

WIACCESS Modernization

Apply for Benefits (AFB) –

Document Submission Module  
(DSM)



# WI ACCESS

## Apply For Benefits (AFB) – Document Submission Module (DSM)

AFB's DSM is a self-service module for applicants to **view and submit a list of suggested proof of documentation** for the timely and accurate processing of their applications.

### GOALS AND BENEFITS

#### Mobile-first

Increase the ease and flexibility for applicants to submit documentation via digital channels.

#### Member-focused

Create a flexible and intuitive digital platform that allows applicants to submit documentation for their applications independently and securely.

#### Inclusive

Easy-to-understand design and navigation to meet diverse user experiences and needs, such as facilitating the submission of documentation via non-digital channels (fax, mail, and drop off)

#### Salesforce solution

Transform the existing module or create new modules within the Salesforce platform as defined in the project scope

# AFB-DSM

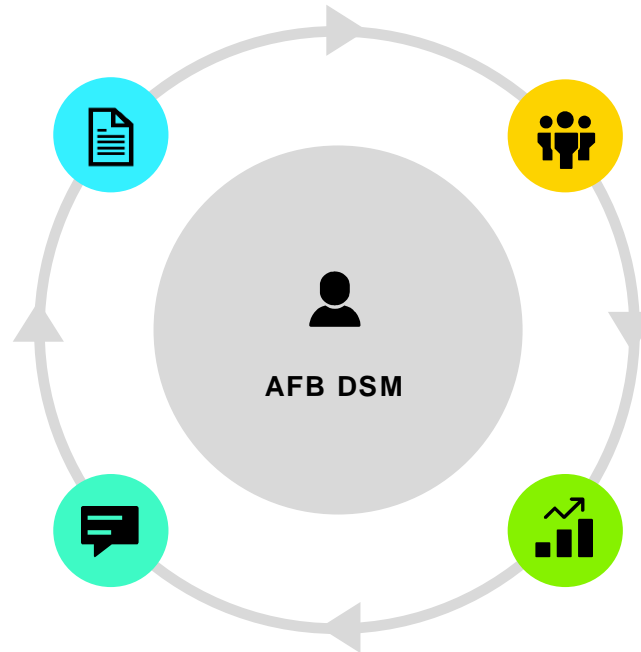
The AFB-DSM module enables Wisconsinites who are applying for benefits to submit suggested proofs of documentation for their applications. This module is being redesigned and modernized onto the Salesforce platform to make the document submission process more intuitive and easier to use through the introduction of new features and design elements. The modernized experience will also encourage document submission via digital channels for faster and accurate processing time while also allowing applicants to utilize non-digital channels to submit documentation if they choose to do so.

## Prioritized Digital Submission

This module prioritizes document submission via digital channels without precluding applicants from using non-digital channels if they prefer\*.

## Encouraging Tone

Simplified language for clearer instructions and digestible information to make the document submission process more intuitive and easier to complete.



## Increased Member Support

Increased visibility and access to materials for applicants to learn about acceptable proof documentation and provide as much accurate information as possible\*\*.

