



iServe Nebraska

Helping People Live Better Lives.

iServe Nebraska Portal – Basics

APRIL 2022

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Housekeeping



- During the presentation, use the chat box in Webex to ask questions
- Q&A time will follow presentation
- Please remain muted unless you are speaking
- When you speak, please identify yourself by name and organization to help others recognize you

Course Objectives



Upon completion of this course, you will be able to:

- Understand the iServe Nebraska Program, Vision, Guiding Principles and Active Projects
- Understand the iServe Nebraska Portal and its benefits
- Understand how to navigate the iServe Nebraska Portal
- Understand how to navigate the Explore Benefits tool
- Understand how to navigate the Apply for Benefits feature
- Identify the differences between an ACCESSNebraska and iServe Nebraska benefit application

Course Agenda



Lesson 1: iServe Nebraska Program Overview

Lesson 2: iServe Nebraska Portal Overview

Lesson 3: Navigating the iServe Nebraska Portal

Lesson 4: Navigating the Explore Benefits Tool

Lesson 5: Navigating the Apply for Benefits Feature

Lesson 6: ACCESSNebraska to iServe NE Crosswalk



Lesson 1

iServe Nebraska Program Overview

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What is the iServe Nebraska Program?

- The **iServe Nebraska Program** is about improving the customer experience in accessing services with DHHS, as well as developing efficiencies in how we serve customers and improve the health care outcomes of those we serve.
- Our goal is to fulfill DHHS' mission to *“help people live better lives through more effective, more efficient, and customer-focused state government”* through our programs, projects and initiatives.

iSERVE NEBRASKA PROGRAM VISION

Improve **access, outcomes, user experience, accountability** and **quality** of DHHS services through an integrated, consumer-centric model of practice across all programs.

iSERVE NEBRASKA GUIDING PRINCIPLES

1. On-time delivery of approved scope
2. Serves to improve client/user experience
3. Required by statute or regulation
4. Promotes cross-program coordination
5. Supports shared data across programs
6. Eligible for enhanced funding

iSERVE NEBRASKA ACTIVE PROJECTS

iServe Nebraska Portal

Integrated Benefits Eligibility & Enrollment Management (IBEEM)

Future Projects (TBD)



Lesson 2

iServe Nebraska Portal Overview

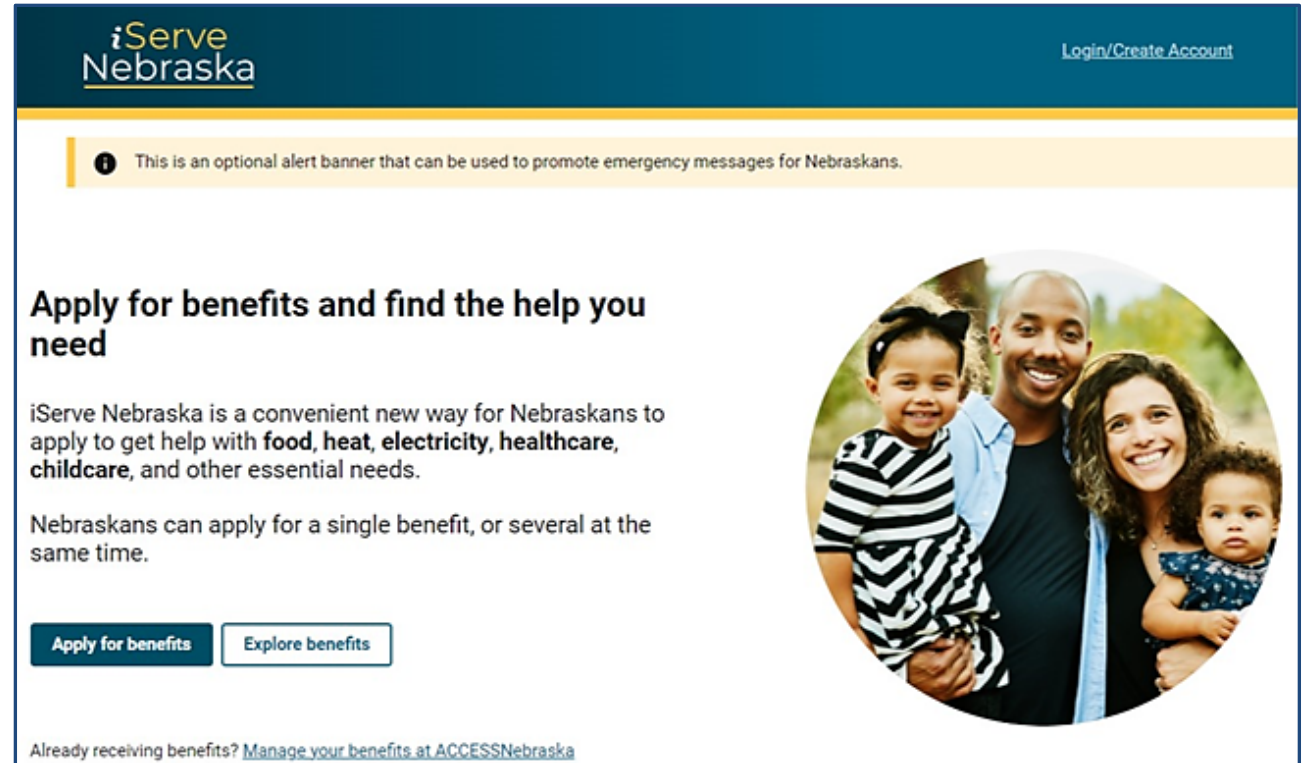
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What is the iServe Nebraska Portal

