

REQUESTING A UI FLEXIBILITY CONSULT

User interface (UI) flexibility consults allow Enhanced Direct Enrollment (EDE) Partners to request feedback on proposed flexibility and the functionality of their UI. The UI flexibility consult is for partners still developing their UI to confirm their understanding of requirements or seek flexibility. This is a separate process from the EDE UI eligibility technical assistance (TA) testing CMS offers. TA testing is conducted when a partner's UI is complete.

How to Submit a UI Flexibility Consult

Complete the request form and notify the Direct Enrollment (DE) Help Desk (directenrollment@cms.hhs.gov). Please note: Any confidential materials (screenshots, wireframes, videos) should be submitted through the secure portal.

Examples of Topics for a UI Flexibility Consult

Partners should include specific details regarding proposed changes to the UI flow or phrasing of an application question. Some examples include:

"We've completed mockups of our household composition flow and would like feedback on how we are covering scenarios for complex and non-filer households."

"In the UI Question Companion Guide, there are multiple item numbers referencing the selection of immigrant documentation, such as 'Permanent Resident Card/Green Card.' Can these items be streamlined into a single dropdown selection or are separate questions necessary? Please see our proposed flow for an alternative grouping of immigration documents."

"We would like to make our income section easier to use for self-employed farmers, because that is a common situation for our target consumers. Can you please review our proposed income help tool that provides additional information about taxable farming income?"

Best Practices for UI Flexibility Consult

- ✓ Use this consult as a checkpoint to help guide your UI development
- ✓ Clearly tell us what you want reviewed, and provide any relevant details
- ✓ Submitted materials should be legible and easy to review
- ✓ Provide justification for any requested flexibility in building your UI
- ✓ Submit early and often: you can submit multiple rounds for CMS review
- ✓ Issues related to eligibility or technical aspects of the application may continue to be submitted directly to the DE Help Desk and do not require completion of the UI Flexibility Consult Request Form

User Interface Flexibility Consult Request Form

Please limit your request to one question or flow confirmation per form. Please review the instructions prior to completing the form. Submit this form to the Direct Enrollment (DE) Help Desk (directenrollment@cms.hhs.gov).

Partner Name: _____

Partner Phase: _____

Contact Name: _____

Contact Email: _____

Date Submitted: _____

Requested Response Date: _____

Time Sensitivity: ☒ Low ☐ Medium ☐ High

If highly time sensitive, an explanation for prioritization is required.

Purpose for UI Flexibility Consult:

Description of Reason for Consult:

See best practices and example questions in Requesting a UI Flexibility Consult one-pager.

Supporting Materials:

Please provide directions to access the materials or environment and ensure all materials are in a reviewable format (legible text and images). Acceptable formats for materials include videos, screenshots, and wireframes.