

How to Submit Documents for Medically Frail Determination using ACCESSNebraska

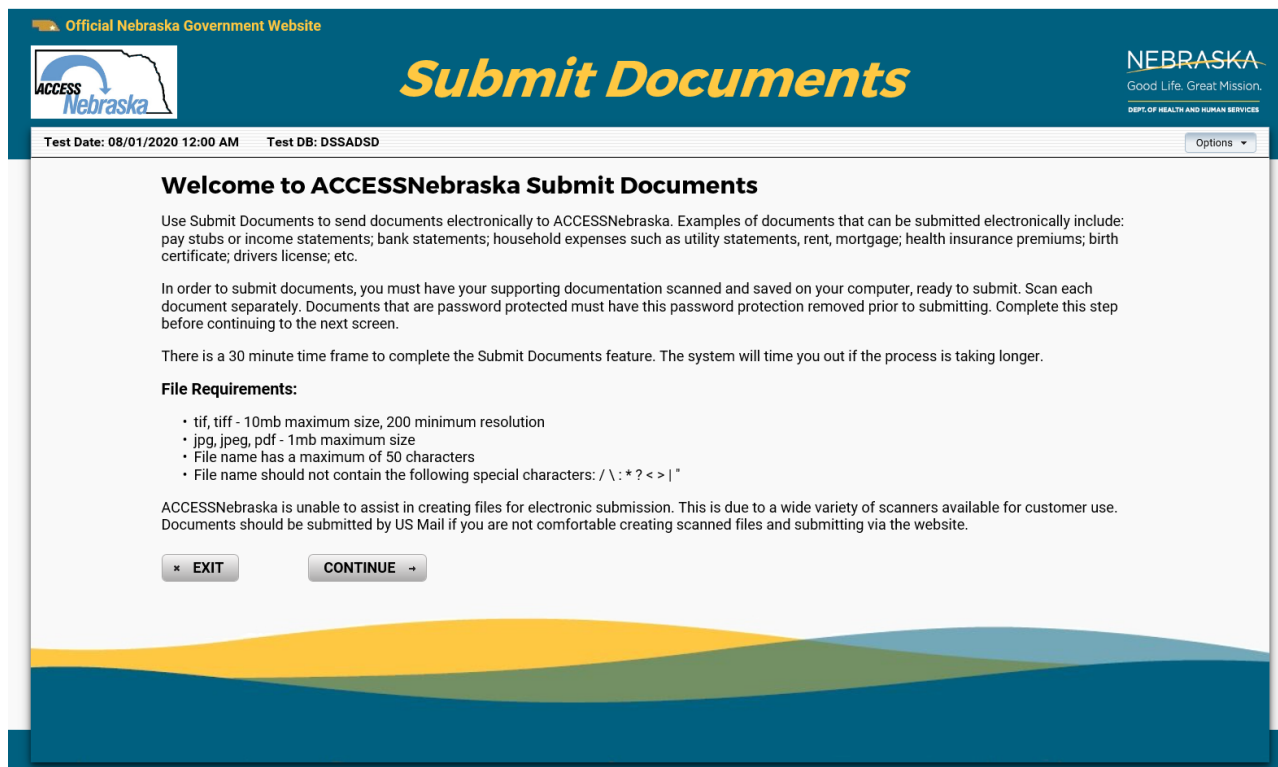
To submit documents online, go to: <https://dhhs-access-neb-menu.ne.gov/start> and click on “Submit Documents.” Then follow the instructions on your screen.

If you have questions or need assistance, please contact:

Email – DHHS.NFOCUSProductionSupport@nebraska.gov

Phone – Customer Service (888) 281-6629

Step 1 – Scan and save your medically frail documentation on your computer following the requirements on this screen, then click Continue.



The screenshot shows the "Submit Documents" page on the ACCESSNebraska website. The page header includes the "Official Nebraska Government Website" logo, the "ACCESS Nebraska" logo, and the "NEBRASKA Good Life. Great Mission. DEPT. OF HEALTH AND HUMAN SERVICES" logo. The main heading is "Submit Documents" in a large, bold, yellow font. Below the heading, there is a "Test Date: 08/01/2020 12:00 AM" and "Test DB: DSSADSD" displayed. The main content area is titled "Welcome to ACCESSNebraska Submit Documents" and contains the following text:

Use Submit Documents to send documents electronically to ACCESSNebraska. Examples of documents that can be submitted electronically include: pay stubs or income statements; bank statements; household expenses such as utility statements, rent, mortgage; health insurance premiums; birth certificate; drivers license; etc.

In order to submit documents, you must have your supporting documentation scanned and saved on your computer, ready to submit. Scan each document separately. Documents that are password protected must have this password protection removed prior to submitting. Complete this step before continuing to the next screen.

There is a 30 minute time frame to complete the Submit Documents feature. The system will time you out if the process is taking longer.

File Requirements:

- tif, tiff - 10mb maximum size, 200 minimum resolution
- jpg, jpeg, pdf - 1mb maximum size
- File name has a maximum of 50 characters
- File name should not contain the following special characters: / \ : * ? < > | "

ACCESSNebraska is unable to assist in creating files for electronic submission. This is due to a wide variety of scanners available for customer use. Documents should be submitted by US Mail if you are not comfortable creating scanned files and submitting via the website.

At the bottom of the page, there are two buttons: "EXIT" and "CONTINUE".

Step 2 – Enter and confirm your contact information and click Continue.

