


Minnesota Department of Human Services


Benefits information Portal



The Benefits Information Portal
Supporting Minnesota's Children through Adoption and Family Care
A Member Website


The goals

- Create a simple process for reimbursements
- Decrease the amount of questions regarding the reimbursement process
- Decrease the amount of paper documents handled by staff
- Increase the level of customer service for adoptive families



What we have done

- Created an external facing website for families with:
 - Clear, simple documents
 - Instructions for the reimbursement process
 - Other general adoption assistance information
 - Link to MMB
 - Links to other useful sites
- Included information for families who will be receiving Northstar adoption and kinship assistance



Where we are at

- Testing the site for accessibility, plain language, QA and business staff reviewing site, overall usability.
- RRP has been published and submissions due on the 22nd.
- Ongoing and extensive conversations with the infrastructure team



Where we need to go

- Allow users of the BiP to enroll.
- Allow users of the BiP to securely submit any type of permanency support document.
- Deploy a business application for the permanency support team to complete paperless reimbursements for families.



Let's take a look

The screenshot shows the homepage of the Benefits Information Portal (BiP). At the top, it says 'Welcome to BiP | The Benefits Information Portal' and 'Benefits for Permanency Families | Reimbursement Info | Login'. Below this is the Minnesota Department of Human Services logo and the BiP logo with the tagline 'Supporting Minnesota's Children through Adoption and Kinship Care'. A large 'Welcome!' message is followed by the text 'Over 4,500 Minnesota families are growing strong through kinship and adoption.' There is also a link to 'What is NorthStar and how is it impacting the lives of Minnesota children seeking permanency?' and a small description of the BiP as an online source for reimbursement programs.

Questions?