

## ACCESSNebraska User Tips



### ACCESSNEBRASKA ACCOUNT

- ACCESSNebraska is available on 3 web browsers; Firefox, Internet Explorer and Google Chrome
- One account used for all services within this website
- Economic Assistance Application, Healthcare/Medicaid Application and My Account require users to have an account- create an account within any of these services
  - You do not need to have a PIN to apply
  - Accounts can be created with or without a PIN
- My Account requires user account to be validated with a PIN
  - Validated accounts do not expire
  - Non-validated accounts, accounts created without PIN, are deleted after 8 months
- User ID never changes with the account
- Passwords expire every 90 days and will need to be updated
  - Forgot password and change password assist in updating the password or if password is forgotten

### PIN (Personal Identification Number)

- Applying or receiving benefits from Economic Assistance or Medicaid, DHHS will mail you a PIN letter.
- Request a new PIN at any time online through ACCESSNebraska or by calling Customer Service.
  - Log into account to make online PIN request
  - Economic Assistance Customer Service (800) 383-4278
  - Medicaid Customer Service (855) 632-7633
- A new PIN will be mailed or emailed.
  - To receive a new PIN by e-mail, your e-mail address must be updated with DHHS first by calling Customer Service.
  - New PIN request must be made online through ACCESSNebraska to be received by email.
  - For Medicaid customers, e-mail can be updated through My Preferences in My Account.
- PINs are given to persons who are program case name, case representative and program case payee.
- PINs associate an ACCESSNebraska account to a person's case information.

## **MY ACCOUNT**

- Benefit Inquiry
  - View Current Benefits and Case Status
  - Case Information
  - Payment History
  - Participant History
  - Case Status History
  - Case Person Information
  - Notices
- Medicaid Renewal
  - Renew Medicaid
- My Preferences
  - Select Correspondence delivery preferences (Medicaid only)
  - Update email address (Medicaid only)

## **ECONOMIC ASSISTANCE APPLICATION**

- Requires an ACCESSNebraska Account, with or without a PIN - create an account within this service
- Create an account with PIN and your case history information will prefill renewal applications
- Application can be saved and completed at a later time
- You may apply for yourself or for another person
- View and Print application
- Once application is submitted it is no longer updatable

## **HEALTHCARE/MEDICAID APPLICATION**

- Requires an ACCESSNebraska Account, with or without a PIN - create an account within this service
- Application can be saved and completed at a later time
- You may apply for yourself or for another person
- View and Print application
- Once application is submitted it is no longer updatable

## **CHANGE REPORT**

- No account required
- Change Report available on the main menu and also My Account
- Name, date of birth and last 4 of social security number is required
- Report changes for yourself or for another person
- Examples of changes to report through Change Report
  - Address, phone number or email
  - Housing bills
  - Utility bills
  - Person moves in/out
  - Pregnancy
  - Marital status changes
  - Birth/death

- Disability or inability to work
- Job, self employment, other income
- Child support expense
- Service provider change
- School attendance
- Resources
- Health insurance
- Nursing facility changes

**SUBMIT DOCUMENTS**

- No account required
- Send scanned documents to DHHS
- In order to submit documents you will need to provide your name, date of birth and last 4 of your social security number and have a valid email address.