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