ASSIST Self-Service Community Partner

User Guide

ASSIST Community Partner Overview

ASSIST is Delaware's fast and easy way to apply online for social services. Organizations such as hospitals, church groups, and other community-based groups that help Delaware residents apply for social services can apply to become an ASSIST Community Partner. By registering as an ASSIST Community Partner, the organization can initiate and track applications through the ASSIST Community Partner Dashboard.

ASSIST serves as a single access point for the following benefits:

- Long Term Care (Nursing Home Services, Home and Community Based Services, and Children's Community Alternative Disability Program)
- Health Care Coverage (Medicaid, Delaware Healthy Children Program / CHIP, and Qualified Medicare Beneficiary)
- Food Supplement Program
- Cash Assistance (TANF, General Assistance, and Refugee Cash Assistance)
- Child Care Assistance
- National School Lunch Program
- Low Income Home Energy Assistance Program (LIHEAP)
- Food Bank

Who to call for log in questions: Please contact the DHSS Helpdesk at 302-255-9150 between 8:00 AM and 4:30 PM, Monday through Friday.

This User Guide is designed to help you use ASSIST online services as an ASSIST Community Partner. In ASSIST, you will find help and instructions that will guide you through the entry of information.

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Welcome to ASSIST

About ASSIST

ASSIST is the fast and easy way to apply online for benefits for many social services programs anytime and anywhere.

Use ASSIST to find out who qualifies for benefits, to apply for new benefits, to finish an application, or to check an application's status.

By using ASSIST you can apply at any time during the day or night from home, a library, or any location with Internet access.

ASSIST Security

ASSIST is secure, private, and confidential. Information entered into ASSIST is protected through an encryption process.

IMPORTANT:

- **An e-Application number ensures confidentiality once the application or renewal is received. Citizens can use their unique e-Application number to check on the status of their application after it is submitted or to save their application for up to 180 days from the last date that it was updated in order to gather additional information.**

Community Partners must login using their Integrated Authorization System User ID, then use a citizen's Identity Access Management (IAM) account to create a new application.

Basic Navigation Tips

Before you get started, here is some useful information that will help you become familiar with the look and feel of ASSIST.

Buttons

The most frequently used page elements in ASSIST are buttons.

Frequently used BUTTONS include:

- **[NEXT] / [CONTINUE]** – Saves information entered on the page and / or takes you to the next step in the application process
- **[PREVIOUS]** – Saves information entered on the page. Takes you back to the previous page.
- **[+ADD ANOTHER]** – Adds a section to the page for an additional person, employer, income, expense, insurance policy, or insurance
- **[REMOVE]** – Removes a section from the page
- **[HELP]** – Provides more information about the question being asked
- **[VIEW / PRINT MY e-APPICATION]** – Creates a printable version of the application
- **[CANCEL e-APPLICATION]** – Erases the application
- **[SAVE e-APPLICATION & FINISH LATER]** – Saves the unsubmitted application for up to 180 days from the last date that it was updated
  - **[KEEP WORKING]** – If you decide not to stop and save the application, you can choose to continue and keep working

IMPORTANT:

- **You have 180 days from the last date that it was updated to complete and submit the saved application before it is erased. You must have the e-Application number to access the saved application.**

Links

Links allow you to move directly to a page within ASSIST. Clicking a link opens the page described by that link in a new window or tab in the browser.

Links are identified by underlined text. Once a link is clicked, it will change color to indicate that the page has been accessed. A common link is:

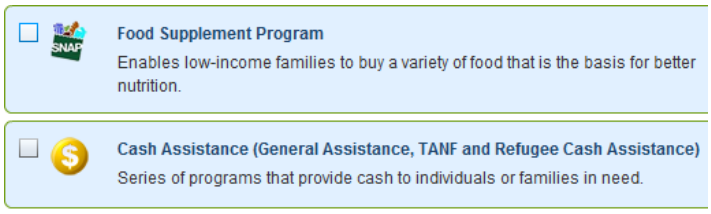
- **Back to CP Dashboard** – Takes you back to the CP Dashboard without saving information in the application

Radio Buttons

Radio buttons allow you to choose only one of the given options.

Check Boxes

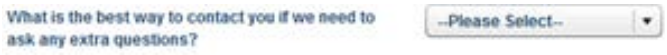
Check boxes allow you to select and deselect multiple options.



Drop-down Menus

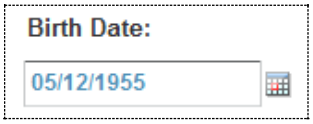
Drop-down menus allow you to select only one option from an expandable list.

Drop-down menus are identified by a down arrow to the right of the box.



Date Fields

Date fields allow you to choose a date by clicking the calendar icon to the right of the field and selecting a date or manually entering a date in the format of MM/DD/YYYY.



