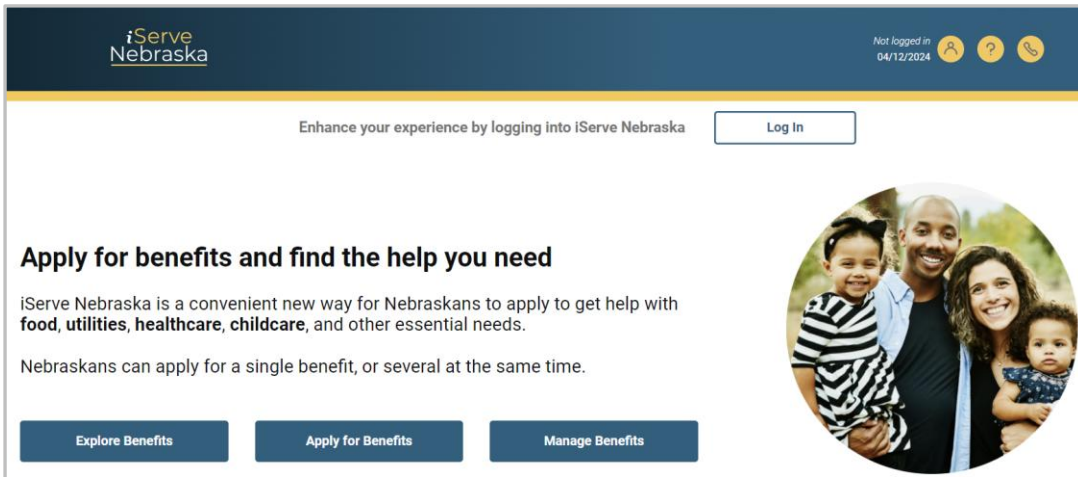
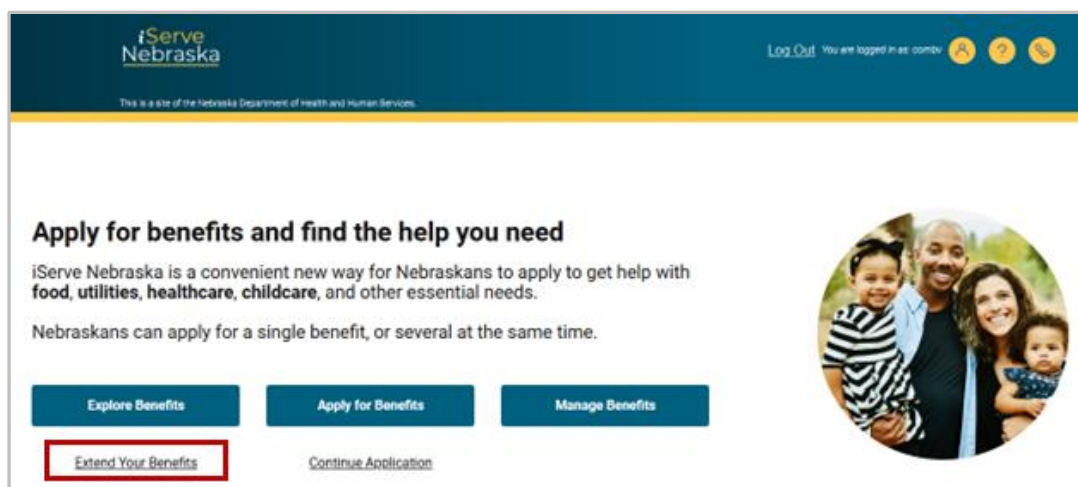


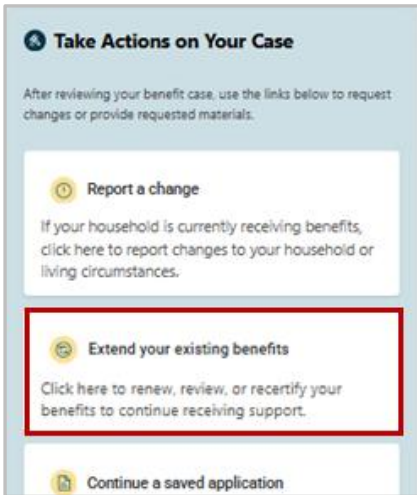
COMPLETING THE CLIENT BENEFIT INFORMATION MULTI-CASE RENEWAL