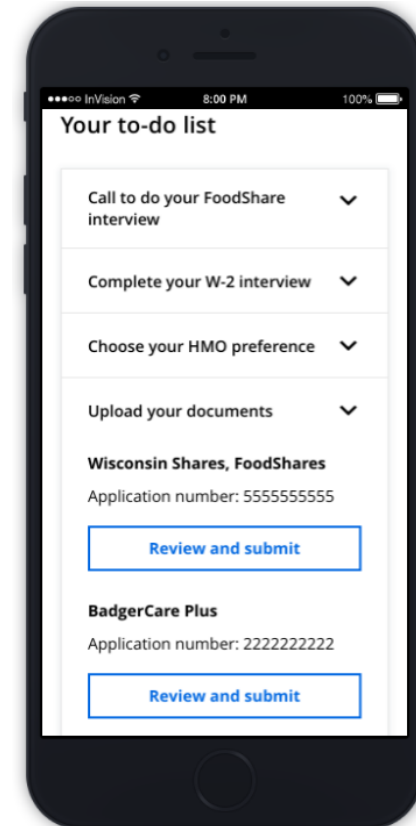
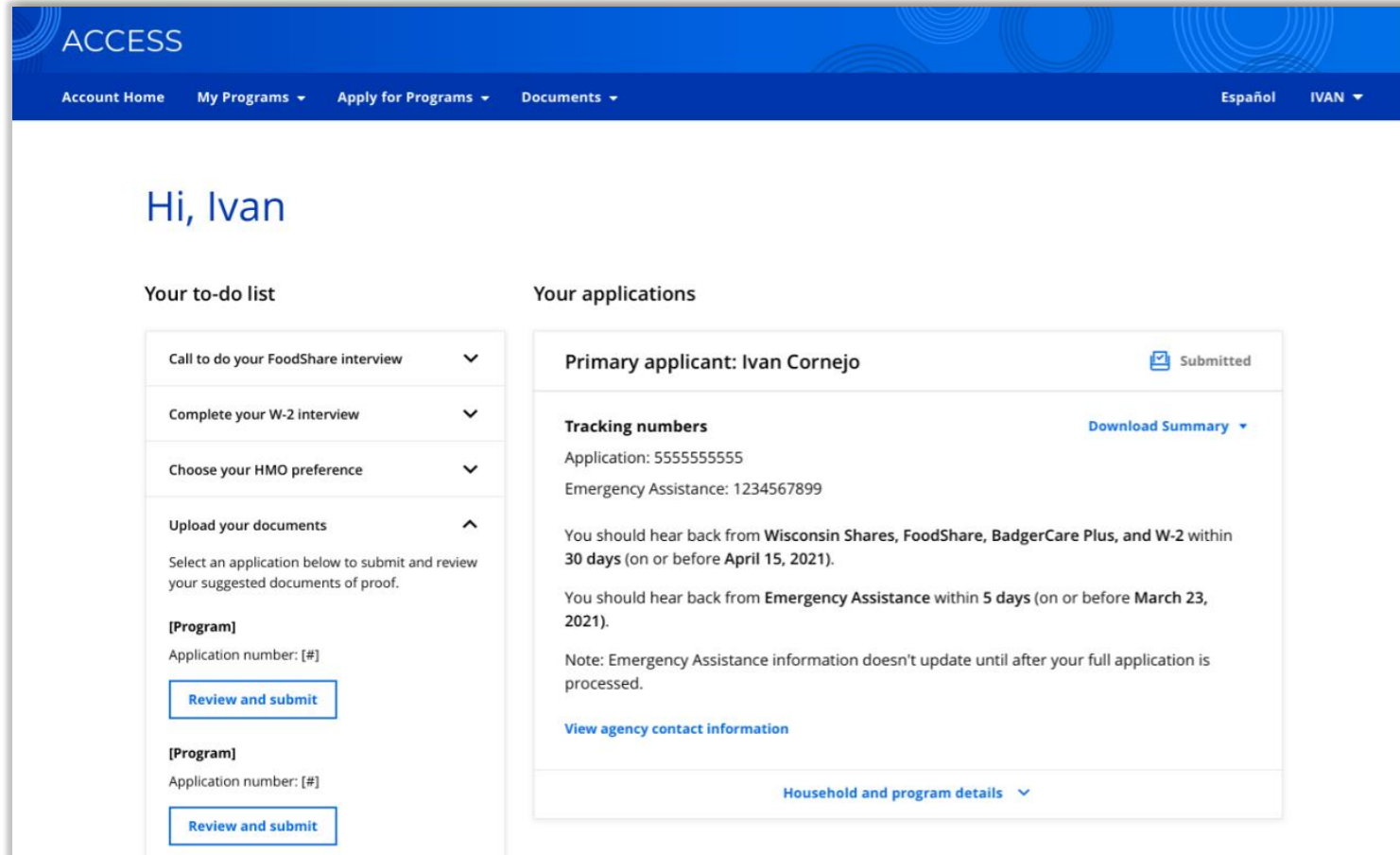
## Reporting and Analytics

Enhanced IMMR reporting and dashboards to track and monitor key performance indicators such as usage, usability, user experience (based on user experience survey results), and demographic information.

