

SNAP eligibility support services

More flexibility. More efficient operations. Better Results.

Additional eligibility service offerings

We offer a full menu of tools and services to meet your program needs.

- Consumer, provider, carrier and stakeholder education and outreach.
- Self-directed online benefits management for constituents.
- Document upload, submit, and save capability to a Dashboard Inbox via desktop, tablet, or smartphone.
- Mobile-enabled, browser agnostic functionality.
- Supports Medical,CHIP, TANF, and other social services. The Conduent-self service portal intergrates the application process across a range of social services program.
- Premium billing, processing, collection, aggregation and remittance.
- 24/7 multilingual customer care services.
- Back office, application processing and verification support.
- Complaints, grievances, appeals and fair hearing support.
- Consumer satisfaction surveys and analysis.
- Data analytics.



Serving your state's SNAP-eligible and SNAP-enrolled population just became easier following 2020 revised guidance from the US Department of Agriculture. The USDA Food and Nutrition Service (FNS) revised its Non-Merit system Personnel Guidance for call centers, expanding the scope of work that vendors, private staff, and contractors can perform in SNAP operations.

As part of USDA's continuing collaboration with state agencies to enhance customer service while maintaining program integrity in the Supplemental Nutrition Assistance Program (SNAP), USDA FNS expanded allowable activities that 'non-merit' call center personnel can perform to support SNAP program services. With FNS approval, states may now use non-merit personnel to support them in screening for eligibility, providing application assistance, answering client questions about missing information and providing verification guidance. The revised policy's flexibility will enhance customer service, by reducing applicant and participant wait times, burden on merit personnel, and enabling better coordination across multiple social services programs.



Comprehensive eligibility experience

We understand the wide range of government health and human services programs. By taking advantage of our in-depth experience, we can help you offer much-needed services to your citizens.

- Nearly 50 years of experience integrating, implementing and enhancing systems for Medicaid, CHIP and other public programs.
- 34 years of experience with Healthcare Eligibility and Enrollment services.
- 37 million people served in government health services.
- 23 million Medicaid and CHIP beneficiaries served.
- Handle over 30 million calls annually supporting over 200+ languages.
- More than 24 years of eligibility assessment and determination experience.
- Assessment and processing over 3 million eligibility applications annually.
- Over 15 years of performing outreach services, in addition to premium assessment, billing and collections.

How we work with you to serve your constituents

With FNS approval, services that may now be performed by vendors, private staff, and contractors include:

Services	Conduent Currently Supports
Screening for eligibility	✓
Answering applicant questions about missing information	✓
Pursuing missing information	✓
Providing verification guidance	✓
Supporting complaint resolution (Non-case specific)	✓
Taking requests to replace forms or letters	✓
Providing general information (office location, contact details and how to receive an application)	✓
Providing general program information	✓
Providing locations and referrals	✓
Responding to requests for paper applications	✓
Scheduling and rescheduling appointments	✓
Provide the following read-only information from the system (case and application status, receipt of documentation, benefit amount and date, case denial reason)	✓
Services that have historically been available to be performed by non-merit system personnel without an FNS waiver	Conduent also Supports
Data entry requiring no client contact	✓
Document scanning	✓*
Data matching (without client follow-up)	✓
Ancillary support such as building security, maintenance, technical support	✓

* Service currently performed for Medicaid eligibility support; all other services performed for SNAP eligibility support as well as other programs.

We work closely with agencies like yours to improve operational efficiency and ensure that your constituents get the services they need. By partnering with Conduent, our client agencies have achieved:

- Reduction in backlogged applications
- Improved SNAP application timeliness
- Improved SNAP error rates
- Cost savings and efficiencies