



## ***ImpaCT - Frequently Asked Questions***

### **Q. What is ImpaCT?**

A. ImpaCT is Connecticut's new state-of-the-art Eligibility Management System. It replaces one known as EMS.

### **Q. What is an Eligibility Management System?**

A. An Eligibility Management System helps DSS staff accurately determine and maintain eligibility for human service benefits like Medicaid, the Supplemental Nutrition Assistance Program (SNAP) and cash assistance. It also helps DSS administer these programs in compliance with the complex rules that govern them.

### **Q. Why replace EMS?**

A. EMS is nearly 30 years old and can no longer provide the level of service our clients deserve. With ImpaCT, DSS will have a modern, web-based system and advanced new tools to enhance program integrity, improve the accuracy of payments, and offer more convenient, self-service options for clients.

### **Q. Will my eligibility be affected by the new system?**

A. No, the rules of eligibility determination will remain the same as the old system.

### **Q. What are the benefits of ImpaCT?**

A. The benefits of ImpaCT are many:

- Better coordination of customer service features like online applications, renewals and change reporting
- New tools and processes to help DSS be even more efficient and timely
- Updated DSS correspondence that is easier to read and understand
- Email notifications instead of expensive paper mailings
- Increased accuracy to ensure that benefits are going to those who are eligible

### **Q. When will DSS start using ImpaCT?**

A. DSS is taking a deliberate, phased approach to the launch of ImpaCT. On October 11<sup>th</sup>, we will begin the first test-run of the new system in our Middletown office which serves about 75,000 people, or 8 percent of our client caseload.

**Q. Why are you doing a test-run?**

- A. This and other test-runs will give us the opportunity to identify and resolve any technical or training issues before the system rolls out statewide next March.

**Q. What can we expect?**

- A. During the test-runs, there will likely be some temporary delays in service as our staff adjusts to using the new system. To avoid waiting on the phone or in an office lobby, we recommend clients go online to apply for or renew their benefits or to report any changes to their personal information. DSS clients with online access are also encouraged to open a Client Benefits Account to get immediate, 24/7 access to their accounts.

**Q. Will ImpaCT replace staff?**

- A. No. ImpaCT is designed to assist, not replace, staff. ImpaCT will make eligibility determinations more efficient and accurate, but programmatic decisions will still be made by eligibility workers.

**Q. Are you closing offices?**

- A. No. All DSS offices will remain open as usual, and our telephone Benefits Center and online services will also be available. If we encounter any issues, we have processes in place to resolve them as quickly as possible.

Online options:

- **For fastest service**, we recommend online applications ([www.ct.gov/dss/apply](http://www.ct.gov/dss/apply) or [www.connect.ct.gov](http://www.connect.ct.gov)); benefit renewals ([www.ct.gov/dss/renewal](http://www.ct.gov/dss/renewal)); and online change reporting ([www.ct.gov/dss/reportchange](http://www.ct.gov/dss/reportchange)).
- We encourage DSS clients who have online access to open a client benefits account (**MyAccount**) at [www.connect.ct.gov](http://www.connect.ct.gov). This will give you 24/7 access to your information.
- For a quick and handy **eligibility pre-screening tool** for DSS services, please visit [www.connect.ct.gov](http://www.connect.ct.gov).

Phone options:

- **The DSS Client Information Line & Benefits Center** offers a 24/7 automated 'interactive voice response' telephone system to help you get the information you need without waiting to speak to an eligibility worker. You can set up a phone MyAccount or have the option of speaking to a DSS eligibility services during business hours.

Call 1-855-6-CONNECT (1-855-626-6632)

(TTD/TTY 1-800-842-4524 for persons with speech or hearing difficulties)