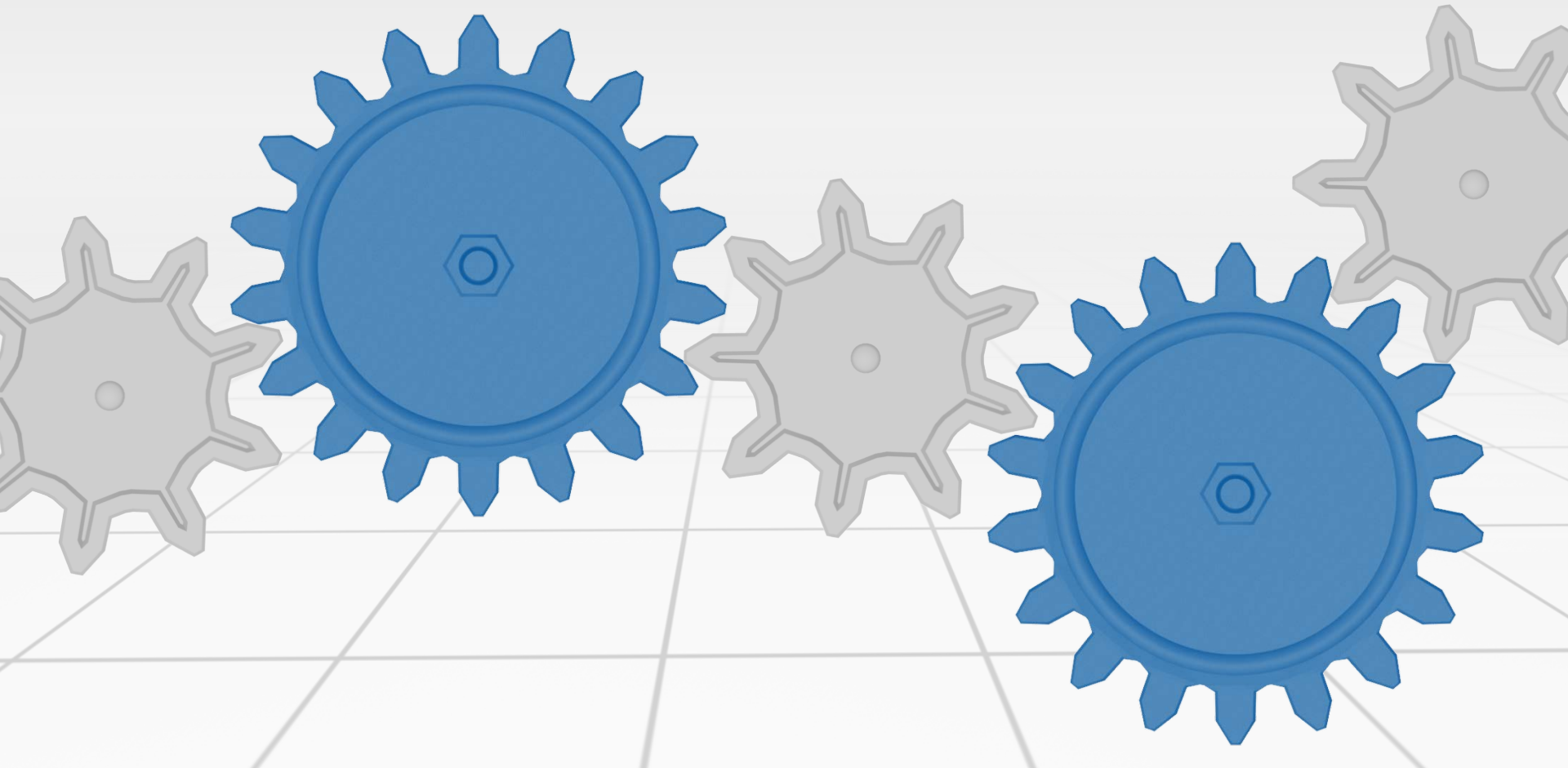
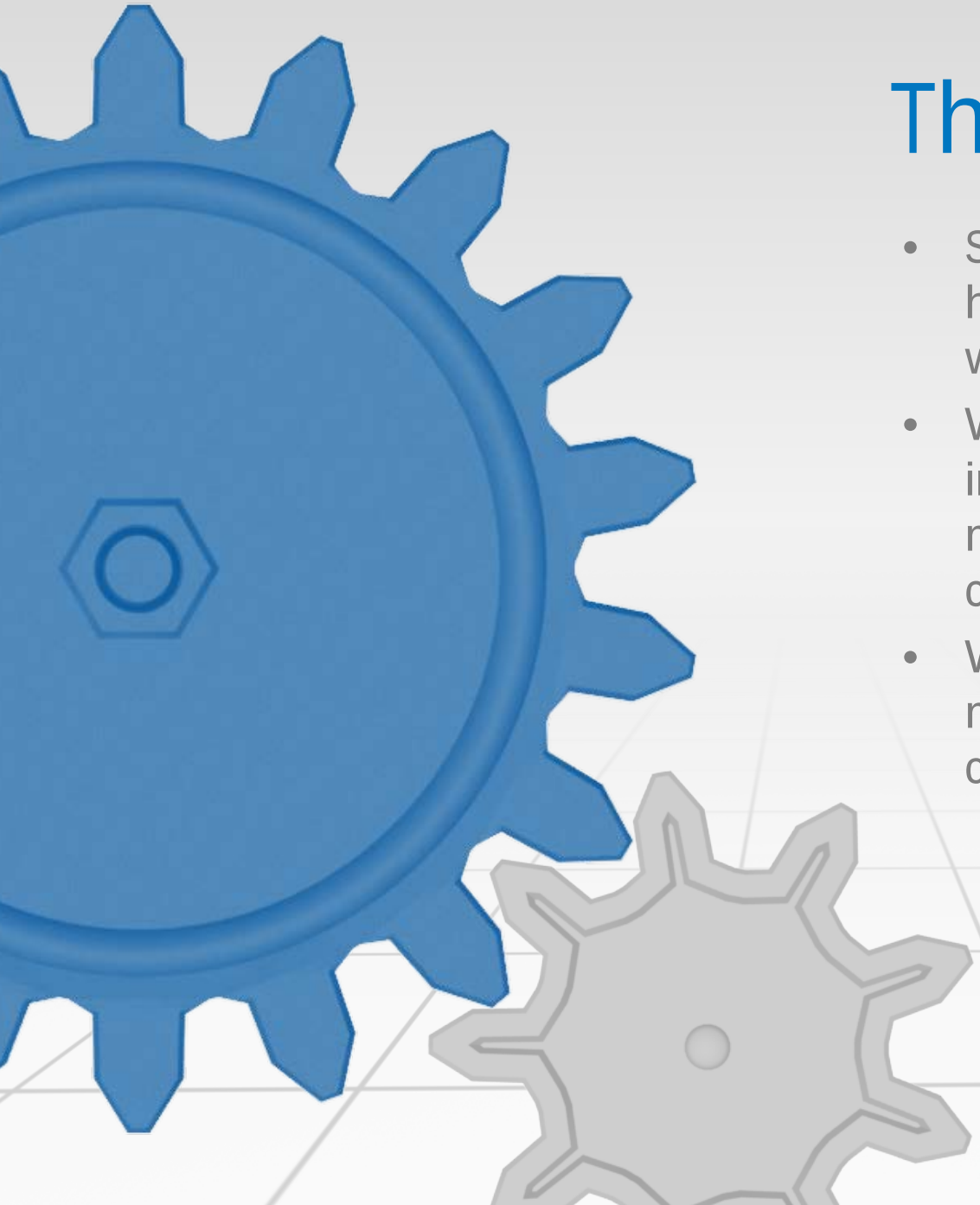
3rd Party Provider Acces

