WI ACCESS Modernization

Apply for Benefits (AFB) – Document Submission Module (DSM)

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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.

AFB DSM
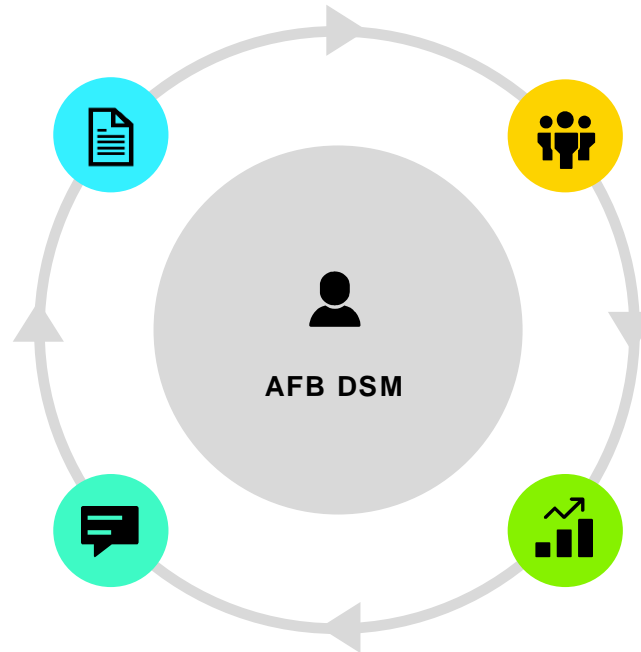
Increased Member Support

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
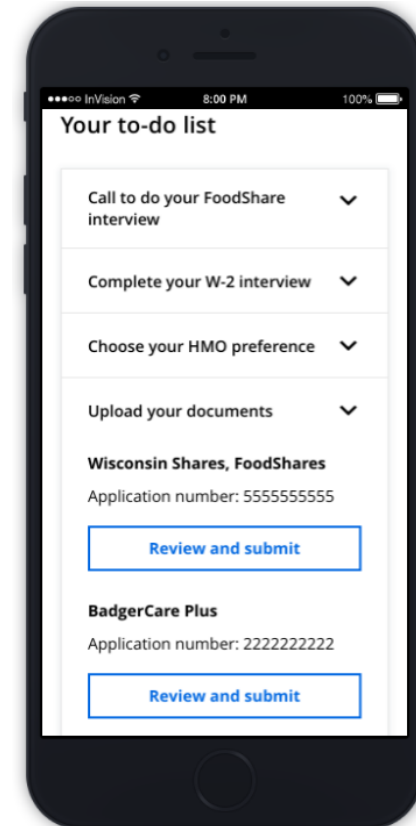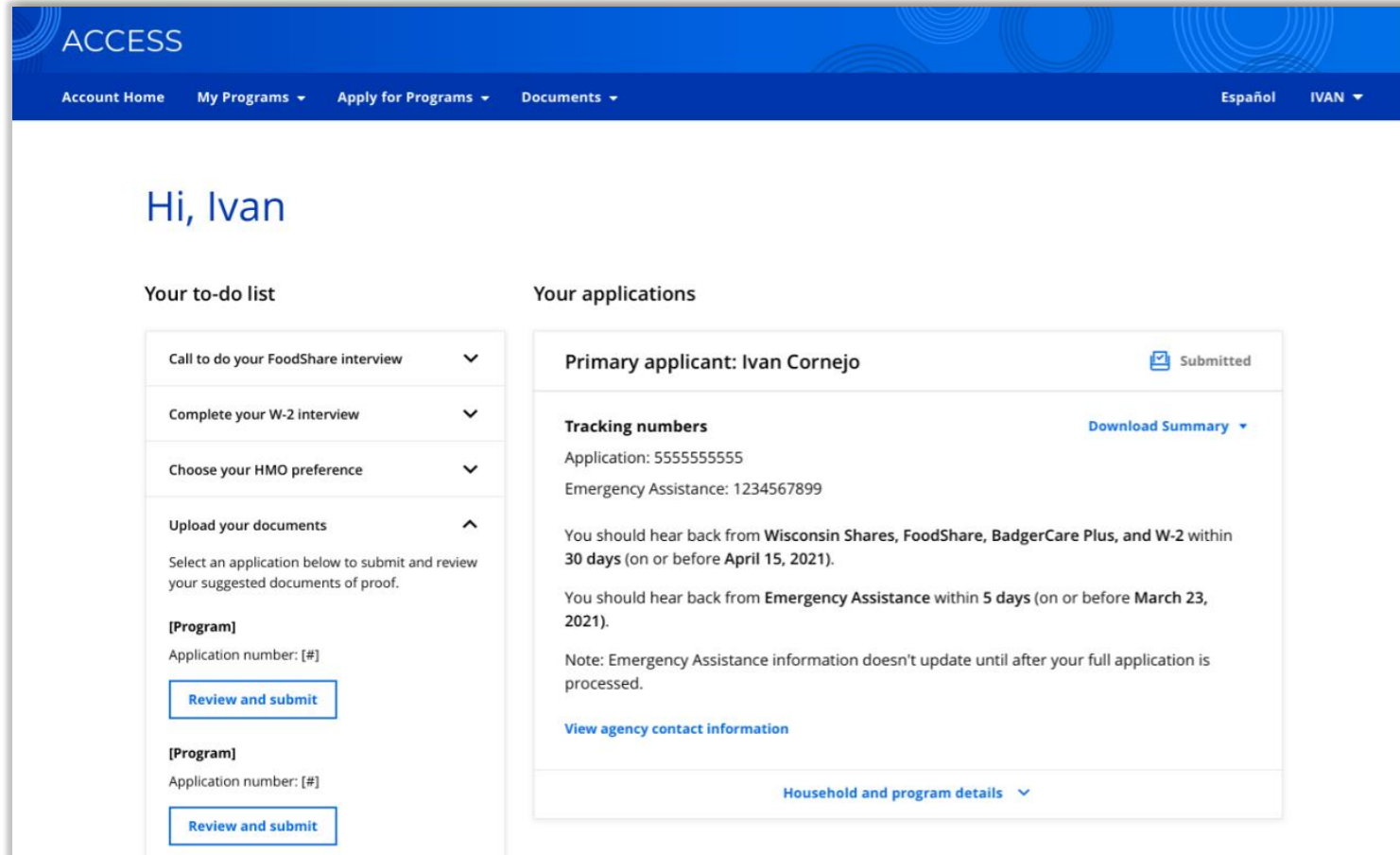