Official Nebraska Government Website

ACCESS Nebraska

Submit Documents

NEBRASKA
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DEPT. OF HEALTH AND HUMAN SERVICES

Test Date: 08/01/2020 12:00 AM Test DB: DSSADSD Options ▾

Contact Information

Have you already scanned your support documents?
 Yes No

Name

E-mail Address

Confirmation E-mail Address

Economic Assistance
Toll Free: (800)383-4278
Lincoln: (402)323-3900
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available
8:00 AM to 5:00 PM Monday thru Friday
Contact Us

Medicaid
Toll Free: (855)632-7633
Lincoln: (402)473-7000
Omaha: (402)595-1178

Step 3 – Identify the beneficiary for who you are submitting medically frail documentation. You will need their full name, date of birth, and the last 4 digits of their Social Security Number.

Official Nebraska Government Website

ACCESS Nebraska

Submit Documents

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Test Date: 08/01/2020 12:00 AM Test DB: DSSADSD Options ▾

Identify Person for Whom Documents will be Submitted

Please complete the information below for the person whose documents are being submitted to ACCESSNebraska.

Name
First Name Middle Name Last Name Extension << select >> ▾

Date of Birth
mm-dd-yyyy

Last 4 numbers of the Social Security Number

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Step 4 – Select ‘Medically Frail Review’ under the ‘Other Documents’ heading.

Official Nebraska Government Website

ACCESS Nebraska

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Test Date: 09/17/2020 02:19 PM Test DB: DSSADSS Options

Select Document Type

What type of document(s) are you submitting?

Application

- Economic Assistance (SNAP, ADC, Child Care, AABD, Energy)
- Medicaid

Renewal, Review, Recertification

- Economic Assistance (SNAP, ADC, Child Care, AABD, Energy)
- Medicaid

Other Documents

- Quarterly Report Form (Medicaid)
- Verification Documents (Income, Expenses, Identification)
- State Review Team (Internal Use Only)
- Financial (Internal Use Only)
- Medically Frail Review

Please note that if you are submitting an application you are only allowed to upload one document. If you have scanned and saved your Application and the supporting documents together, you may submit them as an "Application". If you have more than one application for different divisions you will be directed back to this page after you submit your first application.

EXIT CONTINUE

Step 5 – Select the Medically Frail documentation by clicking on ‘Select Files’ and locating the documents on your computer, then click Continue.

Official Nebraska Government Website

ACCESS Nebraska

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Test Date: 08/01/2020 12:00 AM Test DB: DSSADSD Options

Select Document(s) for Submission

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Only select documents that belong to and that are for the following document type: Other Documents - State Review Team (Internal Use Only).

Select files

EXIT CONTINUE

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Omaha: (402)595-1258

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Contact Us

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Step 6 – Confirm that you receive the ‘thank you.xxx’ message and click Continue.

Official Nebraska Government Website

ACCESS Nebraska

Submit Documents

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Test Date: 08/01/2020 12:00 AM Test DB: DSSADSD Options

Select Document(s) for Submission

File Requirements:

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- File name has a maximum of 50 characters
- File name should not contain the following special characters: / \ : * ? < > | "

Only select documents that belong to and that are for the following document type: Other Documents - State Review Team (Internal Use Only).

+ Select files

✓ thankyou.jpg 148 KB Remove

x EXIT CONTINUE -

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Step 7 – Confirm that you receive the Submit Documents Summary and then click Submit.

Official Nebraska Government Website

ACCESS Nebraska

Submit Documents

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DEPT. OF HEALTH AND HUMAN SERVICES

Test Date: 08/01/2020 12:00 AM Test DB: DSSADSD Options

Submit Documents Summary

[Add Document](#)

Other Documents - (Internal Use Only)

thankyou.jpg 148 KB Remove

[Add Another Person](#)

x EXIT Submit

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Step 8 – You will receive the Confirmation screen below upon successful submission of the Medically Frail documentation.

The screenshot shows a web browser window with the following content:

- Header:** "Official Nebraska Government Website" on the left, "ACCESS Nebraska" logo, "Submit Documents" in large yellow font, and "NEBRASKA Good Life. Great Mission. DEPT. OF HEALTH AND HUMAN SERVICES" on the right.
- Navigation:** "Test Date: 09/17/2020 02:41 PM" and "Test DB: DSSADSS" on the left, and an "Options" dropdown menu on the right.
- Section:** "Confirmation" in bold black text.
- Text:** "The following documents have been submitted to the ACCESSNebraska. Documents submitted after 5:00 p.m. Central Standard Time will have a received date of the next business day - Monday through Friday. Saturday, Sunday and holidays are not business days."
- Document List:** A table with one entry: "Other Documents - Medically Frail Review", "Request to Fill 60002184 (004).pdf", and "331 KB".
- Text:** "An email will be sent to the email address entered within the next few days to confirm the submitted documents have been processed into the ACCESSNebraska Document Imaging System. A case manager will complete the case change and/or eligibility determinations after the documents are processed. Customer Notice is sent on DHHS case changes and eligibility determinations."
- Text:** "Thank you for using ACCESSNebraska."
- Button:** A grey button with "x EXIT" text.
- Footer:** Contact information for Economic Assistance, DHHS ACCESSNebraska Customer Service Center (8:00 AM to 5:00 PM Monday thru Friday), and Medicaid.
- Small Text:** "N-FOCUS - Test Date" at the bottom center.