\*Scan functionality will be removed, and the document upload process will be made more robust.

\*\* An enhanced Document Tracking Sheet (DTS) with more familiar language and the ability to email, print, or download a PDF containing proof types and examples will be implemented. Secure email functionality will be set forth – applicants will only be able to email to themselves based on information already provided during the AFB process

# AFB DSM Features – AFB Dashboard Integration



# AFB DSM Features – Proof Summary (Suggested Documents)

The desktop screenshot shows the ACCESS web portal. At the top, there is a blue navigation bar with the word 'ACCESS' on the left and 'Account Home', 'My Programs', 'Apply for Programs', and 'Documents' as menu items. On the right side of the bar are 'Español' and 'IVAN'. Below the navigation bar, a light blue header displays 'Application number: 555555555' and 'Programs: BadgerCare Plus, FoodShare'. The main content area is titled 'Summary of proof' and has two tabs: 'Suggested' (active) and 'Submitted'. The 'Suggested' tab contains three paragraphs of text explaining the proof submission process. To the right of the main text is a 'More options' box with a document icon, containing instructions on submitting additional documents and links for 'Upload additional documents' and 'More ways to submit proof'. At the bottom of the page is a summary card for '[Applicant]' with a list of '[Proof type]', a link for 'Examples of acceptable proof', and a green 'Upload documents' button.

This mobile phone screenshot shows the desktop version of the ACCESS web portal adapted for a smaller screen. It features the same blue navigation bar and light blue header with application details. The 'Summary of proof' section is centered, with the 'Suggested' tab selected. The text and 'More options' box are scaled down to fit the mobile format. The summary card at the bottom is also scaled down.

This mobile phone screenshot shows a different screen in the ACCESS application, likely the 'Upload documents' screen. It features a white background with a header for '[Applicant]'. Below the header is a list of '[Proof type]' items. A link for 'Examples of acceptable proof' is visible, followed by a prominent green 'Upload documents' button.

# AFB DSM Features – Proof Summary (Submitted Documents)

**ACCESS**

Account Home My Programs Apply for Programs Documents Español IVAN

Application number: 5555555555

Programs: BadgerCare Plus, FoodShare

### Summary of proof

Suggested **Submitted**

Review all of the documents submitted in the last 90 days below, listed by applicant and submission date.

Once you get your case number, you need to update your account to manage your programs.

**[Applicant]**

[Month Day, Year]	[Document type]	By [Submission method]
[Proof type]		
[Document type]	[Document type]	By [Submission method]
[Proof type]		
[Month Day, Year]	[Document type]	By [Submission method]
[Proof type]		

**More options**

You can submit additional documents of proof which may shorten the time it takes to process your application.

[Upload additional documents](#)

If you can't upload your proof documents, there are other submission methods.

[More ways to submit proof](#)

**Application dashboard**

**ACCESS**

Application number: 5555555555

Programs: BadgerCare Plus, FoodShare

### Summary of proof

Suggested **Submitted**

Review all of the documents submitted in the last 90 days below, listed by applicant and submission date.

Once you get your case number, you need to update your account to manage your programs.

Once you get your case number, you need to update your account to manage your programs.

