



Ohio Benefits Self Service Portal Checklist

When an individual applies through the Ohio Benefits Self Service Portal, the application will follow the below process:

No Touch Process

If an application goes through the No Touch process, a near real time decision can be made on the application without caseworker intervention.

Verification by the federal hub is attempted on all identity, citizenship and income information.  If this information is verified, the applicant receives a Medicaid determination in near real time.

To increase the likelihood that an application is processed quickly, individuals **need** to provide the following information when he or she completes an application in the portal:

- ✓ First and Last Name
- ✓ Date of Birth
- ✓ Social Security Number
- ✓ Gender
- ✓ Citizenship Status
 - Immigrants need to supply his or her Alien Number in order to verify status with the Department of Homeland Security
- ✓ Marital Status
- ✓ Income
- ✓ School Record
- ✓ Tax Details (household income and tax dependents)
- ✓ Relationship Details within the household
- ✓ Specific Medicare Eligibility Information
- ✓ Other health insurance and who is covered

County JFS Office Process

If all information on the application cannot be verified by the federal hub, it is sent to the county Job and Family Services (JFS) office in the applicant's county of residence to be fully processed.

Applicants can upload the following requested documentation to expedite the county worker's review:

- ✓ Proof of Social Security Numbers 
 - Social Security Numbers are used to check income and verify other information when determining who's eligible for medical assistance
- ✓ Immigration documents
- ✓ Proof of birth dates
- ✓ Employer and Income information for everyone in the household
 - Paystubs, W2 Forms or Wage and Tax Statements
- ✓ Policy numbers for any current medical coverage
- ✓ Information about any job-related medical coverage available to the household
- ✓ Specific Medicare eligibility information
- ✓ Third Party health insurance information for anyone in the household
- ✓ Award letters for SSA, SSI, VC, Pensions, etc.