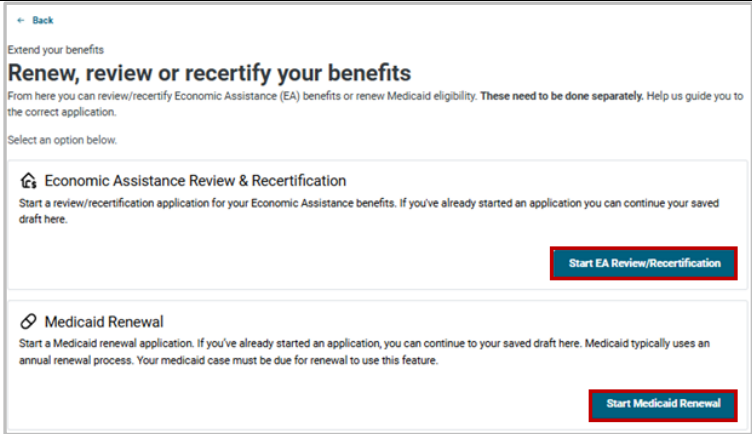
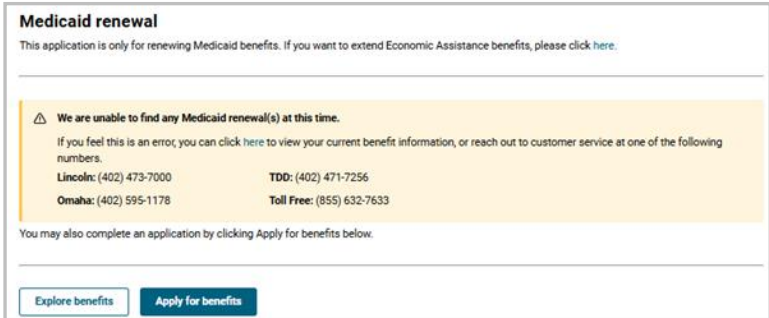
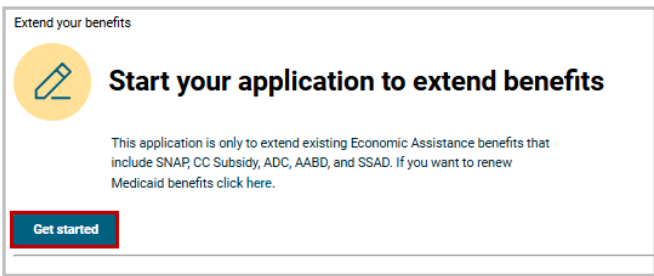
Description: This guide provides steps to complete the Multi-Case Renewal process on the Client Benefit Information (CBI) portal.

Note: EA recertifications and Medicaid renewals must be reviewed and submitted separately, as each follows a different process with unique requirements.

Step #	Procedure
1.	Access the iServe Nebraska Portal directly at iserve.nebraska.gov. 
2.	Click Manage Benefits. 

Step #	Procedure
3.	You will be routed to the Sign in to your benefits account page to log in. Sign in to your benefits account If you already have an ACCESSNebraska account, you can use your existing account info to log in. Don't have an account? An account will let you save a draft of your application, view your current benefits, manage renewal and registration, and update your household info. If you have trouble logging in, visit the Frequently Asked Questions page. Si ya tiene una cuenta de ACCESSNebraska, puede usar la información de su cuenta existente para iniciar sesión. ¿No tiene una cuenta? Una cuenta le permitirá guardar un borrador de su solicitud, ver sus beneficios actuales, administrar la renovación y el registro, y actualizar la información de su hogar. Si tiene problemas para iniciar sesión, visite la página de Preguntas Frecuentes. Username / Nombre de usuario Password / Contraseña Show password Login Forgot password?

Step #	Procedure
4.	If you have access to multiple master cases, a list of them will display when you log in. Select the master case you want to review. The My Benefits Dashboard page will display information specific to that case. 
5.	Click on Extend your existing benefits found in the Take Actions on Your Case section on the right side of the dashboard. 
6.	The Renew, review, or recertify your benefits page displays. Click the Start EA Review/Recertification or Start Medicaid Renewal button.

Step #	Procedure
	
Note:	If no renewals are available, a program-specific error message will be displayed. 
7.	The Start your application to extend benefits page displays. Click the Get Started button. 
Note:	After clicking the "Get Started" button, the system will search for all programs you are linked to—not just those associated with the master case you were viewing in the CBI portal. Only programs currently eligible for recertification or renewal will be displayed. A program will not appear in the case selection if: • It has lapsed beyond the grace period (the allowed time after the due date has passed). • It is not yet due for recertification or renewal (typically more than 60 days before the due date).