Community Partner Information

Community Partner Log in

Enter your ASSIST Community Partner ID and password using the Community Partner Users link under the *Authorized Users Log In* section of the ASSIST homepage and click [SIGN IN].

IMPORTANT:

- **If you are inactive for an extended period of time after logging in, you will automatically be logged out. To log back in, you will need to use your ASSIST Community Partner ID and password.**

Community Partner Dashboard

Home Page

The ASSIST Community Partner Dashboard is designed to allow you to submit and track ASSIST applications for your organization.

Recently Saved Applications

There are four drop-down tabs:

- The last 20 applications your organization recently saved, but did not submit
- The last 20 applications you recently saved, but did not submit
- The last 20 applications your organization recently submitted
- The last 20 applications you recently submitted

ASSIST displays the top 20 records for each of the categories. If you cannot find the application that you are looking for, use [SEARCH].

1. Click the column header to sort your list in ascending order. Click the same column header again to sort your list in descending order.
2. Click the application, then click [CONTINUE APPLICATION] to continue working on an application.
3. Click the arrow to the left of the blue title bar labeled *Applications your organization recently saved* to hide the entire list. To unhide the list, click the arrow again.

New Applications

Click [NEW APPLICATION] to start a new application on behalf of a citizen and you will be routed to the *Getting Started* page.

1. **Getting Started**
   a. **General Information** – The General Information section lists the benefits for which the citizen is able to apply.
   b. **What to Expect** – The What to Expect section explains how long the application should take to complete and what information is required from the citizen prior to completing the application.

      IMPORTANT:
      You will need the following information from the citizen to complete the application:
      - **Household income from jobs, child support, and other income**
      - **Social Security Numbers and birth dates of household members**
      - **Current or recent health insurance information**
      - **Housing and utility expense information**
      - **Child care or disabled expense information, including day care and medical expenses**
      - **Resource information, such as bank accounts, vehicles, homes, property, life insurance, etc. Please Note: Some social services do not need resource information. Resource questions will only be asked if this information is needed to determine potential eligibility**
      - **U.S. citizens must provide proof of citizenship and identity (for example: birth certificate, driver's license, or state ID)**
      - **Non-U.S. citizens must provide original documentation indicating lawful residence in the U.S.**
      - **For Food Benefits, you must include all individuals who eat with the citizen, including children under the age of 22**
      - **For Healthcare benefits, you must include your tax dependents**
   c. **Terms** – The Terms section defines several terms that are used frequently during the application process.

d. **Set Up** – The Community Partner must obtain written consent from the citizen or recipient. The consent must identify the Community Partner, the name of the citizen seeking assistance, and the time frame of the consent. The Community Partner needs the client's IAM ID to log in. If the client does not have an IAM account, the Community Partner must create one for the client and provide the log in information to the client.

IMPORTANT:

- **Be sure to write down the citizen's e-Application number and keep it in a safe place**
- **If the application times out you will be required to log in again using your ASSIST Community Partner ID and password**

2. **Household** – Enter the head of household information. Click [ADD ANOTHER PERSON] to add each additional household member. Be sure to include members of the household who are currently away from home (for example: students). After adding all household members, confirm the head of household and enter the mailing address. ASSIST will then validate the submitted address in real time through a US Postal Service database. **Please Note:** Address validation does not verify that the citizen actually resides at the mailing address.
3. **Benefits** – Select all the benefits for which the household is applying. Then select each household member who is applying for each benefit. Benefits include:
   a. Long Term Care
   b. Health Care Coverage
   c. Food Supplement Program
   d. Cash Assistance
   e. Child Care Assistance
   f. National School Lunch Program
   g. Low-Income Home Energy Assistance Program, (LIHEAP)
   h. Food Bank
4. **Individual Details** – Answer questions about the household and each individual household member.
5. **Income** – Answer income questions about the household. Depending on the answer to these questions, you may have to answer income questions about individual household members.
6. **Expenses** - Answer expense questions about the household. Depending on the answer to these questions, you may have to answer expense questions about individual household members.
7. **Tax Deduction** – Answer questions about the household's tax deductions. Depending on the answer to this question, you may have to provide details for each deduction.
8. **Insurance** - Answer insurance questions about the household. Depending on the answer to these questions, you may have to answer insurance questions about individual household members.
9. **APTC / CSR** – Answer advanced premium tax credit and cost sharing reduction questions for the household.
10. **Resources** – Provide resource information for all household members, such as bank accounts, vehicles, homes, property, and life insurance.
11. **Summary**
    a. **Completion Check** – All questions within the Completion Check sections must be answered in order to move forward in the application process.
    b. **Review Application** – Applications should be reviewed by viewing a printable version of the application.
12. **Next Steps**
    a. **Routing and Provider Information** – Describes where the application has been routed to and the benefits that the citizen is renewing.
    b. **Managed Care Organization** – Information on managed care organizations to enroll in if the citizen is receiving Medicaid.
13. **Identity Proofing** – In order to have an immediate determination made regarding the potential Medicaid eligibility for the household, the identity of the head of household must be verified. Answer identity questions about the head of household.
14. **Verification** – In order to finish processing the application, the citizen must drop off copies of proper identification at a local office, mail, or email the documents listed on this page to the designated office. Additionally, documents can be scanned through ASSIST. Click [PRINT] to print the verification page. **Please Note:** A notice with detailed information about the eligibility determination on your application will be mailed to you within 3 days. You can see this detailed notice online at the *My Account* page within 24 hours.
15. **Submit e-Application**
    a. **Signature Options** – Choose one of the following options:
       - **Yes I would like to e-Sign**
       - **No, I do not want to e-Sign my application**
       - **I am an emancipated minor**

