

Online Email Notification Customer Transcript

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Welcome to the Online Email Notification Customer Training. This training is designed to introduce you to the new paperless process.

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Currently, notices are only received by US Mail. Starting July 16,

- An Online Email Notification process will be available in My ACCESS Accounts.
- You, the Account holder, will have the option to receive an email alert when new notices are posted to your account instead of a mailed notice.

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When the notice method chosen by you is Email, a “New notice posted to account” email is sent whenever a new notice is generated.

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You can set up your own notice method within your own account. This includes, but it is not limited to, the Primary Information Person (PIP), payees, and any authorized representatives with My ACCESS Account access.

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There is Only one way to Opt In

1. You must go into My Account and go to My Notice method to select email option.

NOTE: Staff will not be able to change the email address for the notice method.

There are three ways for you to opt out.

1. Go to My Notice Method page within MyAccess Account and choose US Mail.
2. A worker with the ability to reset passwords can change the notice method to US Mail. You can contact the Customer Call Center at 1-866-762-2237. And Finally
3. The system will automatically opt you out if your email address fails delivery or you delete your email address.

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Here are some Exceptions to the Paperless Notice Rules

- Notices for HCBS Waiver, Hospice, and Nursing Home Programs will continue to be mailed to the facility regardless of the notice setting.
- The food assistance and cash disqualification notices will continue to be mailed to the account holder regardless of the account holder's notice setting.

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Updating your profile.

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Log into your My Access Account by entering your user name and password.

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If you wish to change your password, security questions or email address, you can click on "Update Profile" to go to the screen that allows you to update your information.

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On the user account profile information and security settings, you can change your password, your email address, and security questions. Please make sure you enter a valid email address or you will not receive your emails.

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If you delete your email address, you will get the message in red shown above. If you continue with deleting your email address then you will be opted out of email notifications. You will get a notice in the mail that you have opted out.

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Once you have made your additions/change and have clicked save, you will get the message that you have successfully updated your profile.

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A new Email Address field displays at the top of the "Welcome to My Access Account" page showing the existing known email address, or "Not entered" for the account holder that is logged into the system and has not entered an email address. An "Update" hyperlink navigates to the My Notice Method page where the notice method and/or the email address can be changed.

NOTE: The system will use the email address the account holder registered with and maintains in the user profile.

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On you're My Notice Method page, enter your email address twice and click save.

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Make sure that you type in your email address two times.

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Once you save your email address, the email address will appear at the top.

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Opting In

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A message indicating the current notice method displays in the red text below the email address field on the "Welcome to My ACCESS Account" page. A hyperlink labeled, "Click here" will navigate to the new My Notice Method page.

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A new screen, "My Notice Method," has been added that will allow the account holder to select which method they would like to receive their notifications. Radio buttons labeled "US Mail" and "Email" display in the Select Notice Method section of the My Notice Method screen. To "Opt In", click "Email."

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When you click on email, you will get a drop down of your current email address. Make sure this email address is a valid address.

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Review the Paperless Terms and Conditions, click "Yes, I have read and understand the terms and conditions of the Paperless Notification." Then click Save.

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You have now opted for paperless notifications.

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When the notice method is changed from US Mail to Email, an “Opt In” notice will be mailed. The notice says “You have chosen to receive your notices about you case online. You will no longer receive paper notices through the mail. You can view and print your notices at your convenience twenty-four hours a day seven days a week from your my ACCESS Account. Follow the steps below to log in to your ACCESS Account and view your notices.”

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When the notice method is changed from US Mail to Email, an email will be generated.

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This is a copy of the email you will receive when a new notice is ready to be viewed in My Account.

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Opting out

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If you are currently opted in, you will see the message, “You are currently receiving paperless notices. If you would like to receive notices by US Mail, click here.” Click on the link.

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When the notice method is changed from Email to US Mail, an “Opt Out” notice will be mailed. The notice states, “We have received your request that you want to receive paper notices about your case. You will no longer receive email notifications. Your next notice will be mailed to the address we have on record. You will also have a copy of all your notices in your my ACCESS Account if you ever need to view or print a copy.”

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When the notice method is changed from Email to US Mail, an email will be sent to confirm.

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If an email is undeliverable, the system will automatically change the notice method from Email to US Mail. An “Error Opt Out” notice will be mailed to the customer advising them of a change.

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This is a copy of the notice you will receive when the email address on file is invalid and the email process failed. The notice reads: We recently tried to contact you at the email address we have on file for you. However the email was returned as undeliverable. You had previously chosen to receive notices about your case online. Since the email we sent was undeliverable your notices will be mailed to the address we have on record. You will have a copy of all your notices in your MYACCESS Account if you ever need to view or print a copy.

If you would like to continue receiving notices online log into your account and check the email address that we have on file for you. Update your email address and change your Notice Method to Email.

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Viewing Notices.

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On the My Notice page, account holders will see a new column called "Read" which displays "N" if the notice has not been viewed online or "Y" if the notice has been viewed online. All notices generated prior to implementation will display US Mail.

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In this example, Perry is the customer. Under the "Read" column, there is a "N" for No. Perry has not yet read his online notice.

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A "Y" for yes now shows up after Perry views the 1st notice.

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Perry has now viewed the 1st & 3rd notice.

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This concludes the Online Email Notification Customer Training.