**[Applicant]**

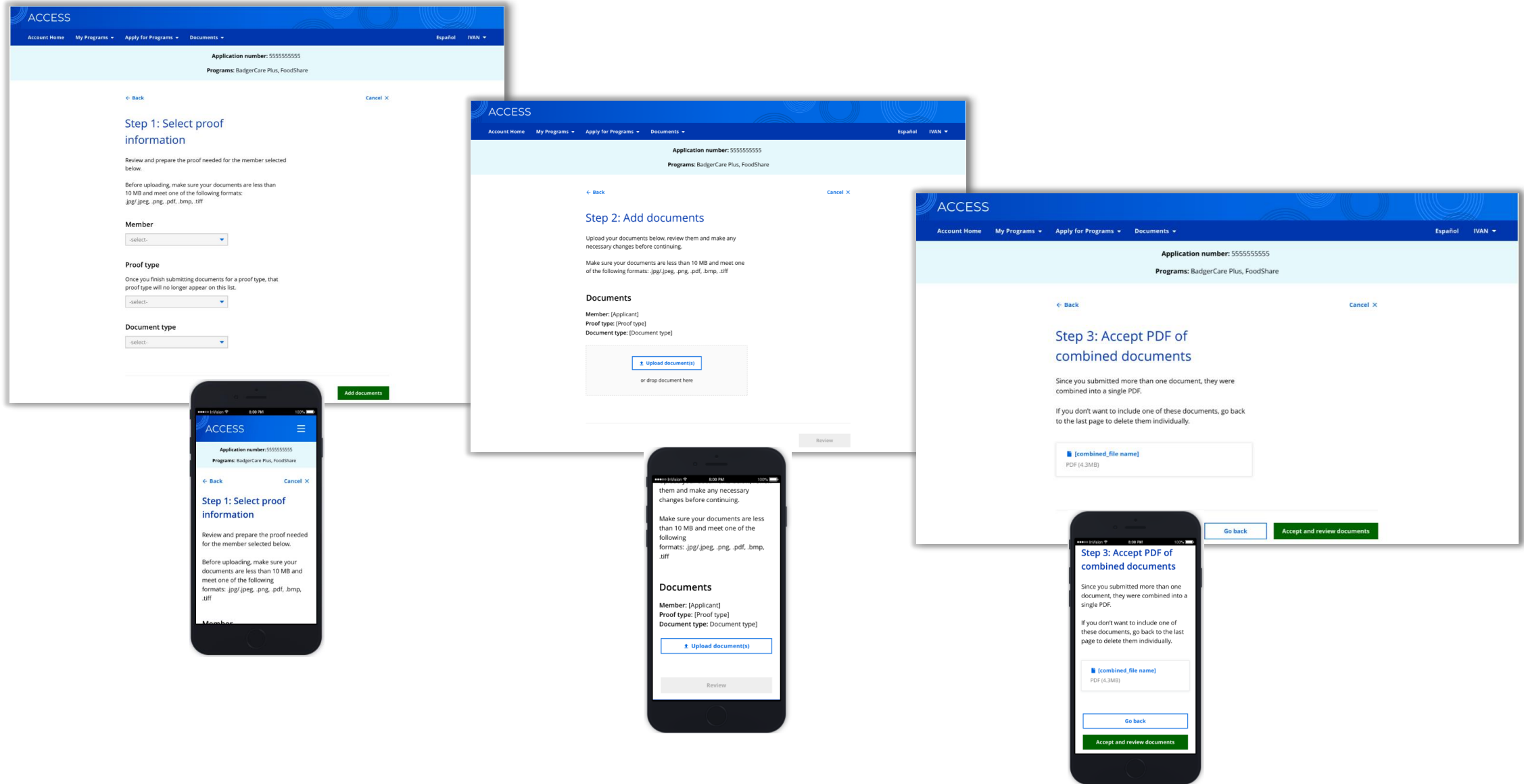
**[Month Day, Year]**

[Document type]	By ACCESS
[Proof type]	
[Document type]	By fax

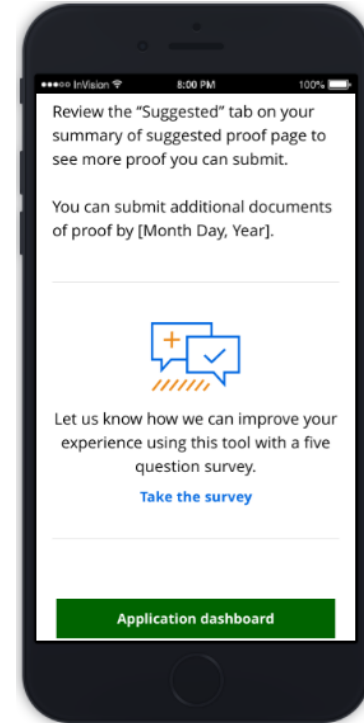
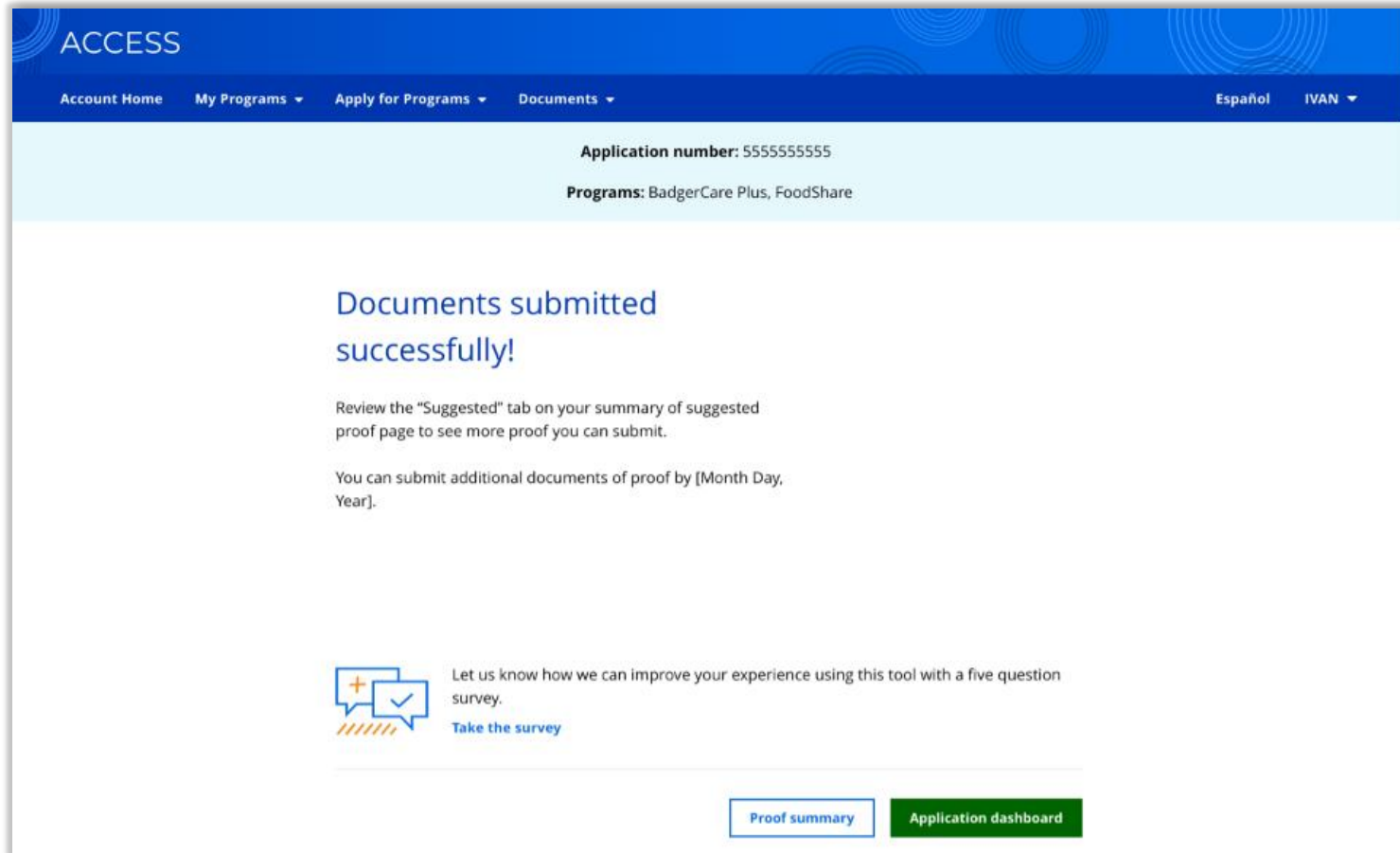
**School Enrollment**

[Document type]	By ACCESS
[Proof type]	
[Document type]	By fax

# AFB DSM Features – Digital Submission Process



# AFB DSM Features – Thank you Page and Member Survey





# AFB DSM Features – Non-Digital Submission Process

ACCESS

Account Home My Programs Apply for Programs Documents Español IVAN

Application number: 5555555555  
Programs: BadgerCare Plus, FoodShare

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### More ways to submit proof

Uploading proof is the fastest way to make sure your documents are received. If this is not possible, you can review other ways to submit proof below.