IMPORTANT:

- **If you choose to e-Sign the application you agree to provide the signature electronically. If you choose not to e-Sign the application, print the e-Application, sign, and submit it at your local social service office.**

b. **Rights and Responsibilities** – Check the box at the bottom of the page after reading and understanding the rights and responsibilities.
c. **Certification/Authorization** – Check the box agreeing to e-sign the Certification Statement and Rights and Responsibilities. Enter the initials of the Community Partner who is e-Signing this application.
d. **Submit** – Choose one of the following:
   - **View and/or print the whole e-Application for their records**
   - **Do not want to view or sign the whole e-Application at this time**
e. **Confirmation** – Congratulations, the application has been completed and submitted to the appropriate agency for review. You can view summary or review documents. Lists instructions for mailing copies of verifying documents. Medical Assistance citizens may be able to view their application status in the Eligibility Results section of the Confirmation page.

IMPORTANT:

- **Do not forget to submit the verification documents**
- **Do not forget to write the e-Application number and the name of the Head of Household on all of the documents that you send**
- **In order to review those documents click [REVIEW DOCUMENTS]**

Renew Benefits

When your client's benefits need to be renewed, they will receive a renewal letter. Click on the Renew Your Benefits link to renew benefits on behalf of the citizen and you will be routed to the *Renew your benefits* page. Programs require recipients to renew benefits to determine if they are still eligible to receive those benefits. The Community Partner must obtain written consent from the citizen or recipient. The consent must identify the Community Partner, the name of the citizen seeking assistance, and the time frame of the consent. The Community Partner needs the client's IAM ID to log in. If the client does not have an IAM account, the Community Partner must create one for the client and provide the login information to the client.

IMPORTANT:

- **For all Medicaid applications, the renewal of the Medicaid portion begins automatically. If the existing information passes the online verifications, no further action is required on the client's part. The client will receive a continuation of benefits letter. If the information does not pass online verifications, the client will receive a renewal letter that indicates what actions will need to be taken to complete the renewal.**
- **All other benefit programs follow the renewal process listed below.**
- **A client can only renew benefits received through Division of Social Services or Division of Medicaid & Medical Assistance. The following benefits cannot be renewed through ASSIST because they are handled by outside providers: National School Lunch Program, LIHEAP, and Food Bank.**

1. **Getting Started**
   a. **General Information** – Lists the benefits the citizen is eligible to renew.
   b. **What to Expect** – Explains how long the renewal application will take to complete and what information is required from the citizen prior to completion.

IMPORTANT:

You will need the following information from the citizen to complete the renewal:

- **Household income from jobs, child support, and other income**
- **Current or recent health insurance information**
- **Housing and utility expense information**
- **Child care or disabled expense information, including day care and medical expenses**
- **Resource information, such as bank accounts, vehicles, homes, property, life insurance, etc. Please Note: Some social services do not need resource information. Resource questions will only be asked if this information is needed to determine potential eligibility.**
- **Non-U.S. citizens must provide original documentation indicating lawful residence in the U.S. if there a change in status**
- **For Food Benefits, you must include all individuals who eat with the citizen, including children under the age of 22**

   c. **Terms** – Defines several terms that will be used frequently during the renewal process.