Utah Dept. of Workforce Services, myCase



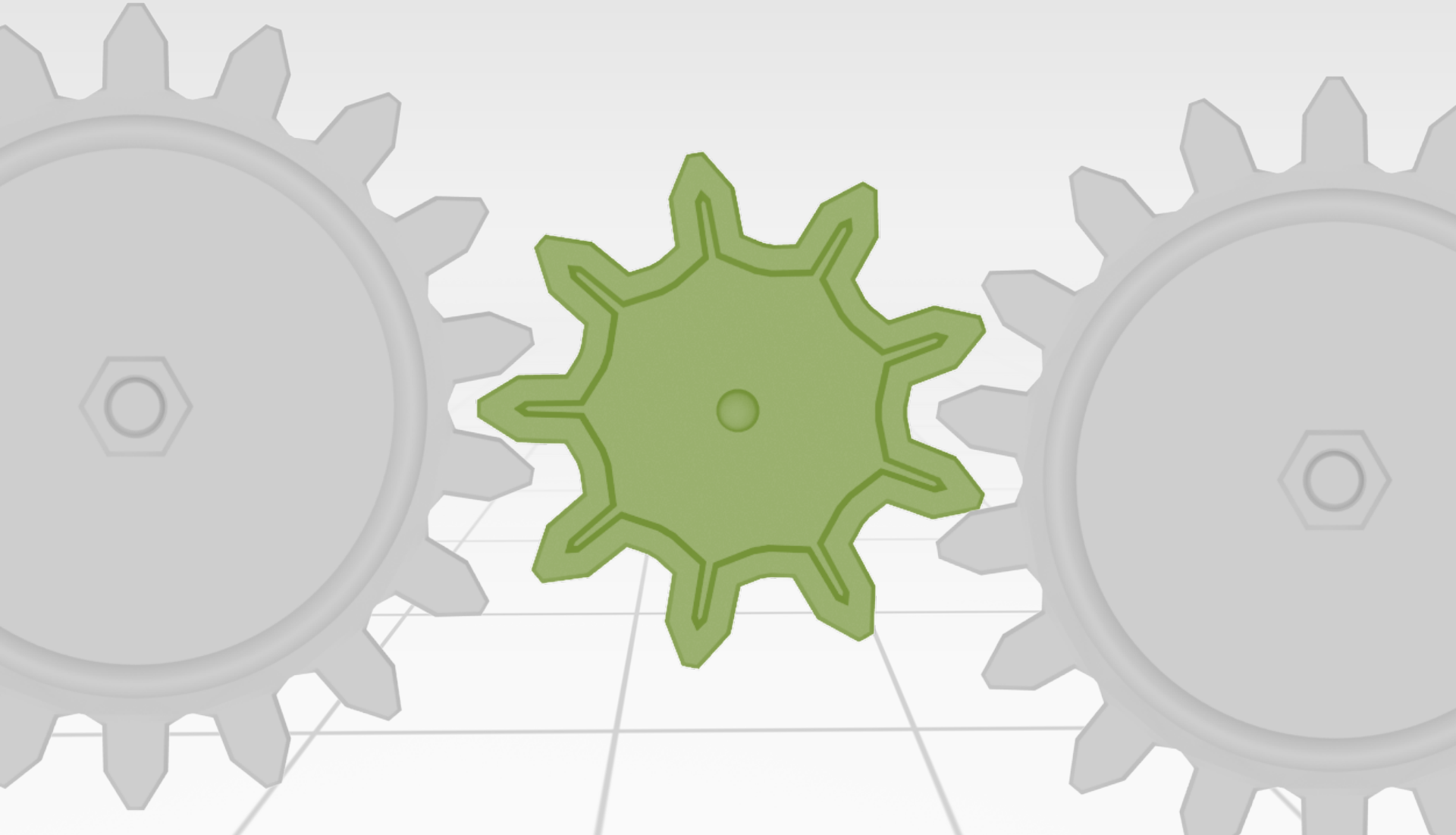


The DWS Reality

- 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

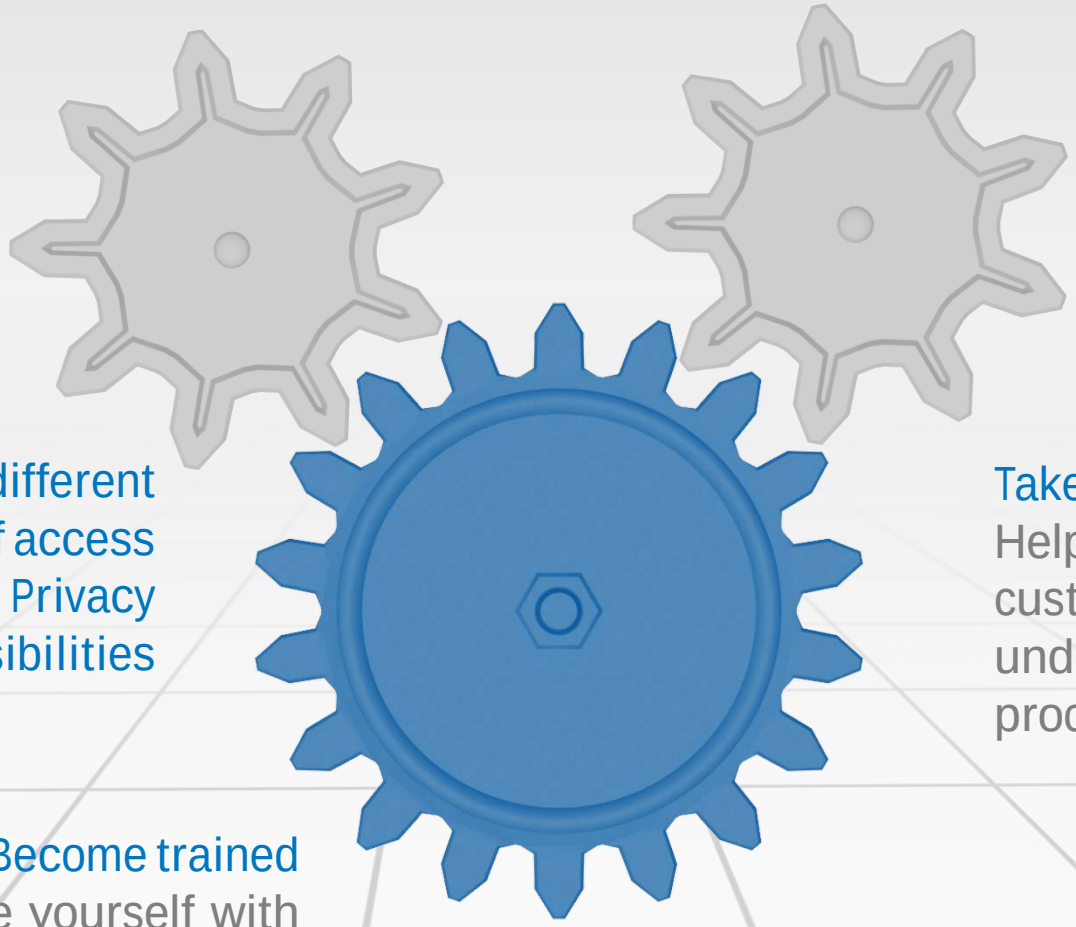
You are the missing piece!



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

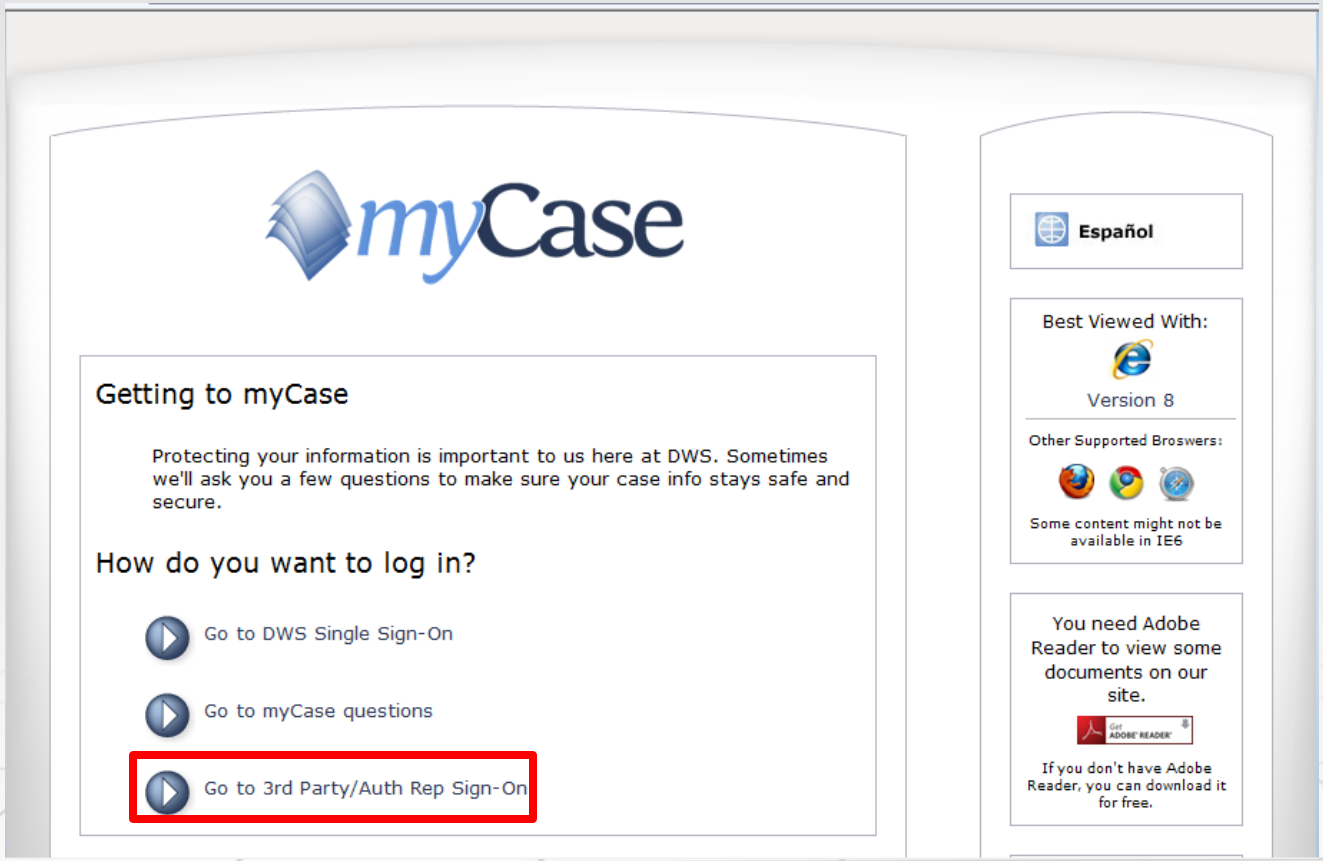


Understand the different levels of access
And understand Privacy Duties and Responsibilities