- A new single online application for Medicaid and Economic Assistance
- An innovative, easy-to-use system for Nebraskans to apply for benefits and services
- A streamlined benefit application process with eligibility questions that follow a logical flow and uses plain language



The screenshot shows the iServe Nebraska portal homepage. At the top left is the logo "iServe Nebraska" and at the top right is a link for "Login/Create Account". Below the header is a yellow alert banner with an information icon and the text: "This is an optional alert banner that can be used to promote emergency messages for Nebraskans." The main content area features the heading "Apply for benefits and find the help you need" followed by a paragraph: "iServe Nebraska is a convenient new way for Nebraskans to apply to get help with **food, heat, electricity, healthcare, childcare,** and other essential needs." Below this is another paragraph: "Nebraskans can apply for a single benefit, or several at the same time." There are two buttons: "Apply for benefits" and "Explore benefits". On the right side, there is a circular image of a smiling family of four. At the bottom left, there is a link: "Already receiving benefits? [Manage your benefits at ACCESSNebraska](#)".

iServe Nebraska Portal Goals & Objectives

Goals:

- Provide a single, integrated application to apply for Medicaid and Economic Assistance benefits
- Reduce the overall time to apply for one or more programs, benefits or services
- No changes to current Eligibility and Enrollment Services operations
- Supported on multiple devices (PC, tablet, phone)

Objective:

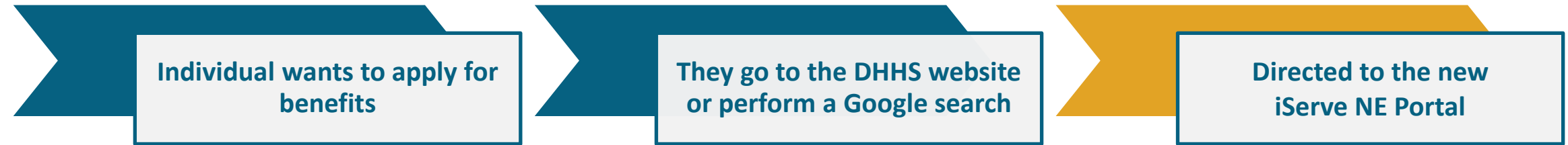
“Provide Nebraskans with an integrated, intuitive, accessible and efficient entry point for accessing DHHS programs, benefits and services”

iServe Nebraska Portal Benefits

- Provides Nebraskans with an easier way to identify all the benefits for which they may qualify, using the Explore Benefits tool
- Options to apply using a cell phone, tablet or computer
- Is easy to find and accessible for all
- Provides self-service options such as password resets
- Protects Nebraskans' private information
- Spanish language support
- Accessible to all



iServe Nebraska Portal Flow



New Applicant

iServe Nebraska Portal

- Entry of data for new applications supported by portal (Medicaid, Economic Assistance)
- Guidance to apply for other programs (HCBS)
- Explore Benefits – what might I qualify for?
- “Minimal” Submit
- Consolidated application with healthcare only option
- Provide supporting paperwork
- Spanish language support
- Outbound applications to Federal Marketplace

Existing Applicant

ACCESSNebraska

- Uploading supporting paperwork
- Access existing user account
- Change / Update information
- Renewals / Recertification



Lesson 3

Navigating the iServe Nebraska Portal

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iServe Nebraska Portal Navigation

Accessing the Portal

Nebraskans can access the new iServe Nebraska Portal directly from the DHHS Homepage.

