



# Nebraska Get Covered Connector

## Frequently Asked Questions

### BASICS

#### **What is the Get Covered Connector?**

The [Get Covered Connector](#) is an online scheduling tool created by Enroll America. It is accessible to consumers to directly schedule appointments for in-person assistance and for partner organizations to manage assisters' schedules.

#### **What are the benefits of using the Get Covered Connector?**

*The Get Covered Connector allows assisters to:*

- Help consumers find and schedule appointments
- Access tools for reminding consumers of their appointments
- Download appointment and outreach data
- Receive notifications when appointments are scheduled

*The Get Covered Connector allows consumers to:*

- Search for help by ZIP code, review their options, and schedule an appointment
- Receive automated notifications and reminders of their appointment via email or text message
- Access contact information for local assisters so they can contact assisters directly if they have questions or problems

### ADMINISTRATION

#### **How much does it cost?**

Nothing. The Connector is free for enrollment assisters in Nebraska through Enroll Nebraska.

#### **How do we get access?**

Enroll Nebraska is responsible for distributing logins to partner organizations, creating the logins with the appropriate permissions and access, training, and being the first line of support on the most basic and frequently asked questions. Contact Eric Savaiano (info below) to request access.

#### **What are the requirements for using the Connector?**

As a partner organization, you must go through training on the Connector's use, upload your availability for public access through the tool, and keep your schedule up to date. Additional but non-required use includes reporting results of appointments, placing the Connector widget on your organization's website, adding the Connector to your voicemail, and promoting the connector through social media.

#### **How does the Connector help consumers keep their appointments?**

Consumers will receive an email notification upon scheduling their appointment and a reminder email 24 hours before their appointment. Consumers can also sign up to receive text message reminders. Assisters will be notified by email when an appointment is scheduled so they can follow up with the consumers directly to help ensure the appointments are kept. These features should supplement, not replace, existing RSVP/confirmation processes of assisters.

### INFORMATION SHARING

#### **Who has access to data in the back end of the system?**

Data on appointments is not available to the general public and is protected. Partners will be given access via individual user logins to the back end of the Connector. Administrators will have full access to all fields and data relevant to their organization. Individual logins will be given different permissions so that users only have access to fields and data relevant to their position within the organization.

#### **How can I learn more or sign up?**

Contact Eric Savaiano, Statewide Coordinator of Enroll Nebraska at [esavaiano@neappleseed.org](mailto:esavaiano@neappleseed.org) or 402-438-8853 ext. 126 if you have questions or would like to sign up.