



# MyWABenefits

American Indian Health Commission  
2026 Tribal Assister Training

May 7, 2026

Washington State  
Health Care Authority



Under the oversight of the [Washington State Health and Human Services Enterprise Coalition](#) and the day-to-day leadership of the DSHS Finance, Technology, & Analytics Administration, IE&E is responsible for full product management, operations, and technical oversight of MyWABenefits, DocUpload and the IE&E cloud platform.

The team is also responsible for maintaining the IE&E roadmap, using an agile approach to incrementally make progress through the implementation of products and capabilities that make up a comprehensive integrated eligibility and enrollment system.



## What is IE&E?

The IE&E Modernization Program is a multi-year effort to develop a modern, integrated eligibility solution for health and human services that best supports the needs of Washingtonians.



## Why IE&E?

### **The process of applying for benefits can be a challenging task.**

The HHS Coalition serves more than 2.9 million Washingtonians through over 75 health and human services programs. Over one million Washingtonians are served by programs from at least two HHS Coalition organizations.

Clients often must navigate multiple online systems and fill out duplicate and lengthy applications, some of which may not be easily accessible to those we serve. This can be particularly difficult as it may require clients to repeat their personal stories and provide the same information multiple times.

## Why IE&E?

IE&E is set to alleviate these challenges by introducing a user-friendly application, implementing an HHS portal, and streamlining the process to obtain benefits. This would enable clients to access the services they need more efficiently.

In addition, the HHS Coalition organizations currently rely on a patchwork of IT systems, at its core, the Automated Client Eligibility System (ACES) – a 30-year-old mainframe system that uses legacy technologies. This reliance on legacy technologies limits flexibility for the state to respond to regulatory requirements, streamline processes, and improve access to benefits for Washingtonians.

**This is where the IE&E vision comes in.**



## IE&E Vision

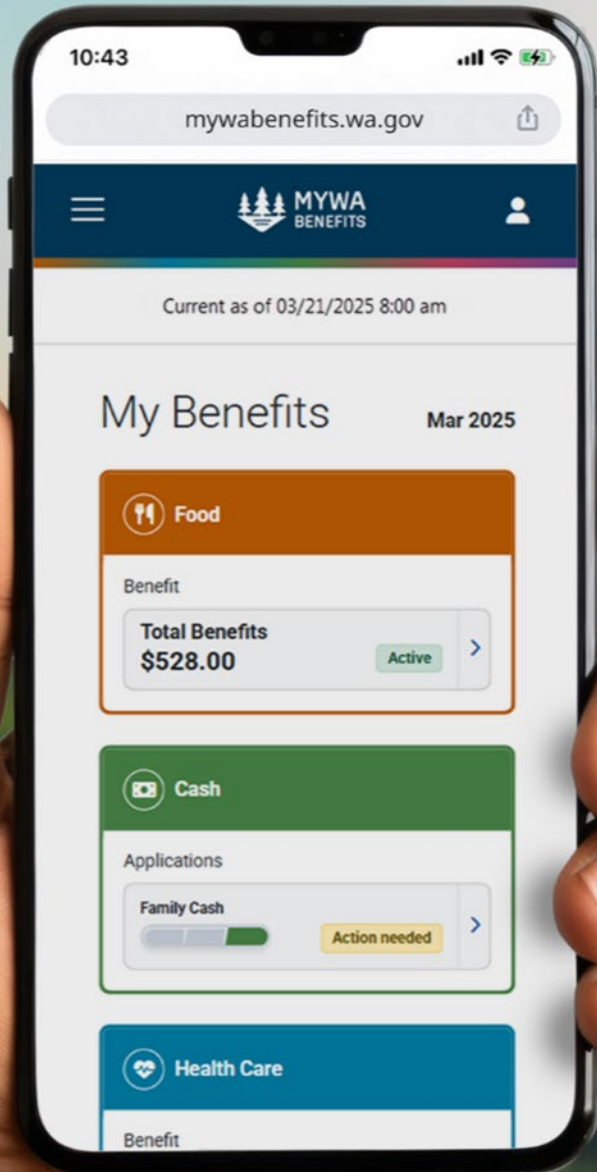
We envision a world where Washingtonians tell their story one time as the new system and underlying business processes securely guide them through the possibilities.