Take ownership
Help your customers understand the process

Become trained
Familiarize yourself with myCase

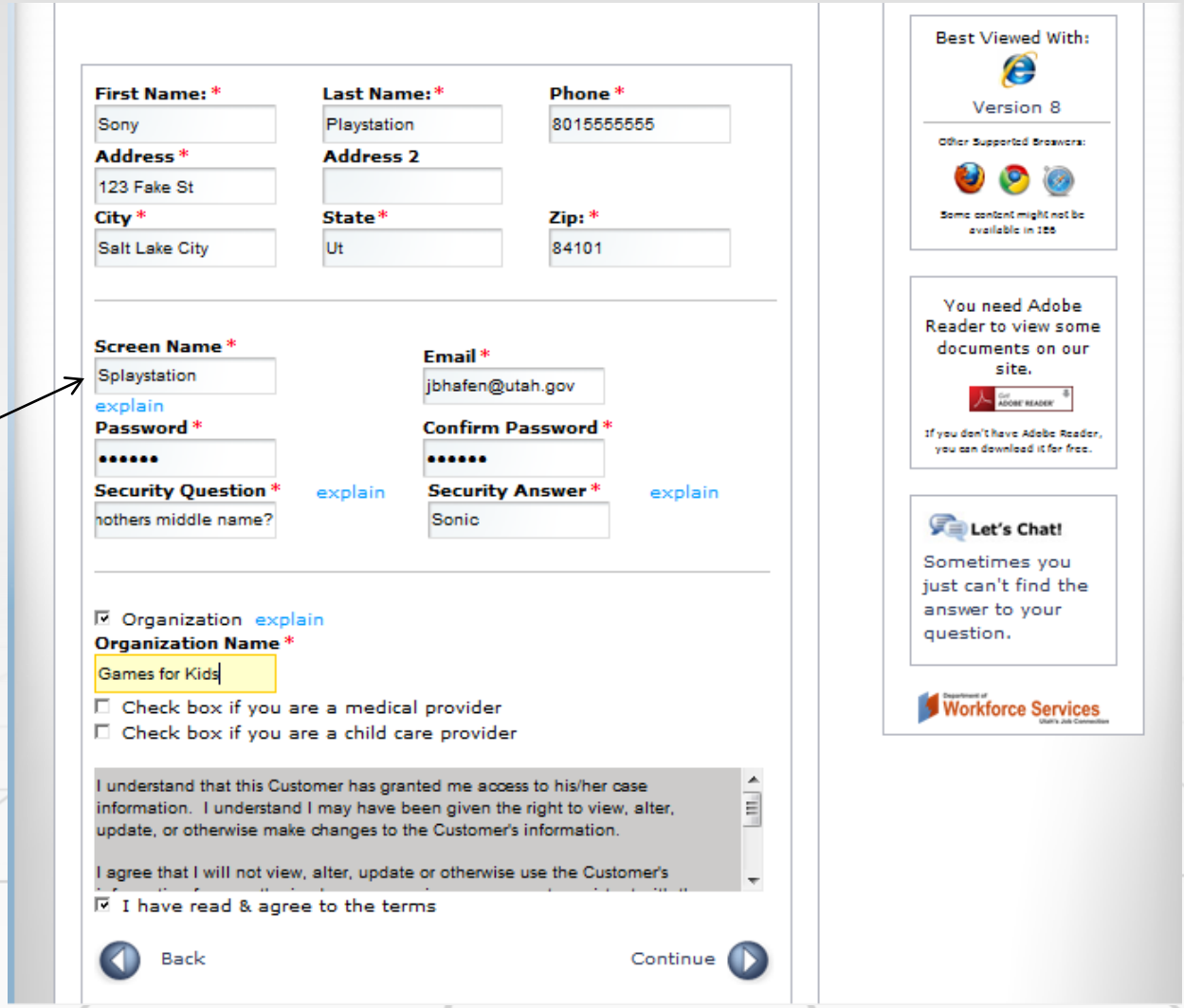
MyCase 3rd Party Walkthrough



myCase
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 Broswers:
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.

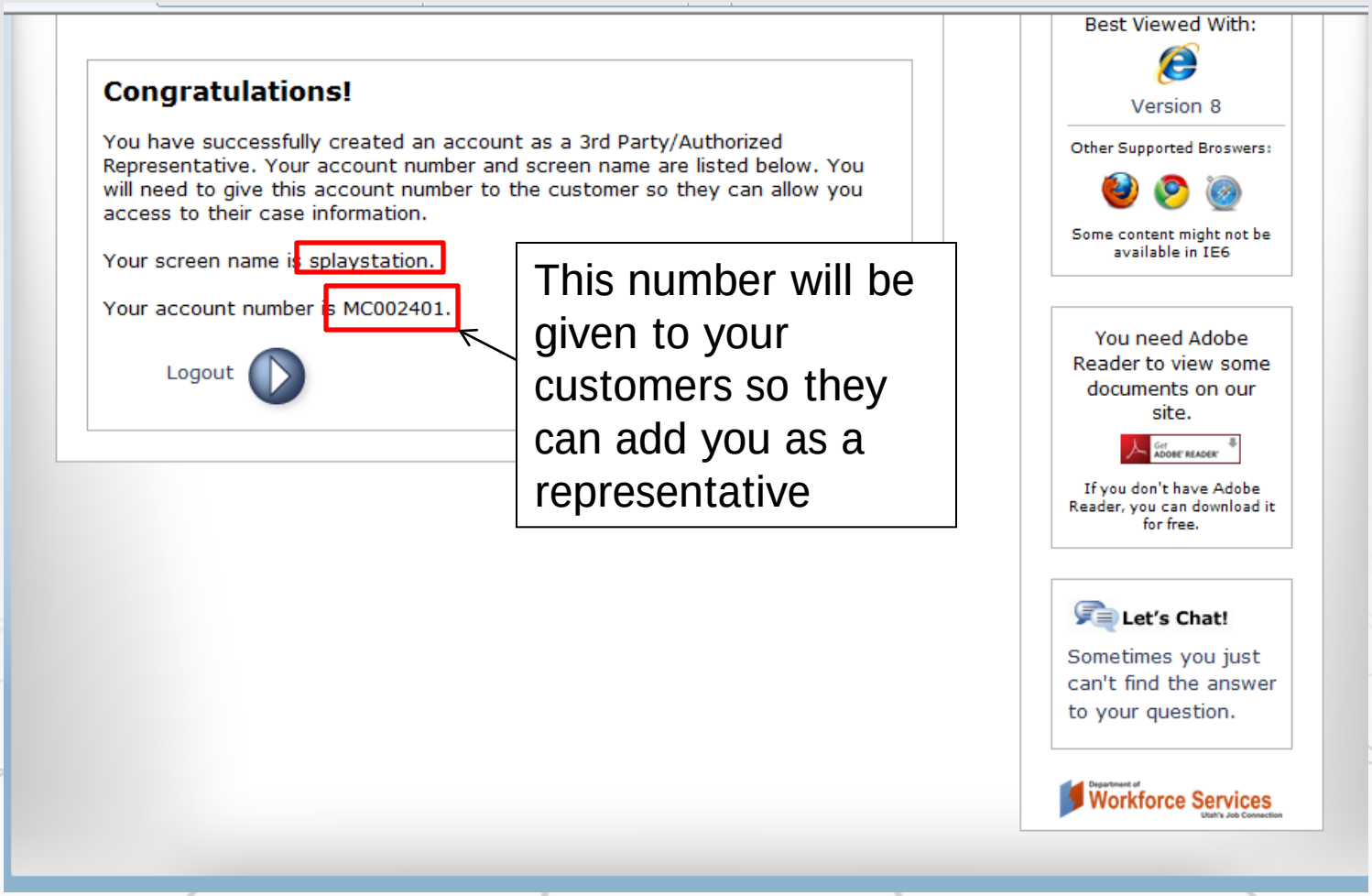
All required fields (*) must be completed

