

myCase Training/Monthly Meeting

Introduction:

DWS has faced budget cuts for several years in a row. At the same time, demand for services that DWS provides and supports has risen in the face of a struggling economy. Due to staffing cuts, service efficiency for consumers has become a greater problem— including phone wait times of 45 minutes and more. One route DWS is taking to address this is by providing an online customer interface with cases, MyCase: <https://jobs.utah.gov/liferay/>. Here consumers have access to case information such as case status, review notices, review forms, case changes, and more for programs such as Medicaid, CHIP, TANF, SNAP and General Assistance.

To LogIn:

To access myCase visit www.jobs.utah.gov and link to myCase in top right-hand corner or in the Assistance box. To use myCase you must have one of the following supported browsers: Internet Explorer Version 8, Firefox, Google Chrome, or Safari. To sign on you can choose to create a “Utah ID” via the DWS single sign on link or using a Google, Yahoo, or Facebook account. There was a time when you could sign in directly to myCase, however to increase security it has been changed (see section 1 under advocate concerns). DWS would like people to use the Utah ID function as it currently works across all DWS platforms (for example, unemployment benefits) and they foresee that it will soon link to other Utah government departments. To create a Utah ID you need first and last name, to create a password, an email address as contact information, and to answer three security questions. Once that is created you must go to the given email account and get a code to link back to the myCase sign on page. There you will have to answer a few additional security questions (one time only). These include:

- Case #*
- First Name*
- Last Name*
- Social Security Number
- Zip Code*
- Birth date*

This information should be entered for the PRIMARY person on the case even if that is not the person receiving benefits. The * are required. A social security number is only required *if* the Primary has one. For example, if a mother has applied for Medicaid benefits for her citizen children but not for herself because she is not a documented citizen, she does not have to enter a social security number. MyCase always follows the primary on the case.

If you have used your Google or Yahoo account to create a Utah ID, you can no longer log onto to myCase directly from that email account. If you need to reset any emails or are having trouble logging in you can troubleshoot by emailing mycasewebmaster@utah.gov.

You are now logged in!

During this portion of the training, DWS walked us through the various tools in myCase. We were not able to cover every single tool so there may be additional features available not listed. Please note that DWS mentioned that this is a work in progress, so the chances of various pieces of myCase changing monthly or quarterly are high.

Once you are logged on you will see **Quicklinks** across the top, a **Welcome Box**, a **Home Box**, a **What's New? Box**, an **I Want To box**, a **Spanish translation button** (or English if already translated to Spanish) and a **Chat Link**.

Quicklinks include: MY ACCOUNT, BENEFITS, SERVICES, and DOCUMENTS

- MY ACCOUNT
 - Under this you will find Delivery of Notices (ONLY if the consumer has chosen to have a paperless account—see more on this below). Notices include such things as notice of review, notice of case changes, etc.
 - You will also find a place to choose how you get ALERTS. You can receive alerts by either email or text by clicking next to whichever one you choose. Alerts can be sent for notification of notices, payments due, review reminders, etc.
- BENEFITS
 - This will show what benefits are being received under the case. It will show the current month's benefits, next month's benefits, and any stopped benefits. There is a column for every program the benefits are being received for, the person under the case receiving benefits, and the amount of benefits.
- SERVICES
 - Under services you will find links for Application, Case Review, Report a Change, and Payments. When you click under services and applications you can see status updates—date submitted, estimated decision date, and approved or denied applications.
- DOCUMENTS
 - Here you will find Forms. 95% of DWS forms are not online and have 2D bar codes so when received by DWS the chance for error on their part goes down significantly. This also is where Notices can be found as well as Verifications. Under verifications it will display what verifications came in (i.e., pregnancy verification), the date, and the number of pages received. It will not display the form itself for privacy reasons.

Welcome Box: This box gives real time updates regarding the status of the case. For example it may say that a case has been denied, it will give notice that a payment is due, any case changes, or notice that a review is needed.

Home Box: This box has the name, case number, and links to myJobs and unemployment insurance.

What's New Box: This box will give notice of anything new regarding the case.

I Want To Box: This box gives you a menu of options such as Submit a New Application, Report a Case change, etc.

Spanish Translation: Click here to translate entire page to Spanish. If signed up as Spanish as first language, page should show automatically

Chat Link: Automatically puts you in the queue to “chat” (electronically communicate) with a DWS employee. When you click on the chat function you will see a pop up box stating the approximate wait time for a staff member to be available to chat with you. Once that person is available, they will have your case information automatically and be able to help you with your questions. Chat hours are the same as regular DWS hours—Monday to Friday 8am to 5pm.

DISCUSSION TOPICS:

All or Nothing Paperless Option: Advocates are concerned about the all or nothing paperless option for notices. It was discussed that many people do not have consistent access to a computer or internet so it would be beneficial to have people be able to access both. DWS states this as a financial decision to avoid duplication of services and stated that advocates can talk to operations to discuss the benefits of changing back. This is a big concern for advocates and we will follow up on advocating for it to be changed. Ideas discussed included different levels of paperless options.

Third Party Access: DWS stated that third party access is their next priority in terms of building myCase. They hope for early next year, however state that building it well is more important to them than rushing its release. They discussed many legal and developmental issues they have to explore before the release of third party access to myCase. They are screening the calls that are received by DWS by those who would be third party users to decide what to include in the third party access. There are three levels of third party access being looked at by DWS: Medical Provider Access, View with Permission Access, and Authorized Representative on case access (this level would be authorized to act on behalf of consumer).

Community Computer Use: A question arose about where DWS recommends folks go to access a computer. They often refer them to DWS Employment Centers (you can find locations at www.jobs.utah.gov, under “assistance” click “more” then click “find employment center”). There, staff have been trained to help people access and navigate myCase. They often refer to public libraries as well. An advocate recommended that we all work together to develop a list of these types of resources including community partners who have computers available for accessing this kind of information. Next steps?

Digital Divide for Vulnerable Populations:

Several times throughout the meeting the concept of a “digital divide” for many of the communities that DWS services are used for. This was defined as the concern that many people— specifically those living in poverty—really struggle with the technical aspect of myCase as well as access to computers and internet. Other issues, such as the many steps to logging in and the very “American-based” security questions that are not necessarily appropriate for populations such as refugees. DWS states that they understand that myCase is not user friendly to all the consumers they serve. They are targeting it towards those who can use it to free up staff time for those who may not be able to.

Current Third Party Access to Cases— 114 Form: There are three levels of access to cases for those working with consumers: “I can get information from DWS worker on case,” “I can get all Notices sent to me,” and “I can act for you on the case.” DWS stated that the level of access can be entered incorrectly, so if you are not able to access case at correct level, ask to ensure if it is entered correctly in the DWS system.