

Accenture Citizen Self-Service Portal

Providing easy access to integrated services



The Accenture Citizen Self-Service Portal (ACSSP) is a secure, public-facing portal that allows citizens to check eligibility for multiple social programs, apply for benefits, and manage benefits online. ACSSP enhances communications between caseworkers and citizens through a secure message center, and helps improve caseworker efficiency by allowing citizens to fill out applications, submit documentation, renew benefits, and report changes online.

The portal guides the citizen through the application to collect complete and accurate information, reducing errors and caseworker intervention, and enabling “no-touch processing.” By reducing errors and promoting self-service, ACSSP helps government agencies increase the efficiency and effectiveness of caseworkers, reduce agency cost, and offer citizens convenient access to more programs.

In addition, ACSSP provides out-of-the-box functionality that supports Affordable Care Act (ACA) compliance, including pre-built Modified Adjusted Gross Income (MAGI) rules and automatic application processing to enable real-time eligibility determination. A scalable and adaptable solution, ACSSP can serve multiple agencies and easily expands to accommodate additional programs.

Simple, intuitive user interface

ACSSP offers citizens three easy access points:

1. The “Check eligibility” feature allows citizens to complete a quick and easy self-assessment and receive a list of benefits for which they may qualify.

2. “Apply for benefits” allows applicants to select multiple programs of interest, and guides applicants through a streamlined application process.

3. “Access my benefits” allows clients to check current benefits, view pending verifications and correspondence history, report changes, and renew benefits.

CSSP uses a conversational approach to collect data, utilizing conditional questions to streamline applications. If a user leaves the application before submission, the information is saved, allowing the applicant to resume the application at a later time.

No-touch processing

Applications that meet certain criteria run through “no-touch processing” – real-time eligibility determination without caseworker intervention. However, should additional documentation be required, the applicant can upload documents to ACSSP. By allowing citizens to be self-sufficient, the process becomes more efficient for both caseworkers and applicants, and reduces repetitive

calls, office visits, and the overall cost of processing an application.

Robust integration with eligibility

Upon submission, the application is transferred to the eligibility system for eligibility determination. ACSSP fully integrates with the Accenture Benefits Management System (ABMS) or an existing eligibility system, allowing the applicant to view the eligibility results through ACSSP. The portal also provides applicants with other self-service capabilities including reviewing their case data, reporting changes, and viewing previously uploaded documents.

Support for multiple programs and agencies

ACSSP is built on Accenture’s experience developing similar self-service portals for public organizations such as Accenture’s patented E-Child Support Portals, California’s C4Yourself, and the Access NYC Portal. The Access NYC Portal is an online tool that provides information to New York City residents and screens them for human services benefits in 35 city, state, and federal programs in seven languages across multiple benefits programs and city agencies.



Accenture Citizen Self-Service Portal

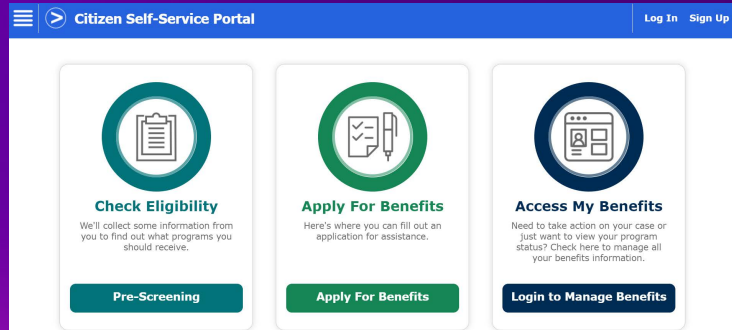


Figure 1: Accenture Citizen Self-Service Portal interface

Key features

- No-touch/automated application processing
- Online renewals and change reporting
- Out-of-the-box functionality to meet Affordable Care Act requirements
- Dynamic configuration features that eliminate the need for custom coding
- Anonymous eligibility screening

Key benefits

- Improved caseworker efficiency and effectiveness
- Real-time eligibility results and status updates
- 24/7 access to benefits and applications for a variety of social programs
- Quicker and easier benefits management
- Reduced costs from citizen self-service and cross-agency use

The State of Ohio implemented the Accenture Citizen Self-Service Portal and Human Services Suite to support more than 50 health and human services programs. Completed in record time – the system has received applications for over 560,000 applicants, and processed around 50,000 of those applications without caseworker intervention through an industry-leading no-touch process.

Efficient workflow management

By leveraging Business Process Management (BPM), the portal lets organizations easily manage and add workflows according to program or business needs, enhancing control and efficiency.

Configurability

ACSSP provides flexible configuration that allows agencies to customize the user interface and eligibility rules. Questions for information collection are configurable through a web-based, menu-driven administration console rather than hard-coded in application pages. This empowers business users to modify the eligibility screening and benefits application without having to rely on developers for custom code changes, allowing agencies to adapt to change quickly and with low cost.

Controlling costs with COTS

As a commercial-off-the-shelf (COTS) software product, ACSSP delivers cost predictability — protection from large and unpredictable maintenance and enhancement costs that come with custom solutions. Most changes are implemented through configuration, not coding, enabling organizations to make changes rapidly and economically. Regular product releases keep the portal current with changing Federal requirements and technology standards.

Accenture Software for integrated eligibility

The Accenture Citizen Self-Service Portal is part of the Accenture Human Services Suite. Combining an integration platform with a benefits management system for caseworkers, a self-service portal for citizens, and a presumptive eligibility portal for qualified providers, the suite offers a proven integrated eligibility solution that helps states reduce risks, lower costs, and deliver compliance at speed.

About Accenture

Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services—all powered by the world's largest network of Advanced Technology and Intelligent Operations centers. Our 514,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities. Visit us at www.accenture.com