The screenshot shows the Nebraska Department of Health and Human Services (DHHS) homepage. The header includes the Nebraska logo with the tagline "Good Life. Great Mission." and the text "DEPARTMENT OF HEALTH AND HUMAN SERVICES". A search bar is located in the top right corner. The navigation menu includes links for Administration & Support, DHHS Divisions, Licensing & Regulations, Assistance Programs, Children, Families & Seniors, Public Data, Health & Wellness, and Vital Records.

The central banner features a family photo and a list of COVID-19 related links:

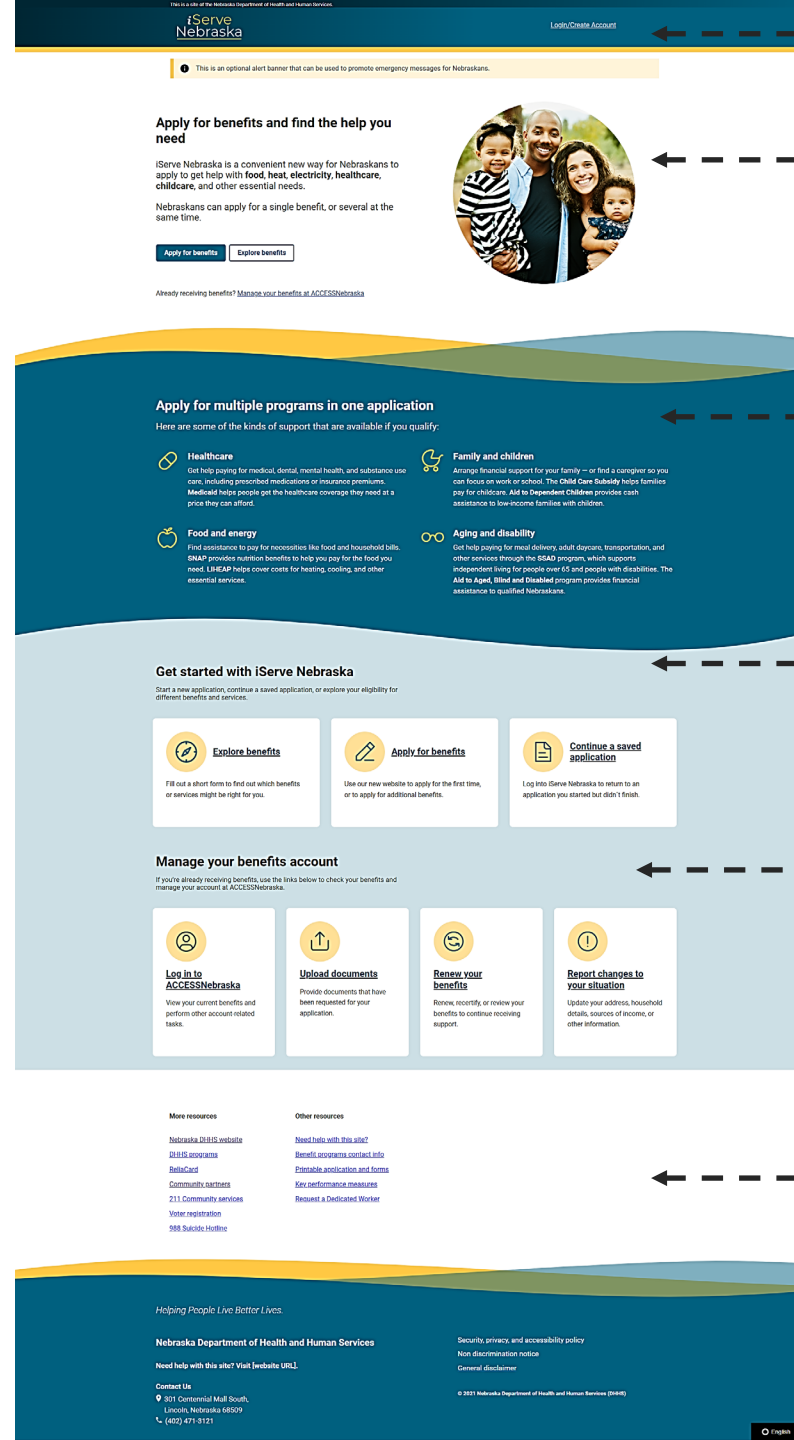
- Nebraska Hospital Capacity & Respiratory Illness Dashboard
- Steps to Take After Testing Positive or Exposure to COVID-19
- COVID-19 Testing - FREE At-home Test Kits
- COVID-19 Vaccine Exemption Form

