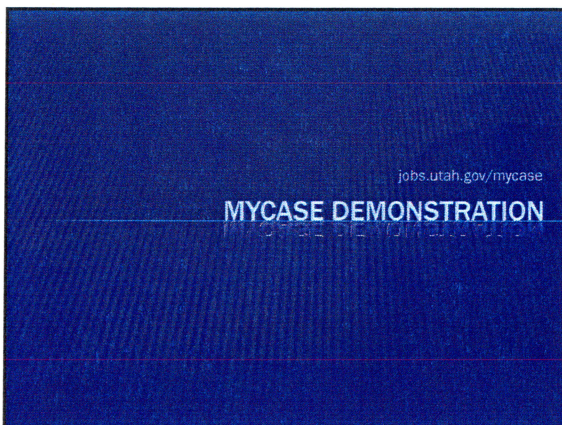
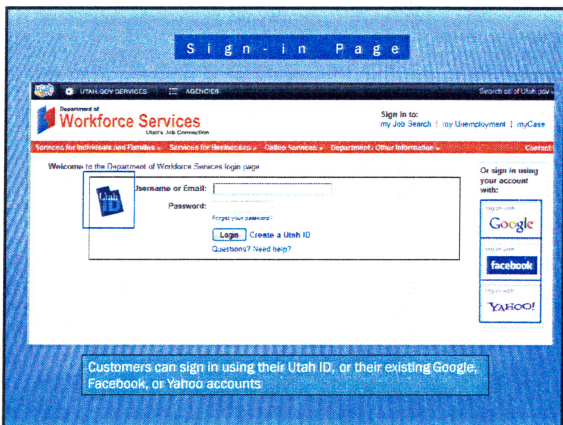
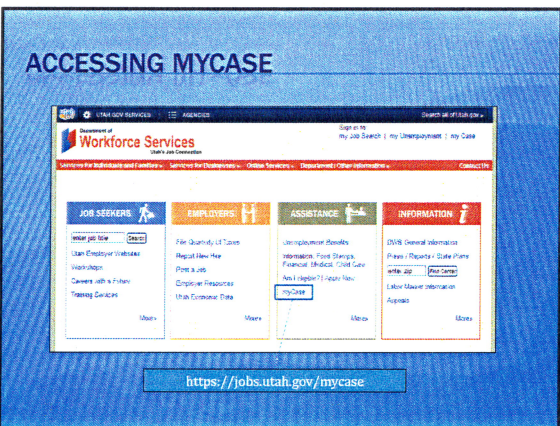
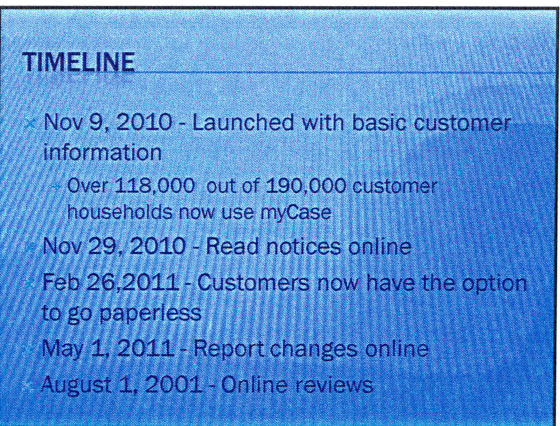
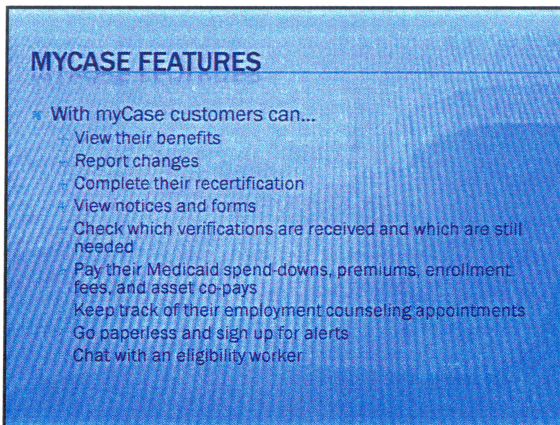
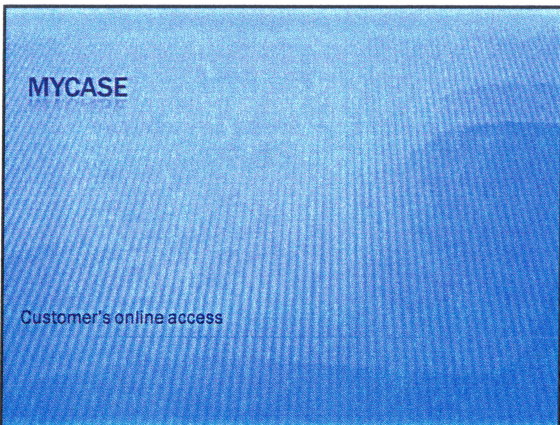


