

Eligibility and Enrollment Self-Service Platform

Self-service capabilities for your constituents to apply for and manage benefits.



Experience Counts

For four decades, we have helped government agencies implement and manage solutions that meet program needs -- all while providing a high level of service and cost efficiency.

- 30 million customer contacts handled annually, supporting 200+ languages
- Over 35 years of experience with Healthcare Eligibility and Enrollment services
- 3 million eligibility applications assessed and processed annually
- 23 million Medicaid and CHIP beneficiaries served

In many states, when individuals apply for benefits for themselves or their households, the experience can be fractured and frustrating. If programs don't coordinate their intake processes, state residents can find themselves filling out separate applications for Medicaid, CHIP, SNAP and TANF services – providing some of the same information over and over.

There's a better way. Our Self-service Portal enables state residents to learn about, screen for and complete one integrated application for Medicaid, CHIP, SNAP and TANF. By providing a single site for benefit programs backed by the latest technology and automation, we dramatically improve the customer experience—without compromising security and privacy. Communication improves. New avenues for interaction open up. Your constituents gain access to a self-service dashboard, where they are empowered to apply for benefits, submit documents, and manage household benefits once enrolled and much more - 24/7 from the comfort of their home.

Constituents aren't the only ones who benefit. The portal is also a powerful tool for the state, providing pertinent analytics about your clients, a highly efficient method of communication, and a cost-effective channel that often relieves overcrowded in-person, paper, and telephone alternatives.

Advantages for your agency:

- A single portal for eligibility screening and application for multiple programs, providing best-in-class convenience to health professionals.
- Omni-channel, multilingual support including mobile technology.
- A multi-tenant cloud based platform that collects point of care information from beneficiaries and can be accessed through any browser-enabled device.
- Real-time pertinent analytics and dashboard reporting, enabling you to monitor and predict demand as eligible populations grow and shrink, easing budget restrictions.
- Highly configurable and smart automation will simplify workflows, decrease paperwork and reduce waste.
- An efficient and cost effective communication tool that can alleviate overcrowding of in-person, paper, and telephone service channels.



Advantages for your constituents:

- **Holistic, integrated portal:** Enabling state residents to complete one integrated application for Medicaid, CHIP, SNAP and TANF.
- **Faster delivery of benefits with reduced paperwork:** Users can upload and submit documents via desktop, tablet and smartphone.
- **Individualized customer experience:** Creating an account gives residents access to a self-service dashboard where they can manage their benefits – including change reporting, document submission, benefit renewal and much more, 24/7 from the comfort of their home.
- **Intelligent customer experience:** Screening provides a quick and easy way to check possible eligibility for health coverage, help paying for food, and emergency cash assistance.
- **Real-time and immediate experience:** Receive alerts and notifications related to benefits, support re-determinations or re-certifications and provide other relevant state program information without the need to contact a call center.

Key Features:

- Account creation with secure login capability
- One integrated eligibility screening and application for Medicaid, CHIP, SNAP and TANF
- Self-directed benefits management for constituents, including change reporting
- Post banner messages to spread critical information quickly, consistently, & at low cost.
- Online renewals
- Self-service dashboard available 24/7
- Upload and submission of documents via desktop, tablet and smartphone
- State's ability to communicate electronically with users and their household
- Direct communications and notices to each user's secure mailbox.
- Reporting and web analytics
- Online satisfaction surveys, help, support for seven languages
- Mobile enabled, browser agnostic
- Configurable design

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