

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.