Below the banner are three main sections:

- Hotlines**: A list of phone numbers for various services, including the Main DHHS Switchboard (402) 471-3121, Abuse & Neglect (800) 652-1999, Suicide Prevention (800) 273-TALK, Economic Assistance (800) 383-4278, and Medicaid Assistance (855) 632-7633. A "more.." link is at the bottom right.
- iServe Nebraska**: A section with a red border containing a list of services: Explore and apply for benefits, Submit documents that have been requested for your application, Extend your current benefits by completing a renewal or review, Update information or report a change in your household, and View your current benefits and perform other account-related tasks. An "Enter" button is at the bottom.
- Online Services**: A list of digital services: Apply for benefits, Purchase a copy of your birth certificate, Investigations/File a complaint, Search license database, License renewals, Report Medicaid Provider Allegations, and Forms. A "more.." link is at the bottom right.

Overview of the Portal Landing Page

- ❑ Account Creation/Login
- ❑ Introduction
- ❑ Learn About Benefits
- ❑ Get Started/Apply for Benefits
- ❑ Manage Existing Benefits
- ❑ Resources



Create an Account/Login

Introduction – Summary message and the most important links

Learn About Benefits – Overview of some of the benefits and services offered on the Portal

Get Started/Apply for Benefits – Links to explore benefits, start or continue an application

Manage Existing Benefits – Links for existing users to manage or renew current benefits, report changes, or upload supporting documentation

Resources – Links to additional information and training resources

Self-Service Account Management

[Login/Create Account](#)

Sign in to your benefits account

Username or Email

Password

[Show password](#)


Login

[Forgot password?](#)

Don't have an account? [Create your account](#)

Please provide your desired username. You can use your email address, or if you do not have one, a unique username. If you're not using an email, you won't be able to use the "@" symbol in your username.

Username or Email

 I'm not a robot  reCAPTCHA Privacy - Terms

Create a Nebraska benefits accounts.

With an account, you can save a draft of your application, view your current benefits, complete renewals and recertifications, and flag any household changes. Basically, your account gives you better access to your current and future benefits.

Part 1

Credentials

Username

New Password

[Show password](#)

Confirm New Password

[Show password](#)

Part 2

Contact information

Please consider adding an email address or phone number below, it can be used in case you ever need to reset your password, instead of answering your security questions.

First Name

Last Name

Email Address

Phone Number

Part 3

Security questions

Choose three security questions. If you forget your password or username, we'll use these questions to verify your identity. We recommend your answers be one word for simplicity.

Security Question #1

What is your mother's maiden name?

Answer to question #1

Security Question #2

In what city were you born?

Answer to question #2

Security Question #3

What is your favorite pet's name?

Answer to question #3

[Create](#) [Cancel](#)



