

## Ohio Benefits Self Service Portal FAQs

### Questions: Overview of Ohio Benefits Self Service Portal

#### 1. What is the Ohio Benefits Self Service Portal?

The Ohio Benefits Self Service Portal is a secure public facing portal that allows individuals to perform a number of actions. Individuals can use the Ohio Benefits Self Service Portal to apply for or check the status of benefits 24 hours a day, 7 days a week, from anywhere they can access the internet.

#### 2. Who qualifies for Medicaid benefits?

The following individuals may qualify for Medicaid coverage in Ohio:

Children and Families:

- Children up to 18 years old
- Parents or caretaker relatives of children up to 19 years old
- Adults 19 - 64 living at or below 133% FPL
- Aged out former foster care individuals
- Pregnant women

Older Adults and Individuals with Disabilities:

- Adults aged 65 and older
- People with disabilities, including blindness as determined under the Social Security rules

Refugees and Immigrants:

- Individuals with a satisfactory immigration status

#### 3. When applying through the Ohio Benefits Self Service Portal, how long will it take for my application to be approved or denied?

If all necessary information is provided the application may go through the process where a near real time decision will be made without caseworker intervention. If the application is unable to go through this process the application will be sent to the applicant's county Job and Family Services (JFS) office to be fully processed. Counties are allowed 30 days to process an application and a longer timeframe if a disability determination is needed.

### Questions: How to Apply

#### 1. Is it necessary to create an account when applying through the Ohio Benefits Self Service Portal?

Yes, you will be required to create an account with a username and password when completing a Medicaid application online.

#### 2. What internet browser should I use when completing my application?

The following internet browsers are recommended for use when completing an application:

- Internet Explorer Versions 8, 9, 10 & 11
- Chrome Version 32.0.1700.76 m
- Mozilla Firefox Version 26.0
- Safari on iPhones and iPads

#### 3. Can I use the Ohio Benefits Self Service Portal with my mobile device?

Yes, Ohio Benefits is compatible with browsers that work on mobile platforms including:

- Safari on iPhones and iPads
- Chrome on Android phones and tablets
- Internet Explorer on Windows phones and tablets

#### 4. Is my information secure and how can I keep my account safe?

Our web site uses log files and web cookies to capture generic, Internet-user information each time a request is made to view a page within this web site.

All information collected through server log files is used in aggregate form to analyze usage trends and statistics to help us improve our web site. It may also be used to identify and respond to threats to the State network.

Cookies may be used when necessary to complete a transaction, to process data submitted to us online, or to facilitate ongoing Internet interaction.

Ohio public records law requires state agencies to disclose most documents and records, including electronic records. Therefore, information submitted through this website may be subject to disclosure pursuant to a public records request. Please be aware that for public records, Ohio law requires us to disclose the records despite requests to keep information confidential. Read the DAS Public Records Policy. We will share personally identifiable information submitted through e-mail or online forms with other Ohio state agencies when necessary to respond to your e-mail request or process your online form.

Any information collected through this website that indicates a threat of harm to people, property or systems or a violation of a law may be shared with law enforcement and used in connection with a criminal investigation, prosecution or other legal proceedings.

**5. How can I create a strong password?**

The password must be at least eight characters and contain at least three of the following four characteristics: Upper Case (A, B C), Lower Case (a, b, c), Numerals (1, 2, 3) or Special characters (!, #, \$). The password cannot contain the individual's username.

**6. What information should I advise individuals to have available when completing an application on the Ohio Benefits Self Service Portal?**

Individuals should have the following information when completing an application on the Ohio Benefits Self Service Portal:

- Employer and income information for everyone in the household
- Social Security Numbers (SSNs) and birthdates for all individuals in the household
- Tax information including their tax filing status (single or filing jointly), any dependents if filing taxes or who is claiming them as a dependent, and any tax deductions
- Non-citizens need their immigration status documents including their alien number (legal naturalization documents, refugee status documents)

**Question: Who to Contact for Assistance**

**1. Who can I reach out to if I have questions or issues when completing an application on the Ohio Benefits Self Service Portal?**

Call the Ohio Medicaid Consumer Hotline at 800-324-8680.