

New York Health Benefit Exchange

Detailed Design Review Summary for Section 3.0 Eligibility and Enrollment October 9 - 10, 2012

<u>Item Number</u>	<u>Topic</u>
3.3e	Approach for Application Acceptance for Persons with Disabilities and Limited Language Proficiency

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New York State Department of Health

NYS Health Exchange (NY-HX) Project

CSC

Approach for Application Acceptance for Persons with Disabilities and Limited Language Proficiency

Release PRELIMINARY
Date Submitted: Sept. 20, 2012

Application Acceptance

NY-HX solution incorporates usability recommendations from ACA Section 1561:

- Guides the user through the selection process with easy to follow, simple language format (4th grade reading level)
- “Interview” style guide using minimum information necessary to make eligibility determinations
- Screens are being designed using UX 2014 project style, further adapted for US Rehabilitation Act Section 508 compliance
- Base application and the underlying Content Management System are both designed to support multiple languages (English and Spanish will be deployed for October 2013 open enrollment)
- Instructions will be displayed to consumers directing them to support for multiple languages in the call center