Lesson 4

Exploring Benefits

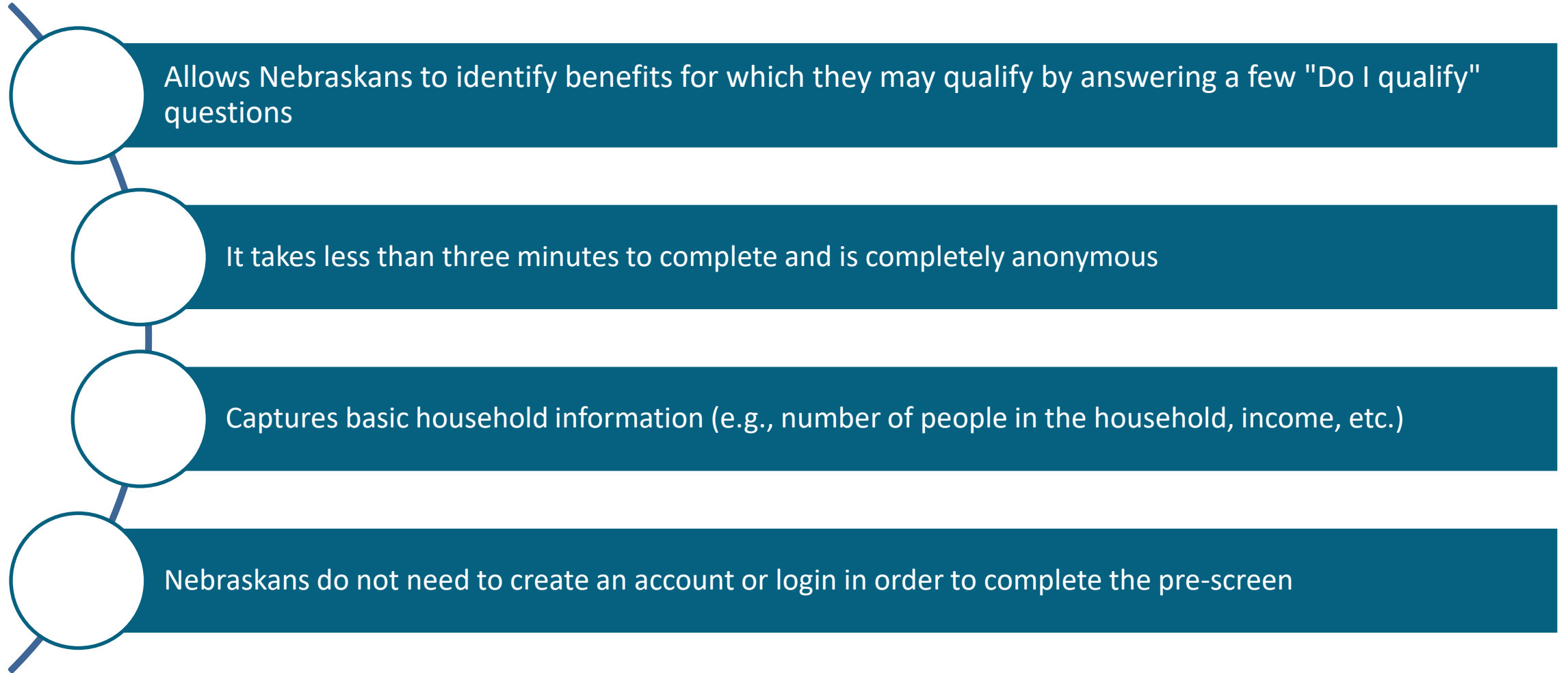
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Explore Benefits

Enables Nebraskans to complete an anonymous pre-screen application to determine benefits for which they may qualify.





Lesson 5

Applying for Benefits

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Applying for Benefits

Click on Apply for Benefits

On the iServe Nebraska Portal landing page, the **Apply for benefits** button starts the application process.

Apply for benefits and find the help you need

iServe Nebraska is a convenient new way for Nebraskans to apply to get help with **food, heat, electricity, healthcare, childcare,** and other essential needs.

Nebraskans can apply for a single benefit, or several at the same time.

[Apply for benefits](#)

[Explore benefits](#)



Already receiving benefits? [Manage your benefits at ACCESSNebraska](#)

You may also click on **Apply for benefits** in the “Get Started with iServe Nebraska” section of the page.

Get started with iServe Nebraska

Start a new application, continue a saved application, or explore your eligibility for different benefits and services.



[Explore benefits](#)

Fill out a short form to find out which benefits or services might be right for you.



[Apply for benefits](#)

Use our new website to apply for the first time, or to apply for additional benefits.



[Continue a saved application](#)

Log into iServe Nebraska to return to an application you started but didn't finish.

Start your Application

The **Start your application** page provides **Tips** for completing the application and an overview of **What to Expect**.

The screenshot shows a web page titled "Start your application" with a "Back" link. It features a section for "Tips for completing your application" with four items: applying for multiple programs, gathering documents, filling out as much information as possible, and saving progress. To the right is a "What to expect when applying" section with a five-step process flow. A "Start new application" button is at the bottom.

← [Back](#)

Start your application

Tips for completing your application

- Apply for multiple programs on one application**
Save time by applying for multiple benefits, programs, or services using a single application.
- Gather the documents you might need**
[Review this list of documents.](#) You don't need to have any of these documents on hand, but they'll help you fill out more of the application.
- Fill out as much information as you can**
Filling out more information on the application could lead to a faster determination of your eligibility for benefits.
- Save your progress as you go**
If you're signed in to your account, your progress will be automatically saved as a draft. If you start your application as a guest, without signing in, you can save your progress at any time by logging in or creating an account.