Screen name and Email must be unique to myCase

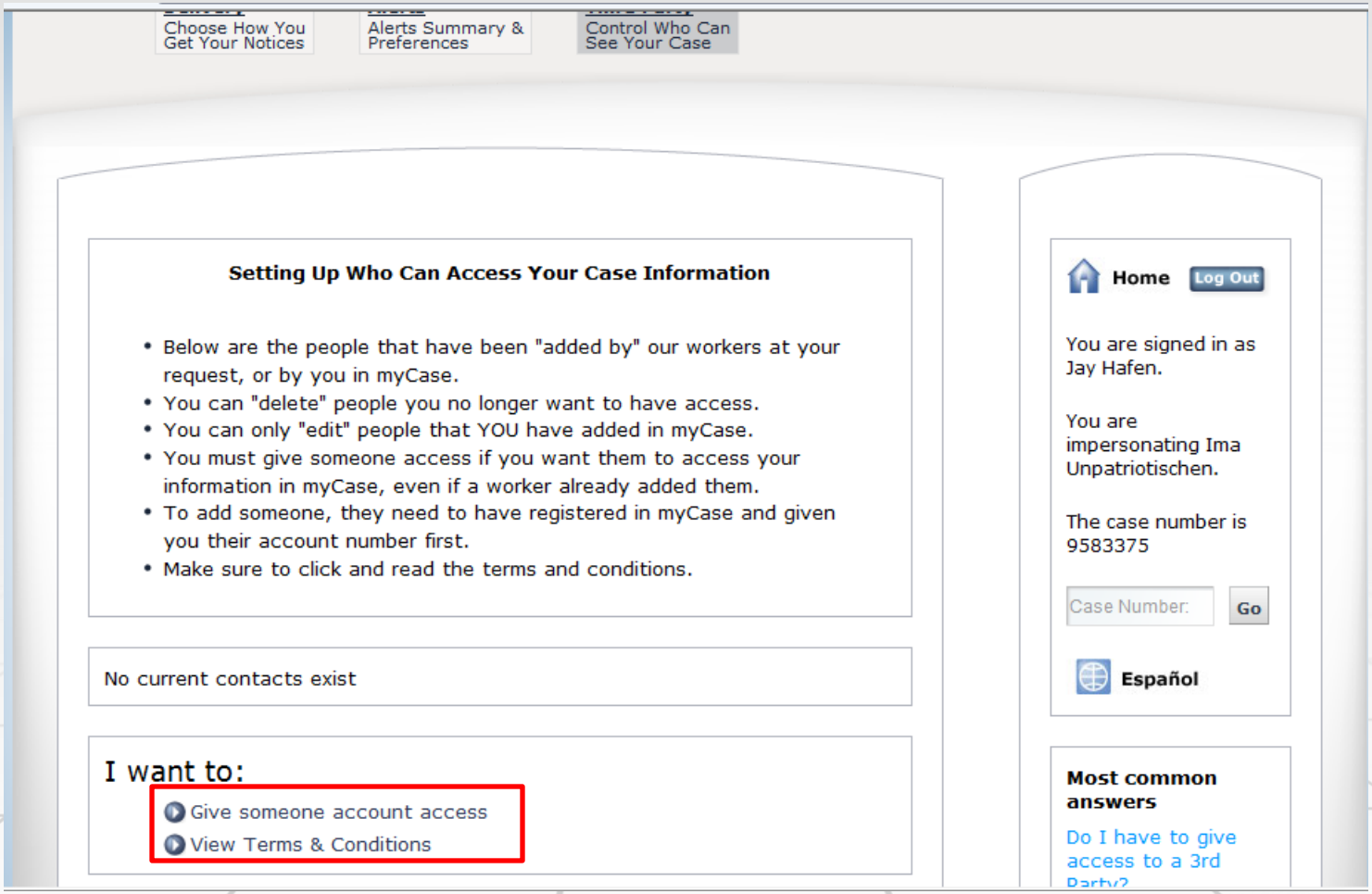


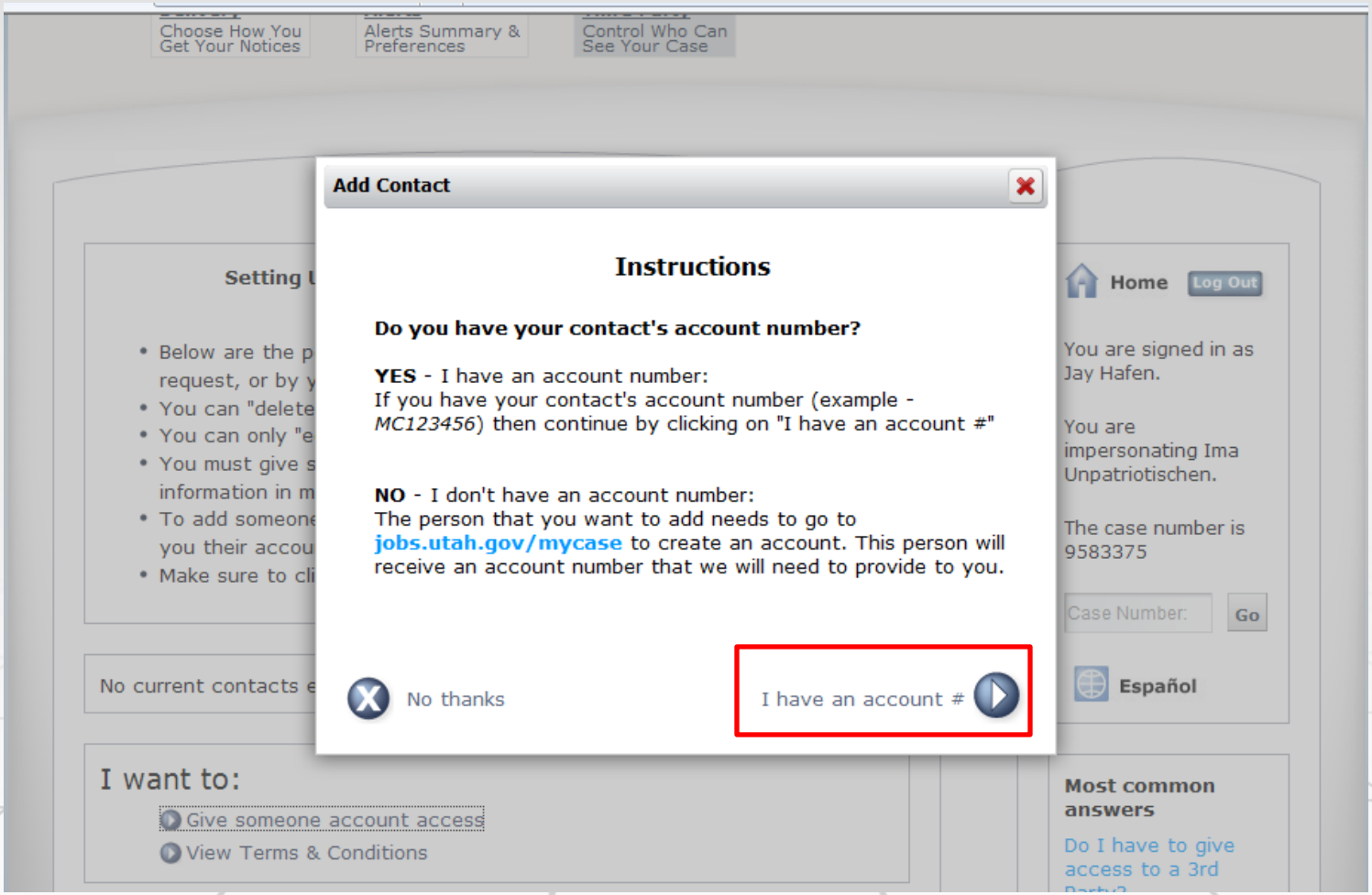
Confirmation

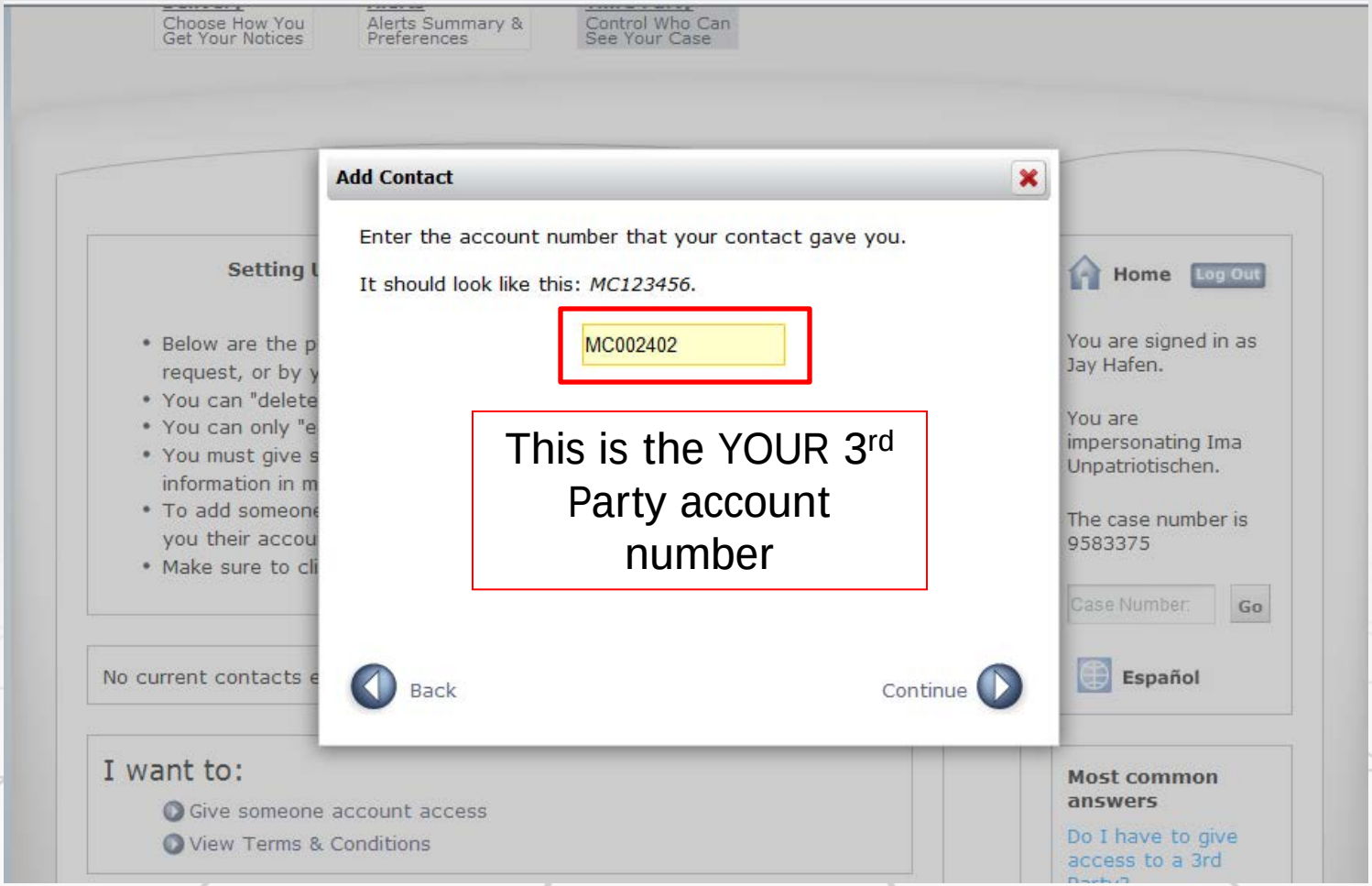
Finished!


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 Broswers:
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

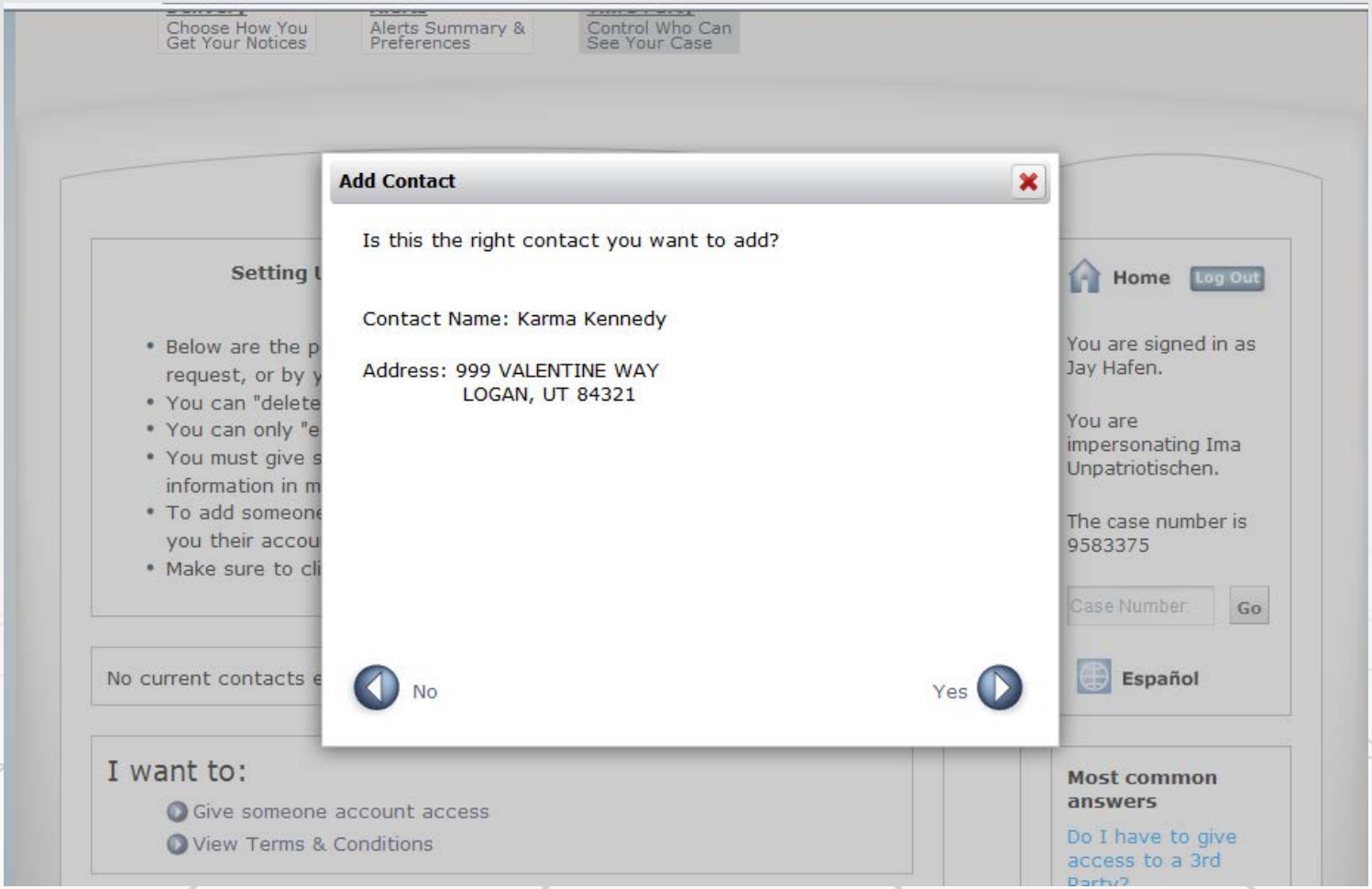
What the Customer Needs to do


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:
Go
Español
Most common answers
Do I have to give access to a 3rd

