



## **iServe Nebraska Advisory Group Meeting Frequently Asked Questions (FAQs) FEBRUARY 15, 2022**

**Q: What would “Manage your benefits” mean?**

**A:** This tile guides the user to the ‘My Account’ feature which allows them to inquire about their current benefits and notices, view any and manage correspondence and related delivery preferences as well as complete Medicaid renewals if desired. This feature requires the site visitor to create a new account or sign-in to an existing account.

**Q: Are you required to set up an account?**

**A:** No. You can complete an application as a guest. If you choose to apply as a guest, the application must be filled out and submitted in one sitting because the data is not saved to an account along the application process.

**Q: Do you have to click the circle to answer the questions? What is the clickable area?**

**A:** The site visitor completing the application may ‘click’ on the radio button (circle) to indicate that they are selecting an option or anywhere in the outline surrounding the associated text being selected. The entire site is also keyboard, mouse and touchscreen enabled giving many options for using arrow keys, space bars and tabs as an alternative.

**Q: What reading level is the application developed at?**

**A:** The application is developed with a guideline of fifth-grade reading level and the use of ‘plain language’ where possible. There are areas where government policy requires language that does not fit this pattern.

**Q: If you find one question that you did not answer, what is the procedure to get back to the question?**

**A:** There are several ways to edit entered data or return to something that may have been missed. Keyboard navigation allows the use of arrows and tabs if there is a need to edit within a page on a screen. If the applicant is editing a question prior to the one the screen shows, there is a backbutton feature. The browser back button will also step the user through the exact steps they have taken to that point.

In addition, the portal has a navigation tool (to the left of the screen or at the top in a vertical mobile device) that allows them to see all sections of the application process and edit any section completed to that point. Each section of the application on the navigation tool has a summary page for the applicant as they complete it that allows the applicant to go back and edit answers and unanswered questions along the application process. These same section headers appear in a 'check list' page that shows the applicant's progress and allows them to return to a completed section's summary page and choose to edit.

**Q: Will there be password requirements for users? I.e. numbers, symbols, or must be a certain amount of characters?**

**A:** There are password requirements that will need to be followed. The password must be between 12 and 64 characters and contain at least one lower case letter, at least one number and at least one special character. User names can be values or an email. The applicant may use their existing ACCESSNebraska user name and password if it was converted successfully. Accounts that do not migrate because they no longer meet the user name and password standards will be prompted to create a new account.

**Q: What about phantom accounts? i.e. one person setting up multiple accounts**

**A:** There is no rule against having multiple accounts, though each applicant's identity will be verified as part of the application process. We are also conducting penetration testing to ensure that no viruses or strings of code are input into the system.

**Q: How will the system verify I am actually a human? CAPTCHA?**

**A:** We use ReCAPTCHA.

**Q: For those who help consumers submit applications, will there be a way for them to efficiently check on the application status without calling a call center to check on multiple cases?**

**A:** The process of checking on things beyond the initial application will not be going live for our initial April release, so you will default back to the same process you use in ACCESSNebraska for now. In order to check benefits, the site visitor will choose the 'manage your benefits' feature. If their application has not yet been processed, they may want to contact the DHHS call center for assistance.

**Q: How many languages will be available on the Portal?**

**A:** The first release of the Portal in April 2022 will be available in English and Spanish. We will add more languages in later iterations of the Portal.

**Q: Why is Arabic not included in the first release?**

**A:** Our Current ACCESSNebraska portal supports English and Spanish so we are continuing that support for go live. We will be laying in languages based on the prevalence of that language in the state with the top five being addressed quickly.

**Q: If a language other than English is chosen, will future correspondence be in that language?**

**A:** Your selected correspondence preference is recorded in the benefits eligibility system (N-FOCUS) and is referenced by your case worker. Ongoing correspondence from that system is supported in English and Spanish. DHHS utilizes Language Line translators to support Nebraskans.

**Q: Will the videos, ads and printed materials be in other languages as well?**

**A:** So far, the plan is for English and Spanish. We may have more in the future.