[Start new application](#)

What to expect when applying

- 1 Pick your programs
- 2 Fill out the application
- 3 Sign and submit your application
- 4 Upload documents
- 5 Complete an interview if needed

Applying for Benefits

Select the Programs you want to apply for



Healthcare

Healthcare/Medicaid

Helps with healthcare costs for people of all ages with low income. This includes:

- Children's Health Insurance Program (CHIP)
- Tax credits that can immediately help pay your premiums for health coverage, or
- Affordable private health insurance plans that offer comprehensive coverage to help you stay well.



Food and Energy

Food assistance

Supplemental Nutrition Assistance Program (SNAP). Helps low-income households buy food. Formerly known as Food Stamps.

Energy assistance

Low Income Energy Assistance Program (LIHEAP). Helps households pay for heating, cooling, deposits, repairs and eligible crisis/disconnect situations.

If you apply for LIHEAP, everyone who lives at your address is required to apply.

Low Income Housing Water Assistance Program (LIHWAP)

Helps households pay for drinking water and wastewater utility bills.

If applying for LIHWAP, everyone who lives at your address is required to apply.



Refugee assistance

Refugee Resettlement Program

Helps individuals with refugee status who have moved to the United States within the past eight (8) months with cash, medical and non-cash benefits.



Family and Children

Child Care Subsidy (CC)

Helps pay for child care services.

Aid to Dependent Children (ADC)

Financial assistance or cash payment to help support children 18 and younger who live in the household. Participation in Employment First, a work readiness program, may be required.

Emergency Assistance (EA)

Financial assistance or other services to households with children that lack food, shelter and/or medical care due to an emergency situation.

Social Services for Families, Children, and Youth (SSCF)

Helps pay for non-medical transportation and independent skills.



Aged and Disabled

Assistance to Aged Blind Disabled (AABD)

Financial assistance or cash payment to individuals who are receiving Supplemental Security Income (SSI), age 65 or older, blind, or disabled.

Special requirements: Essential items for one's health and welfare which are not included in the basic standard or covered by Medicare, Medicaid, or any other resources, personal or public.

State Disability Program (SDP)

Financial assistance or cash payment to individuals under age 65 who have been denied by the Social Security Administration for "lack of duration" and determined temporarily disabled for at least 6 months but not more than 12 months.

You must be enrolled in Assistance to Aged Blind and Disabled (AABD). You cannot be eligible for Medicaid and SDP at the same time.

Social Services for the Aged and Disabled (SSAD)

Helps aged or disabled individuals pay for needed services to remain in their home independently:

- Chores: Help individuals live more independently
- Transportation: Medical and non-medical
- Meals: Home-delivered and congregate
- Adult Day Care: Social activities in a licensed setting

Personal Assistance Services (PAS)

Help with activities of daily living, such as bathing or dressing, for an individual who has a chronic medical condition or a disability so they may remain in their home independently.

Home and Community Based Services

Helps Nebraskans with developmental disabilities to arrange services at home or in their community rather than in isolated settings. Provides home care for adults and children with disabilities who need support with daily activities, and also offers job-related support such as pre-vocational training.

[Apply for Home and Community Based Services \(HCBS\) at ACCESSNebraska](#)

Notice of Information Privacy Practices

Notice of Information Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU MAY ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The Nebraska Department of Health and Human Services “DHHS” and those Agencies inclusive of health care facilities and medical assistance programs that are affiliated under the common control of the Health and Human Services Act, are required by federal law to maintain the privacy of Protected Health Information and to provide notice of its legal duties and privacy practices with respect to Protected Health Information.

PRACTICES AND USES:

DHHS may access, use and share medical information without your consent for purposes of:

[Download Notice of Information Privacy Practices](#)

I agree to allow my information to be used and retrieved from data sources for this application. I have consent for all people I will list on the application for their information to be retrieved and used from data sources.

I understand and agree

Application Checklist

1 Program selection	✓ Completed Edit
Applying for: Healthcare/Medicaid, Food assistance, Child Care Subsidy (CC)	
2 Personal information	Start
Your name, living situation, contact information, and any authorized representatives	
3 Household members	Not started
Questions about everyone you live with, including details about caretakers, food assistance, marital status, tax filing, and pregnancy	
4 Household details	Not started
Questions about disabilities, school, foster care, military status, and other information	
5 Additional household details	Not started
Questions about household members' citizenship and immigration status, Social Security numbers, and a few other things	
6 Income	Not started
Questions about household members' current jobs, recently left jobs, self-employment earnings, deductions, other kinds of income, and health care	
7 Resources	Not started
Questions about household assets such as cash, accounts, investments, vehicles, and property	
8 Expenses	Not started
Questions about household costs for property and housing, utilities, medical care, childcare, adult dependent care, and other expenses	
9 Finishing up and submitting	Not started
Optional voter registration, optional race and ethnicity questions, application review, and application submission	

Summary Page

[← Back](#)

Your benefits and services application.