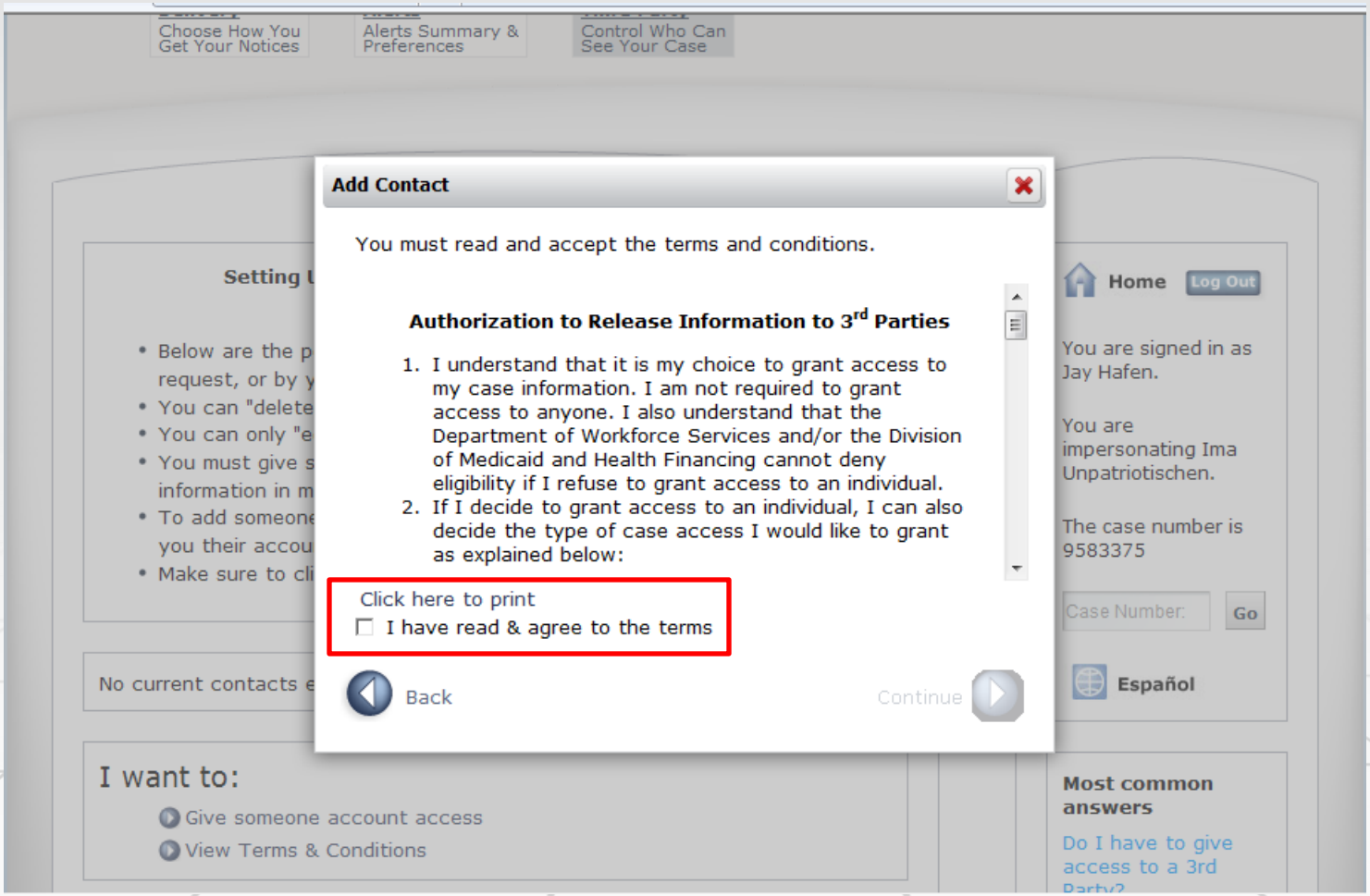

Choose How You Get Your Notices
Alerts Summary & Preferences
Control Who Can See Your Case
Add Contact
Instructions
Do you have your contact's account number?
YES - I have an account number:
If you have your contact's account number (example - MC123456) then continue by clicking on "I have an account #"
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 #
Home
Log Out
You are signed in as Jay Hafen.
You are impersonating Ima Unpatriotischen.
The case number is 9583375
Case Number:
Go
Español
No current contacts
I want to:
Give someone account access
View Terms & Conditions
Most common answers
Do I have to give access to a 3rd


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
Home
Log Out
You are signed in as Jay Hafen.
You are impersonating Ima Unpatriotischen.
The case number is 9583375
Case Number:
Go
Español
No current contacts e
I want to:
Give someone account access
View Terms & Conditions
Most common answers
Do I have to give access to a 3rd

