

GO GREEN

SIGN UP FOR PAPERLESS NOTICES

The Department of Human Services (DHS) now offers a paperless option for some Medicaid and Hawki communications.

Go green today. Choose paperless and start getting future notices about eligibility and benefits in your DHS Services Portal account instead of by mail.

New and current Medicaid and Hawki members can start receiving some letters electronically by choosing “paperless” in their online DHS Services Portal account. *(At this time DHS is only providing Medicaid Notices of Action letters electronically. All other communications, including member premium/contribution statements, will still be sent by mail.)*

For security reasons, members who choose paperless will receive a letter in the mail confirming the change. Future Medicaid notices about eligibility and benefits would then be sent to the member’s DHS Services Portal account.

Interested? Log into to your DHS Services Portal account, and follow the steps below.

HOW TO CHOOSE PAPERLESS IF YOU HAVE AN EXISTING DHS ACCOUNT

1. Log into your DHS Services Portal account at <https://dhsservices.iowa.gov/apspssp/ssp.portal>
2. Click on **your name**, then **My Account**
3. Click on **Contact Information**
4. Double-check your email address is correct and update if needed
5. Check **YES** for the question, “**Would you like to opt into paperless?**”
*(If you are unable to check YES, your account needs setup to go paperless, first. Click on **Link my case(s)** from your DHS Services Portal account to get started.)*
6. **Click Save and Continue** at the bottom of the page
7. If you updated your email address, follow the instructions in the verification email you receive from the DHS Services Portal

*New to the DHS Services Portal? When setting up your account, check **YES** for the question, “**Would you like to opt into paperless?**” and then follow the steps to **verify your email**, and **link my case(s)** within the portal.*

HOW TO VERIFY A CORRECT EMAIL ADDRESS

If your email address on your existing account is correct, but it is not verified, follow these steps:

1. Click on the **Verify Your Email Address** link under “**Useful Links**”
2. On the **Verify Your Email Address** page, click **Continue**
3. Follow the instructions in the verification email you receive from the DHS Services Portal

QUESTIONS OR NEED HELP?

- ▶ Call the DHS Contact Center at **1-855-889-7985**