LIFELINE REQUIREMENTS AND DRAFT PROPOSAL  
Docket 10-2528-01  
Attachment 4





**Customer Home Page**

1 Status box – Get the status of the case in real time

2 Easy buttons – direct access to case verifications, change reporting, and case reviews

**Benefits Page**

1 Current month, next month and any stopped benefits (and why they stopped)

2 Get a 12 month benefit report (can be saved, emailed, or printed), or check current EBT balance in real time

**Applications Page**

1 Customers can see the status of all current applications as well as any recently denied applications

2 Customers can link here to our online application

### REPORTING A CHANGE

- Beginning May 1, 2011 customers were given the ability to report changes within myCase
- Since then over 34,000 changes have been reported in myCase

### REPORTING A CHANGE

- Changes reported through myCase are written to our eligibility system (eREP)
- If a change requires verification the change will be processed and posted as “pending”
  - myCase will show the customer what needs to be verified and how to verify
  - A notice will also be mailed and displayed in myCase asking for the required verifications

**Report a Change Page**

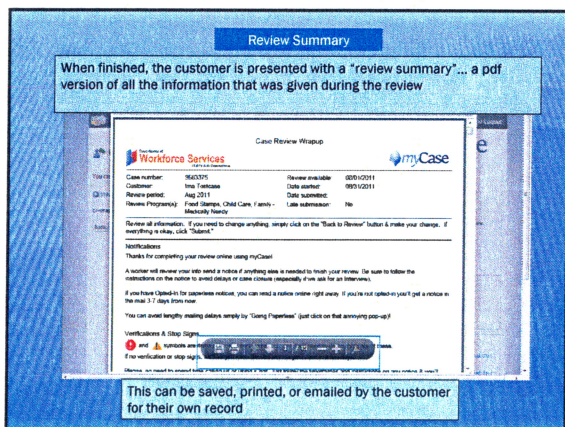
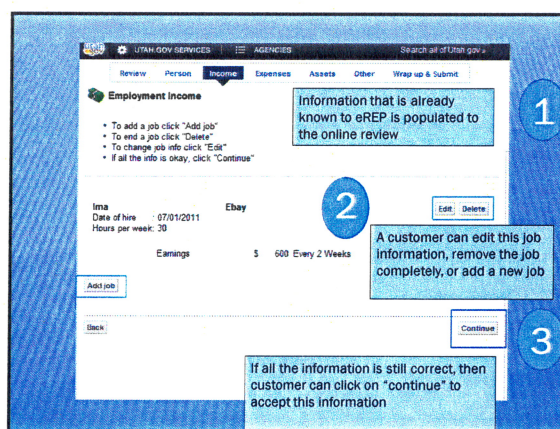
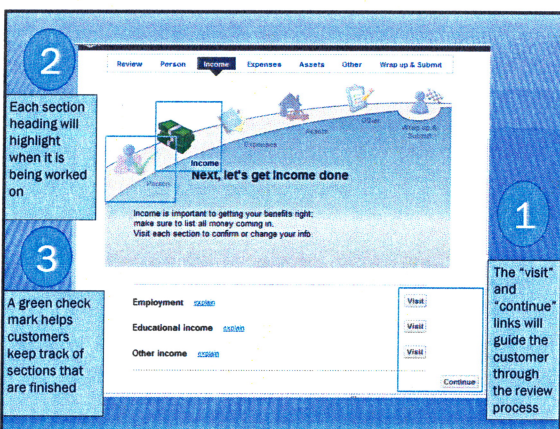
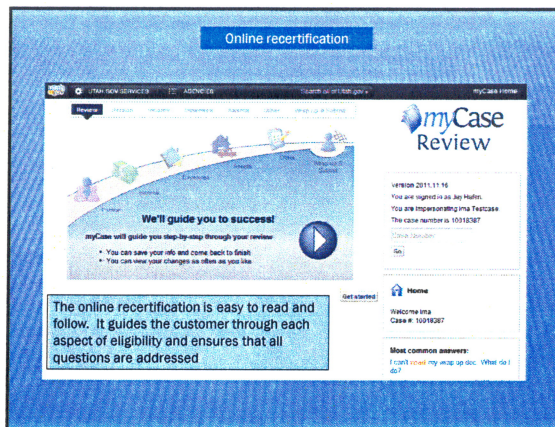
1 Categories of change are listed for the customer to use

2 If a customer wants to report something that doesn't fit in these categories, this link is provided which will allow the customers to email their change to our staff

## ONLINE RECERTIFICATION

- Online reviews (recertification) became available to the public on August 1
- 3800 reviews were complete in the first month (August 2011)
- 4200 reviews were completed in September 2011

Most information is written to eREP without employee input  
Save time and money



**PAPERLESS**

- Beginning Feb 26, 2011 customers were given the option to stop receiving notices via postal mail
- For customers choosing to go paperless, their notices can be viewed in myCase
- An email alert is sent when a new notice can be read in myCase
- As of September 2011, 27000 customers have chosen to go paperless
- 73% of paperless customers read their notice within three days-most of those on the first day

**Delivery Page**

By clicking here, the customer is walked through the steps needed to turn on this option. This follows simple industry guidelines for validating a person's email address

Utah offers the option to receive all future notices paperless. . . Customers are alerted by email or text message that they have a notice, and use myCase to retrieve that notice

Once this option is turned on, they can turn it back off at any time by returning to this page

**Alerts Page**

On the alerts page, customers can personalize how they want to receive electronic alerts. They can customize it based on notices, review reminders, payments due, and interviews needed

Orange means this alert is turned on, Blue means it's turned off

THE END