AFB DSM Features – Proof Summary (Suggested Documents)

AFB DSM Features – Proof Summary (Submitted Documents)

AFB DSM Features – Digital Submission Process
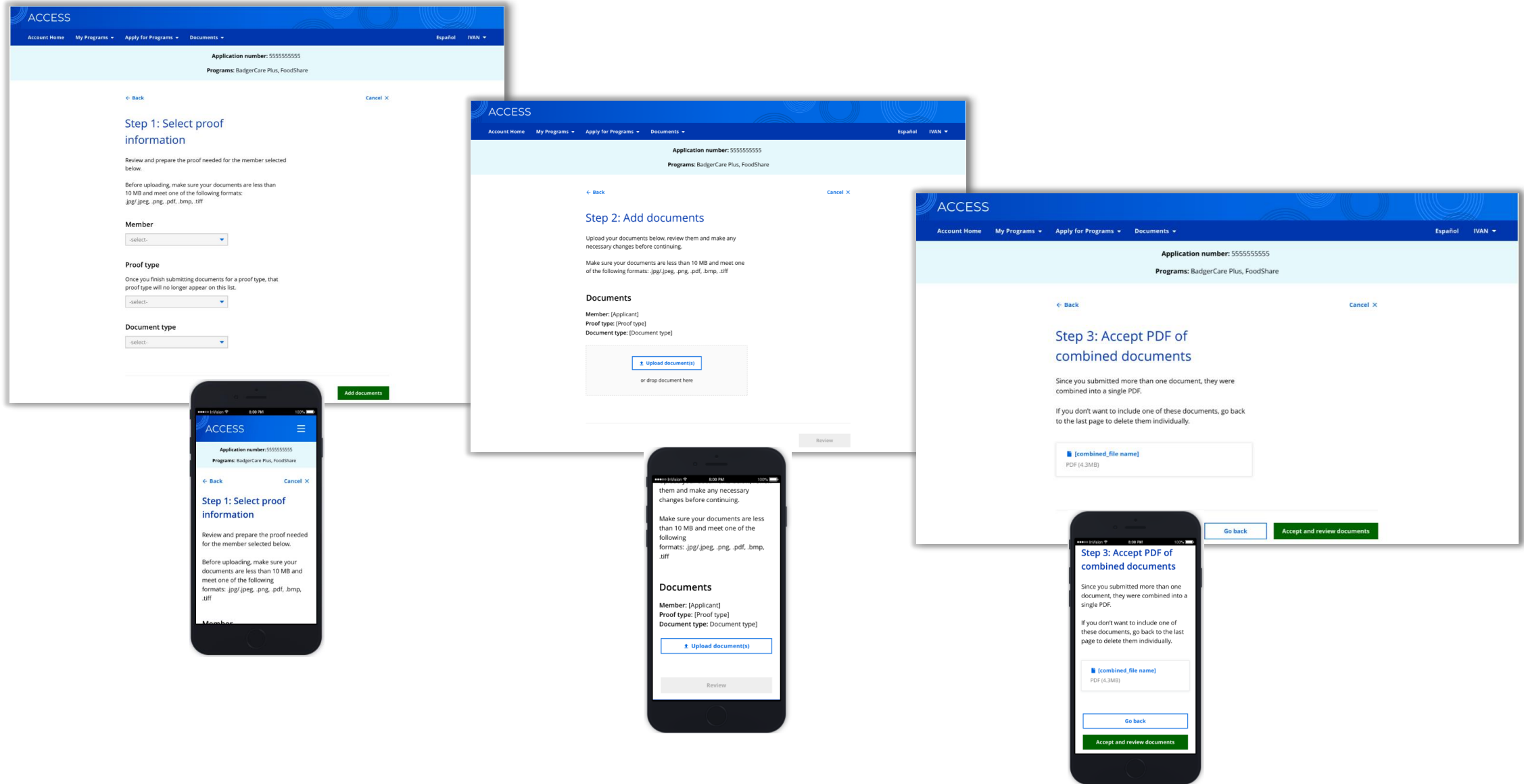
