

ENHANCEMENTS TO ACCESS DOCUMENT UPLOAD

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August 22, 2019

Income Maintenance Advisory Committee (IMAC) Meeting



Background

- ACCESS (a.k.a. ACCESS Desktop) has included document upload functionality for several years. However, applicants and members have provided feedback that the current process is confusing, difficult to use due to plug-in requirements, only allows limited windows to submit documents, and doesn't show what documents have already been submitted.
- In 2018, BEPS launched MyACCESS (a.k.a. ACCESS Mobile app) which included enhanced document upload functionalities beyond what is currently found in ACCESS.

Purpose

- The purpose of this project is to better align the document upload functionalities in ACCESS with MyACCESS.

Goals

- Reduce user frustration with the current document upload module in ACCESS.
- Increase use of online document upload function.
- Reduce churning by making it easier for members to upload verification documents and become or stay enrolled.
- Reduce workload for agencies by minimizing physical processing of verification documents.
- Achieve a return on investment in the form of increased online self-service in general and increased use of upload in particular.
- Create a more consistent user experience across the ACCESS and MyACCESS platforms.

Policy Changes

Policy Changes

- No policy changes will occur as part of this project.
- Policies around required verification and timelines remain the same.

System Changes

CARES

- No changes to CARES will occur as part of this project.
- Documents submitted through ACCESS and MyACCESS will continue to be made available in ECF and CARES as they are currently.

ACCESS

- No plug-in is needed in order to upload documents already on the user's computer.
- A plug-in is still needed in order to scan a document directly into ACCESS.
- Similar to MyACCESS, users will be able to navigate to the following pages:
 - Needed Documents page that lists the required verification from a Verification Checklist (if a current one exists for the case).
 - Submitted Documents page that displays documents submitted in the past 90 calendar days.

Account Home Page: Menu

The image shows a vertical menu on a website. At the top is a red header with the word "ALERTS" in white. Below this, there are two sections highlighted with orange boxes. The first section, "Benefits Renewals due for :", contains a link for "FoodShare". The second section, "Submit Documents for :", contains links for "Badger Care Plus" and "FoodShare". Below these are several other menu items: "My Letters" (with sub-links "View My Letters" and "Manage my Email"), "My Account" (with sub-link "Manage my Account"), "My Benefits" (with sub-links "Report my Changes" and "Apply for Benefits"), "My Documents" (with sub-links "Submitted Documents" and "Needed Documents"), "Learn More" (with sub-links "Other Programs" and "IRS 1095-B Tax Information").


ALERTS
Benefits Renewals due for : FoodShare
Submit Documents for : Badger Care Plus FoodShare
My Letters
View My Letters
Manage my Email
My Account
Manage my Account
My Benefits
Report my Changes
Apply for Benefits
My Documents
Submitted Documents
Needed Documents
Learn More
Other Programs
IRS 1095-B Tax Information

Needed Documents Page

Submit Your Documents

You need to give us the documents listed here as soon as possible to prove the information you gave us.

Who?	Needed Proof	Example of Documents That May Serve as Proof
 NINA	Employment at WALMART Overdue for Child Care Due 05/20/2019 for BadgerCare Plus	Enclosed Employer Verification of Earnings Form filled out and signed by your employer; Signed letter from your employer with the same information; or Pay stubs from the last 30 days
 VIVIAN	Employment at TARGET Due 05/10/2019 for FoodShare Wisconsin residency Due 05/15/2019 for Health Care Due 05/10/2019 for FoodShare	Enclosed Employer Verification of Earnings Form filled out and signed by your employer; Signed letter from your employer with the same information; or Pay stubs from the last 30 days Statement from Landlord; Mortgage statement; or Lease/rental agreement

 [View and Print Notice of Proof Needed](#)

Click on "View and Print Notice of Proof Needed" and review the "Proof Needed" section. There may be notes from a worker that tell you more about which documents you need to give us. There is also an FYI section that you will need to review.

Would you like to upload any other document(s)? Yes No

Submitted Documents

To view documents already submitted, [click here](#).

