

Case Study

“Working with Conduent has helped us serve more children and families while spending less money. They’ve helped us deter fraud, improve service and do more within our budget.”

– Tom Pennington
Director of Electronic Payment Systems,
Oklahoma Department of Human Services

Sector:
State and Local Government

Solution:
A new e-Childcare solution

Client:
Oklahoma Department of
Human Services

Challenge:
Slow and cumbersome
invoicing process; high
percentage of incorrect
payments

Results:
Increased accounting
accuracy; quicker
compensation for child
care providers; 10 percent
program cost savings



A combination of policy changes and our e-Childcare solution produced a 10% savings on program costs.

The Challenge

For the Oklahoma Department of Human Services (DHS), a broken system was compounded by budget constraints. The invoicing process was cumbersome and slow in making payments to childcare providers, resulting in unwillingness by some to accept cases. Worse, audits and other evidence suggested a troublingly high percentage of incorrect payments – errors that misdirected funds meant to help families. While eager to correct these issues, DHS faced fiscal constraints, increasing the challenge.

The Solution

DHS determined that most issues could be addressed with a combination of policy changes and enhanced tracking. The State needed a way to document and pay for childcare at the point of service, while verifying eligibility in real time. Then the department could compensate providers for actual services provided – and eliminate retroactive paperwork and undocumented claims for payment.

With better program administration, day care providers are more likely to participate and stay in the program, which helps parents find the care they need.



Enter e-Childcare. Noting the success of the Electronic Benefit Transfer (EBT) program for food stamps, DHS collaborated with us to establish an “EBT Daycare” program. Based on our proven EPPIC (Electronic Payment Processing and Information Control) System, the program offers the following benefits:

- Parents use a convenient card to check their child in and out of day care; instant eligibility verification notifies both the parent and provider of coverage and copays.
- Childcare providers are paid for services faster and more accurately.
- Automatic payment calculations are based on actual attendance, eliminating the need for invoicing paperwork.
- Less labor is required for auditing invoices, since electronic records of real-time check-in and check-out provide accurate and useful data.

With better program administration, day care providers are more likely to participate and stay in the program, which helps parents find the care they need.

The Results

With a combination of policy changes and our e-Childcare solution, the Oklahoma Department of Human Services realized a 10 percent savings on program costs. Those savings have been used to fund additional program improvements, training initiatives, and rate increases for childcare providers that meet high quality standards.

The e-Childcare solution has been so successful that adult day care services have been added to the system – a program extension that required no system changes. Authorizations and provider certifications are handled just as smoothly and the adult day care program realizes the same benefits, including reduced costs and higher provider satisfaction.

You can learn more about us at
www.conduent.com