AFB DSM Features – Thank you Page and Member Survey
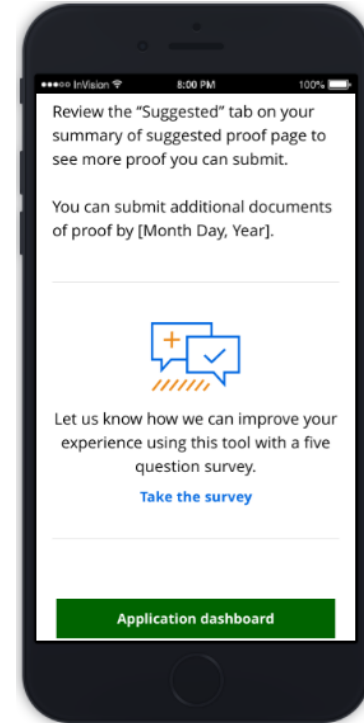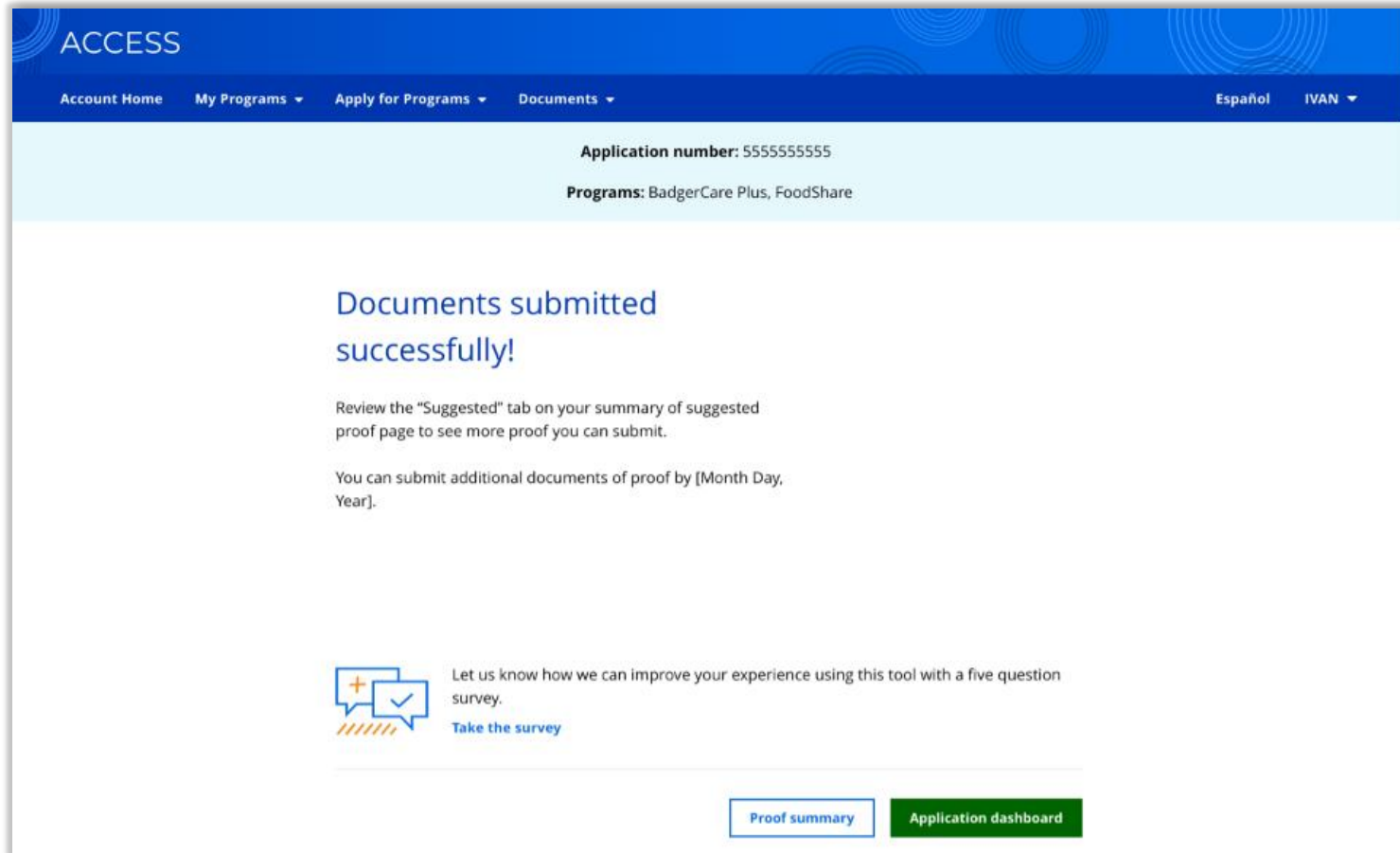
AFB DSM Features – Non-Digital Submission Process