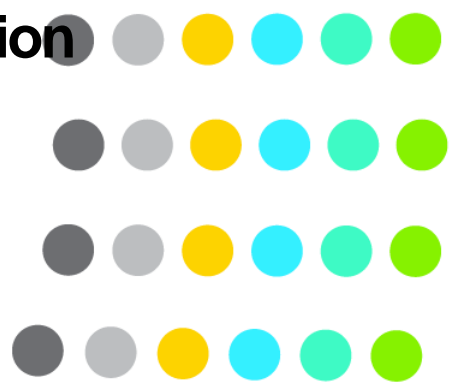# MyACCESS: HMO Contact Information Enhancement
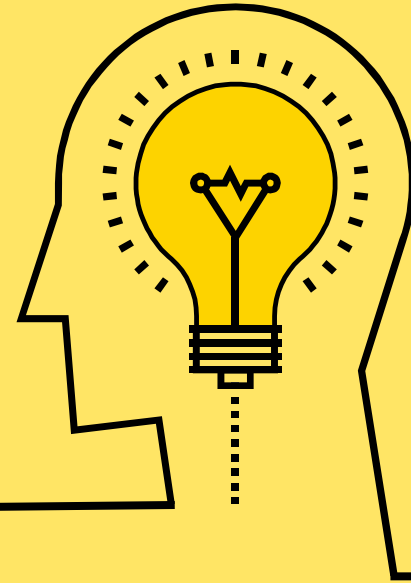
IMAC Presentation

January 2022

Project Overview

Project Overview

Background

In December 2021, the HMO Selection and Enrollment Tool was made available to members on ACCESS Online. The MyACCESS mobile app will be enhanced to display the name and contact information of a member's HMO that is displayed on ACCESS Online.

Vision

The HMO information will be accessible from the user's Program Details screen and will include the following:

- The name of the HMO in which the member is enrolled
- The toll-free Member Services number for the HMO in which the member is enrolled
- A weblink to the HMO-provided Member Services website

In applicable scenarios, full-view users will be able to view the above information for members of their household. The toll-free number will be tappable, and the user will be able to directly contact Member Services from this link.

In addition to the above HMO Contact Information, in-app FAQs will be updated to direct the user to ACCESS Online for additional HMO selection and enrollment functionality.

# Design Considerations
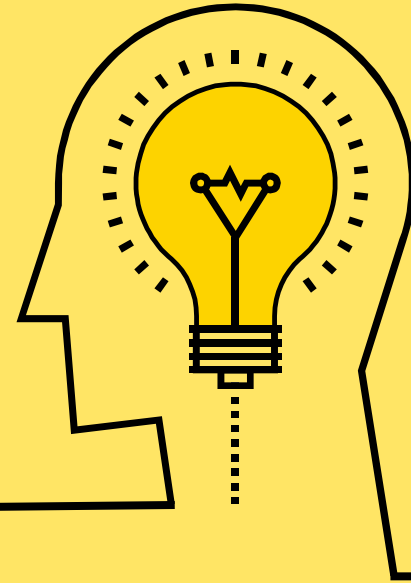
Design Considerations

Key design considerations centered on ensuring that the information displayed on MyACCESS replicates the information displayed on ACCESS Online.

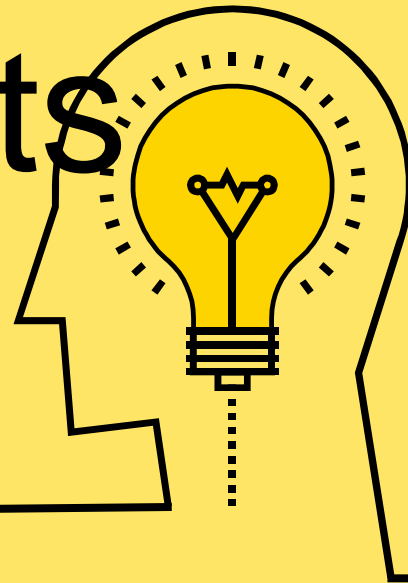Additional information included in the planned display :

