pending verifications [explain](#)
- View my notices [explain](#)
- View all programs [explain](#)
- View only Child Care [explain](#)
- View only Financial [explain](#)
- View only Food Stamps [explain](#)
- View only Medical [explain](#)
- View only Special Payments [explain](#)

At the bottom of the dialog box, there are two buttons: "Back" (with a left arrow) and "Continue" (with a right arrow).

The background of the web application is dimmed and shows the following elements:

- Navigation tabs: "Choose How You Get Your Notices", "Alerts Summary & Preferences", "Control Who Can See Your Case".
- Header: "Home" (with a house icon) and "Log Out" (with a button).
- User information: "You are signed in as Jay Hafen." and "You are impersonating Ima Unpatriotischen."
- Case information: "The case number is 9583375".
- Form: "Case Number:" input field and "Go" button.
- Language: "Español" (with a globe icon).
- Footer: "Most common answers" section with a link "Do I have to give access to a 3rd Party?".
- Section: "Setting U..." with a list of instructions.
- Section: "I want to:" with links "Give someone account access" and "View Terms & Conditions".
- Status: "No current contacts e..."

Time Limited Access

Choose How You Get Your Notices Alerts Summary & Preferences Control Who Can See Your Case

Add Contact

You can give this person access for a limited time.

If that's what you want to do, then enter in the **LAST** day that you want them to have access to your information. Otherwise, click Continue.

Back Continue

Setting Up

- Below are the p request, or by y
- You can "delete
- You can only "e
- You must give s
- information in m
- To add someone
- you their accou
- Make sure to cli

No current contacts e

I want to:

- Give someone account access
- View Terms & Conditions

Home Log Out

You are signed in as Jay Hafen.

You are impersonating Ima Unpatriotischen.

The case number is 9583375

Case Number: Go

Español

Most common answers

Do I have to give access to a 3rd Party?

Final Confirmation

The screenshot displays a web application interface with a modal dialog box titled "Add Contact". The dialog box contains the following text:

Add Contact [Close]

Is the information below correct?

Contact Name: Karma Kennedy
Contact type: Authorized Representative
Access type: Share Financial Program Information, Notices, Verifications, MyCase - Read, Share Food Stamps Program Information
Last day of access (if applicable):

[No] [Yes]

The background interface includes navigation tabs: "Choose How You Get Your Notices", "Alerts Summary & Preferences", and "Control Who Can See Your Case". On the left, a "Setting" section lists instructions for adding contacts. On the right, a user profile section shows "Home", "Log Out", and "You are signed in as Jay Hafen." Below this, it states "You are impersonating Ima Unpatriotischen." and "The case number is 9583375". A search bar for "Case Number" with a "Go" button is also visible. At the bottom right, there is a "Español" language option and a "Most common answers" section with a link "Do I have to give access to a 3rd Party?".

Contact is Added

Setting Up Who Can Access Your Case Information

- Below are the people that have been "added by" our workers at your request, or by you in myCase.
- You can "delete" people you no longer want to have access.
- You can only "edit" people that YOU have added in myCase.
- You must give someone access if you want them to access your information in myCase, even if a worker already added them.
- To add someone, they need to have registered in myCase and given you their account number first.

| <u>Name</u> | <u>Added by</u> | <u>From Date</u> | <u>To Date</u> | |
|------------------------------|-----------------|------------------|----------------|-------------|
| Games for Kids (Sony Playsta | You | 01/04/12 | | Edit Delete |
| Karma Kennedy | You | 01/04/12 | | Edit Delete |

I want to:

- ▶ Give someone account access
- ▶ View Terms & Conditions

[Home](#) [Log Out](#)

You are signed in as Jay Hafen.

You are impersonating Ima Unpatriotischen.

The case number is 9583375

Case Number: [Go](#)

[Español](#)

Most common

The customer can delete access at any time

How to View Case Information

The screenshot shows the myCase website interface. At the top, there is a navigation bar with three tabs: "Home", "Benefits", and "Documents". The "Home" tab is selected. Below the navigation bar, the main content area is divided into two columns. The left column contains a "Welcome to myCase!" message and instructions on how to enter a case number. The right column contains the myCase logo, a "Home" button, a "Log Out" button, and user information: "Your screen name is playstation." and "Your account number is MC002401." Below this, there is a section for entering a case number, with a text input field containing "9383375" and a "Go" button. At the bottom of the right column, there is a "Terms & conditions" section with a checked checkbox and the text "I agree to terms".

Welcome to myCase!

Please enter the case number for the case you want to access in the box on the right. If you need to access more than one case you will need to enter the case number for additional case(s) separately.

Note: You must agree to terms and conditions before accessing any case.

You cannot enter a case number until the Terms & Conditions is agreed to

myCase

[Home](#) [Log Out](#)

Your screen name is playstation.

Your account number is MC002401.

To access another case, enter it below.

9383375

Terms & conditions

I agree to terms



Welcome to myCase!

Please enter the case number for the case you want to access in the box on the right. If you need to access more than one case you will need to enter the case number for additional case(s) separately.

Note: You must agree to terms and conditions before accessing any case.

I want to:

- ▶ View Customer's Benefits
- ▶ View Customer's Documents
- ▶ Read Terms and Conditions



Home

Log Out

Your screen name is
splaystation.

Your account number
is MC002401.

You're viewing Ima
Unpatriotschen's
case (9583375) with
read-only access.

To access another
case, enter it below.

Case Number:

Go