

3.3e 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*