

(DRAFT FOR INCOME MAINTENANCE AGENCY INPUT ONLY, PLEASE DO NOT DISTRIBUTE)

**Survey for Foodshare, Health Care and Child Care Applicants and Members:
Interest in Using a Mobile Device to Apply for or Manage Benefits**

ACCESS (access.wi.gov) is the online tool that you can use to apply for and manage FoodShare, health care, or child care benefits through the State of Wisconsin. The Department of Health Services (DHS) is considering making some of the services on ACCESS available on mobile devices like smartphones and tablets. To help us guide our decisions, DHS would like to know which services you would be most likely to use on a mobile device. Please return this survey to your agency by February X, 2016.

1. Do you use a smartphone that has access to the Internet and/or apps? Yes No

2. Do you use an iPad or other tablet that has access to the Internet and/or apps? Yes No

3. Do you currently use ACCESS to manage your FoodShare, health care, or child care benefits online? Yes No

4. Listed below are some of the services we might be able to offer through mobile devices. Please check the top FIVE services that would be most useful to you (please only check five).

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| <input type="checkbox"/> Get an alert if I need to send documents to my agency | <input type="checkbox"/> Apply for benefits |
| <input type="checkbox"/> Take photos of documents with my mobile device and send them to my agency | <input type="checkbox"/> Complete my renewal |
| <input type="checkbox"/> View documents I have submitted | <input type="checkbox"/> Complete my six-month report form |
| <input type="checkbox"/> Get a reminder when my renewal or six-month report form is due | <input type="checkbox"/> View letters from my agency |
| <input type="checkbox"/> View upcoming appointments | <input type="checkbox"/> See my QUEST Card Balance or transaction history (for FoodShare) |
| <input type="checkbox"/> Get appointment reminders | <input type="checkbox"/> Ask for a replacement QUEST or ForwardHealth card |
| <input type="checkbox"/> Check the status of my application, renewal, or change report | <input type="checkbox"/> View an electronic version of my ForwardHealth card |
| <input type="checkbox"/> Check the status of my benefits | <input type="checkbox"/> Create a MyACCESS account |
| <input type="checkbox"/> Find a medical provider | <input type="checkbox"/> Recover or reset my MyACCESS password |
| <input type="checkbox"/> Find my agency's address, phone number or office hours | <input type="checkbox"/> Manage my alerts and preferences (like getting letters online instead of by mail) |
| <input type="checkbox"/> View answers to frequently asked questions about benefits | <input type="checkbox"/> Report an address change |
| <input type="checkbox"/> Send or get secure messages from my agency | <input type="checkbox"/> Report an income change |
| | <input type="checkbox"/> Report other household changes |
| | <input type="checkbox"/> View my Explanation of Medical Benefits |

5. What county do you live in? _____