

# Modernizing Human Services

## Comprehensive Services; Flexible, Low-Risk Solutions

Modernizing a human services program doesn't have to be an all-or-nothing proposition. Some states undertake an enterprise-wide transformation. Others look to modernize individual systems first. And still others focus on short-term improvements such as implementing an integrated call center for multiple programs.

That's why we offer a flexible approach to modernization – the right fit for your needs and budget.



### Rethinking Service Delivery

For programs such as Medicaid, Temporary Assistance to Needy Families (TANF) and food benefits, improving service often means redesigning the program's service delivery model.

That's no small task, for several reasons:

- Many eligibility systems are antiquated, but replacing them can be cost-prohibitive
- In many states, each human services program has its own eligibility system and process, creating inefficiencies
- As experienced eligibility workers retire, there's a steep learning curve for new workers.

We work with states to understand the needs of their clients and agency staff. Then we help transition from a program-centered model to a client-centered one that focuses on desired social outcomes. In doing so, we create a service delivery model that offers client choice, complementing rather than competing with programs goals toward self-sufficiency.

### Innovative and Low Risk

We serve as program advisors and proactively help states understand where and how to innovate to gain efficiencies, cut costs and improve program operations. Our expertise is in consolidating business processes, applying the appropriate technology and mitigating risks. In fact, we are human services program specialists at models that allow states to pay by the transaction with no up-front costs.

The greatest value is achieved when states choose Xerox for all their eligibility modernization needs. Much like a Medicaid fiscal agent, which is responsible for the system and services for program recipients and providers, Xerox can be a state's "Eligibility Agent" responsible for the systems and services that deliver effective and timely eligibility processing.

Our Integrated Eligibility Portfolio enables incremental or full modernization, and includes both system and operations offerings—you choose what you need. Operations support can include call centers, document imaging, or full operations, so you can focus on your core mission. And we offer a total end-to-end solution for your healthcare reform needs through our fully compliant Exchange and integrated eligibility system. Our system options are compatible with modern enterprise architectures, meeting all requirements for optimizing new Federal funding, as well as being fully interoperable with other systems, including other non-Xerox health insurance exchanges. We're committed to a flexible, low-risk approach to human services modernization.

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## Our Portfolio

We offer many options for improving human services program operations:

### Services:

- Customer Care Centers
- Eligibility Screening
- Case Management
- Application Processing
- Document Management
- Eligibility Support
- Health Insurance Exchange

### Systems:

- Integrated Eligibility System (IES)
- Self-Service Portal

## Our Approach

We're committed to a flexible, low-risk approach to human services modernization that:

- Enhances the client eligibility experience
- Increases caseworker productivity
- Improves agency efficiency

Our human services program experts are good at technology, but we're not just a technology

vendor; we understand programs, policies and the constraints you face, and we have proven experience in business process services for eligibility.

Our COTS-like Integrated Eligibility System (IES) supports multiple programs and is powered by a modern, services-based, modular architecture and framework. The IES framework includes a pre-built rules engine, productivity tools and is interoperable with non-Xerox Health Insurance Exchanges. In fact, our off-the-shelf framework has the capability to address all seven of CMS' new standards and conditions for enhanced match funding of eligibility system investments. As your system partner, we offer you access to scheduled framework upgrades through a flexible support model so that your state system continues to evolve well after the "go-live" phase.

Is your main goal to reduce costs? Deal with staffing constraints? Improve service, increase productivity or comply more quickly with government regulations? Count on us to help you comb through all your options and help you determine what's right for your situation.

With years of experience in complex human services operations, we'll deliver on our promises. That's because we design our solutions—including technology, staffing and process enhancements—to deliver agreed-upon results.



## Our Qualifications

Choosing a partner to help update your programs is critical. But not just any partner will do. You need a flexible expert—one who offers a wide range of human services modernization solutions. We offer you an optimal mix of:

- Leading-edge technologies
- Hands-on eligibility systems development
- Operations knowledge
- 30 years of experience in human services program administration

Our mission is to provide your agency solutions that are the best fit for achieving your eligibility modernization goals.

To learn more, visit us at [acs-inc.com/public-sector.aspx](http://acs-inc.com/public-sector.aspx).

## Xerox Integrated Eligibility Portfolio

