



## iServe Nebraska FAQs for Community Partners

July 2024

<b>Q.</b>	<b>Will we use the client’s My Benefits Dashboard when assisting them?</b>
<b>A.</b>	You will only have access to the client’s My Benefits Dashboard if you are listed as an authorized representative on the client’s account.
<b>Q.</b>	<b>How does it work when we are authorized representatives for multiple clients?</b>
<b>A.</b>	When you log into the My Benefits Dashboard you can select which client account you want to view.
<b>Q.</b>	<b>When we help our clients with applications, we usually list both ourselves as individuals and our organization as an authorized representative so that other employees can assist as needed. Will we still be able to do that? (Teresa-OneWorld)</b>
<b>A.</b>	The My Benefits Dashboard will only be visible to you if you are an individual listed as an authorized representative on the client’s case.
<b>Q.</b>	<b>What happens if DHHS has multiple authorization forms for the same client with different authorized representatives on each form? Will the new form override the previously submitted form? (Teresa-OneWorld)</b>
<b>A.</b>	There can only be one authorized rep per case.
<b>Q.</b>	<b>How long will the ACCESSNebraska site remain active?</b>
<b>A.</b>	ACCESSNebraska will stay active until all functionalities have been migrated to iServe Nebraska. We do not have a specific timeline at this time.
<b>Q.</b>	<b>If the client can't upload needed documents, will they be provided with an address to which it should be mailed?</b>
<b>A.</b>	Yes, documents that cannot be uploaded should be mailed in or faxed per the directions provided on ACCESSNebraska.
<b>Q.</b>	<b>Sometimes our organizations are registered in iServe Nebraska under the organization name with different logins for specific employees. How will that work going forward?</b>

<b>A.</b>	Community Partners will still be able to log in using their current login information, but they will only have access to create a benefit application, help with an EA Recertification, etc. They will not have access to the My Benefits Dashboard unless they are an Authorized Representative or legal Guardian, have Power of Attorney, or other people with a legal right to view a Nebraskan's benefit information.
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