This is made possible by providing a singular, easy, accessible and improved experience for clients and community-based assistors as well as an improved experience for eligibility staff and case workers.

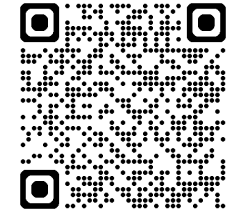


# Current Products

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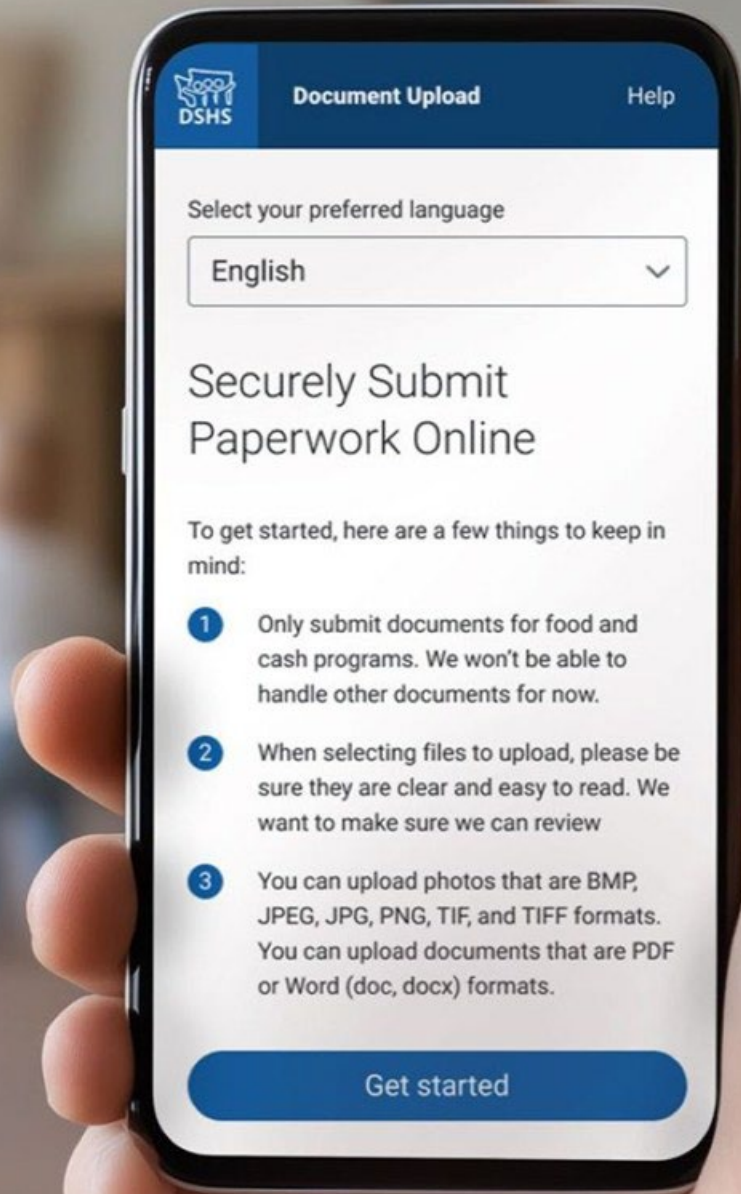


# MyWABenefits

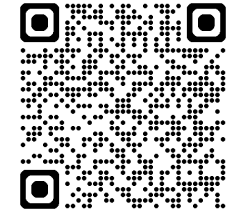


A mobile-friendly, self-service portal to help households understand their eligibility and enrollment status across multiple programs.





# DocUpload



A secure, self-service online portal that allows customers to submit verification documents for eligibility determinations.



# Resources

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- [MyWABenefits: An Introduction](#) (YouTube)
- [IE&E Modernization Program](#) (YouTube)
- [Future of IE&E](#) (YouTube)
- [Integrated Eligibility and Enrollment Modernization Program \(IE&E\) | Healthier Washington Collaboration Portal](#) (Website)

# Thank you!



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