Confirmation

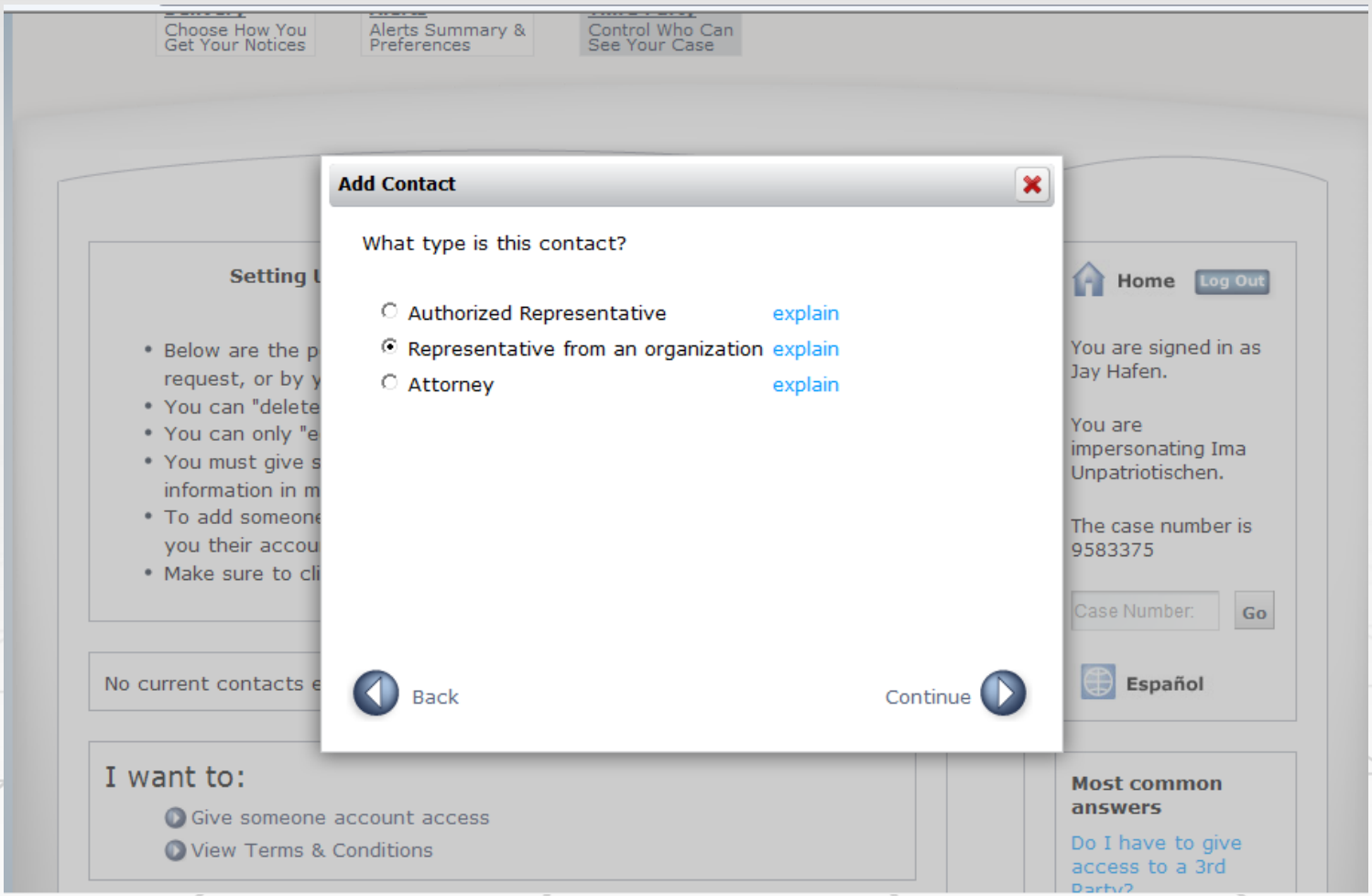


Authorization to Release Information

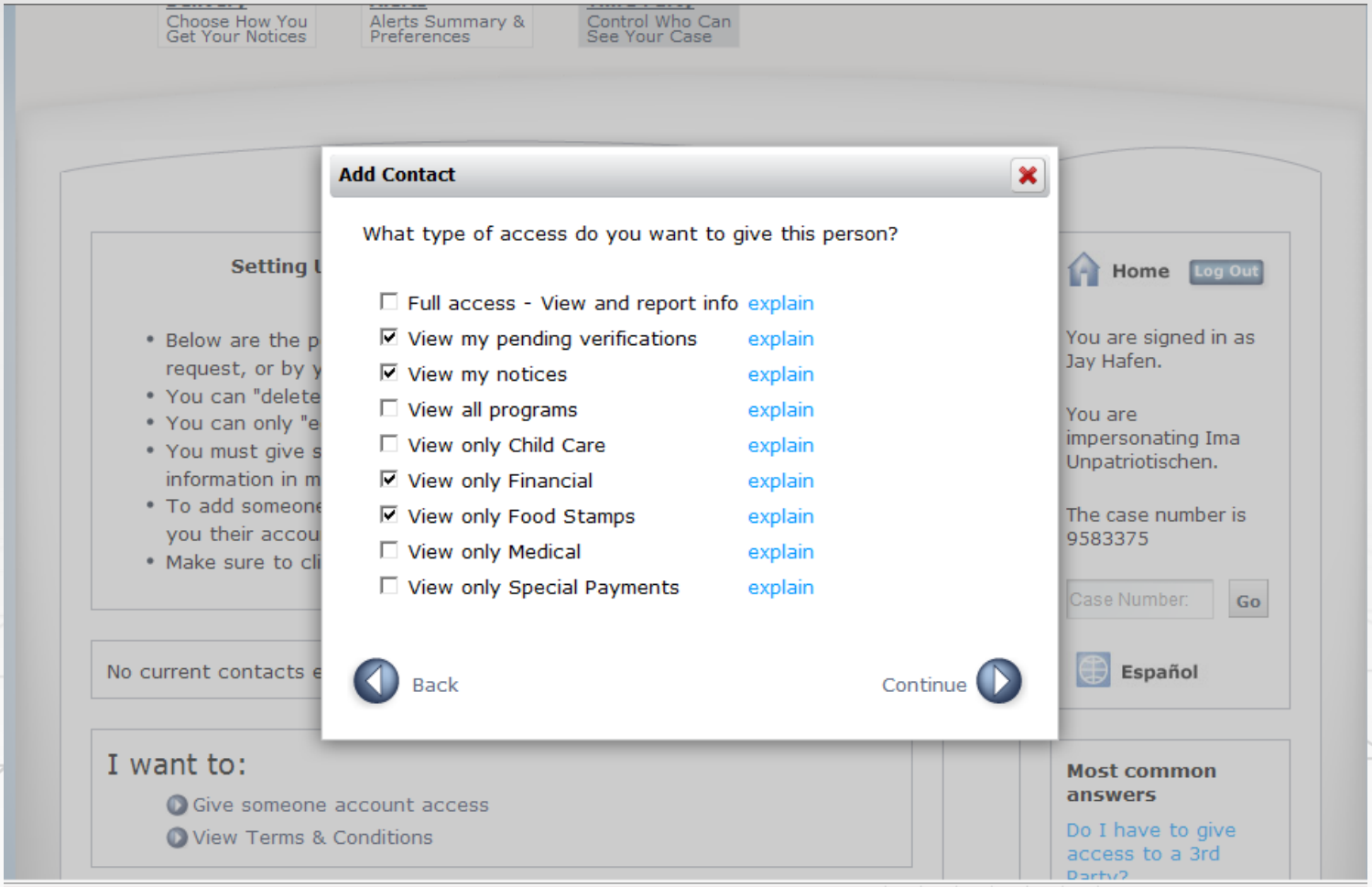


Authorization to Release Information to 3rd Parties

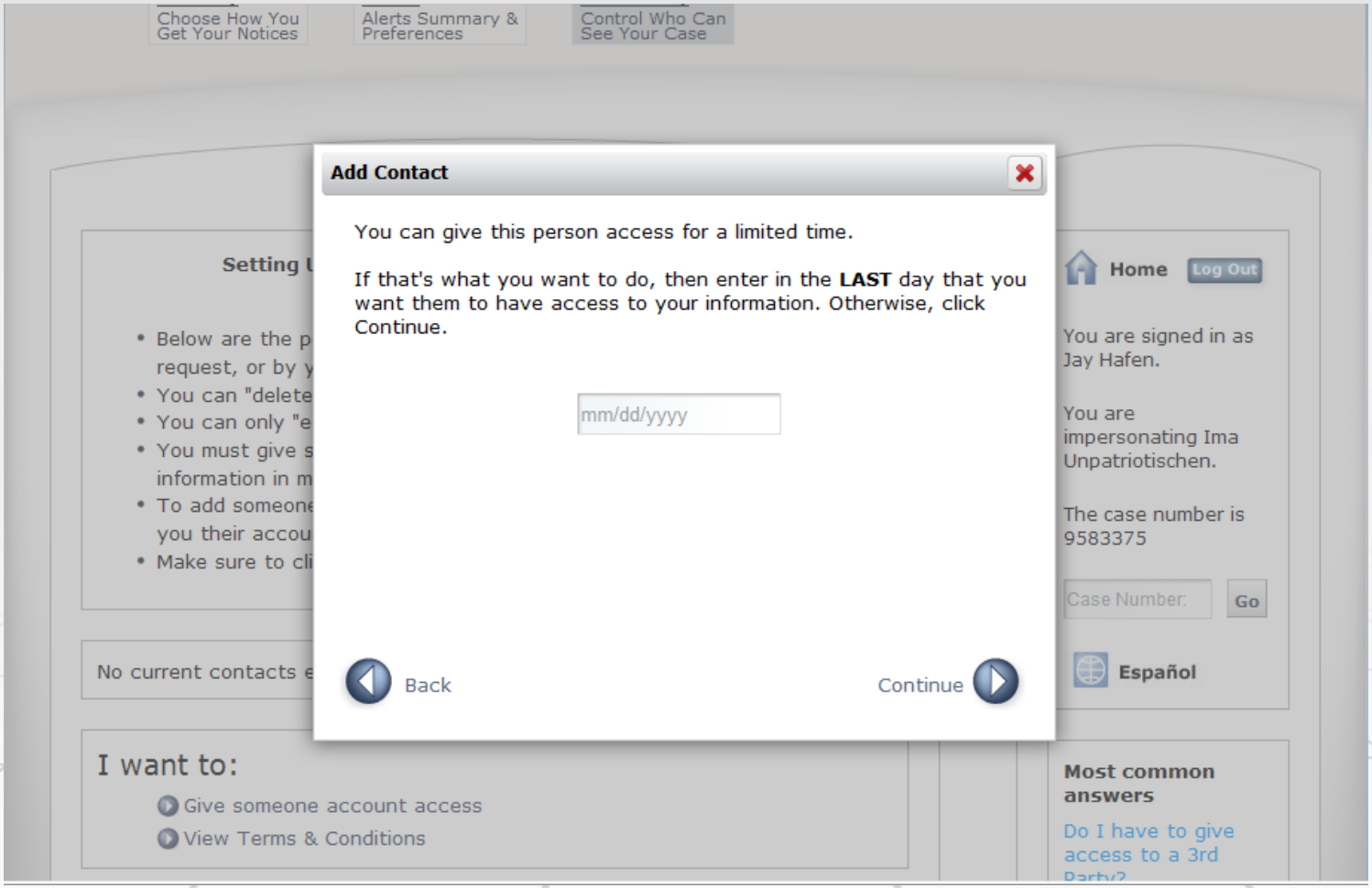
- I understand that it is my choice to grant access to my case information. I am not required to grant access to anyone. I also understand that the Department of Workforce Services and/or the Division of Medicaid and Health Financing cannot deny eligibility if I refuse to grant access to an individual.
- 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
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