Next Steps

Please choose one of the options below to send us your documents







- Fax in your documents.
- Mail in your documents.
- Drop off your documents in person.
- Scan your documents using ACCESS website
- Upload your documents using ACCESS website
- Take a photo of and submit your documents using the MyACCESS mobile app.
- Skip this step for right now. You may log into the ACCESS website later and revisit this step.

Submitted Documents Page



Submitted List

Which documents would you like to view? Documents from the last 90 days



Received Documents

Received Date	For Person	Case#	Type of proof	Submitted from	Action
05/10/2019	Vivian	Case#9845745332	Proof of Employment at Target	ACCESS	 
05/08/2019	Vivian	Case#9845745332	Proof of Earned Income	ACCESS	 
05/04/2019	Nina	Case#9845745332	Proof of Employment at Walmart	Fax	
05/02/2019	Nina	Case#9845745332	Proof of Employment at Walmart	ACCESS	 

Completed Documents

Received Date	For Person	Case#	Type of Proof	Channel	Action
05/01/2019	Vivian	Case#9845745332	Proof of Wisconsin residency	ACCESS	 

Not Accepted Documents

Received Date	For Person	Case#	Type of Proof	Channel	Action
04/30/2019	Nina	Case#5343431231	Proof of Wisconsin residency	ACCESS	 

ACCESS

- **Authenticated Accounts:** In addition to documents on the needed list, users can upload other documents anytime as long as the ACCESS account is linked to a case that is open, pending, or closed for less than one calendar month, or closed for health care for three months or less.
- **Non-Authenticated Accounts:** Users can upload documents for 35 days after the submission of an application in Apply for Benefits.

ACCESS

- InterChange Only Members (no CARES account)
 - No change. Still unable to submit documents in ACCESS.
- CMB Worker View
 - Can view the ACCESS pages of an authenticated account.
 - Cannot submit documents.
 - Can view the list of documents needed and documents already submitted.

CMB Worker View

Navigation Menu

- ✓ Confirm Eligibility
- ✓ Refer to FSET
- FS Clock
- Override AG Renewal / Review Dates
- W-2 Post Eligibility
- ✓ Post Confirmation
- Query
- FS Benefit Issuance
- Worker Tools**
- FSET Tool
- IMQA 2nd Party
- Client Scheduling
- Worker Tasks
- Case Management
- Client Correspondence
- Data Exchange
- Reference Tools
- System Tools
- Agency Administration
- Fiscal Services
- Check My Benefits Worker View**
- W-2 Geographical Area Lookup
- Archived Data Retrieval
- CWW Suggestions
- CARES Mainframe Access

CARES Worker Web - Check My Benefits Worker View - Windows Internet Explorer provided by D...
CARES Worker Web User ID: [] User Name: [] Español 05/12/2017 Help

ACCESS Worker View

Welcome to ACCESS Check My Benefits tool. This page allows a worker with valid CARES Worker Web credentials to see a recipient's Check My Benefits pages if that recipient has created a secure MyACCESS account.


Check My Benefits is updated each night with information from CARES. This Worker View is designed to let workers see the same benefit information that recipients are seeing through Check My Benefits.

To view a recipient's Check My Benefits pages, please fill in the recipient's Social Security Number below without dashes or spaces. When you're done, click on the Next button at the bottom of the page.

Please keep in mind that you will only be able to see a recipient's Check My Benefit Information if they have already created a MyACCESS account.

Recipient Information

* Recipient's Social Security Number (no spaces or dashes) :

Next 

Impact to IM

Impact to IM

- Increased usage of ACCESS should reduce the number of paper documents agencies must process.
- Easing use of ACCESS encourages applicants and members to submit documents in a more timely manner. This may reduce churning.
- Displaying documents already submitted should reduce the volume of duplicate documents being submitted.
- Enhanced features and clearer information should reduce calls for assistance to agencies.

Release Readiness Activities

Upcoming Events

- October 2019: ACCESS Handbook updated