

Paperless Correspondence Security Fix

Ed Dillon, Mai Xiong, Business Analysts

February 16, 2017

Income Maintenance Advisory Committee (IMAC) IT
Meeting



Agenda

- Overview
- CWW Changes
- ACCESS Changes
- Correspondence

Overview

- Background: Dec 2014 Paperless introduced.
- Current State: Case-based paperless request
- To-Be State: Individual-based paperless request

CWW Changes

- General Case Information Page
 - Moving email and paperless request to a new page.

Contact Information			
Work Phone:	<input type="text" value="608"/> <input type="text" value="999"/> <input type="text" value="1111"/> X <input type="text" value="123456"/>	Message Phone:	<input type="text" value="608"/> <input type="text" value="999"/> <input type="text" value="2222"/> X <input type="text" value="123456"/>
Cell Phone:	<input type="text" value="608"/> <input type="text" value="999"/> <input type="text" value="3333"/>	E-Mail Address:	<input type="text" value="Myemail123@liamg.com"/>
* Get letters online with email notifications instead of by regular mail?		<input type="text" value="Yes"/> <input type="button" value="v"/>	
Preferred Contact Method:	<input type="text" value="CELL PHONE"/> <input type="button" value="v"/> <input type="button" value="list"/>	Preferred Contact Time:	<input type="text" value="Late Afternoon"/> <input type="button" value="v"/> <input type="button" value="list"/>
Preferred Contact Method if Deaf or Hard of Hearing:	<input type="text"/> <input type="button" value="v"/> <input type="button" value="list"/>		

CWW Changes

- New Page: Electronic Contact Information
 - Individual Level email and request to paperless

DRAFT

Digital Contact Information Cancel Reset

Digital Contact Information Required for the Following Individuals

JON SMITH 25M PP

Effective Period

Last Updated: Delete Reason

Email Address

*Individual:

Email Address:

Get letters online with email notifications instead of by regular mail?

Get information about health services online?

Individual: JON SMITH 25M PP Updated on or before MM / DD / YYYY Go

Add Case Comment Cancel Previous Next

CWW Changes

- Case Summary PDF
 - Masked emails

DRAFT Digital Contact Information

Person	Email Address	Get Information About Health Services Online?	Paperless Election
JOHNAS MILL	T**T@TEST.COM	YES	YES
JANE DOE			NO

ACCESS Changes

- ACCESS to allow entry of individual level paperless correspondence request and email for the Primary Person and Primary Person's Spouse during an online application, renewal , change report, add a program, or SMRF.
- Check My Benefits: Any account holder, on an open, pending, or case closed <30 days can request paperless correspondence for themselves and provide an email.

Correspondence

- One-time mailing to current FSET members who are the PP of an open case and request paperless.
- Individual level correspondence viewable in ACCESS.
- Paperless message on initial FSET Enrollment letter.
- Paperless confirmation letters to be displayed with Case number.

Thank You.

Ops Memo March 4
TAPP Meeting – March 24

Questions?