1 Program selection	✓ Completed Edit
Applying for: Healthcare/Medicaid, Food assistance, Child Care Subsidy (CC)	
2 Personal information	✓ Completed Edit
Your name, living situation, contact information, and any authorized representatives	
3 Household members	✓ Completed Edit
Questions about everyone you live with, including details about caretakers, food assistance, marital status, tax filing, and pregnancy	
4 Household details	✓ Completed Edit
Questions about disabilities, school, foster care, military status, and other information	
5 Additional household details	✓ Completed Edit
Questions about household members' citizenship and immigration status, Social Security numbers, and a few other things	
6 Income	✓ Completed Edit
Questions about household members' current jobs, recently left jobs, self-employment earnings, deductions, other kinds of income, and health care	
7 Resources	✓ Completed Edit
Questions about household assets such as cash, accounts, investments, vehicles, and property	
8 Expenses	✓ Completed Edit
Questions about household costs for property and housing, utilities, medical care, childcare, adult dependent care, and other expenses	
9 Finishing up and submitting	Start
Optional voter registration, optional race and ethnicity questions, application review, and application submission	


You have the right to submit an incomplete application for these programs:

- Food assistance
- Child Care Subsidy (CC)

This must include your name, address, and signature. **We recommend continuing to complete the application online to get the fastest response.** If you choose to submit an incomplete application, a caseworker will contact you in the future to gather more information. You will also need to apply for healthcare separately.

[Review and submit incomplete application](#)

Confirmation Page

 Your application was submitted.

Your confirmation

Confirmation number
75451836 [Copy](#)

You applied for

- Medicaid

Digital signature
0cea8e451dc59edb452d8aecd3247e24

Download a copy of your application

Downloading your application could be useful for your own records or to have as reference during a caseworker interview (if applicable). This page won't be accessible after you leave.

[Download your application \(PDF\)](#) [Print this page](#)

What to expect next

- 1** Provide documentation
If further documentation is required for your application, the specific agencies will reach out to you via a phone call and postal mail/email. If you'd like to upload documents now, [here's a list of documents](#) and you can [upload them here](#).
- 2** Complete a caseworker interview (if applicable)
If required for your application, you will receive a phone call and postal mail/email to set up an interview.
- 3** Receive a final update on eligibility for benefits
You'll receive your determination of eligibility via postal mail, or email if you selected that as your preferred method of communication.

Confirmation Page

Additional information

Additional Benefit Applications

- [HCBS application \(on ACCESSNebraska\)](#)
- [Child support application](#)

Other links you can visit

- [Release information](#)
- [Download Voter registration form](#)
- [Online voter registration](#)

If you have questions

Available Monday through Friday: 8:00 am - 5:00 pm

Medicaid Contacts



Economic Assistance Contacts



Home & Community Based Services Contacts



Provide feedback about iServe Nebraska

We'd love to hear feedback about your experience using iServe Nebraska and how we can make it better. [Take a quick survey](#) to share your thoughts. All responses are anonymous.



Lesson 6

ACCESSNebraska to iServe NE Crosswalk

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Benefit Application PDF Crosswalk