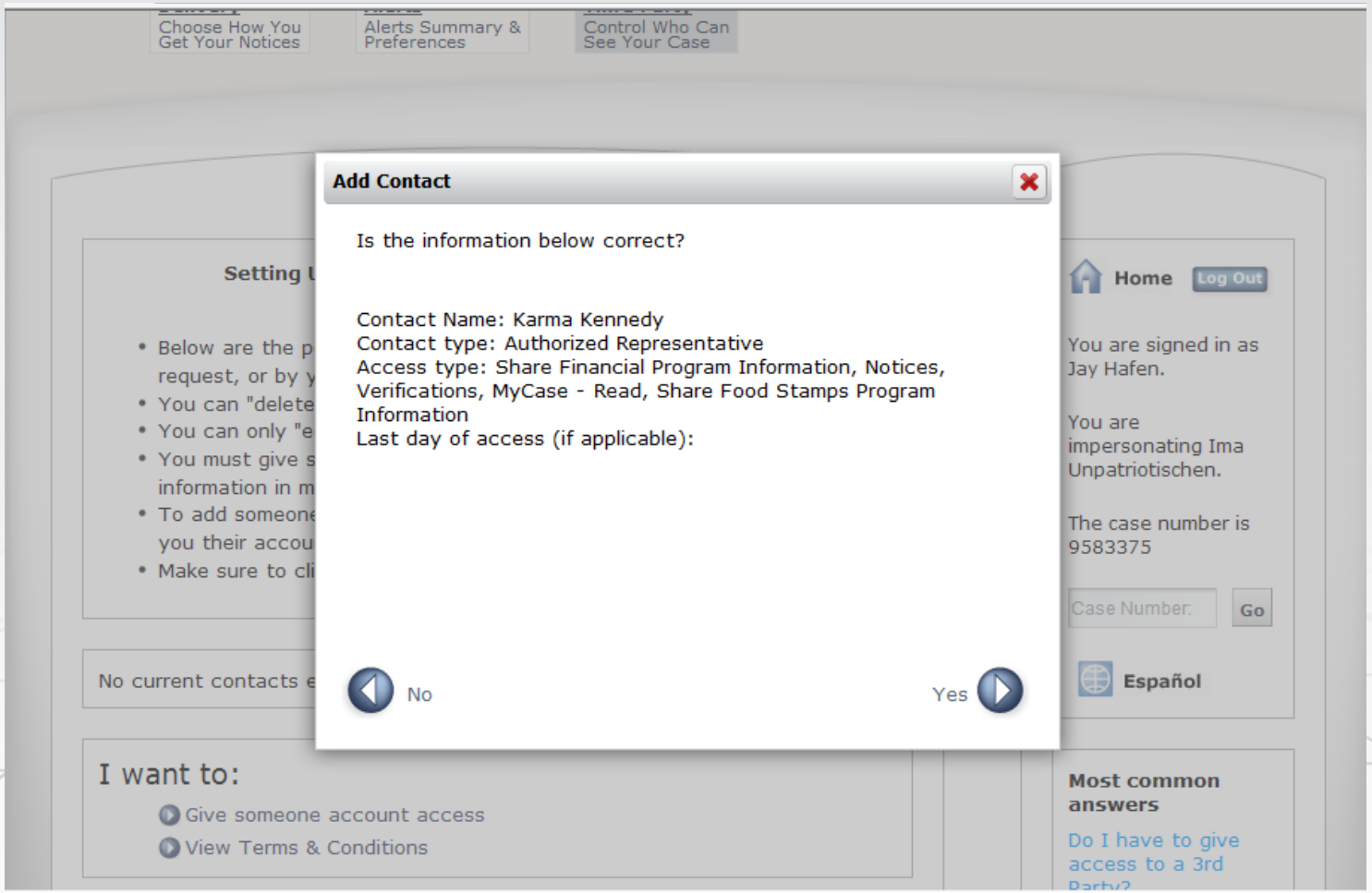
Type of Access



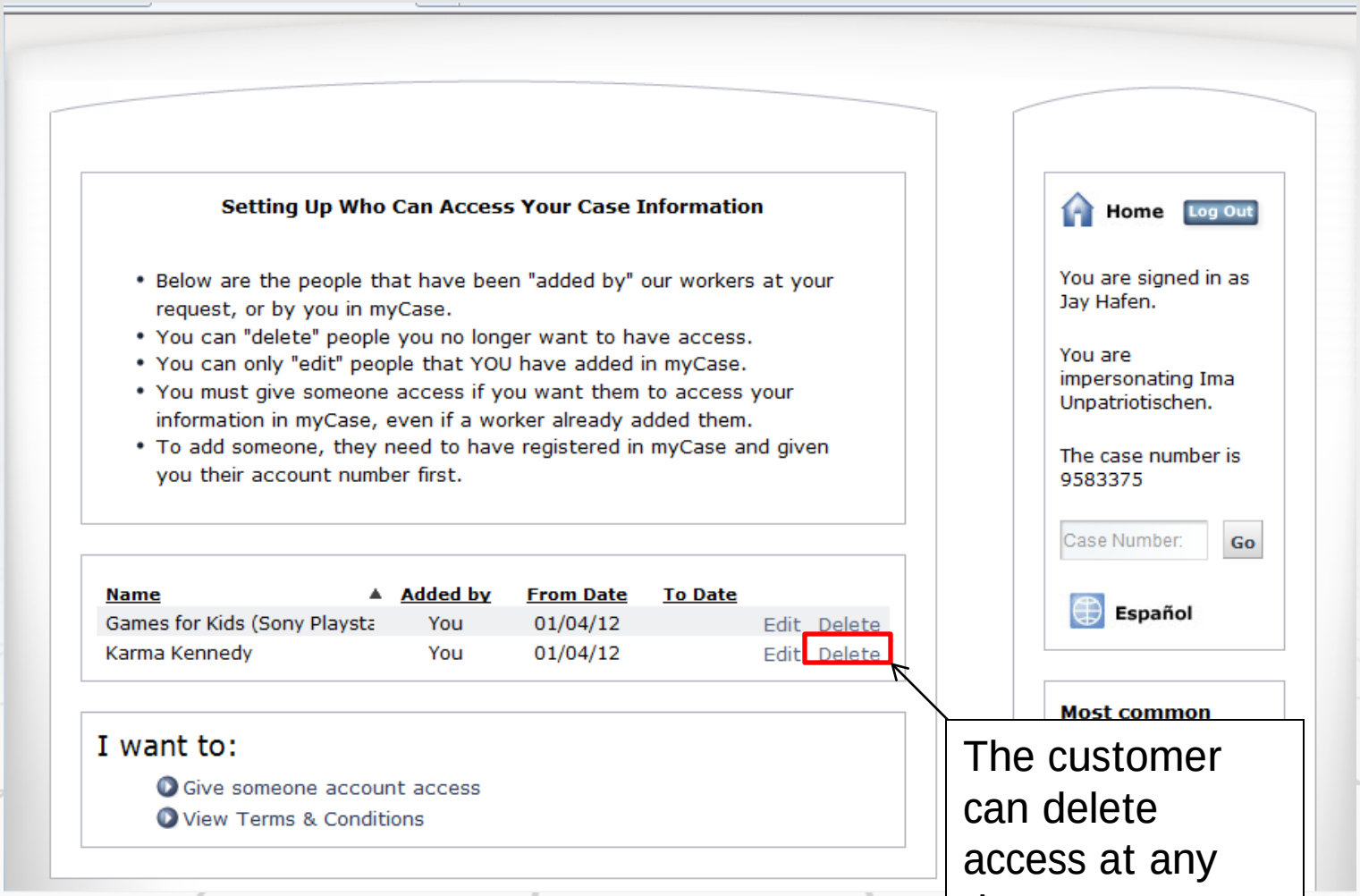
Time Limited Access



Final Confirmation



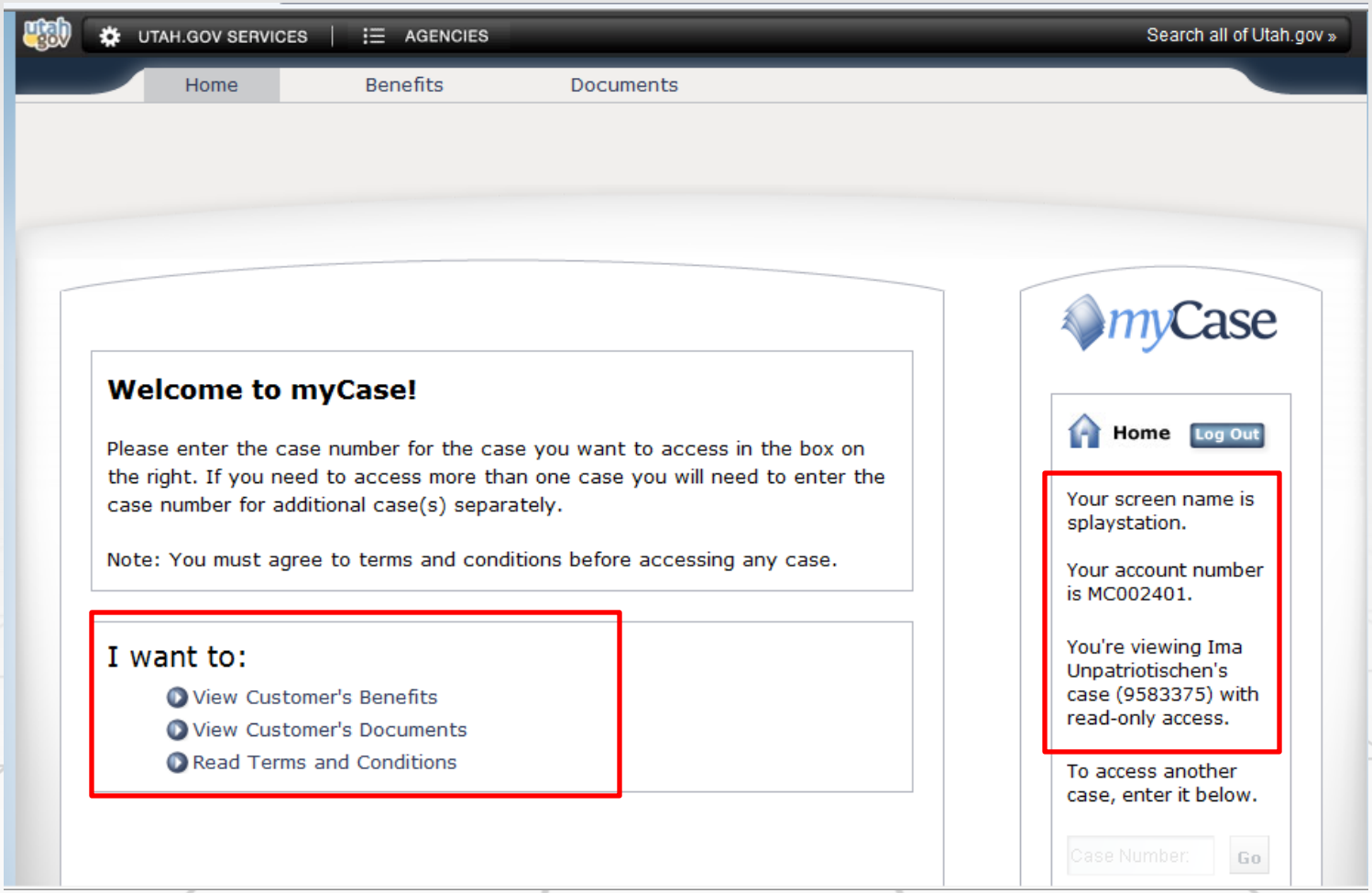
Contact is Added



The customer can delete access at any time

How to View Case Information

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


UTAH.GOV SERVICES
AGENCIES
Search all of Utah.gov »
Home
Benefits
Documents
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
myCase
Home
Log Out
Your screen name is splaystation.
Your account number is MC002401.
You're viewing Ima Unpatriotischen's case (9583375) with read-only access.
To access another case, enter it below.
Case Number:
Go