

Self-Service Portal and Consolidated Eligibility System - SPACES

The State of North Dakota is implementing a new eligibility system to provide enhanced customer service to clients and community partners, and to help ensure that North Dakotans are getting the economic assistance benefits for which they are eligible.

The state is replacing several, 30-year-old eligibility systems with one modern, integrated system known as SPACES, which stands for **S**elf-Service **P**ortal and **C**onsolidated **E**ligibility **S**ystem.

About 165,000 people a month will directly benefit from the improvements the state is making to both technology systems and business processes. SPACES is part of a nationwide effort to modernize the delivery of economic assistance programs to comply with the Affordable Care Act. The federal government is paying about 80 percent of the cost.

The North Dakota Department of Human Services is taking a deliberate, phased-in approach to the launch of SPACES. The first phase, completed in February 2016, included self-service portals for clients to apply for benefits and workers to determine eligibility and process case information for Medicaid/Children's Health Insurance Program individuals under the Affordable Care Act (ACA). Future phases will add more programs and enhancements.

In addition to applying for benefits online at www.nd.gov/dhs/eligibility/index.html, North Dakotans will have more convenient, self-service options to manage their cases, including the ability to go online 24/7 to check their benefit status, review case history, report changes, view correspondence and securely upload documents.

SPACES also has modern tools and technologies that will enable county eligibility workers to update case information in real time and verify data against several state and national databases. There is also a new portal for child care providers. Streamlining a manual, paperwork-heavy process will improve the accuracy of payments, strengthen program integrity and help ensure that benefits go to those who are eligible.

Future implementation phases for SPACES and the programs covered:

- Phase 2 (March 2019) – Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, and the Child Care Assistance Program
- Phase 3 (TBD) – Traditional Medicaid for Aged, Blind and Disabled coverages
- Phase 4 (TBD) – Low Income Home Energy Assistance Program