IMPORTANT:

- **Be sure to write down the citizen's e-Application number and keep it in a safe place**
- **If the application times out, you will be asked to enter the e-Application number**

2. **Household** – Review and update all household and mailing address information.
3. **Benefits** – Select the benefits for which the household is renewing. Then select each household member that is renewing each benefit.
4. **Individual Details** – Review and update all household and individual household member information.
5. **Income** – Review and update all income information.
6. **Expenses** – Review and update all expense information.
7. **Tax Deduction** – Review and update all tax deduction information.
8. **Insurance** – Review and update all insurance information.
9. **APTC / CSR** – Review and update all APTC / CSR information.
10. **Resources** – Review and update all resource information.
11. **Summary**
    a. **Completion Check** - Answer all required questions in order to move forward in the renewal process.
    b. **Review Application** - Review the entire application by viewing a printable version of the application. You can include comments on the application.
12. **Next Steps:**
    a. **Routing and Provider Information** – Describes where the renewal application has been routed to and the benefits that the citizen is renewing.
    b. **Additional Information** – Optional to provide additional information such as language preference. The answers to these questions will not affect potential eligibility.
13. **Verification** – In order to finish processing the application, the citizen must drop off at a local office, mail or email the documents listed on this page to the designated office. Click [PRINT] to print the verification page. Additionally, documents can be scanned through ASSIST.
16. **Submit e-Application**
    a. **Signature Options** – Choose one of the following options:
       - **Yes I would like to e-Sign**
       - **No, I do not want to e-Sign my application**
       - **I am an emancipated minor**

IMPORTANT:

- **If you choose to e-sign the application you agree to provide the signature electronically. If you choose not to e-sign the application, the signature page will have to be printed, signed, and mailed to the designated office.**

    a. **Rights and Responsibilities** – Check the box at the bottom of the page after reading and understanding the rights and responsibilities.
    b. **Certification/Authorization** – Check the box agreeing that you want to e-sign the application. Select the adult household member e-signing the application and enter the last four digits of their Social Security number. Enter the initials of the Community Partner who is e-Signing this application.
    c. **Review and Print** – Choose whether you would like to **View and/or print the whole e-Application for their records** or **Do not want to view or sign the whole e-Application** at this time.

IMPORTANT:

- **Do not forget to submit the verification documents**
- **Do not forget to write the e-Application number and the name of the Head of Household on all of the documents that you send**
- **In order to review those documents click [REVIEW DOCUMENTS]**

Screen for Benefits

Click the Screen for Benefits link to screen for benefits on behalf of a citizen and you will be routed to the *Getting Started* page.

By filling out the questionnaire, in a few minutes you will have a better idea of the benefits that the household potentially qualifies for. This will save you time before completing an entire application.

1. **Get Started** – Explains the process of screening for benefits.
2. **Household Information** – Add the citizen and all members of their household and answer the questions about the household.
3. **Individual Details** – Answer questions about each individual household member.
4. **Results** – Review the benefits that the citizen or someone in their household may qualify for.

Search

Click the CP Dashboard to search for applications saved or submitted by your organization.

1. Search by entering one or a combination of the following:
   a. e-Application Number
   b. Date of Birth
   c. First Name

d. Last Name
e. County
f. Application Creator
g. Application Status (Submitted or Saved)
h. Submitted Between
i. Last Updated Between

CP Dashboard

The CP Dashboard displays how many applications have been recently saved by and submitted by you and your organization in the current month.

Quick Reports

The quick reports tab provides the number of e-Applications submitted by county and the number of e-Applications submitted by benefit.

1. **Submitted E-Applications by County** – Lists by county how many applications have been submitted by you individually and your organization.
2. **Submitted E-Applications by Benefit** - Lists by benefit how many applications have been submitted by you individually and your organization.

Information

The information tab provides links to information on benefits, downloadable forms and other helpful links. Click on a link to open the desired page.

Frequently Asked Questions

Q: How long will it take to apply for benefits on behalf of a citizen using ASSIST?
A: It will take about 20 to 45 minutes to complete an application. The exact time will depend on the benefits selected and the number of people in the household.

Q: Which benefits may be applied for using ASSIST?
A: Citizens and Community Partners can apply for Long Term Care, Health Care Coverage, Food Supplemental Program, Cash Assistance and Child Care Assistance, National School Lunch Program, Low Income Home Energy Assistance Program, and Food Bank.

Q: How long will ASSIST save the application?
A: Citizens have up to 180 days from the last date that it was updated to complete the Application process and can log in and out of the system as they please. You will need the e-Application number to access an incomplete Application.

Q: After I submit a citizen's application and receive the confirmation page, do I need to take any additional steps?
A: Yes, you must submit the household's required verification documents for the application to be processed.

Q: What is the Form 1095-B?
A: The Form 1095-B is a health insurance tax form used to verify if a client receives at least the Minimum Essential Coverage (MEC) as required by Law. If there was a break in a client's health care coverage for the applicable tax year, the client may have to pay a shared responsibility payment, also known as a tax penalty. State agencies responsible for administering Medicare Advantage (MA) and Children's Health Insurance (CHIP) programs are required to generate and send an annual Form 1095-B form to individuals enrolled in programs considered to be Minimum Essential Coverage (MEC) and send an electronic copy of the information to the IRS.

If there are issues or concerns pertaining to their Form 1095-B clients can call 1-800-996-9969.