Submission options

Fax

**Step 1: Print coversheet**  
Print this coversheet and place it on top of the other documents. The coversheet should be the first page of your documents of proof.  
[Download and print coversheet \(PDF\)](#)

**Step 2: Prepare documents**  
Write your phone number and the number of pages in the space provided on the coversheet. Make sure to count the coversheet in the number of pages.

**Step 3: Fax**  
Fax your documents to xxx-xxx-xxxx

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ACCESS

Account Home My Programs Apply for Programs Documents Español IVAN

Application number: 5555555555  
Programs: BadgerCare Plus, FoodShare

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### More ways to submit proof

Uploading proof is the fastest way to make sure your documents are received. If this is not possible, you can review other ways to submit proof below.

Submission options

Mail

**Step 1: Print coversheet**  
Print this coversheet and place it on top of the other documents. The coversheet should be the first page of your documents of proof.  
[Download and print coversheet \(PDF\)](#)

**Step 2: Prepare documents**  
Write your phone number and the number of pages in the space provided on the coversheet in the number of pages.

**Step 3: Mail**  
Don't forget to make copies of your original documents such as ID, birth certificate, and pay stubs. Do not drop off the original copy unless your case worker specifically requested it.  
**Agency name**  
1234 Main Street  
Madison WI 53706  
xxx-xxxx-xxxx

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ACCESS

Account Home My Programs Apply for Programs Documents Español IVAN

Application number: 5555555555  
Programs: BadgerCare Plus, FoodShare

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### More ways to submit proof

Uploading proof is the fastest way to make sure your documents are received. If this is not possible, you can review other ways to submit proof below.

Submission options

Drop-off

**Step 1: Print coversheet**  
Print this coversheet and place it on top of the other documents. The coversheet should be the first page of your documents of proof.  
[Download and print coversheet \(PDF\)](#)

**Step 2: Prepare documents**  
Write your phone number and the number of pages in the space provided on the coversheet. Make sure to count the coversheet in the number of pages.

**Step 3: Drop-off at agency**  
Drop your documents off at  
**Agency name**  
1234 Main Street  
Madison WI 53706  
xxx-xxxx-xxxx  
[Agency hours and information](#)  
Don't forget to make copies of your original documents such as ID, birth certificate, and pay stubs. Do not drop off the original copy unless your case worker specifically requested it.

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ACCESS

Application number: 5555555555  
Programs: BadgerCare Plus, FoodShare

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### More ways to submit proof

Select how you would like to submit your documents below.

Submission options

-select-

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ACCESS

Application number: 5555555555  
Programs: BadgerCare Plus, FoodShare

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### More ways to submit proof

Select how you would like to submit your documents below.

Submission options

Mail

**Step 1: Print coversheet**  
Print this coversheet and place it on top of the other documents. The coversheet should be the first page of your documents of proof.  
[Download and print coversheet \(PDF\)](#)

**Step 2: Prepare documents**  
Write your phone number and the number of pages in the space provided on the coversheet. Make sure to count the coversheet in the number of pages.

**Step 3: Fax**  
Fax your documents to xxx-xxx-xxxx

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ACCESS

Application number: 5555555555  
Programs: BadgerCare Plus, FoodShare

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### More ways to submit proof

Select how you would like to submit your documents below.

Submission options

Drop-off

**Step 1: Print coversheet**  
Print this coversheet and make sure to stack it on top of the other documents. It should be the first page on the stack.  
[Download and print coversheet \(PDF\)](#)

**Step 2: Prepare documents**  
Write your phone number and the number of pages in the space provided on the coversheet. Make sure to count the coversheet in the number of pages.

**Step 3: Mail**  
Don't forget to make copies of your

[Back to proof summary](#)