- Link to the user's HMO website
- In-app FAQs directing user to ACCESS Online for enrollment functionality
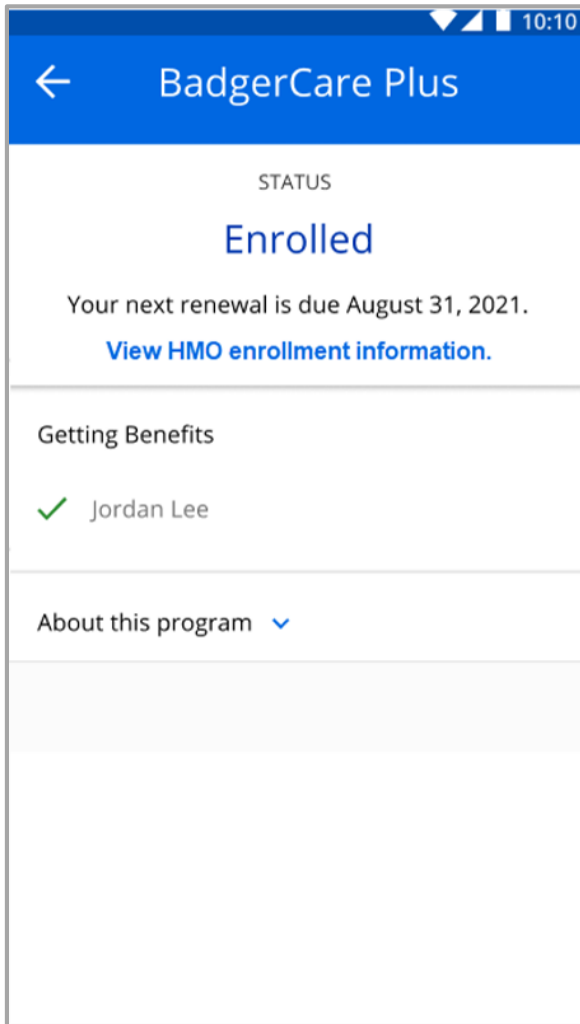- Details regarding exempt household members
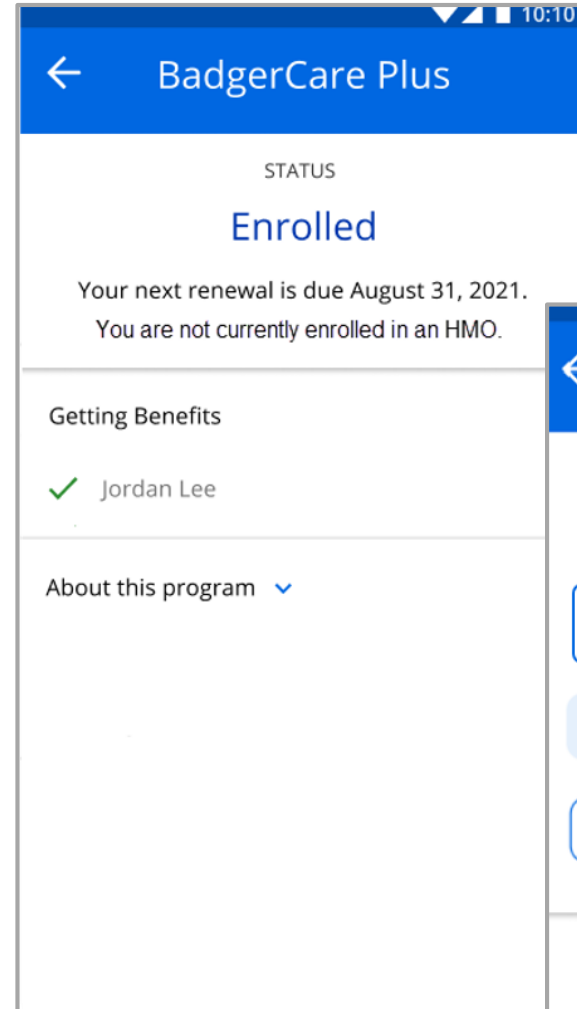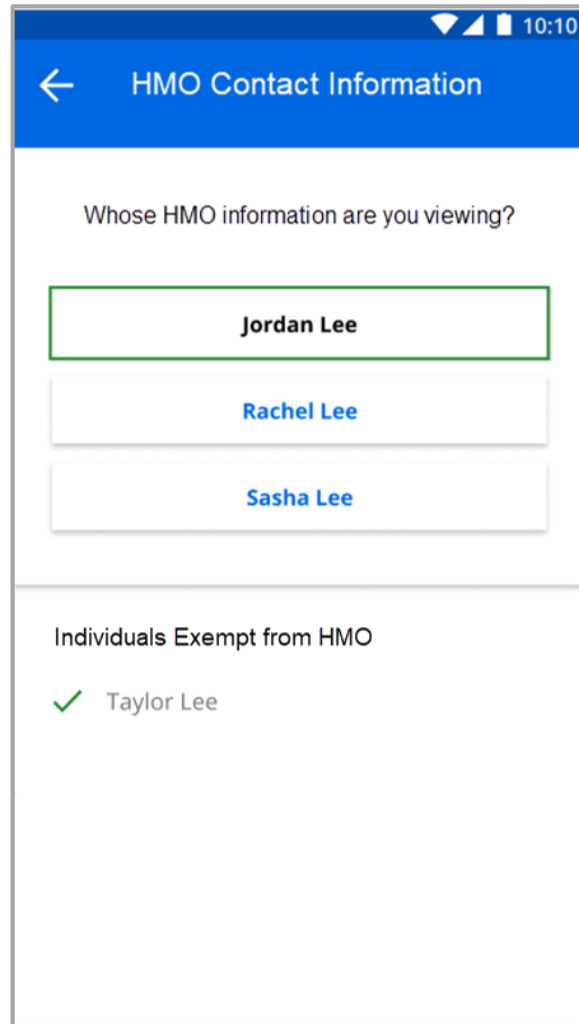
Early screen mockups.
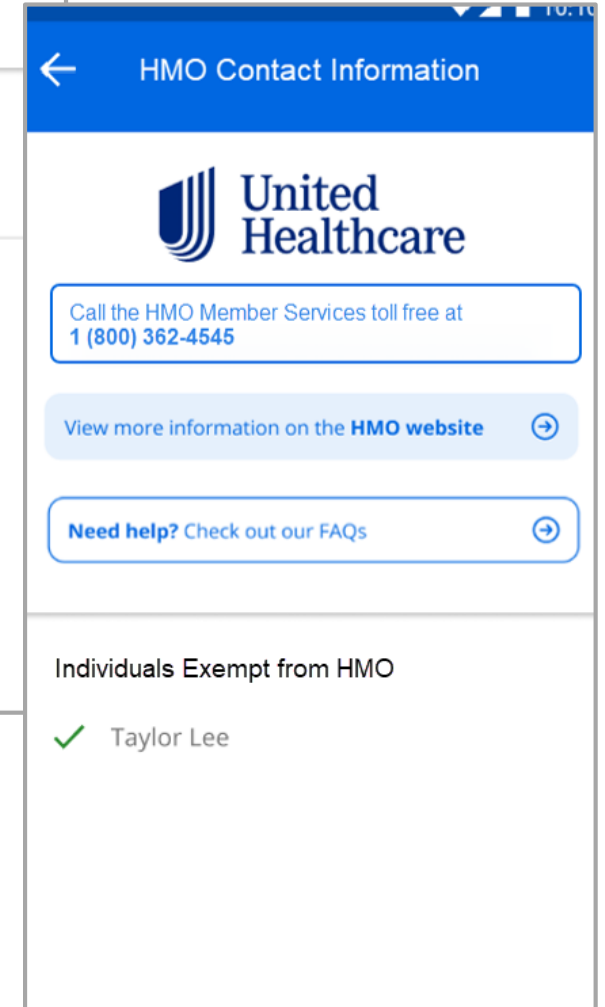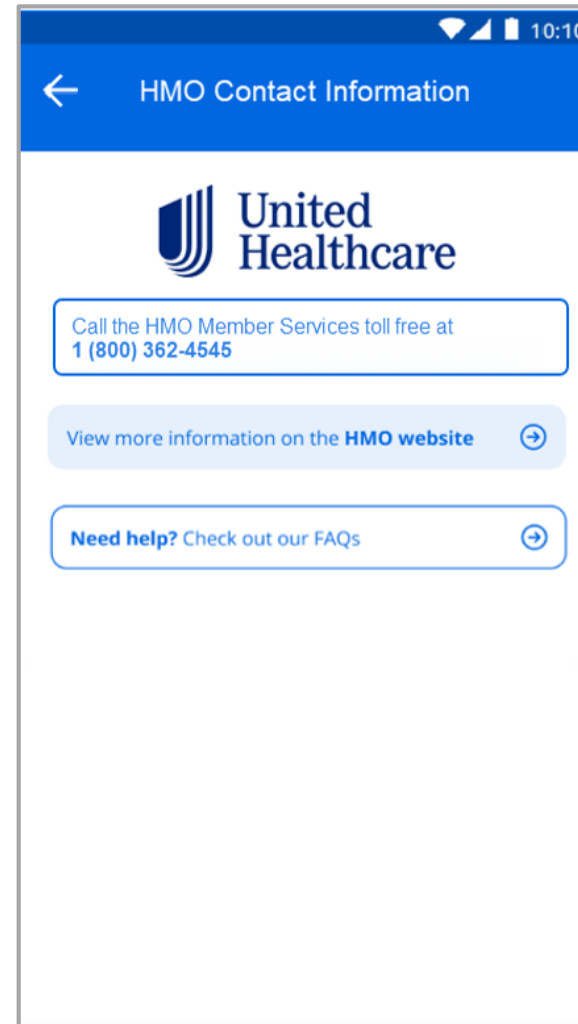
Mockups & Key Functional Benefits

BC+ and Medicaid users are able to view HMO enrollment information from the Program Details Screen.

Full view users are able to select the household member whose information they want to view.

Users are able to view the name of their HMO, the Member Services phone number, the link to the HMO website, and the link to in-app FAQs.

Tapping on the 1 (800) phone number will open the phone's call modal.