

Eligibility and Enrollment Solutions



Advantages for agencies

- Cost-efficient managed services
- Simplification of core agency processes with modernized workflow processes
- Fast, flexible and scalable technology
- Accurate, timely enrollment with less manual rework
- Increased transparency using drill-down dashboard reporting with predictive analytics available at your fingertips, on your schedule.

Advantages for citizens

- Faster delivery of benefits with reduced paperwork and office visit burdens
- Self-empowerment, self-service options available 24/7
- Real-time, no-waiting access to program information
- Personalized notifications

States are looking for ways to enhance services provided to their constituents, often against the headwinds of revenue shortfalls and shrinking budgets. Our Eligibility and Enrollment Solutions can help you achieve your objective of improving services while reducing costs. Health and human service agencies and those they serve are aligned in their desire for personalized digital interactions. We can help you rethink and redesign enrollment and eligibility processes to:

- expedite service delivery
- enhance customer satisfaction
- and provide the self-service on-demand experience that your customers expect today

Conduent is at the forefront of the new electronic frontier with offerings of seamless omni-channel conversations and modern, actionable insights.

Reinventing the enrollment experience

Our Eligibility and Enrollment Solutions are designed to help states deliver flexible full-spectrum services both on the operational front and back end. Our approach includes:

Omni-channel service: Connecting with citizens through their preferred channel (text, chat, email, web, social and mobile phones or tablets) makes communication easier and the exchange of information more timely and accurate.

Predictive analytics: With real-time dashboard reporting and analytics, we enhance your ability to plan for future demand as eligible populations grow and shrink, easing budget restrictions.

First-call resolution: Many agencies don't recognize how much room they have for improvement on this front. We helped one client increase first-call resolution by 27 percent, reducing administrative burdens and cost while improving customer satisfaction.

Personalized experiences: When citizens choose the contact channel and language best suited for their needs, satisfaction and efficiency come naturally.

Automated workflow processes: Smart automation simplifies workflows, decreases paperwork and reduces waste. One of our clients cut out nearly three-quarters of paper applications by modernizing their enrollment process.

Advantages for state agencies and citizens

Working with Conduent to enhance your eligibility and enrollment services pays immediate dividends. A service agency with 90 percent paper enrollment worked with us to create a web portal designed to streamline enrollment allowing access from mobile devices. Citizens responded immediately and favorably. Just three days after launch, 41.6 percent of applications were being submitted using our mobile application, eliminating unnecessary scanning, indexing, data entry and storage of paper applications.

Why flexibility matters

Tremendous growth in digital contact channels and heightened customer experience standards have changed service delivery of all types.

Comprehensive eligibility experience

As the world's largest business process services company, we are improving the way businesses and governments interact with their citizens, patients, customers and employees.

Our mission is to modernize the constituent experience by making every interaction digital, personalized and secure. Due to our unrivaled experience in government services, we have a profound understanding of 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 in an efficient, cost effective way. Conduent has:

- More than 46 years of experience integrating, implementing and enhancing systems for Medicaid, CHIP and other public programs
- 32 years of experience with Healthcare Eligibility and Enrollment services
- Served 37 million people in government health care services
- Served 23 million Medicaid and CHIP beneficiaries
- Handled over 30 million customer contacts annually supporting over 200+ languages
- More than 22 years of eligibility assessment and determination experience
- Assessed and processed over 3 million eligibility applications annually
- Over 13 years of performing outreach services, in addition to premium assessment, billing and collections

State agencies must grow and adapt as well. Program standards are evolving rapidly and agencies need to be ready to respond. Agencies are asked to adopt new standards and criteria on short notice and with expectations for rapid results. Our modern eligibility and enrollment services have the flexibility and scalability to change as your program needs and scope change.

Designing a lasting, modern eligibility and enrollment framework

Our solution design embraces the growing trend of digital transformation allowing for easy adaptability to any existing state-run legacy technology. Early adopters of our eligibility and enrollment solutions report successes that drive long-term improvements and cost reductions for our clients.

Application program interfaces: This allows us to integrate with state legacy and other best-of-breed technologies enabling you to use multiple platforms to bring together a technology environment that is fast and flexible.

Timely eligibility decisions: On-time decisions matter for compliance and customer satisfaction. A Conduent client improved on-time decisions from 75 to 95 percent.

Error reduction: A single mistake can cascade for weeks or longer as citizens must repeatedly contact the agency to correct the matter and resources are diverted to not only correct the mistake but also identify the root cause. A Conduent customer reduced its SNAP-related error rate by 48 percent.

Shorter training times: Simplifying and modernizing processes pays off every time a new representative is hired or reassigned. For example, we helped one agency reduce training time by 34 percent.

Higher agent productivity: One Conduent customer's applicant pool more than doubled. The agency did not need to bring on more staff, and was even able to reduce backlog by two-thirds.

Improved service experience: Your constituents can teach you how to provide better service across all interaction channels. We track, trend and monitor their feedback in real time so you can measure satisfaction and improve program service levels and quality.

Programs supported

Our Eligibility and Enrollment services can assist you with a variety of citizen programs.

- Medicaid and CHIP
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)
- Women, Infants and Children (WIC)
- Kinship Care
- Lifeline
- Low Income Home Energy Assistance Program (LIHEAP)
- Other constituent benefit programs

Learn more about how we can help at conduent.com/eligibility