Subject	Current (via ACCESSNebraska)	Future (via iServe Nebraska)																																																														
Section Headers	Current section headers show ACCESSNebraska. E.g., ACCESSNE – Contact Information.	Section headers will show iServe Nebraska. E.g., iServe NE – Personal Information.																																																														
Household Member Questions	<p>The ACCESSNebraska application requires answers to all questions related to household members included on the application.</p> <table border="1" data-bbox="489 664 1370 979"> <tbody> <tr> <td>Does JANE SMITH need help with activities of daily living (like bathing, dressing, and using the bathroom), or live in a medical facility or nursing home?</td> <td>No</td> </tr> <tr> <td>Is JANE SMITH living outside of Nebraska temporarily?</td> <td>No</td> </tr> <tr> <td>Where will JANE SMITH live in Nebraska?</td> <td></td> </tr> <tr> <td>Is JANE SMITH a member of a federally recognized tribe?</td> <td>No</td> </tr> <tr> <td>Is JANE SMITH pregnant?</td> <td>Yes</td> </tr> <tr> <td>Does JANE SMITH live with a Parent or a Stepparent?</td> <td></td> </tr> <tr> <td>Does JANE SMITH live with one or more children under age 19, and is he/she the main person taking care of that child or children?</td> <td>Yes</td> </tr> <tr> <td>Who does JANE SMITH live with and take care of?</td> <td>LILY SMITH - 12/12/2012</td> </tr> <tr> <td>Do any of these children live with more than one parent, through birth or adoption?</td> <td></td> </tr> <tr> <td>Has JANE SMITH ever been in Foster care?</td> <td></td> </tr> <tr> <td>In what state was JANE SMITH in the foster care system?</td> <td></td> </tr> </tbody> </table>	Does JANE SMITH need help with activities of daily living (like bathing, dressing, and using the bathroom), or live in a medical facility or nursing home?	No	Is JANE SMITH living outside of Nebraska temporarily?	No	Where will JANE SMITH live in Nebraska?		Is JANE SMITH a member of a federally recognized tribe?	No	Is JANE SMITH pregnant?	Yes	Does JANE SMITH live with a Parent or a Stepparent?		Does JANE SMITH live with one or more children under age 19, and is he/she the main person taking care of that child or children?	Yes	Who does JANE SMITH live with and take care of?	LILY SMITH - 12/12/2012	Do any of these children live with more than one parent, through birth or adoption?		Has JANE SMITH ever been in Foster care?		In what state was JANE SMITH in the foster care system?		<p>The iServe Nebraska application asks questions in a general statement first. The applicant would only list household members for which the question applies, then address additional relevant question for those household members only.</p> <table border="1" data-bbox="1439 686 2303 979"> <tbody> <tr> <td colspan="3">Is anyone in the household a member of a Native American tribe?</td> <td>Yes</td> </tr> <tr> <td>Who in the household is a member of a Native American tribe?</td> <td>Tribe Name</td> <td colspan="2"></td> </tr> <tr> <td>DouglasSubmitAppTest1 Karvecky1 - 2000-01-01</td> <td>Tribe Name</td> <td colspan="2"></td> </tr> <tr> <td colspan="3">Has anyone in the household ever been or is anyone currently in foster care?</td> <td>Yes</td> </tr> <tr> <td>Who has been in foster care?</td> <td>State household member was in the foster care system</td> <td>In foster care at age 18 or older?</td> <td></td> </tr> <tr> <td>DouglasSubmitAppTest1 Karvecky1 - 2000-01-01</td> <td>NE</td> <td>No</td> <td></td> </tr> <tr> <td>James Peter - 1950-05-18</td> <td>Not Answered</td> <td>Yes</td> <td></td> </tr> <tr> <td colspan="3">Does anyone in the household have a disability?</td> <td>Yes</td> </tr> <tr> <td>Who in the household has a disability?</td> <td>Has the household member Applied for Social Security Income (SSI)?</td> <td>Was the SSI application denied because the disability would not last longer than 12 months?</td> <td></td> </tr> <tr> <td>DouglasSubmitAppTest1 Karvecky1 - 2000-01-01</td> <td>Not Answered</td> <td>Not Answered</td> <td></td> </tr> </tbody> </table>	Is anyone in the household a member of a Native American tribe?			Yes	Who in the household is a member of a Native American tribe?	Tribe Name			DouglasSubmitAppTest1 Karvecky1 - 2000-01-01	Tribe Name			Has anyone in the household ever been or is anyone currently in foster care?			Yes	Who has been in foster care?	State household member was in the foster care system	In foster care at age 18 or older?		DouglasSubmitAppTest1 Karvecky1 - 2000-01-01	NE	No		James Peter - 1950-05-18	Not Answered	Yes		Does anyone in the household have a disability?			Yes	Who in the household has a disability?	Has the household member Applied for Social Security Income (SSI)?	Was the SSI application denied because the disability would not last longer than 12 months?		DouglasSubmitAppTest1 Karvecky1 - 2000-01-01	Not Answered	Not Answered	
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Note:

- On the confirmation page, applicants can download and print their applications.
- Question flows and actual questions may be slightly different.
- If an applicant opted to apply for multiple benefits, both the Medicaid and EA applications will appear on one document for the applicant. However, they will be separate in NFOCUS.



How to Connect With Us

For questions or comments:

Send an email to the
Organizational Change Management Team:
iServeNebraskaOCM@Nebraska.gov

Additional Resources:

Visit the iServe Nebraska Intranet site:
<https://dhhs.ne.gov/iServe-PAG>



QUESTIONS